## Create Analyzer Service Level Percentage Report

## Contents

Introduction Prerequisites Requirements Components Used Problem Solution

#### Introduction

This document describes how to create a custom Service Level % analyzer report. Service Level% is used to measure what percentage had a wait time lesser than the configured threshold time. Any session handled or answered within the threshold is counted to meet the service level. The Service Level % is shown as an aggregate percentage based on how many sessions have met the service level and gives an indication of the timely pick-up of sessions by agents.

## Prerequisites

#### Requirements

Cisco recommends that you have knowledge of the following topics:

- Cisco Webex Contact Center
- Analyzer

#### **Components Used**

Analyzer

**Note**: This document is targeted towards customers and partners who have deployed Webex Contact Center to their network infrastructure.

## Problem

Service Level % is not a standard Analyzer Variable. You must follow this article to create a custom Service Level% Analyzer report.

## Solution

Service Level % is the number of calls that were answered within the Service Level threshold provisioned for the queue or skill (in a skills interval by queue report), divided by total calls (include abandoned calls) multiplied by 100.

# $SL\% = \frac{In \, Service \, Level}{Total \, Calls} \times 100$

Does not appear in site-level or team-level real-time reports.

Note: Although this metric is visible for outdial calls, it is not relevant for such calls.

Handled calls are the calls with termination types normal and quick-disconnect. Abandoned calls are calls with termination type abandoned. Below are the various termination types that are used in the Webex Contact Center. Based on your business justification, different termination types can be classified as handled or abandoned.

Possible termination type values:

- Abandoned the call is terminated before it is distributed to a destination site and the call is been in the system for longer than the time specified in the Short Call threshold provisioned for the tenant. Also, this termination type occurs when call rings to an agent but the agent doesn't pick up the call.
- Transfer\_error the call can not be transferred to an agent for various reasons.
- Normal the call ends normally.
- Reclassified the call sends to another entry point.
- Transferred the call is transferred by an agent.
- Self\_service the call ends in the IVR or the caller requests call back option.
- Short\_call the call is never connected and the total duration of the call is less than the specified Short Call threshold.
- Quick\_disconnect the call is connected, but the agent talk time for the call is less than the specified Sudden Disconnect threshold.
- Overflow the call is transferred to the overflow destination number provisioned for the queue. Typically it happens when the call is queued for longer than the maximum queue time which is specified in the routing strategy or because of an error occurs when the call sends to an agent.

By default, there is no Service Level % report in Analyzer. Follow the steps below in order to create the Service Level % report.

Step 1. Open the Analyzer module and create New Visualization.

< 🖶 Home 🏾 🆽 Visualization	& Dashboard 🛛 🖵 Variables	🛓 mdanylch@cisco.com 🗸
View		+ Create New Visualization Show: Everything •

Step 2. From the Type drop-down list, choose Customer Session Record



Step 3. Add Session ID profile variable and name it Total or Total Calls.

« 🖷 Home 🌐 Visualization 🤀 Dashboard	🖵 Variables
<ul> <li>A Home III Visualization</li></ul>	Variables  Edit Profile Variable: Count of Session ID  (ACD) Priority (ACD) Queue ID (ACD) Queue Name (ACD) Queue System Id (ACD) Record File Id (ACD) Recording File ID (ACD) Recording File ID (ACD) Session ID (ACD) Session ID (ACD) Session ID (ACD) Site Name (ACD) Site System Id (

Step4. Add new Session ID profile variable and name it Handled. Drag and drop the Termination Type profile variable in the box in order to use it as a filter.



Step 5. Type normal and quick\_disconnect termination types.

« 👫 Home 🎟 Visualization 🍘 Da:	shboard 🖵 Variables			🚢 mdanylch@cisco.com 👻
Service Level % two services level % Table Row/Series Segments: Seg	Image: State <ul> <li>Acc0 Stareo Blob Id</li> <li>Acc0 Stareo Blob Id</li> <li>Acc0 Stareo Blob Id</li> <li>Acc0 Sugested Process Guid</li> <li>Acc0 Sugested Process Guid</li> <li>Acc0 Sugested Process Guid</li> <li>Acc0 Sugervisor Number</li> <li>Acc0 Tarmina</li> <li>Acc0 Tarmina</li> <li>Acc0 Tarmination Type</li> <li>Acc0 Texting</li> <li>Acco Texting</li> <li>A</li></ul>	×	Type here the Terminatin Types and hit Enter	Visualization > Create New Visual

Step 6. Add the new Session ID profile variable. Name it Abandoned and filter it by abandoned Termination Type.

