



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Manage your Contact Center in Agent Setup

Statistics options



- Administrator

Configure general statistics options in Agent Setup.

Related documentation:

-
-

Statistics	
<input type="checkbox"/> Statistics - Default Statistics displayed	None
<input checked="" type="checkbox"/> Statistics - Refresh Time	60
<input type="checkbox"/> Time for Statistics Reset	Time for Statistics Reset
<input checked="" type="checkbox"/> Statistics - Maximum Items to Displayed in Statistic Gadget	10

In the **Statistics** section of the **Contact Center Settings** page, you can configure the following options:

- **Default Statistics displayed** specifies the statistics displayed in the Agent Workspace menu bar. The statistic specified by this option is the name of a section containing the statistic definition or the statistic object.
- **Refresh Time** defines the frequency of notification (in seconds) for statistics.
- **Time for Statistics Reset** specifies the time that you want agent and call center statistics to be reset in Agent Workspace. Indicate the time using UTC time in 24-hour format. For example, PDT midnight is 7AM in UTC and should be specified as 7:00.
- **Maximum quantity of Gadget Statistics displayed** specifies the quantity of statistics displayed.