Stat Server User's Guide

TimeRanges Section

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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
<TimeRangeName>	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 numbers separated by a hyphen (-): the starting point and the end of the range in seconds, such as 0-20. Default Value: 0-20 Valid Value: Any value specified in the described format above Changes Take Effect: When Stat Server restarts **Important** • 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. 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.

Option	Description
	When a statistic is requested with a `Category` that uses the time range and there is no time range specified in the request, Stat Server calculates this statistic with the <Default> TimeRange configured in the **[TimeRanges]** section. If no <Default> TimeRange is configured in the **[TimeRanges]** section, Stat Server calculates this statistic with the predefined time range of `0-20`. 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.

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.