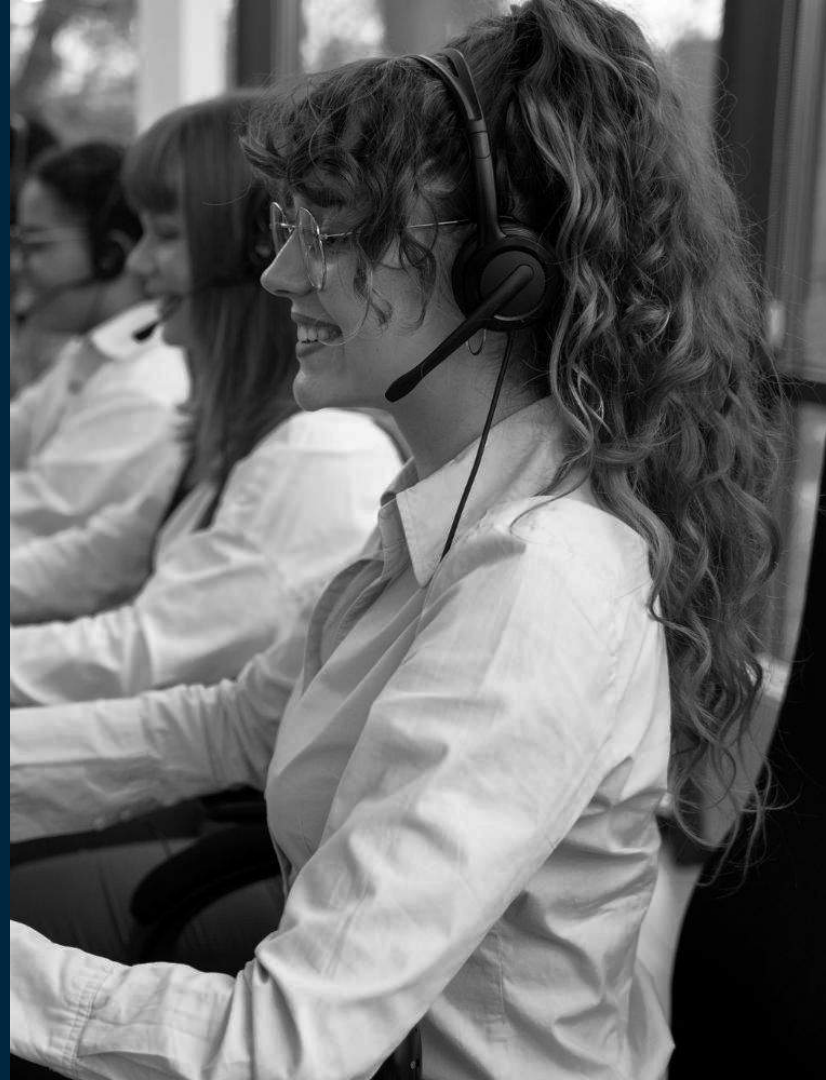


DeepCall IVR PERFORMANCE



A User Guide By DeepCall



PERFORMANCE

Table of Index

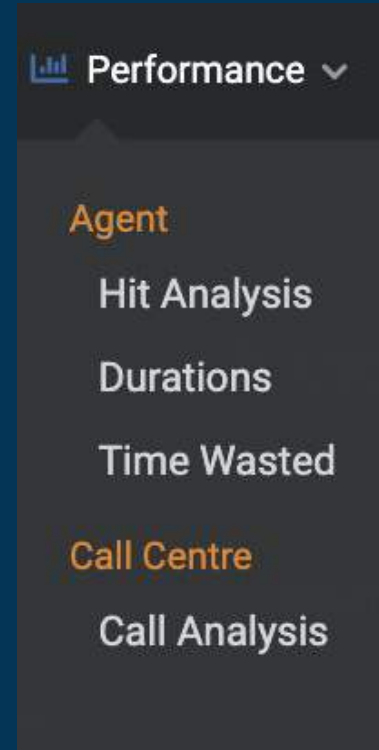
S. No.	Title	Page No.
1.	Performance	3
2.	Hit Analysis	4
3.	- Breakdown	8
4.	- Date Range	9
5.	Heatmap Chart	10
6.	Timeline Chart	11
7.	Log Table	12
8.	Counter Table	13
9.	Time Wasted	15
10.	Call Center - Call Analysis	17

Performance

In the performance panel, you get to know your agents' performance using accurate stats.

