Manage your Contact Center in Agent Setup

Agent and contact center statistics

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- Administrator

Learn about the available agent and contact center statistics.

Related documentation:
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The **Desktop Statistics** section allows you to add, edit, import and export statistics to be displayed under **My Reports** and **Contact Center** panes of the Agent Workspace dashboard or the **Reports** view in Gplus Adapter. The **Statistics** tab includes three sub-tabs to help you manage your statistics:

- Agent statistics
- Contact center statistics
- Statistics definitions

Essentially, you add statistics to a global statistics list. Then from that list, you can select the statistics that you want to apply. Statistics can be re-used, meaning that if you create a statistic for a specific agent group, for example, you can then apply that favorite to another agent group.

Agent statistics

On **Agent Statistics** tab, manage the statistics that are displayed under **My Reports** to the agent. The **My Reports** page gives agents a view of the current state of their own activity.

Agent Statistics (12)   Add Statistics

🗑 Delete

	Display Name	Statistic	Warning Level Low	Warning Level High	Error Level Low	Error Level High	Worst Level Low	Worst Level High	Measurement Unit
☐	Hold Duration	HoldDuration	1	1	11	1	1	1	
☐	Average Handling Time	AverageHandlingTim...							
☐	Productivity	Productivity							
☐	Wrap Duration	WrapDuration							

To access the **Agent Statistics** tab, click **Contact Center Settings > Agent**

Statistics. The list on the page includes all agent statistics that are already configured, either by you or another administrator. For a new implementation, the list might be blank.

To add a shared statistic to the list, click **Add Statistics** to access a list of shared statistics. In the window that opens, select an option from the list of statistics, and then click **Add**.

If you don't see the statistic you want, you can create a new statistic for the global list and then add that statistic for the **Agent Statistics** list.

1. Click **Add Statistics**.

2. In the window that opens, click **Add** to create a new statistic.

3. In the **Add Statistic** window, configure the attributes.

4. Click **Add**.

> The statistic is now listed in the list on the **Add Statistic** window. This means that the statistic is now available in the global list, but is not yet assigned.

5. To assign the new statistic to **Agent Statistics** list, select the statistic and click **Add**.

> The window closes and the new statistic is assigned to the **Agent Statistics** list.

You can set the following attributes for each statistic that you specify to be displayed to agents.

- **Display Name**: The name of the statistic to be displayed.
- **Name of the statistic in the statistics.yaml file**: This must correspond to the value of the name attribute in the **statistics.yaml** file.
- **Warning Level Low**: The minimum value of the statistic before a warning is raised. No warnings above this value.
- **Warning Level High**: The maximum value of the statistic before a warning is raised. No warnings below this value.
- **Error Level Low**: The minimum value of the statistic before an error is raised. No errors above this value.
- **Error Level High**: The maximum value of the statistic before an error is raised. No errors below this value.
- **Worst Value Low**: The minimum value of the statistic before a critical error is raised.
- **Worst Value High**: The maximum value of the statistic before a critical error is raised.
- **Measurement Unit**: an optional display value.
- **Number**: Indicates the statistic type is numeric.
- **Duration**: Indicates the statistic type is duration (in HH:MM:SS format).

Contact center statistics

On the **Contact Center Statistics** tab, manage the statistics that are displayed under **Contact Center**. The **Contact Center** tab gives agents a view of the current state of activity for the call center.

