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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 menu under 'Agent Desktop' and 'Desktop Options'. The 'Statistics' option is selected. The main content area has a search bar at the top right. Below the title 'Statistics', there are 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.