These stats are separated in two section:

- AGENT
 - Hit Analysis
 - Durations
 - Time Wasted
- Call Center
 - Call Analysis
 - Disposition analysis



Hit Analysis

Agent Hits Analysis 39

Add New Filter

Breakdown

< May 5, 2021 >

Today

Date Range

Agent Id

is

Apply

X



Display Setting

Columns

24 Hour Records

Excel

Agent Id	Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time	Handling Time	Total Retries	Ring Duration (1st Attempt + Retry)
#136 Aakash Saxena	2	1	0	0	00:00:00	00:00:00	0	0	00:00:07
#130 Aanchal Parnami	51	1	48	0	00:45:49	00:00:00	0	0	00:05:40
#145 Aashi B	4	2	2	0	00:17:36	00:00:00	0	0	00:00:28
#161 Abhimanyu	0								

Hits (4)

Agent Id : 130 Date : From :- Wed May 05 2021 To :- Wed May 05 2021

Calls Detail Log

Agent Id	DID	Caller	Group	Ping Type	Talk Start Time	Talk End Time	Talk Duration	Total Hold Duration	Call Type	Hits Status
130			#67	Direct	05-05-2021 15:54:47 pm	05-05-2021 15:55:32 pm	00:00:45	00:00:00	Inbound	Answered
130			#67	Direct			00:00:00	00:00:00	Inbound	Missed
130			#74	Direct			00:00:00	00:00:00	Inbound	Failed
130			#74	Direct	05-05-2021 11:13:46 am	05-05-2021 11:13:47 am	00:00:01	00:00:00	Inbound	Answered

- Every Counter is clickable and open a new side window
- Every call details is listed here

Let us understand what is stored in this section for the user. It provides better analysis to monitor & manage agents.

- Add New Filter
 - From here you can add a custom filter to your “Agent Hit Analysis” table
 - Results will display as per the set filter by the user
- Basic Filters and Functions
 - Breakdown: User can break the records according to the listed parameter
 - Call Type: 55
 - Inbound- 5
 - Campaign- 0
 - Quick Call- 50
 - Pool Call- 0

The screenshot shows a table with call analysis data. A dropdown menu is open for the first row, showing a breakdown of call types. The table has 11 columns. The first row is highlighted in orange. The dropdown menu shows the following breakdown:

Call Type	Count
Inbound	5
Campaign	0
Quick Call	50
Pool Call	0

The main table data is as follows:

Agent	Call Type	Count	Value	Count	Duration	Count	Count	Count	Count	Duration
#130 Aanchal Parmar		1	51	0	00:45:49	00:00:00	0	0	0	00:06:03
	Inbound	5	2	0	00:00:46	00:00:00	0	0	0	00:00:18
	Campaign	0	0	0	00:00:00	00:00:00	0	0	0	00:00:00
	Quick Call	50	49	0	00:45:03	00:00:00	0	0	0	00:05:45
	Pool Call	0	0	0	00:00:00	00:00:00	0	0	0	00:00:00

Display Settings

View type can be selected. Here Call Type - Agent ID is the view selected

- Hits get segregated as per the Call Type

Choose a table view

- Agent ID - Call Type
- Call Type - Agent id

Cancel OK

Call Type (↓ Agent ID)	Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time	Handling Time	Total Retries	Ring Duration (1st Attempt + Retry)
Inbound	71	36	15	0	00:23:17	00:00:00	0	0	00:06:37
Campaign	79	0	73	0	00:17:04	00:00:00	0	0	00:00:18
Quick Call	328	0	302	0	03:46:01	00:00:00	0	6	00:00:31
Pool Call	0	0	0	0	00:00:00	00:00:00	0	0	00:00:00

100 ↓

Call Type (↓ Agent ID)	Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time	Handling Time	Total Retries	Ring Duration (1st Attempt + Retry)
Inbound	71	36	15	0	00:23:17	00:00:00	0	0	00:06:37
#136 Aakash Saxena	2	1	0	0	00:00:00	00:00:00	0	0	00:00:07
#130 Anchal Paimami	5	1	2	0	00:00:46	00:00:00	0	0	00:00:18
#145 Aashi B	3	3	0	0	00:00:00	00:00:00	0	0	00:00:31
#161 Abhimanyu	0	0	0	0	00:00:00	00:00:00	0	0	00:00:00
#121 Ajay	2	2	0	0	00:00:00	00:00:00	0	0	00:00:10
#124 Akash Kumar	1	0	0	0	00:00:00	00:00:00	0	0	00:00:00
#121 Bharti Yadav	2	2	0	0	00:00:00	00:00:00	0	0	00:00:04
#137 Bhupesh Chugh	0	0	0	0	00:00:00	00:00:00	0	0	00:00:00

Other Filters

Columns

- Add more columns in the existing display
- By default limited records are displayed & user can add more to it

24 Hour Records: Multiple selection possible

- Approached Hits
- Missed Hits
- Answered Hits
- Retry Hits
- Actual Holds Time
- Actual Talks Time
- Ring Duration

Excel

- Download excel of the visible records
- Use multiple filters to make your reports more interactive and download in the similar format
- File will be in CSV format.

