

/domain/<DOMAIN>/cc/queue/realtime

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clear-preffered-operator

```
:
/domain/<Domain>/cc/queue/realtime/clear-preffered-operator

:
realtime/clear-preffered-operator <QueueId> <PhoneNumber>

:
<QueueId> - ;
<PhoneNumber> - .
```

```
domain/testing/cc/queue/realtime/clear-preffered-operator commerce 891333442233
ok
```

handling-time-series-info

```
,
:
/domain/<Domain>/cc/queue/realtime/handling-time-series-info

:
realtime/handling-time-series-info <Queue> [--histogram] [--raw-values [--sort]] [--plain-density-plot [--k <POSITIVE_INTEGER>]]

:
<Queue> - .
:
--histogram - . , .
--raw-values - ;
--sort - .
--plain-density-plot - .
--k - .

:
```

```
domain/testing/cc/queue/realtime/handling-time-series-info voip_queue --plain-density-plot
```

SUMMARY

Lower threshold: 60 seconds.

Upper threshold: 1800 seconds.

Total/Max metrics count: 18/500.

Suitable metrics count: 15. Values between lower threshold and upper threshold.

Min suitable metrics count to make prediction: 10. Until that value reached 'defined value' will be used as estimated conversation handling time even if another 'based on' strategy is specified.

Prediction based on: most frequent interval average.

Defined value: 60 seconds.

Suitable average: 259.8 seconds.

* Most-freq interval average 169.66666666666666 seconds.

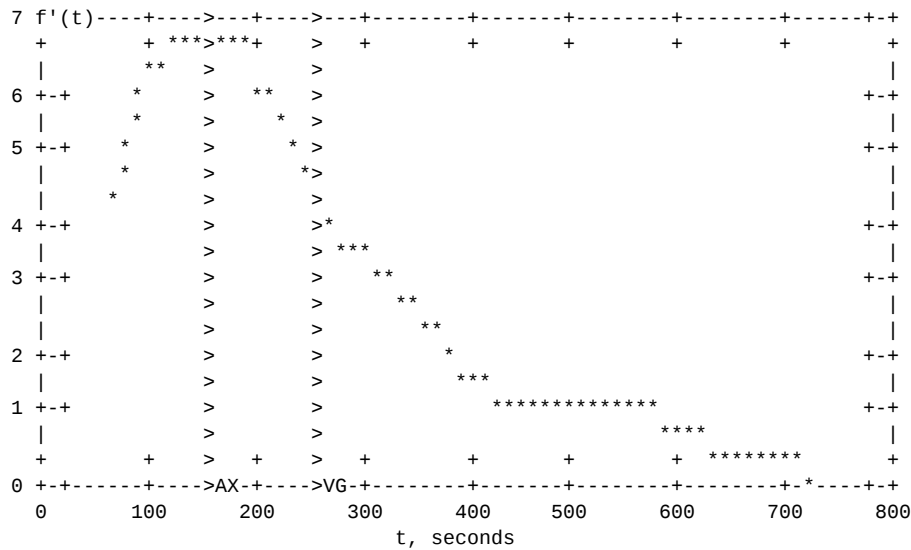
* - prediction is based on this value

DENSITY PLOT

K = 200

$f(t) = -1 * (\text{erf}(|T_i - T_j| / K))$

erf - Gauss error function



MAX - Point with max density; AVG - Average

$f'(t)$ normalized with respect to 0. $f(t) \rightarrow X$, $f'(t) = f(t) + \min(X)$

```
domain/testing/cc/queue/realtime/handling-time-series-info voip_queue --histogram
```

SUMMARY

Lower threshold: 60 seconds.

Upper threshold: 1800 seconds.

Total/Max metrics count: 18/500.

Suitable metrics count: 15. Values between lower threshold and upper threshold.

Min suitable metrics count to make prediction: 10. Until that value reached 'defined value' will be used as estimated conversation handling time even if another 'based on' strategy is specified.

Prediction based on: most frequent interval average.