« 希 Home 🛙	III Visualization 🚯 Dashboard 🖵 Variables	
Service Leve	l % 🖋	
🕂 New 🖹 Save	More -	
		Click to add title
Table 🔻	🛨 Profile Variables: 🏢 Total 🍙 🔛 Handled 💌	
Hide Summary	Column Segments: Profile Variables	New Profile Variable
Row/Series	Summary	> [ACD] Suggested Process Guide Name: Abandoned
Segments:	1447 7798	Vertical Action In the second
	7457 1989	➢ [ACD] Supervisor Id Filters: Drag and drop in the box below the desired field(s) and/or measure(s)
		▶ [ACD] Supervisor Number
		Image: Weight of the second
		➢ [ACD] Survey Name ● is in ○ is not in ○ regular expression
		MacDi TAM Id abandoned
		V [ACD] Team System Id
		➢ [ACD] Terminating End
		➢ [ACD] Termination Type Field Variable
		> [ACD] Testing
		ACD] TIMEZONE
		[ACD] VQ Far Voice Quality Asso
		MacD) VQ Near Voice Quality As
		A IACDI Wrabub Code Id
		Cancel Save
		·······

Step 7. When you right-click on Handled profile variable you can see the option to create a new profile variable.

«	🖀 Home	III Visua	alizatio	n	🚯 Dashboard	🖵 Variables	
Se	rvice Leve	l % 🖌					
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		_					
Tab	le v	•	Profile	Varia	bles: 🛄 Total 🖉	Abandoned 🖉	Handled 🕢
	Hide Summary	+	Colum	n Seg	ments: <b>Profile</b>	Variables	New Profile Variable
							Number Format
	Row/Series	S	umma	ry			Text Align
	Segments:	3596	9204	8848			Formatting
		6803	5587	1393			Save
		9133	163	8994			
					<i>.</i>		

Step 8. Name the new variable as Offered. The formula below shows that the Offer profile variable should be the sum of Handled and Aboundoned variables.

« 🚮 Home 🛙	■ Visualization	Dashboard	🖵 Variables
Service Leve	l % 🖋		New Profile Variable ×
🕈 New 🖺 Save	More 🗸		Name: Offered
Table	<ul> <li>Profile Variation</li> <li>Column Seg</li> <li>Summary</li> <li>3596</li> <li>9204</li> <li>8848</li> <li>6803</li> <li>5587</li> <li>1393</li> <li>9133</li> <li>163</li> <li>8994</li> </ul>	ables: Total @	Formula: Arithmetic Expression Handled + Abandoned Swap Operands

Step 9. Add additional Session ID profile variables. Name it In SL. This field represents the number of calls that were answered within the Service Level threshold. Filter it by Termination Type normal and quick\_disconnect.

« 🕋 Home 🛾	Visualization	🚯 Da	shboard	🖵 Variables			
Service Leve	% 💉						
				Edit Profile Variable: In SL			×
New         Save           Table         ▼           Hide Summary         +           Row/Series         Segments:           III Queue Name         +	Profile Varia     Profile Varia     Column Seg     Queue Name 1     Queue Name 2     Queue Name 3     Summary	More - ables: ( gments: Total 3082 8194 9891	ii Total Profile V Offered 6166 5822 18594 9993	<ul> <li>[ACD] Outdial flag</li> <li>[ACD] Owning TimeStamp</li> <li>[ACD] Queue Count</li> <li>[ACD] Queue Duration</li> <li>[ACD] Queue Group</li> <li>[ACD] Realtime Update Timest</li> <li>[ACD] Record File Size</li> <li>[ACD] Silence Count</li> <li>[ACD] Survey Score</li> <li>[ACD] Talk Count</li> <li>[ACD] Talk Count</li> <li>[ACD] Talk Over Count</li> <li>[ACD] Talk Over Count</li> <li>[ACD] Total CTQ Answer Time</li> <li>[ACD] VQ Far MOS Con</li> </ul>	ame: ormula: ilters: normal quick_d Type to Field abandor self_sen	In SL Count of Session ID T Drag and drop in the box below the desired field(s) and/or m Termination Type  is in in is not in irregular expression isconnect filter available values below Variable ned vice u Cancel	eeasure(s)

Step 10. Service Level Threshold is specified at the Queue configuration on the Dashboard. The value specified will be used to calculate the In Service Level calls in the Analyzer report.

CCOne_TAC Dashboard ×	Queue ×		
Queue			
General Settings			
	Name	Test Queue	
	Description	Tast Quan	
	Description	lest Queue	
	Туре	Queue	
	Check Agent Availability	No	
	Channel Type	Telephony	
	Status	Active	
Advanced Settings			
	Permit Monitoring	No	
	Permit Parking	No	
	Permit Recording	No	
	Record All Calls	No (Recording Enabled at Tenant level)	
	Pause/Resume Enabled	No	
	Service Level Threshold	60 sec	onds
	Maximum Active Calls	0	
	Control Script URL	http://localhost:8000/CCOne_TAC/	
	IVR Requeue URL	http://localhost:8000/CCOne_TAC/	
	Maximum Time in Queue	1000 sec	onds
	Overflow Number		

Also, filter In SL with queue duration value. This is the value in milliseconds of the Service Level Threshold configured at the Queue.