Hit Analysis - Breakdown

Agent Hits Analysis 39

Breakdown May 5, 2021 Today Date Range

our Records Excel

Agent Id	Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time	Handling Time
#136 Aakash Saxena	2	1	0	0	00:00:00	00:00:00	0
#130 Aanchal Parnami	51	1	48	0	00:45:49	00:00:00	0
#145 Aashi B	4	2	2	0	00:17:36	00:00:00	0
#161 Abhimanyu	0	0	0	0	00:00:00	00:00:00	0

Breakdown

- None
- Date
- Did Number
- Campaign
- Call Type
- Ping Type
- Group
- Ivr

Breakdown function is used to filter the Hits Analysis list as per your the options available in the drop down.

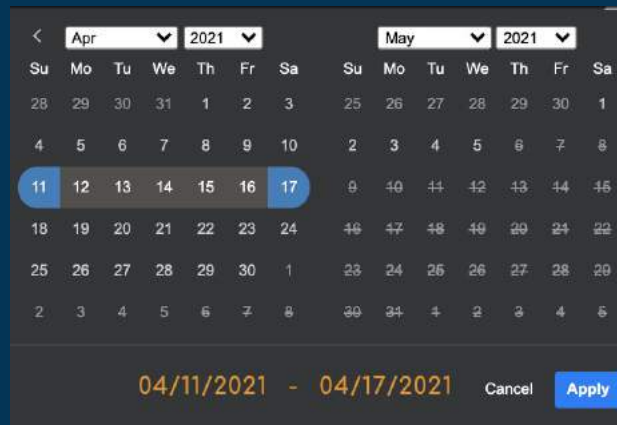
Hit Analysis - Date Range

Date Range/ Today

Select the range of days from calendar and APPLY to filter the results within this date range

Counters which will be updated are total of these chosen days

- 4th May- 50 Hits
- 5th May- 45 Hits
- TOTAL: 95 Hits



Heatmap Chart

Points to Understand

- Every chart & table helps user understand the performance of complete solution & individual agent.
- Click to open the chart to view the colored hourly records.
- Color difference is based on intensity.
- Example: In this case Maximum Hits=Darker Yellow shade
- Click on each color box to view the details of the hits managed by agent each hour.
- Similar is applied to the other parameters under this section.

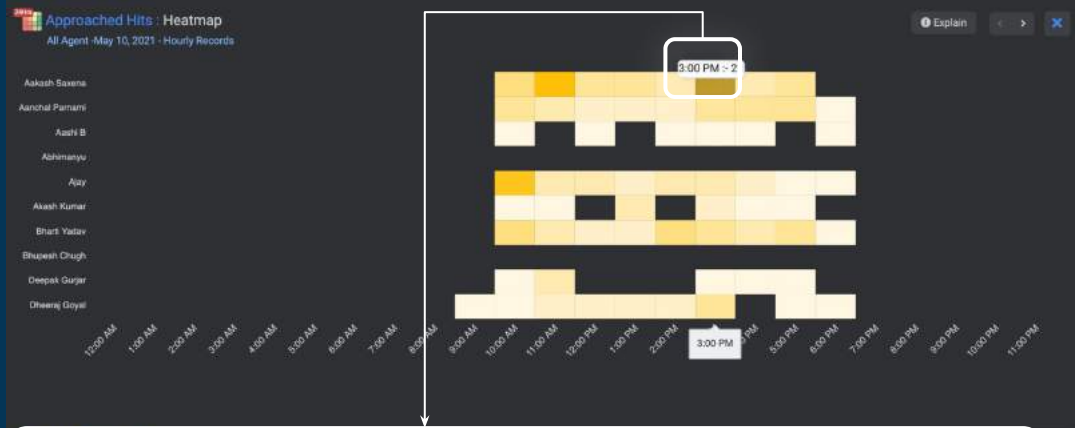
Agent	Approached Hits	Answered Hits	Missed Hits	Failed Hits	Ghost Hits	Break	Login Duration
#136 Aakash Saxena	0	0	0	0	0	00:00:00	00:00:00
#130 Aanchal Parmari	1	0	0	0	0	00:00:00	00:00:00
#145 Aashi B	0	0	0	0	0	00:00:00	00:00:00
#161 Abhimanyu	0	0	0	0	0	00:00:00	00:00:00
#131 Ajay	0	0	0	0	0	00:00:00	00:00:00
#124 Akash Kumar	3	0	0	0	0	00:00:00	00:00:00
#121 Bharti Yadav	0	0	0	0	0	00:00:00	00:00:00
#137 Bhupesh Chugh	2	0	0	0	0	00:00:00	00:00:00

