

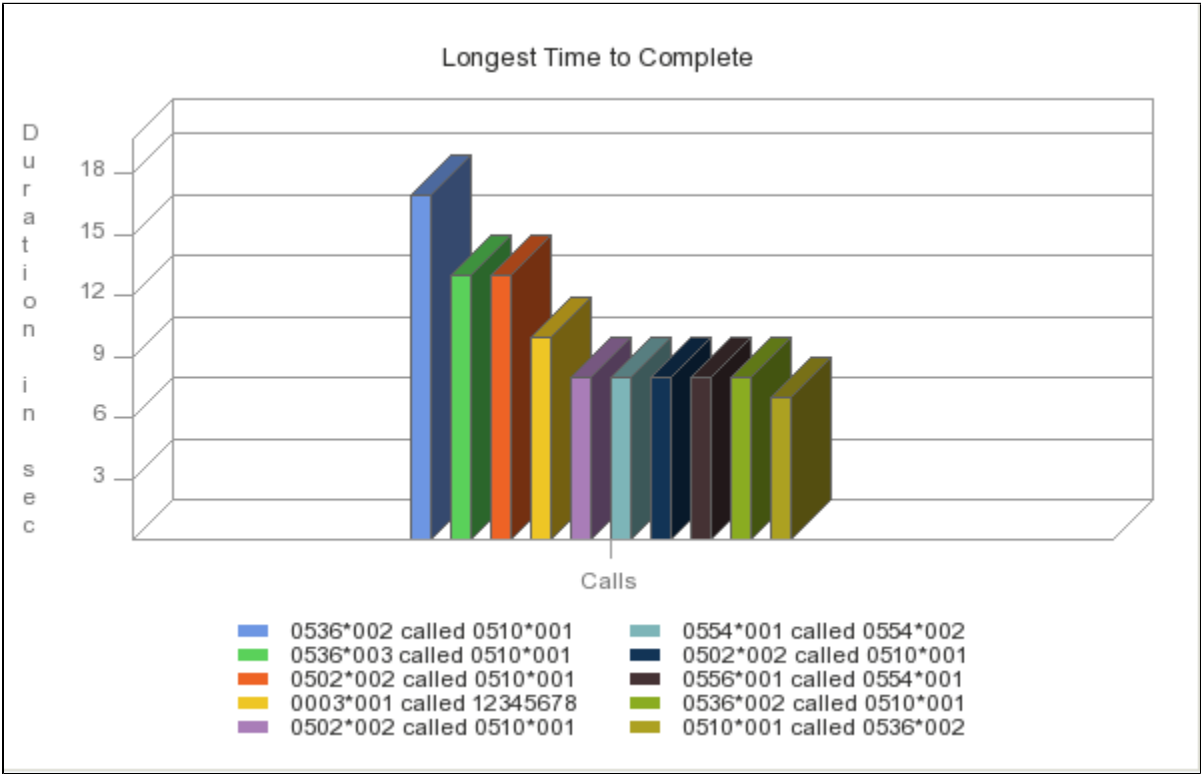
Longest Time to Complete

This page describes the Longest Time to Complete report, which displays information about the top ten calls with the longest ringing time and the average completion time per channel.

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Longest time to complete time

These statistics offer an overview of the calls with the longest ringing time. Their purpose is to identify the longest periods between the moment the call started ringing and the moment it was actually answered by the called party. Both incoming and the outgoing calls are counted.



Screenshot: The top 10 calls with the longest completion time

The chart uses colored bars to represent the top 10 calls with the longest ringing times. The ringing duration, in seconds, is displayed on the vertical axis.

The graphic is drawn even if the total number of calls is smaller than 10. The graphic and the figures may be different for each channel!

The table displays the following information about the top calls:

- **Rank:** Position of the call in the top.
- **Flow:** Call type based on destination: in[coming]/out[going].
- **CallID:** Unique identification number of the call.
- **Caller:** CallerID, for example <8754>, or, if the call is initiated from inside the system, the extension number (e.g. 007 or 0001*007) of the caller.
- **Destination:** CallerID, for example <8754>, or, if the call is initiated from inside the system, the extension number (e.g. 007 or 0001*007) of the callee.
- **Ringing started:** Date and time the called party started ringing.
- **Duration:** Time interval between the extension started ringing and the call was answered. Time format: hh:mm:ss.

