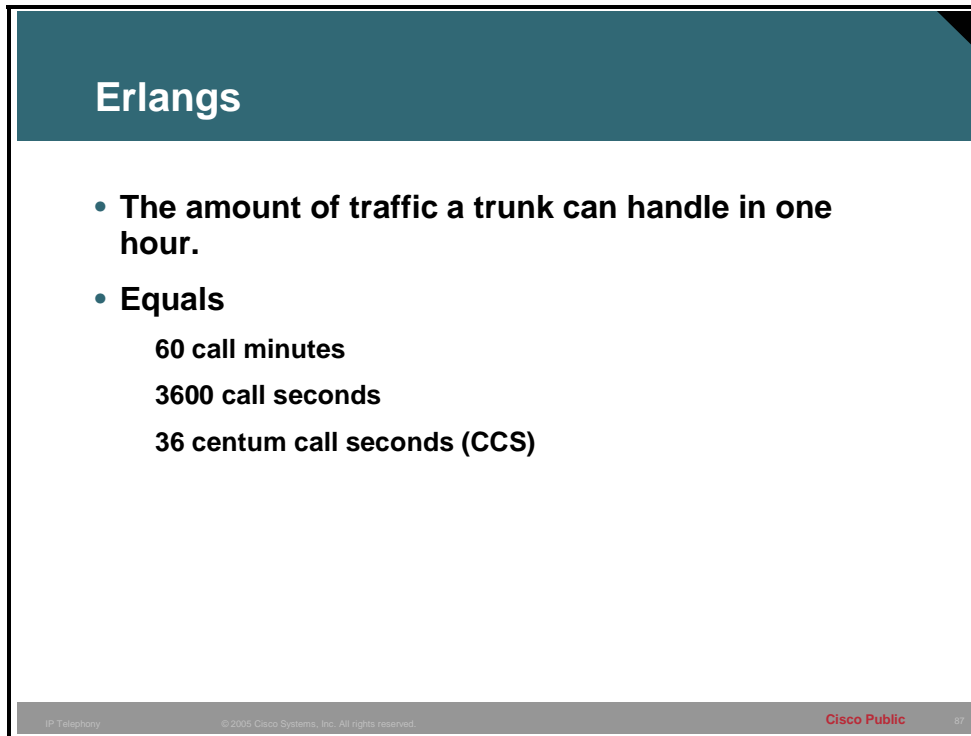


Voice Bandwidth Engineering

Erlangs

This topic describes erlangs.



Erlangs

- **The amount of traffic a trunk can handle in one hour.**
- **Equals**
 - 60 call minutes**
 - 3600 call seconds**
 - 36 centum call seconds (CCS)**

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The traffic volume in telephone engineering is measured in units called erlangs. An erlang is the amount of traffic one trunk can handle in one hour. It is a nondimensional unit that has many functions.

Other equivalent measurements that you might encounter include the following:

1 erlang = 60 call minutes = 3600 call seconds = 36 centum call seconds (CCS)

Example: Erlang Calculation

Assume that, on average, each user in a branch makes 10 calls with an average duration of 5 minutes during the busy hour. If the branch has 25 employees, the total number of minutes of call time during the busy hour is 10 calls per busy hour multiplied by 5 minutes per call multiplied by 25 employees per branch, or 1250 call minutes. However, erlangs is a measurement based on hours, so the number of erlangs is 1250 divided by 60, or 20.83 erlangs.