HeatMap Chart
Here you can analyse the 24 Hour's data comparison of Approached Hits of agents on May 08, 2021 in a HeatMap Chart

Timeline Chart
Here you can analyse the 24 Hour's data comparison of Approached Hits of agents on May 08, 2021 in a Timeline Chart

Log Table
Here you can analyse the data of Approached Hits of agents on May 08, 2021 in a Log Table

Counter Table
Here you can analyse the 24 Hour's data of Approached Hits of agents on May 08, 2021 in a Counter Table



Agent Log Details (21)

Agent Id	DIO	Caller	Group	Ping	Talk Start	Talk Duration	Total Hold D...	Call Type	Call Status	Hits Status
#136 Aakash Saxena			#67	Drvd		00:00:00	00:00:00	Inbound	Both Answered	
#136 Aakash Saxena					10-06-2021 15:52:16 pm				Both Answered	

Timeline Chart

Click on any timeline from the chart visible to open the detailed logs below.

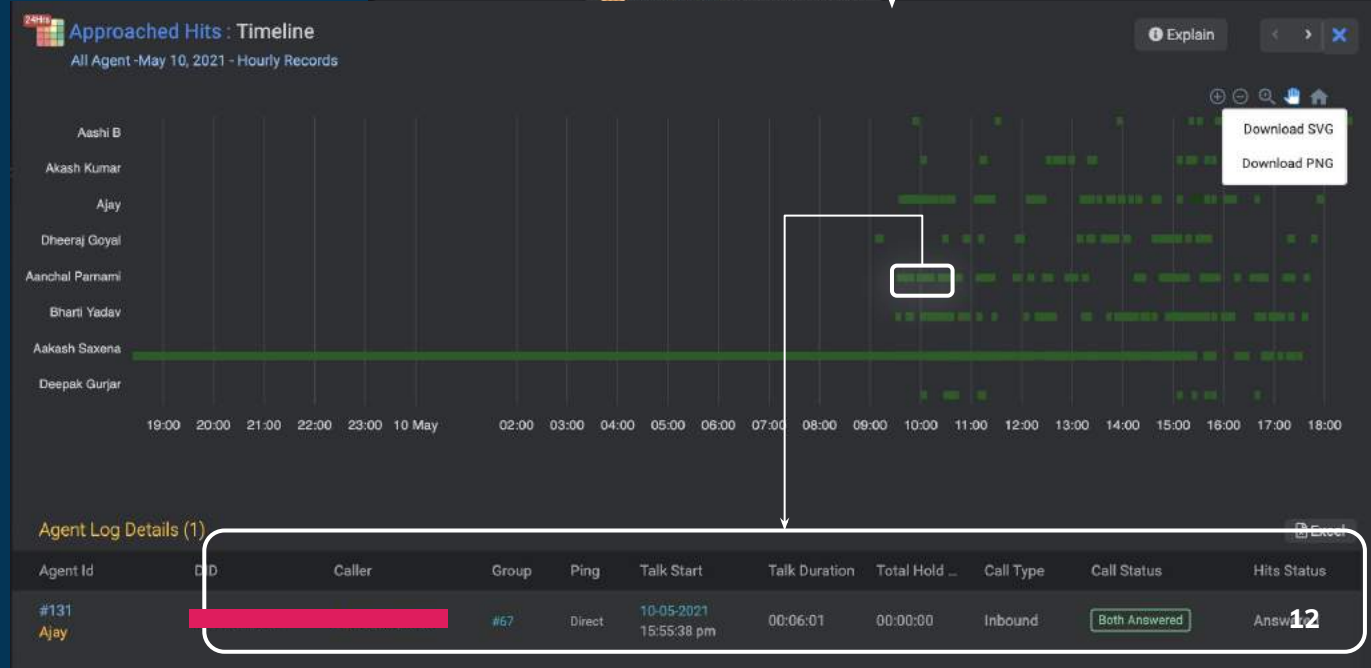
Download the logs in excel format.

Hourly records listed for each day.

Zoom options

Download the timeline chart in SVG or PNG format for references.

