

# Average Speed of Answer (ASA) Report Calculation Options

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## **Introduction**

This document describes the Average Speed of Answer (ASA) Report Calculation and details the different options that are now available in order to define the ASA value in the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management (ICM) Enterprise and Hosted environments.

## **Prerequisites**

### **Requirements**

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center
- Cisco Unified ICM
- Regedt32

### **Components Used**

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

- Cisco Unified Contact Center Enterprise and Hosted Editions 7.x and later
- Cisco Unified ICM Enterprise and Hosted Editions 7.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**

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

# Background Information

The ASA is defined as a calculation of:

```
Skill_Group_Half_Hour.AnswerWaitTimeToHalf/Skill_Group_Half_Hour.CallsAnsweredToHalf
```

Traditionally, in versions earlier than 7.x of the product, AnswerWaitTime is defined as a value that consists of four individual counts:

- DelayTime
- RingTime
- LocalQTime
- NetQTime

These four values are fields in the Termination Call Detail table.

## Problem

The default setting that determines the method in which ASA is calculated is different in 7.x and later, therefore the value for ASA can appear different than expected if you upgrade from an earlier version. With ICM 7.x and later, the registry value that determines the method used in order to calculate the ASA, DeliveredEventsResetASACalculation, is now set to disabled, by default. In earlier versions, it is set to enabled.

When this value is set to disabled, the calculation of AnswerWaitTime changes such that the four counts cited in Background Information are *not* used for AnswerWaitTime. In their place, a value named SkillGroupDelayQTime is used in order to populate the AnswerWaitTime that subsequently is used within the ASA calculation.

The value tracked by SkillGroupDelayQTime calculates from the start of the call treatment and is not reset from each delivered event, which results in ASA values that can appear to be different or larger than expected if you upgrade and previously used the prior default setting.

SkillGroupDelayQTime is not a database value in the Termination Call Detail table but is defined by the Call Router and can be found in the Response Time Reporter (RTR) log within the DeviceTargetPreCallInd and ICCallPreRouteInd events. This is an example of an event. The function of this value is controlled in the registry:

```
09:48:57 ra-rtr Trace: DeviceTargetPreCallInd_V9: PeripheralID=5000 RouteID=5259 NetworkTa
09:48:57 ra-rtr Trace: SkillGroupSkillTargetID=5144 AgentSkillTargetID=8564
09:48:57 ra-rtr Trace: DN=9000 ANI=4803912951 CED=, customerDBProvidedDigits=
09:48:57 ra-rtr Trace: CRSCallID_Date=148247 CRSCallID_ID=2941, RouterCallKeySequenceNumber
09:48:57 ra-rtr Trace: InvokeID=1209440
09:48:57 ra-rtr Trace: PV1=0 PV2= PV3= PV4=016308940 PV5=07/11/1945
09:48:57 ra-rtr Trace: PV6=AZ PV8=0 PV8=4803912951 PV9=PClaims PV10=20061121852831720011
09:48:57 ra-rtr Trace: NIC_CalledPartyNumber=71112
09:48:57 ra-rtr Trace: nXferEnabled, NIC_CallID{PhysCtrlrID=5005 RCID=5005 RemotePhysCtrlr
09:48:57 ra-rtr Trace: Dialog (56021 x 0 : 0 0) RouteComplete:
```

## Solution

The default disabled (0) value for the **DeliveredEventsResetASACalculation** registry value causes SkillGroupDelayQTime to be used for the AnswerWaitTime. When this registry value is enabled (1), the values for DelayTime, NetQTime, LocalQTime and RingTime are used for AnswerWaitTime, as documented

in the WebView online help.

This is the full path of the registry value:

```
HKEY_LOCAL_MACHINE\software\Cisco Systems, Inc.\icm\
```

This is the value:

```
DeliveredEvetnsResetASACalculation:REG_DWORD: [Default Value is 0 = Disabled]
```

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software
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IP Communications and Video: Contact Center
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## Related Information

- **CSCma10544 ( registered customers only) Skillgroup ASA includes time before being queued**
- **Technical Support & Documentation – Cisco Systems**

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