



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Stat Server User's Guide

TimeRanges Section

TimeRanges Section

The **[TimeRanges]** section of the Stat Server application defines the time ranges that Stat Server uses for collecting data. If used, this section must be named **TimeRanges**. Time ranges can only be used for the following statistical categories:

- CurrentNumberInTimeRange
- CurrentNumberInTimeRangePercentage
- TotalNumberInTimeRange
- TotalNumberInTimeRangePercentage
- TotalTimeInTimeRange
- ServiceFactor1
- RelativeNumberPercentage

See [Statistical Categories](#) for more information.

The **[TimeRanges]** section contains one or more *<TimeRangeName>* configuration options. The Table below describes the one configuration option applicable for this section.

Configuration Option for TimeRanges Section

Option	Description
<i><TimeRangeName></i>	<p>Defines a time range for collecting data. The time range name is any character string that represents the time range. The time range value is composed of two digits separated by a hyphen (-): the starting point and the end of the range in seconds, such as 0-20.</p> <p>Default Value: No default value</p> <p>Valid Value: Any value specified in the described format above</p> <p>Changes Take Effect: When Stat Server restarts</p> <div>Important<ul style="list-style-type: none">• Specifying a time range of 0-20 results in Stat Server collecting data from 0.00 seconds to 19.99999... seconds.• Specifying a time range of 20-50 results in Stat Server collecting data from 20.00 seconds to 49.99999... seconds.<p>Thus, if you configure two time ranges (0-20 and 20-50), Stat Server attributes the call that lasts exactly 20 seconds to the second time range only.</p></div>

Option	Description
	<p>When you have configured no options in the [TimeRanges] section, but a statistic that requires a time range is requested, Stat Server calculates this statistic with the predefined time range of 0-20.</p> <p>Stat Server truncates milliseconds from timestamps before determining duration. So, according to Stat Server, the duration of a call that is queued with a timestamp of 05:40:56.949, for example, and answered at 05:41:07.542 is 11 seconds, and not 10.593 seconds. This difference of as much as one second can affect in which time range the duration of an interaction falls.</p>

Example:

Suppose that you want to calculate the total number of calls answered within 30 seconds based on a specified time range. To do so, enter Range0-30 in the **Name** field and 0-30 in the **Value** field.

In this example, a statistic that calculates the total number of calls would be based on the time range "Range0-30" if configured so in CCPulse+. If one call is answered after being in a queue for 25 seconds, a second call after 40 seconds, and a third call after 10 seconds, Stat Server counts only the first and third calls.