# MAXDAT Calculated MOTS Metrics

The following table defines the MOTS metrics and how they are calculated from data provided by MAXDAT Contact Center.

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| MOTS Metric | MAXDAT Calculation |
| Actual AB | Contacts Abandoned / Contacts Received from IVR |
| Actual AHT | Total Handle Time (Talk Time + Hold Time + Wrap Time) / Contacts Handled |
| Actual ASA | Answer Wait Time Total / Contacts Handled |
| Actual Calls Arriving | Contacts Received from IVR |
| Actual FTE Count | ?? Can this be determined from LOGIN\_SECONDS? E.g., if 1 FTE = 1 agent per day and 1 full work day = 9.5 hours (8 hour work day + 1 hour lunch + 30 minutes of break), then 1 FTE = 34200 seconds |
| Actual Labor Time per Transaction | Login Seconds / Contacts Handled |
| Actual Occupancy | Talk Time + Hold Time + Wrap Time / Login Seconds |
| Actual Utilization | Talk Time + Hold Time + Wrap Time + Idle Time / Login Seconds |
| Actuals Calls Offered | Contacts Offered |
| Forecast AB Rate | Forecast Contacts Abandoned / Contacts Created |
| Forecast AHT | Forecast Mean Handle Time |
| Forecast ASA | ?? Need total wait time |
| Forecast Calls Arriving | Forecast Contacts Created |
| Forecast Calls Offered | Forecast Contacts Offered |
| Forecast FTE Count | ?? Can this be determined from LABOR\_MINUTES\_TOTAL or HEADCOUNT\_TOTAL? E.g., if 1 FTE = 1 agent per day and 1 full work day = 9.5 hours (8 hour work day + 1 hour lunch + 30 minutes of break), then 1 FTE = 570 minutes |
| Forecast Labor Time per Transaction | Forecast Labor Minutes Total / Contacts Handled |
| Forecast Utilization | ?? Need total handle time |
| Forecast Occupancy | ?? Need total handle time + total idle time |