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What Makes Up the Service CallsOffered Calculation?

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Questions

Introduction

What makes up the service CallsOffered calculation?

Related Information

Introduction

This document shows the proper fields that make up the service CallsOffered calculation in Cisco Intelligent Contact Management (ICM) and in which reports the service CallOffered calculation can be found.

Q. What makes up the service CallsOffered calculation?

A. The number of reports containing the service CallsOffered calculation varies by ICM versions:

- ◆ Cisco ICM version 4.1.x and 4.5.x:
 - ◇ entsvc03_effect_of_aban_on_servicelevel
 - ◇ entsvc04_calls_trend_analysis
 - ◇ entsvc05_calls_offered_half_pie
 - ◇ entsvc07_now_to5_grid
 - ◇ entsvc08_gate_realtime_status_grid
 - ◇ entsvc09_svc_array_now_to5_grid
 - ◇ entsvc10_queue_point_servicelevel
 - ◇ entsvc11_calls_analysis_daywise
 - ◇ entsvc12_calls_analysis_half_hour
 - ◇ entsvc13_calls_offered_daywise_graph
 - ◇ entsvc16_calls_history_daywise_graph
 - ◇ entsvc17_calls_offered_half_hour
 - ◇ entsvc18_gate_half_hourly_status_grid
 - ◇ entsvc19_queue_point_servicelevel
 - ◇ persvc03_effect_of_aban_on_servicelevel
 - ◇ persvc04_calls_trend_analysis
 - ◇ persvc05_calls_offered_half_pie
 - ◇ persvc07_now_to5_grid
 - ◇ persvc08_gate_realtime_status_grid
 - ◇ persvc09_forecast_aht_offer_grid
 - ◇ persvc11_calls_analysis_daywise
 - ◇ persvc12_calls_analysis_half_hour
 - ◇ persvc13_calls_offered_daywise_graph

- ◇ persvc16_calls_history_daywise_graph
- ◇ persvc17_calls_offered_half_hour
- ◇ persvc18_gate_half_hourly_status_grid
- ◇ ipcc_persvc20_hh_ivr_queue
- ◇ ipcc_persvc21_day_ivr_queue
- ◇ ipcc_persvc22_hh_ivr_periph_service
- ◇ ipcc_persvc23_day_ivr_periph_service
- ◇ ipcc_persvc24_hh_periph_service
- ◇ ipcc_persvc25_day_periph_service
- ◇ ipcc_persvc26_hh_all_fields
- ◇ ipcc_persvc27_rt_all_fields
- ◇ ipcc_entsvc20_hh_grid
- ◇ ipcc_entsvc21_day_grid
- ◆ Cisco ICM 4.6.x:
 - ◇ entsvc03_effect_of_aban_on_servicelevel
 - ◇ entsvc04_calls_trend_analysis
 - ◇ entsvc05_calls_offered_half_pie
 - ◇ entsvc07_now_to5_grid
 - ◇ entsvc08_gate_realtime_status_grid
 - ◇ entsvc09_svc_array_now_to5_grid
 - ◇ entsvc10_queue_point_servicelevel
 - ◇ entsvc11_calls_analysis_daywise
 - ◇ entsvc12_calls_analysis_half_hour
 - ◇ entsvc13_calls_offered_daywise_graph
 - ◇ entsvc17_calls_offered_half_hour
 - ◇ persvc05_calls_offered_half_pie
 - ◇ persvc09_forecast_aht_offer_grid
 - ◇ persvc13_calls_offered_daywise_graph
 - ◇ persvc17_calls_offered_half_hour
 - ◇ ipcc_persvc20_hh_ivr_queue
 - ◇ ipcc_persvc21_day_ivr_queue
 - ◇ ipcc_persvc22_hh_ivr_periph_service
 - ◇ ipcc_persvc23_day_ivr_periph_service
 - ◇ ipcc_persvc24_hh_periph_service
 - ◇ ipcc_persvc25_day_periph_service
 - ◇ ipcc_persvc26_hh_all_fields
 - ◇ ipcc_persvc27_rt_all_fields
 - ◇ ipcc_entsvc20_hh_grid
 - ◇ ipcc_entsvc21_day_grid
- ◆ Cisco ICM 5.x:
 - ◇ entsvc03: Effect of Abandoned Tasks on Enterprise Service Service Levels Report
 - ◇ entsvc04: Enterprise Service Trend Analysis Report
 - ◇ entsvc05: Enterprise Service Tasks Offered Over Half Hour Report
 - ◇ entsvc06: Enterprise Service Service Levels Real Time Report
 - ◇ entsvc07: Enterprise Service Tasks, Averages and Service Levels Real Time
 - ◇ entsvc08: Task and Agent Status Real Time Report
 - ◇ entsvc09: Service Array Tasks, Averages and Service Levels Real Time Report
 - ◇ entsvc11: Tasks Analysis of Enterprise Services Daily Report
 - ◇ entsvc12: Tasks Analysis of Enterprise Services Half Hour Report
 - ◇ entsvc13: Enterprise Service Tasks Offered Daily Report