 $\times$ 

Edit Profile Variable: In SL	
<ul> <li>[ACD] State</li> <li>[ACD] Stereo Blob Id</li> <li>[ACD] Subject</li> <li>[ACD] Suggested Process Guide</li> <li>[ACD] Suggested Templates</li> </ul>	Name:       In SL         Formula:       Count of Session ID         Filters:       Drag and drop in the box below the desired field(s) and/or measure(s)
<ul> <li>[ACD] Supervisor Comments</li> <li>[ACD] Supervisor Id</li> <li>[ACD] Supervisor Number</li> <li>[ACD] Survey Identifier</li> <li>[ACD] Survey Name</li> </ul>	Queue Duration         C         ×           (Range: 0.0 - 7.52776683E8)             Comparator:         <=

Step 11. Right-click on In SL to create a new profile variable.

Service Level	% 🔗	
🕂 New 🖺 Save	✓ Preview More	
		Click to add title
Table 🔻	Profile Variables: (ij Total ♥) (ij Offered ♥) (ij Abandoned ♥) (ij Handled ♥)	
Hide Summary	Column Segments: Profile Variables	New Profile Variable Number Format
Row/Series	Summary	Text Align
Segments:	1444 11005 1241 9764 5616	Formatting
	8587 15226 9986 5240 7752	Save
	5445 6098 3125 2973 7768	

Step 12. Name it SL% and adjust formula so SL% is equal to In SL divided in Offered.

Service Level	% 🖋					
+ New 🖹 Save -	✓ Preview More →					
				Click to add title		
Table	+ Profile Variables: ITotal	✔ ☐ Offered ✔ ☐ Abandoned ✔ ☐ Handled ✔	🗄 In SL 🖉			
Hide Summary	+ Column Segments:	ofile Variables	New Profil	le Variable		×
Row/Series	Summary		Name:	<u>SL</u> %		
Segments: 1	1444 11005 1241 9764 5616		Formula:	Arithmetic Expression		
8	8587         15226         9986         5240         7752           5445         6098         3125         2973         7768			In SL 🗧 🕈	Offered 🔽	
				😩 Swap Operan	nds 者	

Step 13. In Row/Series Segments add Queue Name profile variable.

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Type Customer Session Record   Details Formatting	Service Level	% 💉							
	🕂 New 🖺 Save	- 🕴 Preview	More <del>v</del>						
Start Time Last Week 🔻									Click to add title
Date Range	Table 🔻	+ Profile Varia	bles:	Total 🖉 🔛 SL % 🖉	) [ <b>!! O</b> ffered	l 💌 🔛 Aband	oned 💌 🗄	Handle	.d 🕑 🗒 In SL 🕑
If run today:	Hide Summary	🛨 Column Seg	ments:	Profile Variables					
Start Date: 2019-11-25			Total	<b>CI</b> 0/6	Offered	Abandonod	Handled	In CI	
End Date: 2019-12-01	Row/Series	Queue Name •	TOLAL	3L 70	Unereu	Abandoned	nanuteu	III SL	
Including	Segments:	Queue Name 1	8982	0.3785607196401799	14674	6359	8315	5555	
All Days	. Queue Name	Queue Name 2	9113	0.9913190979844343	10022	5566	4456	9935	
		Queue Name 3	2799	0.37310052600818233	13688	9394	4294	5107	
		ummary	9261	0.3384091073888768	13791	5459	8332	4667	I
Compute									
T Add Filter									

Step 14. Configure SL% profile variable to show data in percentage representation. Right-click on SL% variable to modify the data representation as shown below

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Type Customer Session Record V	Service Level % 🖉
Pormatting	+ New         B Save         ≠         ₱ Preview         More ≠
Start Time Last Week 🔻	Click to add title
Date Range	Table Variables: I Total VIII Store Control Co
If run today:	Hide Summary Column Segments: Profile Variat Number Format
End Date: 2019-12-01	Row/Series         Queue Name - Total         SL %         Text Align         Number         In SL
Including	Segments:         Queue Name 1         8982         0.3785607196         Save         Currenty         5555           II Queue Name         Queue Name 2         9113         0.99131099791         Save         Percentage         ####% (12.34%)
	Queue Name 3         2799         0.37310052600818233         13688         Date Time         ##70         (1270)           Summary         9261         0.3384091073888768         13791         Duration         4667
Compute	
▼ Add Filter	

### Step 15. Save and run the report.

cisco CEA		» 🕫 Setti	ings 📥	Export 🗸		
Queue Name 👻	Total	Abandoned	Handled	Offered	In SL	SL %
territoria, control this	13	2	10	12	10	83.33%
	1	0	1	1	1	100.00%
	67	9	58	67	57	85.07%
	1	0	1	1	1	100.00%
	31	3	25	28	20	71.43%
	17	0	16	16	4	25.00%
	18	7	11	18	10	55.56%
	2	0	2	2	2	100.00%
	5	0	0	0	0	0.00%
Summary	155	21	124	145	105	72.41%