To access the **Contact Center Statistics** tab, click **Contact Center > Contact Center Statistics**.
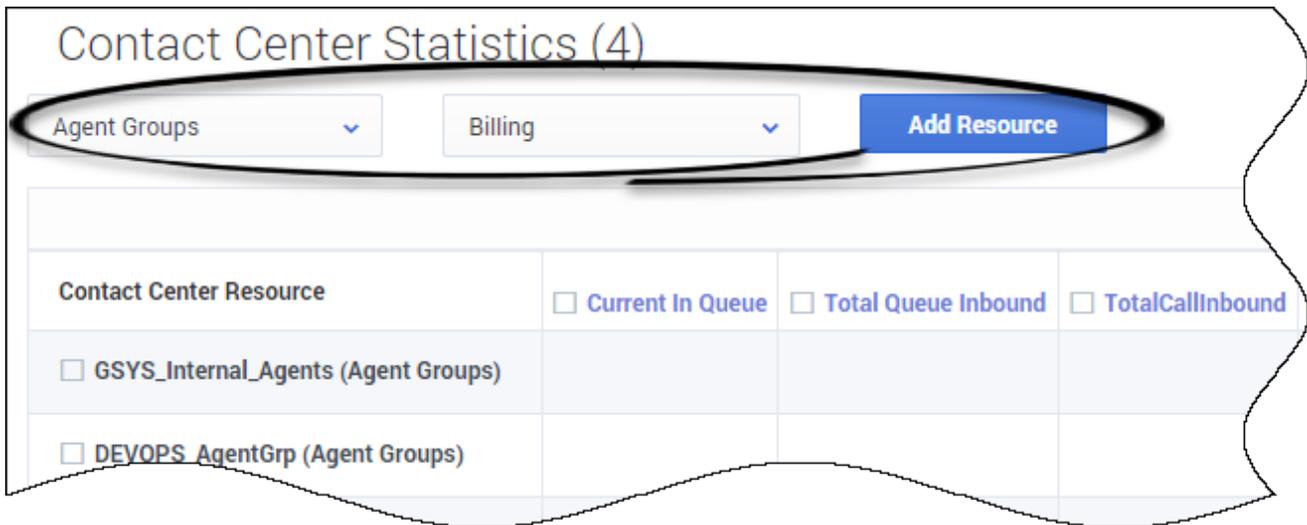
To configure Contact Center Statistics, you must first add a resource. Resources can include agent groups, queues, DN groups, and routing points. In the first drop-down list box, select the type of resource you want to add, and then select the resource from the second drop-down list box. Click **Add Resource**. This action adds a row for the resource to the **Contact Center Statistics** table.

Then you can add statistics by clicking **Add Statistics**. The **Add Statistics** window opens, where you can either select a preconfigured statistic or create a new one (see Agent statistics). This action adds a column to the **Contact Center Statistics** table. Continue adding the statistics that you want to add to the table.

Contact Center Resource	☐ Currentent In Queue	☐ Total Queue Inbound	☐ TotalCallInbound	☐ DM EXISTS FOR IMPORT
☐ VQ_57 (Virtual Queues)	✓	✓		
☐ VQ_devops (Virtual Queues)	✓	✓		
☐ 2200 (Routing Points)	✓			✓

When you are done, notice the black checkmarks in the **Contact Center Statistics** table. The black checkmarks indicate which statistics apply to each resource. For example, the **current number in queue** statistic does not apply to agent groups. Agent desktops shows only statistics with check marks; other desktops show only statistics with hyphens (-).

> ## Important
>
> Agents can only see Route Points on switches they are given permission to view. For example: Your Contact Center Statistics are configured to monitor the following routing points: RP1, RP2, and RP3. RP1 belongs to one switch while RP2 and RP3 belong to another switch. An agent who is only configured to log into the switch that contains RP1 can only see RP1 in the Contact Center Statistics. RP2 and RP3 are not visible to the agent because they belong to a switch that agent doesn't have permission to access.

Statistics definitions

Using the **Statistic Definitions** tab, you can add, delete, edit, import, and export statistic definitions. The supported formats for the statistic definition files are: .CSV and .YAML.

> ## Important
>
> The Import and Export features are only available for Workspace Web Edition 8.5.

About CSV files

The .CSV file must be a text file in a comma-separated format. In the source file each line represents a single statistic.

About YAML files

Use a YAML file to import custom statistics from a valid .YAML file. The following example shows one custom statistic from a sample .YAML file:

```
name: ReadyDuration

objectType: AGENT
notificationMode: PERIODICAL
notificationFrequency: 10
statisticDefinitionEx:
  category: TotalAdjustedTime
  intervalType: GrowingWindow
  mainMask: WaitForNextCall
  subject: DNStatus
  dynamicTimeProfile: '8:00'
  dynamicFilter: MediaType=voice
saveHistory: false
insensitivity: 1
location: /
```


How do I add a custom statistic definition?

To add a new custom statistic definition, click **Add**, and choose an existing statistic definition to start from, then click **Next**. After entering all the required information into the form (all fields marked with an asterisk are mandatory), click **Save**.

> ### Important

When creating a new statistic definition, Agent Setup does not require the `mainMask` field to be populated when using the statistic category `ServiceFactor1`.