- ◇ entsvc16: Enterprise Service History Daily Report
- ◇ entsvc17: Enterprise Service Tasks Offered Half Hour Report
- ◇ entsvc18: Enterprise Gate Analysis Half Hour Report
- ◇ entsvc23: Enterprise Service Real Time All Fields Report
- ◇ entsvc24: Enterprise Service Historical All Fields Report
- ◇ persvc03: Effect of Abandoned Tasks on Peripheral Service Levels Report
- ◇ persvc04: Peripheral Service Tasks Trend Analysis Real Time Report
- ◇ persvc05: Peripheral Service Tasks Offered Over Half Hour Report
- ◇ persvc07: Peripheral Service Tasks, Averages and Service Levels Real Time Report
- ◇ persvc08: Agent and Task Status Real Time Report
- ◇ persvc13: Peripheral Service Tasks Offered Daily Report Template
- ◇ persvc16: Peripheral Service History Daily Report
- ◇ persvc17: Peripheral Service Tasks Offered Half Hour Report Template
- ◇ persvc18: Gate Analysis Half Hour Report Template
- ◇ persvc20: Peripheral Service for IVR Queue Half Hour Report
- ◇ persvc21: Peripheral Service IVR Queue Daily Report
- ◇ persvc22: Peripheral Service IVR Self–Service Half Hour Report
- ◇ persvc23: Peripheral Service IVR Self–Service Daily Report
- ◇ persvc24: Peripheral Service Agent Half Hour Report
- ◇ persvc25: Peripheral Service Agent Daily Report
- ◇ persvc26: Peripheral Service Historical All Fields Report
- ◇ persvc27: Peripheral Service Real Time All Fields Report
- ◆ Cisco ICM version 6.x:
 - ◇ persvc20: Peripheral Service for IVR Queue Half Hour Report
 - ◇ persvc21: Peripheral Service IVR Queue Daily Report
 - ◇ persvc22: Peripheral Service IVR Self–Service Half Hour Report
 - ◇ persvc23: Peripheral Service IVR Self–Service Daily Report
 - ◇ persvc24: Peripheral Service Agent Half Hour Report
 - ◇ persvc25: Peripheral Service Agent Daily Report
 - ◇ persvc26: Peripheral Service Historical All Fields Report
 - ◇ persvc27: Peripheral Service Real Time All Fields Report

A common misconception is that service CallsOffered only includes the CallsHandled and CallsAbandoned values in these reports. However, the ICM CallsOffered calculation is as follows:

$$\text{CallsOffered} = \text{CallsHandled} + \text{CallsAbandoned} + \text{ShortCalls} + \text{ForceClosedCalls} + \text{TerminateOther} + \text{OverflowOut}$$

These fields exist in the Service_Half_Hour (and Route_Half_Hour) table under the appropriate field names for that table. The following sample SQL query produces output that includes the summation of each of these fields over a single day:

```
select sum(CallsOfferedToHalf) 'CallsOffered',
       sum(CallsHandledToHalf) 'CallsHandled',
       sum(CallsAbandQToHalf) 'CallsAbandoned',
       sum(ShortCallsToHalf) 'ShortCalls',
       sum(OverflowOutToHalf) 'OverflowOutCalls',
       sum(CallsTerminatedOtherToHalf) 'CallsTerminatedOther',
       sum(ForcedClosedCallsToHalf) 'ForcedClosedCalls'
from Service_Half_Hour
where DateTime between '10/01/2001 00:00' and '10/01/2001 23:59'
```

This query may also be modified to filter on the Service SkillTargetID or other fields.

Related Information

- [Cisco ICM Software Database Schema Handbook](#)
 - [Microsoft SQL Books Online](#)
 - [Technical Support – Cisco Systems](#)
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Updated: Jul 18, 2005

Document ID: 22157
