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Manage your Contact Center in Agent Setup

Statistics options

4/18/2024

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- Administrator

Configure general statistics options in Agent Setup.

Related documentation:

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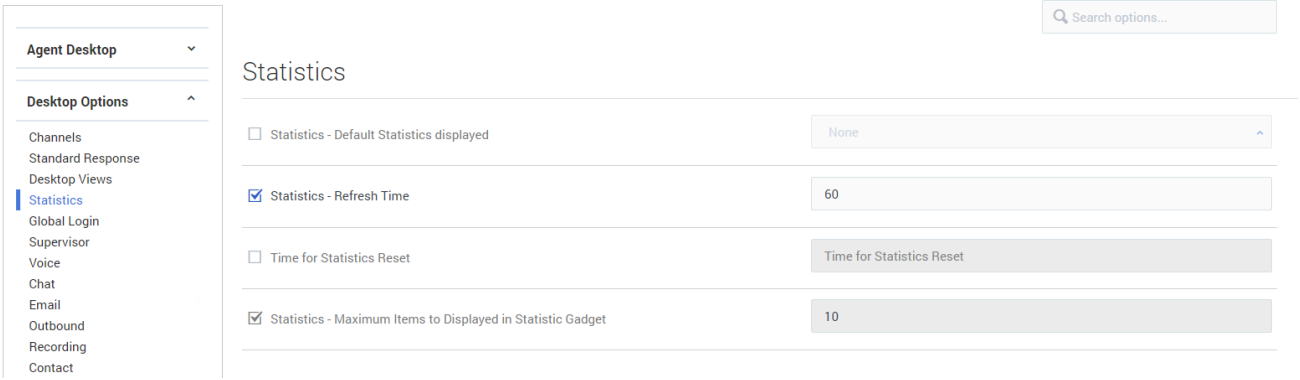

In the **Statistics** section of the **Contact Center Settings** page, you can configure the following options:

- **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.