## Metrics of Central Tendency Aggregate Formulas

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| Handle Time |  |
| MIN | MIN(MIN\_HANDLE\_TIME) |
| MAX | MAX(MAX\_HANDLE\_TIME) |
| MEAN | SUM(TALK\_TIME\_TOTAL + HOLD\_TIME\_TOTAL + AFTER\_CALL\_WORK\_TIME\_TOTAL) / SUM(CONTACTS\_HANDLED) |
| MEDIAN | N/A without call detail |
| STD DEV | N/A without call detail |
| Speed to Handle |  |
| MIN | MIN(MIN\_SPEED\_TO\_HANDLE) |
| MAX | MAX(MAX\_SPEED\_TO\_HANDLE) |
| MEAN | N/A without call detail since we don’t have IVR\_TIME\_TOTAL |
| MEDIAN | N/A without call detail |
| STD DEV | N/A without call detail |
| Speed of Answer |  |
| MIN | MIN(MIN\_SPEED\_OF\_ANSWER) |
| MAX | MAX(MAX\_SPEED\_OF\_ANSWER) |
| MEAN | SUM(ANSWER\_WAIT\_TIME\_TOTAL)/SUM(CONTACTS\_HANDLED) |
| MEDIAN | N/A without call detail |
| STD DEV | N/A without call detail |
| Contact Inventory Age |  |
| MIN | MIN(CONTACT\_INVENTORY\_AGE) |
| MAX | MAX(CONTACT\_INVENTORY\_AGE) |
| MEAN | N/A without call detail since we don’t have TOTAL\_AGE |
| MEDIAN | N/A without call detail |
| STD DEV | N/A without call detail |