

IVQ Abandoned Media shows fewer calls than Queue Now Abandoned Calls

PROBLEM

In Contact Center Client, the IVQ Monitor's Abandoned Media section shows a lower number of calls than the Queue Now Monitor's Abandoned Calls column.

CAUSE

Calls where the caller hangs up while the call is ringing at an agent station will not peg as Abandoned in the IVQ Abandoned Media grid, but may peg in the Abandon column of the Queue Now Monitor (provided the total call duration is greater than the short abandon cut off).

This disparity is because the IVQ monitor is built on the MiTAI data stream, and the Queue Now Monitor is built on the SMDR data stream. The MiTAI data stream interprets calls that are ringing at an agent station as out of the queue, and therefore does not report calls that abandon while ringing at an agent station as abandons for the queue. The SMDR data stream, on the other hand, interprets the call as being in the queue until the moment the agent actually picks up, so it does report calls that abandon while ringing at the agent station as abandons for the queue.

SUMMARY – Which Monitor / Report Shows What:

The Queue Now Monitor's Abandon column shows:

- Abandoned calls where the caller abandoned while hearing the queue RADs or hold music, which were in the queue for longer than the short abandon threshold* for the queue.
- Abandoned calls **where the caller abandoned** while the call was ringing at an agent station, whose combined time in the queue and ringing at the agent was longer than the Short Abandon Threshold for the queue. (See note below for an explanation of Short Abandon threshold.)

The IVQ Abandoned Media grid shows:

- Abandoned calls where the caller abandoned while they were in the queue, regardless of how long they were in queue (including those that abandoned before the Short Abandon Threshold cutoff); but NOT calls that were abandoned while ringing at an agent station.

The Queue Unavailable Trace report shows:

- All calls where the caller abandoned while in queue AND all calls where the caller abandoned while ringing at an agent station.

The Short Abandon Threshold is set in the queue properties in YourSite Explorer> Queues. The default value is 6 seconds.

CONFIRMING THE A GIVEN CALL ABANDONED WHILE RINGING AT AN AGENT STATION:

You can confirm that calls are abandoning while ringing at agent stations this way:

1. From CCMWeb > Reporting > Queue Reports, run a Queue Unavailable Trace report against the queue for the period in question. On the report, look for Abandoned calls, and note the time of abandon for one or several of the calls.

(The Queue Unavailable Trace report will show absolutely all abandoned calls, regardless of whether they were short abandons [by default, a short abandon is a call that abandons after 6 seconds or less] or regular abandons, and regardless of whether they abandoned while in the queue [the part of the call where you hear "Your call is important to us" and then the hold music] or while ringing at an agent station.)

2. Find these calls in the ACD Inspector.

- a. Open CCC with an account that has the right to view the Data Inspectors. (_admin will usually have this right.)

- b. Click on the Tools tab at the top of CCC, and choose "Inspectors".

- c. The "Data Inspectors" window will open. At the top of this window, choose "ACD Inspector".

d. Click “Select Dates” (near the top-left” and choose the date in question.

e. In the “Select media servers” section, choose the media server(s) on which the ACD agents reside.

f. Click “Start Search”.

g. In the search results window, click on the drop-down arrow beside the column heading “Function/Event”, and choose “Agent Ringing ACD”.

h. Look for an Agent Ringing ACD event that is either at the exact time as your chosen abandoned call, or immediately before. Note the value in the Agent ID column.

i. Click on the drop-down arrow beside the column heading “Agent ID”, and choose the Agent ID from part h.

j. Now, click on the drop-down arrow beside the column heading "Function/Event", and choose "Agent Answer ACD".

If there is no Agent Answer ACD event to correspond with the Agent Ringing event (i.e. no Agent Answer ACD event that is at the same time or within one or two seconds of the Agent Ringing Event), the caller abandoned while the call was ringing at the agent station. This would result in an abandon being recorded in the Queue Now monitor (either in the Short Abandon column, or the Abandon column, depending on the total combined amount of time the call was in the queue and ringing at the station).

If there is an agent answer event, please go back to the Queue Unavailable Trace report and choose another abandoned call.

APPLIES TO
CCM 6.x and up

Keywords:

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undefined

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