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# Manage your Contact Center in Agent Setup

Statistics options



- Administrator

Configure general statistics options in Agent Setup.

## Related documentation:

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The screenshot shows the 'Statistics' configuration page. On the left is a sidebar with a search bar and a list of navigation items: Agent Desktop, Desktop Options, Channels, Standard Response, Desktop Views, Statistics (highlighted), Global Login, Supervisor, Voice, Chat, Email, Outbound, Recording, and Contact. The main content area is titled 'Statistics' and contains four settings:

Option	Value
<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.