Agent	Approached Hits	Answered Hits	Missed Hits	Failed Hits	Ghost Hits	Break	Login Duration
#136 Aakash Saxena	2487	HeatMap Chart	0	0	00:00:00	00:00:00	
#130 Aanchal Parmani	1	0	00:00:00	00:00:00	00:00:00	00:00:00	
#145 Aashi B	0	0	00:00:00	00:00:00	00:00:00	00:00:00	
#161 Abhimanyu	0	0	00:00:00	00:00:00	00:00:00	00:00:00	
#131 Ajay	0	0	00:00:00	00:00:00	00:00:00	00:00:00	
#124 Akash Kumar	3	0	00:00:00	00:00:00	00:00:00	00:00:00	



Log Table

Detailed logs of all agents. Get each agents' log details individually.

Download in excel.

Agent	Approached Hits	Answered Hits	Missed Hits	Failed Hits	Ghost Hits	Break	Login Duration
#136 Aakash Saxena	HeatMap Chart Here you can analyse the 24 Hour's data comparison of Approached Hits of agents on May 08, 2021 in a HeatMap Chart			0	0	00:00:00	00:00:00
#130 Aanchal Panami				1	0	00:00:00	00:00:00
#145 Aashi B	Timeline Chart Here you can analyse the 24 Hour's data comparison of Approached Hits of agents on May 08, 2021 in a Timeline Chart			0	0	00:00:00	00:00:00
#161 Abhimanyu				0	0	00:00:00	00:00:00
#131 Ajay	Log Table Here you can analyse the data of Approached Hits of agents on May 08, 2021 in a Log Table			0	0	00:00:00	00:00:00
#124 Akash Kumar				3	0	00:00:00	00:00:00
#121 Bharti Yadav	Counter Table Here you can analyse the 24 Hour's data of Approached Hits of agents on May 08, 2021 in a Counter Table			0	0	00:00:00	00:00:00

Approached Hits : Agent Log Details
All Agent - May 11, 2021

Agent Log Details (342)

Agent Id	DID	Caller	Group	Ping	Talk Start	Talk Durat...	Total Hold...	Call Type	Call Status	Hits Status
#131 Ajay			#81	Direct		00:00:00	00:00:00	Inbound	Cust/To Ans. - Agent/From Unans.	Failed
#121 Bharti Yadav			#NA	Direct		00:00:00	00:00:00	Quick Call	Cust/To Unans - Agent/From Ans.	Answered
#136 Aakash Saxena			#NA	Direct	11-05-2021 16:01:01 pm	00:00:16	00:00:00	Outbound	Both Answered	Answered
#136 Aakash Saxena			#NA	Direct		00:00:00	00:00:00	Outbound	Cust/To Unans - Agent/From Ans.	Answered

Counter Table

Hourly logs of approached hits made agent wise.

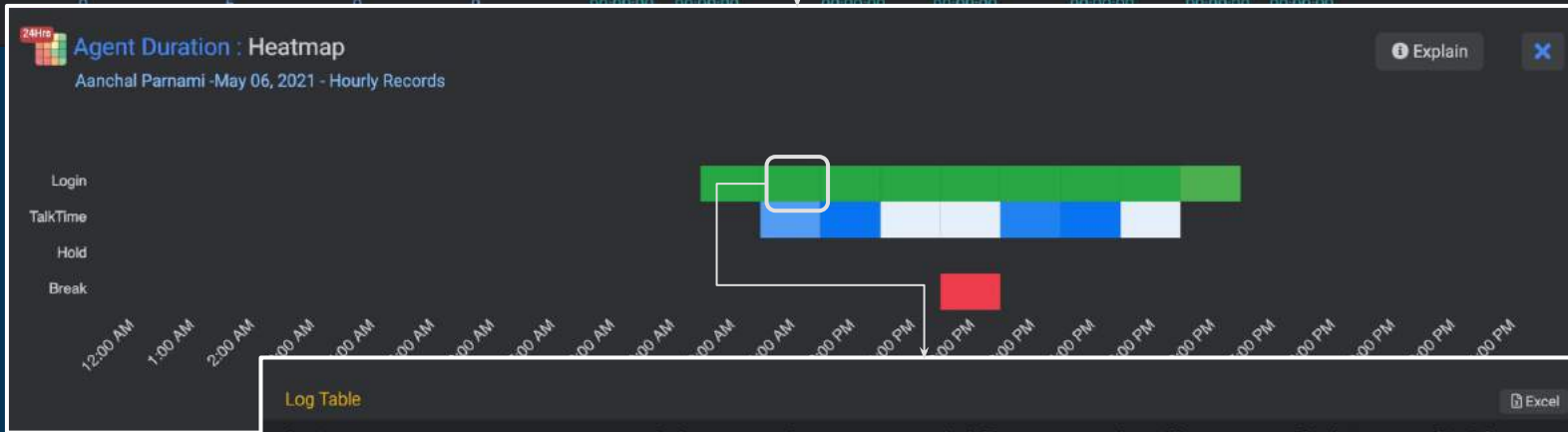
Excel download available.

