
From: Allan Yim **Date:** 19th May 2009 **Ref:** 225560/TN/0400
Subject: Impact of Telephone Call Classification on Scheduled Reports **Rev:** B

Introduction

This technical note describes the impact of the Telephone Call Classification upgrade on certain telephone call logs related reports.

Telephone Calls are made to and from the Regional Control Centres (RCCs) from the roadside via the Emergency Roadside Telephones (ERTs). A record of the call (or attempted call) having taken place is recorded via TelephoneCallRecord logs in Halogen. There is very little information on the log to indicate what type of call it might be, apart from an indicator of whether the call is Inbound (into the RCC) or Outbound (from the RCC).

As of Monday, 8th December the following current telephone call types are defined:

- **Call Type 'C' - Accepted (Connected)**

Accepted (Connected) calls are calls, which by examining the call characteristics it can be determined that the operator ACCEPTed the call and a speech path to the road side was established (ie. a connection was made).

- **Call Type 'P' - Accepted (Not Connected)**

Accepted Not Connected calls are calls, which by examining the call characteristics it can be determined that the operator attempted to ACCEPT the call, but not speech path to the road side was established (ie. no connection was made).

- **Call Type 'E' - Not Accepted**

Not Accepted calls are those for which no attempt was made to answer (ACCEPT) the call before it stopped ringing.

- **Call Type 'D' - Overlong Duration**

Overlong Duration Calls are defined using the calculated "Call Duration". A call where the Call Duration is greater than 3600 seconds is deemed to be Overlong Duration.

- **Call Type 'A' - Overlong Time to Answer**

Overlong Time to Answer calls are defined using the calculated "Time to Answer". If the Time to Answer is greater than 3600 seconds (1 hour) and the Call Duration is greater than 0 seconds the call is deemed to be Overlong Time to Answer.

- **Call Type 'I' - Invalid**

Invalid calls are identified as being either Call Duration < 0 seconds or Time to Answer < 0 seconds.

The telephone reports prior to the upgrade will have been reporting on the following now superseded call types:

- Call Type 'N' - Normal
- Call Type 'T' - Test
- Call Type 'U' - Unanswered

Impact on Reports

Any reports which have been reporting on Normal, Test and Unanswered ERT call logs prior to the update, will now be targeting Accepted (and connected), Accepted (and not connected) and Not Accepted call types instead. Therefore reports which originally looked for Normal calls only may see a high rise in that value because Test calls are usually classified under the Accepted (and connected) call type.

Reports which mentioned the superseded call types have been updated.

As the updated reports rely on the new call classifications some of the reports final output may be incomplete. Data at the time of the report production may not be available as some reports rely on more than a weeks worth. A period of incompleteness will be expected once the telephone call classification upgrade has been deployed.

The affected reports are:

- RCC Tel Call Information By Shift
- Hourly Tel Call Information
- KPI5 Call Statistics
- RCC Tel Call Information
- Telephone Call %tile Analysis
- RCC Tel Call for KPI5
- RCC Tel Call Pass/Fail – Daily, Weekly and Monthly
- Telephone Device Analysis
- RCC Analyser ERT Analysis
- Tel Call Stats per Call Details
- Weekly Telephone KPI Summary
- Daily RCC Call Information
- TelCallLogs