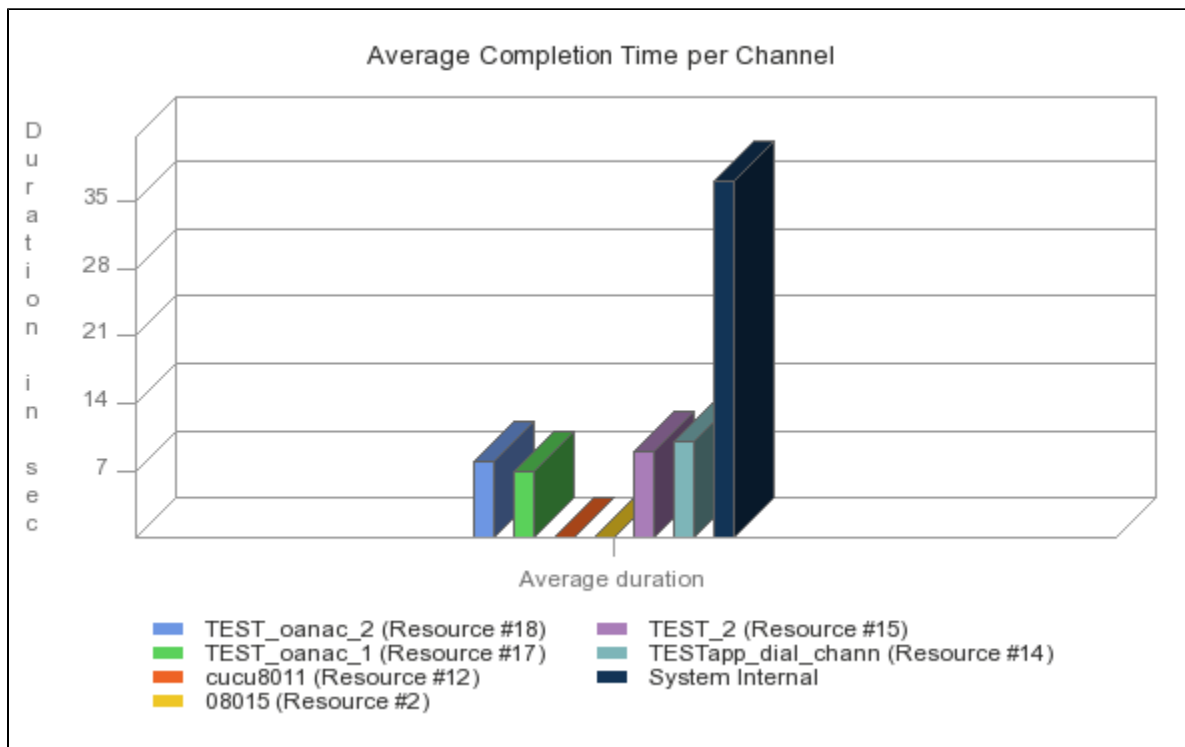
Rank	Flow	CallID	Caller	Destination	Ringing Started	Duration
1	in	1343900945.10	0536*002	0510*001	Aug 01, 2012 23:49:13	00:00:17
2	in	1344348763.13	0536*003	0510*001	Aug 07, 2012 04:13:12	00:00:13
3	in	1343726864.57	0502*002	0510*001	Jul 30, 2012 23:27:48	00:00:13
4	out	1344865148.68	0003*001	12345678	Aug 13, 2012 03:39:09	00:00:10
5	in	1343726813.48	0502*002	0510*001	Jul 30, 2012 23:26:57	00:00:08
6	in	1345816473.155	0554*001	0554*002	Aug 24, 2012 03:54:36	00:00:08
7	in	1343657645.63	0502*002	0510*001	Jul 30, 2012 04:14:05	00:00:08
8	in	1345886530.19	0556*001	0554*001	Aug 24, 2012 23:22:10	00:00:08
9	in	1344326969.4	0536*002	0510*001	Aug 06, 2012 22:09:29	00:00:08
10	out	1343911976.298	0510*001	0536*002	Aug 02, 2012 02:52:56	00:00:07

Screenshot: The top 10 calls with the longest completion time

Average completion time per channel

These statistics offer an overview of the average ringing time per channel. Their purpose is to identify the channels with the longest periods between the moment the call started ringing and the moment it was actually answered by the called party.

The chart uses colored bars to represent the average ringing time for all the channels in the system. The ringing duration, in seconds, is displayed on the vertical axis.



Screenshot: The average completion time per channel

The table displays the following information:

- **Channel:** The channel the average completion time is computed for.
 - **<channel_name>** - For external calls.
 - **System Internal** - For all local calls.
- **Duration:** The average ringing time for all channel calls. Time format: hh:mm:ss.

Channel	Duration
TEST_oanac_2 (Resource #18)	00:00:08
TEST_oanac_1 (Resource #17)	00:00:07
cucu8011 (Resource #12)	00:00:00
08015 (Resource #2)	00:00:00
TEST_2 (Resource #15)	00:00:09
TESTapp_dial_chann (Resource #14)	00:00:10
System Internal	00:00:37

Screenshot: The average completion time per channel

Search for Statistics

If you want to view the **Longest Time to Complete** and the **Average Completion Time per Channel** statistics for a specific period of time or for a certain channel, you can use the available search controls to define your preferences:

Show call initiation time statistics between <start_date_time> and <end_date_time> for channel <channel_name>

Where:

- **<start_date_time>**: Specify when the time interval for the current statistics starts. Mandatory format: yyyy-mm-dd hh:mm. Default value: the first day of the current month.
- **<end_date_time>**: Specify when the time interval for the current statistics ends. Mandatory format: yyyy-mm-dd hh:mm. Default value: the current date and time.
- **<channel_type>**: Choose the channel for the statistics.
 - **All** - Displays the top 10 calls with the longest ringing time for all the channels in the system and the average ringing time per channel.
 - **<channel_name>** - Displays a particular channel's top 10 calls with the longest completion time and the average completion time.
 - **System Internal** - Displays information only for local calls. All external calls are excluded.

After deciding on the filters, click the [Search](#) link. The graphic and the table will be updated.

If no calls were placed during the selected time interval, the graphic and the table will not be generated!

Export Statistics

You can export the Longest Time to Complete and the Average Completion Time per Channel data to a .csv or a Microsoft Excel file.

1. Click the [Export](#) icon in the upper right side of the screen.
2. Choose the columns to be exported and the output file format. If you choose to export the data to a Microsoft Excel file, the output will be a table with all selected columns. On the other hand, if you choose to export the data to a .csv file, the output will be a list with the entire selected information. You can select to export either the list of calls with the longest time to complete, or the list of channels with the longest time to complete. The exportable columns may vary according to your option.
3. After deciding on these filters, click the [Save](#) icon. You will be asked to confirm if you want to save the file to your computer or just open it.

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