Agent ID	Agent Name	HeatMap Chart	Timeline Chart	Log Table	Counter Table	0	0	00:00:00	00:00:00
#136	Aakash Saxena	Here you can analyse the 24 Hour's data comparison of Approached Hits of agents on May 08, 2021 in a HeatMap Chart				0	0	00:00:00	00:00:00
#130	Aanchal Parmami					1	0	00:00:00	00:00:00
#145	Aashi B		Here you can analyse the 24 Hour's data comparison of Approached Hits of agents on May 08, 2021 in a Timeline Chart			0	0	00:00:00	00:00:00
#161	Abhimanyu					0	0	00:00:00	00:00:00
#131	Ajay			Here you can analyse the data of Approached Hits of agents on May 08, 2021 in a Log Table		0	0	00:00:00	00:00:00
#124	Akash Kumar					3	0	00:00:00	00:00:00
#121	Bharti Yadav				Here you can analyse the 24 Hour's data of Approached Hits of agents on May 08, 2021 in a Counter Table	0	0	00:00:00	00:00:00
#137	Bhupesh Chugh					2	0	00:00:00	00:00:00

Approached Hits : Counter Table										
All Agent - May 11, 2021 - Hourly Records										
Counter Table										
Agent	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM
#136 Aakash Saxena	17	10	9	8	9	9	2	0	0	0
#130 Aanchal Parmami	7	18	2	8	1	9	1	0	0	0
#145 Aashi B	0	0	0	1	0	0	0	0	0	0
#161 Abhimanyu	0	0	0	0	0	0	0	0	0	0
#131 Ajay	14	20	13	3	24	1	2	0	0	0
#124 Akash Kumar	1	15	1	2	1	0	1	0	0	0
#121 Bharti Yadav	21	17	6	0	9	5	1	0	0	0
#137 Bhupesh Chugh	0	0	0	0	0	0	0	0	0	0
#123 Deepak Gurjar	6	16	1	0	16	2	1	0	0	0
#189 Dheeraj Goyal	0	12	6	1	14	3	1	0	0	14



Agent	Approached Hits	Answered Hits	Missed Hits	Failed Hits	Ghost Hits	Break	Login Duration	Talk Time	Wrapup Time	Hold Time	Avail. Time	Handling Time	%
#136 Aakash Saxena	0	0	0	0	0	00:00:00	00:00:00	00:00:00 Avg. 00:00:00	00:00:00 Avg. 00:00:00	00:00:00 Avg. 00:00:00	00:00:00	00:00:00 Avg. 00:00:00	
#130 Aanchal Parnami	88	46	0	42	0	00:38:46	08:19:15	00:42:02 Avg. 00:00:29	00:00:00 Avg. 00:00:00	00:00:00 Avg. 00:00:00	00:00:00	00:42:02 Avg. 00:00:29	
#145 Aashi B	5	0	5	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	



Log Table

Agent	Login	Logout	Login Time	Logout Time	Duration	Extra Info
#130 Aanchal Parnami	Manual	Manual	06 May, 2021 11:38:23 AM	06 May, 2021 02:36:04 PM	02:57:41	
#130 Aanchal Parnami	Manual	Manual	06 May, 2021 01:40:24 PM	06 May, 2021 07:16:03 PM	05:35:39	
#130 Aanchal Parnami	Manual	Manual	06 May, 2021 01:45:18 PM	06 May, 2021 03:55:04 PM	02:09:46	
#130 Aanchal Parnami	Manual	Manual	06 May, 2021 02:54:20 PM	06 May, 2021 04:15:02 PM	01:20:42	

- **Login** hours & logs
- **Talk Time** hours & logs
- **Hold time** duration & logs
- **Break hours** & logs

Time Wasted

Understand how your agents are utilising/wasting their time during working hours.

The analysis is completely based on the call activities.

Time Wasted 3 Agent Selected Breakdown < May 11, 2021 > Today Date Range

+ 🔄 Columns Excel ?