How do I delete a custom statistic definition?

To delete a custom statistic definition, click the checkbox next to the statistic name and then click **Delete**. A confirmation dialogue box appears. Click **Delete.**
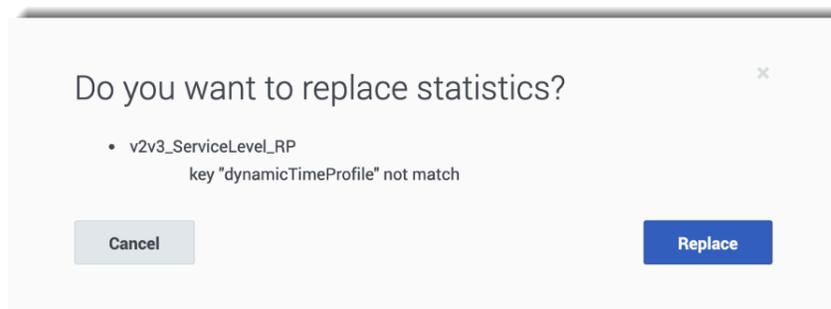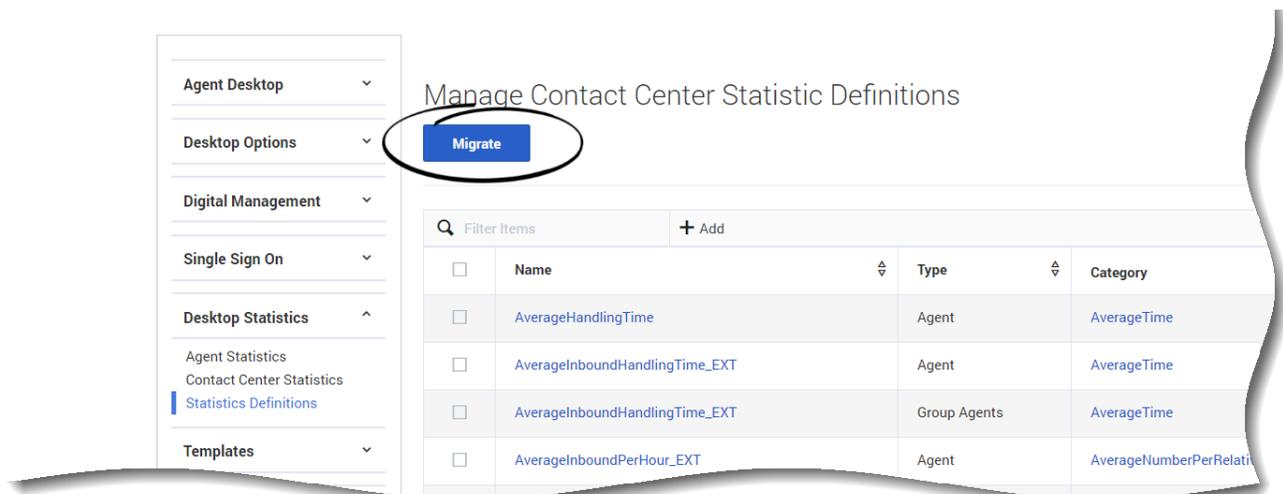
How do I edit a custom statistic definition?

To edit a custom statistic definition, click the statistic name to open the **Edit Statistic Definition** window. Make any necessary changes and click **Save**.

How do I migrate a statistic definition to 9.0?

To migrate a custom statistic definition, check the checkbox next to the statistic name and click **Migrate**.

> **Important**
>
> If any conflicts are found, Agent Setup opens a window asking you to confirm you wish to **Replace** the statistics, or **Cancel** the action.

How do I import custom statistic definitions?

> **Important**
>
> The Import feature is only available for Workspace Web Edition 8.5.

To import a .CSV or .YAML file that contains your custom statistic definitions, click **Import**, select your file, and then click **Open**. User Setup validates the file and indicates which, if any, values need to be corrected. If you receive such a message, make the recommended corrections and then try again.

How do I export statistic definitions?

> **Important**
>
> The Export feature is only available for Workspace Web Edition 8.5.

You can export your statistic definitions to an external .CSV or .YAML file. You can

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select your custom statistics, global statistics, or both. Then you can choose which file type to export. The exported file downloads to your local computer.