

## Excerpt from Callflow Software's Admin Guide

### Understanding Waiting Time and Total Served Values

A manual summary of **Waiting Time Distribution** values on specific dates may produce a value different than **Total Served**. The data on the report is indeed correct and is derived from the method in which Q-Flow calculates its data. This article discusses the different scenarios in which this may occur.



**Note** - There is a clear distinction between **Total Served**, which shows the number of times service was provided, and **Total Customers**, which shows the number of individual tickets generated that day.

For example – a customer arrives to a cellular company's service center and is enqueued for customer service. While being served, the customer shows interest in upgrading to a newer device, so the agent transfers him to the sales service once he is done handling his case. After another short wait, the customer buys a new phone and leaves the service center. In this scenario, a single customer (**Total Customers** equals 1) was served twice (**Total Served** equals 2).

#### Scenario 1 - There are less waiting customers than Total Served

**Total Served** may be higher than the amount of waiting customers when:

- The agents are permitted to **Direct Admit** customers, and therefore, customers are served without waiting.
- The agents are permitted to **Hold cases while serving others**. A case released from being held goes directly to **Served** status, and is counted as served without waiting again.

#### Scenario 2 - There are more waiting customers than Total Served

The number of waiting customer may be higher than the **Total Served** when:

- The agents are permitted to **Return a case being served back to queue**, which allows them to return a customer to the queue without being served. The step remains in Waiting for Customer status throughout the action. Any action the agent may have performed on the case, such as classification, will not appear in Q-Flow reports.

- The agents are permitted to **Complete a waiting case**, which means they may close cases without serving them, so waiting cases may never be served.
- The agents are permitted to **Route a waiting case**, which means they may transfer cases to another service. A case that was transferred while waiting for service is marked as Waiting in Q-Flow database on both the originating and target services.