Agent	Time Wasted [?]	Waste Score	Talk Time	Ring Duration ^{A, B} of 1st Attempt	Ring Duration ^{C, D} of Retries	Total Ring Duration	Missed Rings ^E to make ans. Hits	Ghost Duration ^G (Ring + Handling Time)	A : (B + G1) [?]	C : (D + G2) [?]
#136 Aakash Saxena	00:01:00	2	00:13:51	00:07:10 Answered - 00:07:10 Missed - 00:00:00	00:00:00 Answered - 00:00:00 Missed - 00:00:00	00:07:10 Avg. 00:00:06 52% of Talk Time ★★★★★	00:00:00 Avg. 00:00:00	00:00:00 0% of Talk Time ★★★★★	430 : 0 ★★★★★	∞ ★★★★★
#939 Priya Chippa	00:00:00	1	00:36:50	00:06:19 Answered - 00:06:19 Missed - 00:00:00	00:00:00 Answered - 00:00:00 Missed - 00:00:00	00:06:19 Avg. 00:00:05 18% of Talk Time ★★★★★	00:00:00 Avg. 00:00:00	00:00:00 0% of Talk Time ★★★★★	379 : 0 ★★★★★	∞ ★★★★★
#142 Purva Sharma	00:00:10	4	00:00:00	00:00:10 Answered - 00:00:00 Missed - 00:00:10	00:00:00 Answered - 00:00:00 Missed - 00:00:00	00:00:10 Avg. 00:00:05 0% of Talk Time ★★★★★	00:00:00 Avg. 00:00:00	00:00:00 0% of Talk Time ★★★★★	0 : 1 ★★★★★	0 : 0 ★★★★★

Call Center - Call Analysis

Call Analysis

Breakdown | 01 May - 22 May, 2021 | Today | Date Range

Campaign Id | Is | Apply | X

Campaign Id
IVR ID
DJD Number
Call Type
Call Status

Display Setting | Columns | 24 Hour Records | Excel

Campaign Id	IVR ID	DJD Number	Call Type	Call Status	Fresh Call	Repeat Call	Transferred	Answered	Missed	Partially Missed	Failed	Forwarded Calls	Amount	Total Talk Duration	Hold Duration
		221			221	0	217	210	0	0	7	0	₹ 23	00:57:16 Avg: 00:00:15	00:00:00 Avg: 00:00:00
21	MAY 2021	269			269	0	265	260	0	0	5	0	₹ 13	01:00:29 Avg: 00:00:13	00:00:00 Avg: 00:00:00

Add New Filter

- Five filter types are added to help user do the analysis from any one them
- Apply the condition and result will open according to the set filter

Breakdown

- As discussed in previous slides, this option helps user to break the results based on multiple parameters

Date Range

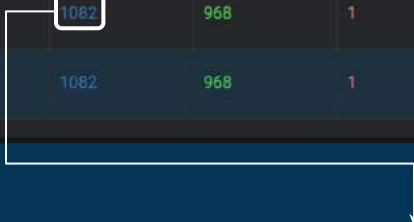
- Select the range of days from the calendar to view the results between the selected date range
- Today: For display of result of the current day

Display Settings

- Date - IVR
 - Main filter is set as per Date and it keeps results for each IVR separately
- IVR- Date
 - Main filter is set as per the IVRs and into it, results are further fragmented as per dates


Display Setting
Columns
24 Hour Records


Date	Total Calls	Fresh Call	Repeat Call	Transferred	Answered	Missed	Partially Missed	Failed	Forwarded Calls	Amount	Total Talk Duration	Hold Duration
24 MAY 2021	1102	1102	0	1082	968	1	0	113	0	₹ 0	09:54:18 Avg. 00:00:32	00:05:03 Avg. 00:00:00
	1102	1102	0	1082	968	1	0	113	0	₹ 0	09:54:18 Avg. 00:00:32	00:05:03 Avg. 00:00:00



Call Log Report All (1082)

41 Agent, 31 Group Selected
< May 24, 2021 >
Today
Date Range

Reset Filter
Detail Report
Pending Calls


Caller Number	Time	DID Number	Campaign	Agents	Master Agent/ Master Number	Call Duration	Queue Duration	Customer Duration	Total Talk Duration	Agent on Call Duration	Amount	Rec.	Status	Details
[Redacted]	07:22:34 PM Today	#833		1	#938 Jainesh Sharma	00:00:38 Tag -	00:00:00	00:00:32	00:00:32	00:00:38	₹ 0	🎵	Both Answered	🔍 ⋮
[Redacted]	07:13:44 PM Today	#833		0	#938 Jainesh Sharma	00:00:00 Tag -	00:00:00	00:00:00	00:00:00	00:00:00	₹ 0	🎵	Agent Unanswered	🔍 ⋮
[Redacted]	07:09:37 PM Today	#50		1	#124 Akash Kumar	00:04:45 Tag -	00:00:00	00:04:33	00:04:33	00:04:45	₹ 0	🎵	Both Answered	🔍 ⋮
[Redacted]	07:04:00 PM Today	07447178630 #65		0		00:00:24 Tag -	00:00:00	00:00:24	00:00:00	00:00:00	₹ 0	🎵	Cust. Ans. - Agent Unans.	🔍 ⋮
[Redacted]	06:42:37 PM Today	#50		1	#124 Akash Kumar	00:02:18 Tag -	00:00:00	00:02:02	00:02:02	00:02:18	₹ 0	🎵	Both Answered	🔍 ⋮
[Redacted]	06:41:22 PM Today	#50		1	#124 Akash Kumar	00:00:31 Tag -	00:00:00	00:00:00	00:00:00	00:00:31	₹ 0	🎵	Cust. Unans. - Agent Ans.	🔍 ⋮