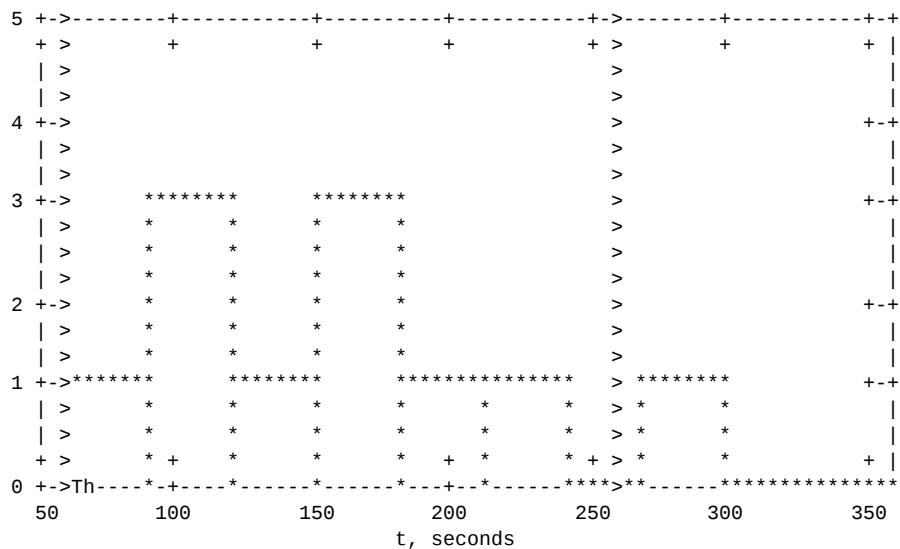
Defined value: 60 seconds.

Suitable average: 259.8 seconds.

* Most-freq interval average 169.66666666666666 seconds.

* - prediction is based on this value

HISTOGRAM



LTh - Lower Threshold; UTh - Upper Threshold; AVG - Average

Most freq interval [150 .. 180] seconds. Conversations count: 3. Min: 162. Max: 174, Average: 169.66666666666666.

```
domain/testing/cc/queue/realtime/handling-time-series-info voip_queue --raw-values
```

SUMMARY

Lower threshold: 60 seconds.
Upper threshold: 1800 seconds.
Total/Max metrics count: 18/500.
Suitable metrics count: 15. Values between lower threshold and upper threshold.
Min suitable metrics count to make prediction: 10. Until that value reached 'defined value' will be used as estimated conversation handling time even if another 'based on' strategy is specified.

Prediction based on: most frequent interval average.

Defined value: 60 seconds.

Suitable average: 259.8 seconds.

* Most-freq interval average 169.66666666666666 seconds.

* - prediction is based on this value

RAW VALUES

```
1. 721 s.
2. 63 s.
3. 428 s.
4. 130 s.
5. 215 s.
6. 630 s.
7. 106 s.
8. 93 s.
9. 399 s.
10. 111 s.
11. 173 s.
x 12. 44 s.
13. 174 s.
14. 162 s.
15. 205 s.
16. 287 s.
x 17. 18 s.
x 18. 55 s.
```

x - not acceptable by thresholds
sorted by relevance

info

```
.
:
/domain/<Domain>/cc/queue/realtime/info
:
realtime/info <Queue> [-p]
:
<Queue> - .
p (boolean) -
:
```

```

admin@[restfs1@ecss2]:/$ /domain/pv.ssw2/cc/queue/realtime/info my_first_queue
Queue id: my_first_queue
Description:
Type: call
Distribution mode: serial
Skill based distribution: true
Max wait time: 300 sec
Available operators count: 0
Constraints:
    queue_length: 20
    max_predicted_time: 800
Groups:
    default

Operators:

Id AvailableConnectionsEngaged byLockedGoodness      Module      Skills      Additional
info

160false          false good    cc_queue_plugin_operator    number:
none

display_name:
registered:

false

available:

true

line_available:

true

paused:

false

blocked:

false
161false          false good    cc_queue_plugin_operator    number:
none

display_name:
registered:

false

available:

true

line_available:

true

paused:

false

blocked:

false

Conversations:

NCallerStatusPrioritySkillsStartDurationDistributionConnections
                                time                count

Total: 0

```

preferred-operator

```

:

/domain/<Domain>/cc/queue/realtime/preferred-operator

:

realtime/preferred-operator <QueueId> <PhoneNumber>

:

```

<QueueId> - ;
<PhoneNumber> - .