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Gplus Adapter for Microsoft Dynamics 365 Agent's Guide

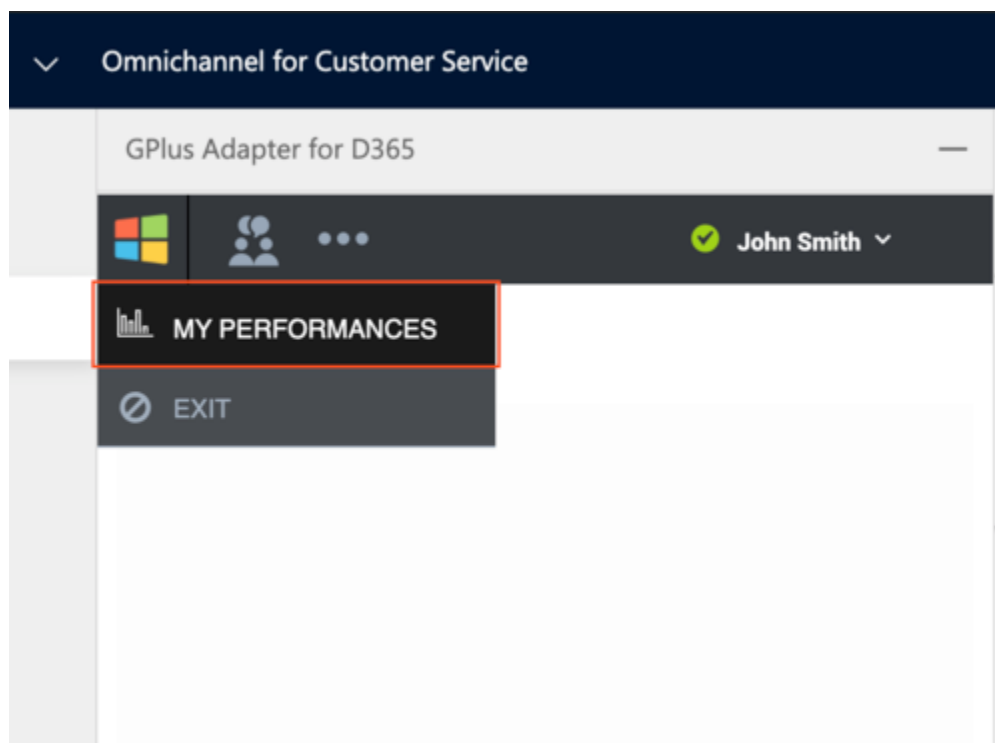
Performance Tracker

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The Performance Tracker helps you check your statistics within the contact center.

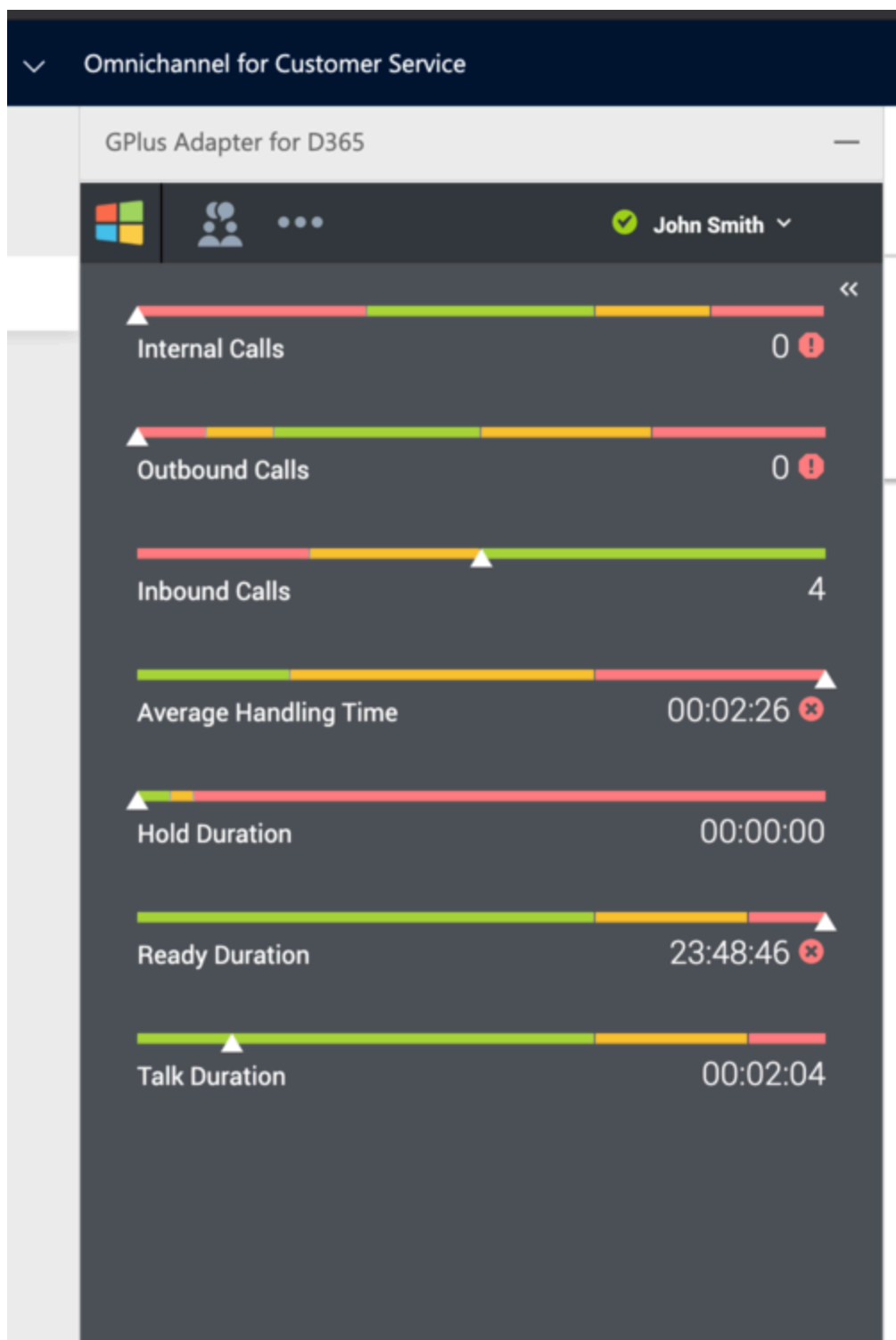
While the Gplus Adapter's main view lets you access the most common tools you use every day, such as handling calls and changing your status, there is a supported feature that allows you to view and track your performance: the Performance Tracker.

You can reach the Performance Tracker by clicking the **three-dot icon** on the main bar and then selecting **Performance**. However, your system administrator can customize this view.






The Performance-Tracker view displays a list of your **Key Performance Indicators (KPIs)** set up by your system administrator.

Your KPIs are shown as tri-colored bars with a white triangle indicating your standing. The name of the KPI appears exactly below the bar. If you do not satisfy one of your KPIs, the white arrow points to **yellow** and **red**. When you are fulfilling them, the white arrow moves to **green**.



Each statistic also displays the statistic value under the colored bar to indicate your current value for that data point. If you receive any warnings, they are presented next to your statistic value in the form of icons:

Icon	Name	Description
	Worst icon	Displayed if your performance evaluation is below the expected worst level for that KPI or contact center statistic.
	Error icon	Displayed if your performance evaluation is below the expected error level for that KPI or contact center statistic.
	Warning icon	Displayed if your performance evaluation goes beyond the expected warning level for that KPI or contact center statistic.