

Version: N20.06.25

Development - Feature - (2)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
ACD Statistics Feature Changes	<p>An enhancement to the ACD API by way of two additional values. The values names and definitions are as follows:</p> <p>AbandonedInQ: Inbound calls where the caller abandons whilst in the queue.[Call is in queued state, i.e it can be routed to an agent]</p> <p>AbandonedOutQ: Inbound calls where the caller abandons before the call reaches a queued state.</p>	23856	No test plan required for this change.
Strategy Manager to incorporate TimeToAnswerWithinSLA	<p>An additional feature has been added to the Strategy Manager that allows administrators to define the inbound service level threshold for a strategy.</p> <p>The feature is called "Time to answer within SLA".</p> <p>The value "Time to answer within SLA" is defined as the time in seconds against which SLA adherence is measured. SLA is then calculated as the percentage of calls answered (by agents) within the specified time as a proportion of the number of Calls Offered. The specified time is defined in seconds with a default value of 20 seconds.</p>	23868	No test plan required for this change.