Columns

- There are mainly 5 parameters to this section of Call Analysis
- Includes 'Approached Calls', 'Forwarded Calls', 'Directed Calls', 'Amount', 'Agent Retry Calls', 'Durations'
- There are multiple columns listed under each heading
- User can select the columns which they wish to view on screen for better analysis

24 Hour Records

- Here as well there are many parameters listed
- Every parameter shows 24 hour record, which presents the hourly progress report. Example: If Amount is selected then per hour record of the amount spend on the calls will be displayed

Excel

- Download the file with the existing display settings or revise the settings and then download the file in CSV format

Call Types

- Total = Fresh + Repeat
 - All the incoming and outgoing calls done will equal to the total number of calls
- Fresh
 - All the calls excluding the repeat/retry calls are fresh calls
 - If call is received from a number 'n' number of times then these 'n' attempts will count in Fresh calls
- Repeat
 - If a retry is done on any contact; manual or automated
 - It will carry the results from the outbound call traffic only

Call Types

Transferred: Every call travels to a pre-decided call flow AKA IVR flow. Once call answered in IVR it will travel from node to node. Call enters the Call Transfer module to dial to the agents/groups available & starts dialling to the agents as per the call strategy (One By One or To All)

Answered: When agent is connected to the customer/caller then call is marked answered

Missed: Agent has dialled but if not answered or call not connected then call is marked as missed

Partially Missed: Partially Missed means the call has been missed by agents on some node but has been answered on some other node.

Now, what does that mean?

Your IVR can have multiple nodes. Node is nothing but simply some defined action which you want to perform during your live call. It may be an announcement or key input, time check, Webhook call, and many more. You can use these nodes multiple times wherever you want. You may also want to transfer your call to some agent or agent group and want to connect them. For this, you can use Call Transfer or Call Centre Module as per the IVR type. Depending upon your use case and the complexity of IVR, you can transfer a call multiple times. For example, you want your incoming call to first land in Level-1 support group and then you want to transfer it to Level-2 support group. You can do this as many times as you want.

Now, it is possible that during the live call, no agent answered the call in Level-1 and when it reached the next node, where you wanted it to transfer it to Level-2, one of the agents answered it. So, the call is missed on Level-1 and answered on Level-2. It means the call is answered but not every time. So we will call it a Partially Missed call.

Let's take an example to understand this. Once upon a time, Hogwarts purchased a Toll-free number from us. To make sure that every call was answered, Dumbledore created three levels of groups (he values his wizard community). Ron was in Level-1, Harry was in Level-2 and Hermione was in Level-3. He added three Call Transfer modules on three nodes and assigned them Groups accordingly. To test the IVR, he asked Professor Snape to call on the number. As he expected, Ron didn't answer the call on the first node (first Call Transfer module). He was surprised when Harry also did not answer on the next node (Harry doesn't like Snape). But fortunately, Hermione answered the call on the third node. In this way, this call is missed on two nodes of the Call Transfer module and answered on one node. So we will label this as Partially Missed call.

- **Failed:** Agent is dialed to connect with customer/caller but agent do not answer the call then call is marked as failed call
- **Forwarded:** Calls are answered in IVR & is connected with an agent. If caller/customer wish to connect with some other agent then first agent can forward the call to the desired agent and first agent is dropped from the call
- **Amount:** Amount in Rs/INR consumed for total number of calls daily. Hourly records can be fetched too through 24 hour records filter.

Total Talk Duration

Duration for the day when agent & customer/caller were connected in a conversation will be calculated and summed to make the total call duration

An average is also calculated and displayed below the total talk duration for references

- Hold Duration
 - Total duration for which callers/customers are kept on hold in the IVR flow
- Average Handling Time
 - This is the duration or time for which agent and client are connected with each other for an active conversation
 - This equals the average duration of total talk duration.