

# Compare ICM and Meridian Calculation of Average Talk Time

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## **Introduction**

This document describes how the Nortel Meridian Automatic Call Distributor (ACD) calculates Average Talk Time and how to obtain the same value in Cisco Intelligent Contact Management (ICM).

## **Prerequisites**

### **Requirements**

Readers of this document should have knowledge of these topics:

- Contact Center terminology
- Cisco ICM reporting
- Cisco ICM database schema
- Nortel Meridian reporting statistics
- Microsoft SQL query utilities

### **Components Used**

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

- Cisco ICM version 4.5.x and later

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.

# Explanation of Average Talk Time

In the Nortel Meridian ACD, the Average Talk Time is displayed in the AvgACDTalkTime field, which comprises Talk Time and Hold Time. The Nortel Meridian Report contains the AvgACDTalkTime field. In an ICM environment, the equivalent data is commonly compared directly with the AvgHandledCallsTalkTimeToHalf value in the Skill\_Group\_Half\_Hour table. This value does not include Hold Time. In order to include Hold Time, use this formula against the ICM Skill\_Group\_Half\_Hour table, which calculates a value in the ICM data that equates to the AvgACDTalkTime in the Nortel Meridian:

$$(\text{HandledCallsTalkTimeToHalf} + \text{IncomingCallsOnHoldTimeToHalf}) / \text{CallsHandledToHalf}$$

Here is a sample SQL query that you can use to pull this information through one of the MSSQL query utilities:

```
select SkillTargetID,
       DateTime,
       HandledCallsTalkTimeToHalf,
       IncomingCallsOnHoldTimeToHalf,
       CallsHandledToHalf
from t_Skill_Group_Half_Hour
where DateTime between '05/01/02 14:00' and '05/01/02 14:30'
```

This sample query lists all the half-hour records for the specified time frame. The SkillTargetID is the ID assigned to the skillgroup, as configured in ICM. You can further limit the query to a single SkillTargetID or multiple SkillTargetIDs. For this, you must add an appropriate filter in the "where" clause, as shown here:

```
select SkillTargetID,
       DateTime,
       HandledCallsTalkTimeToHalf,
       IncomingCallsOnHoldTimeToHalf,
       CallsHandledToHalf
from t_Skill_Group_Half_Hour
where DateTime between '05/01/02 14:00' and '05/01/02 14:30' and
       SkillTargetID in (5000, 5002, 5100)
```

For more information on the fields in the Skill\_Group\_Half\_Hour table, refer to the Cisco ICM Software Database Schema Handbook.

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## Related Information

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

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