

HandledCallsTimeToHalf Exceeds 1800 Seconds – Agent Skill Group Half Hour Table

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Introduction

This document describes how the value of the **HandledCallsTimeToHalf** field in the **Agent_Skill_Group_Half_Hour** table can exceed 1800 seconds (one half hour) in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Microsoft SQL Server

Components Used

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

- Cisco ICM
- Microsoft SQL Server

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

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Agent Skill Group Half Hour Table

This **Agent_Skill_Group_Half_Hour** table is only found in the central database. It is located on the Logger.

Each row provides half-hour statistics for a member of a skill group. The ICM software generates an Agent_Skill_Group_Half_Hour record for each skill group member.

The HandledCallsTimeToHalf field represents the total handle time, in seconds, for the inbound Automatic Call Distributor (ACD) calls counted as handled by an agent in the skill group during the half-hour interval. Handle time includes the time spent from the time the call is answered by the agent to the time the agent completes the call.

Problem

The value of the HandledCallsTimeToHalf field in the Agent_Skill_Group_Half_Hour table is 9209 seconds. This exceeds 1800 seconds (one half hour), as Figure 1 shows.

Figure 1: Agent Skill Group Half Hour Table

SkillTargetID	DateTime	HandledCallsTalktimetoHalf	HandledCallsTimeToHalf
5037	2004-07-16 11:30:00	0	0
5037	2004-07-16 11:30:00	0	0
5036	2004-07-16 11:30:00	341	974
5037	2004-07-16 11:30:00	0	0
5037	2004-07-16 11:30:00	115	125
5037	2004-07-16 11:30:00	8057	9209

Solution

This is not a problem. The value of the HandledCallsTimeToHalf field increases each time a call ends, and it counts all the time spent on the call. Therefore, the value can exceed 1800 seconds.

Assume a single call starts at 12:15 p.m. and ends at 1:15 p.m., the HandledCallsTimeToHalf field is 3600 seconds (1 hour) and is reported in the half-hour interval of 1:00 p.m. to 1:30 p.m., which 1:15 p.m. falls into.

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