

Converting LongestCallQ from DateTime Stamp to Other Measures

Document ID: 20472

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Introduction

This document describes a method to convert the LongestCallQ column in the Skill_Group_Real_Time table to another measure of time.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM) database schema
- Microsoft SQL Query Utilities (Query Analyzer for Microsoft SQL Server version 7.0 and 2000 or ISQL_W for Microsoft SQL Server version 6.5)

Components Used

The information in this document is based on these software and hardware versions:

- Microsoft Windows NT 4.0 and Windows 2000
- Microsoft SQL Server versions 6.5, 7.0, and 2000
- All Cisco ICM versions up to 6.0
- All Cisco ICM servers that contain SQL databases necessary for operation (Loggers and Distributor AWs)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Conversion

The LongestCallQ column in the Skill_Group_Real_Time table is a DateTime value. You can convert this value to another measure of time in a SQL query used to capture the value, in this manner:

```
select datediff (<time>, LongestCallQ, getdate()) from Skill_Group_Real_Time
```

In place of < *time* >, type the time format in which you want the data, such as **second**, **minute**, **hour**, or **millisecond**.

The **getdate()** parameter compares the LongestCallQ value to the current Date and Time on the server where the query is executed. You can also use this query with the Route_Real_Time and Service_Real_Time tables. These tables exist in all Distributor Admin Workstation databases.

This also applies to the RouterLongestCallQ in the Call_Type_Real_Time and Agent_Real_Time tables.

Note: The Logger and Historical Data Server (HDS) databases have these tables, but they are empty. Only databases on the Distributor Admin Workstation actually store real time data in these tables.

Related Information

- [ICM Database Schema Handbook](#)
- [Technical Support – Cisco Systems](#)

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Updated: Mar 23, 2005

Document ID: 20472
