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Real-time Reporting with Pulse

eServices statistics



- Supervisor

Definitions of available eServices statistics you can include in reports.

Related documentation:

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| Report | Statistic | Definition |
|---------------------|----------------|---|
| Chat Agent Activity | Login Time | The total time that monitored agents were logged in. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group. |
| Chat Agent Activity | Ready Time | The total time this agent spent waiting for the next chat in Ready state. |
| Chat Agent Activity | Not Ready Time | The total time this agent spent in a not Ready status for chat media. |
| Chat Agent Activity | Ringing Time | The total amount of time that chat popup was alerting the agent desktop. In case if Agent handles several chats in parallel only first Chat Inviting time will be counted in this statistic. |
| Chat Agent Activity | Handle Time | The total amount of time the agent spent handling chats. The duration is not limited to the chat focus time. If Agent handles multiple chats in parallel they will be counted multiple times. |
| Chat Agent Activity | AHT | The average amount of time the agent spent handling chat The duration is not limited to the chat focus time. |
| Chat Agent Activity | % Occupancy | The ratio of time handling chat sessions to the total login time of the Agent. If agent handles multiple Chats in parallel this statistic can be greater than 100%. |
| Chat Agent Activity | Offered | The total number of chats that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents. |
| Chat Agent Activity | Offered (15m) | The total number of chats that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents. |
| Chat Agent Activity | % Accepted | The percentage of chats accepted by the agent based on total of chats offered. |
| Chat Agent Activity | % Rejected | The percentage of chats rejected by the agent based on total chats offered. |

| Report | Statistic | Definition |
|---------------------|-------------------|--|
| Chat Agent Activity | % Missed | The percentage of chats missed by the agent based on total chats offered. |
| Chat Agent Activity | Accepted | The total number of chats that were offered for processing and that were accepted by Agent during the specified period. |
| Chat Agent Activity | Accepted (15m) | The total number of chats that were offered for processing and that were accepted by agent during the specified period. |
| Chat Agent Activity | Rejected | The total number of chats that were offered for processing and that were rejected during the specified period. |
| Chat Agent Activity | Rejected (15m) | The total number of chats that were offered for processing and that were rejected during the specified period. |
| Chat Agent Activity | Missed | The total number of chats that were offered for processing and that were missed during the specified period. |
| Chat Agent Activity | Missed (15m) | The total number of chats that were offered for processing and that were missed during the specified period. |
| Chat Agent Activity | % Trans Made | The percentage of chats transferred to another agent based on total of chats offered. |
| Chat Agent Activity | Transfers Made | The total number of chat transfers made by this agent or agent group during the specified period. This stat type counts each transfer instance separately including those where the agent transfers the same interaction more than once. |
| Chat Agent Activity | Short | The total number of times Agent completed chat sessions within less than specified duration. |
| Chat Agent Activity | Concurrent Chats | The total number of concurrent chats currently happening. |
| Chat Agent Activity | Avg Chat Duration | Average duration spent with a customer while handling a chat session. |
| Chat Agent Activity | Min Chat Duration | Minimum duration spent with a customer while handling a chat session. |
| Chat Agent Activity | Max Chat Duration | Maximum duration spent with a customer while handling a chat session. |
| Chat Agent Activity | Chat Duration | Total duration spent with a customer while handling a chat session. |
| Chat Agent Activity | Customer Avg Wait | Avg customer wait for agent while handling a chat session. |
| Chat Agent Activity | Customer Max Wait | Max customer wait for agent while handling a chat session. |
| Chat Agent Activity | Avg Greeting Time | Avg duration before first agent greeting while handling a chat session. |
| Chat Agent Activity | Max Greeting Time | Max duration before first agent greeting while handling a chat session. |
| Chat Agent Activity | Avg Response Time | Average time it takes for agent to reply to a customer while handling a chat session. |
| Chat Agent Activity | Max Response Time | Maximum time it takes for agent to reply to a customer while handling a chat session. |

| Report | Statistic | Definition |
|----------------------|---------------------------|---|
| Chat Agent Activity | Avg Message Size | Average size of the message sent by agent while handling a chat session. |
| Chat Agent Activity | Agent Reply Total Number | Total number of repllies sent by the agent to the customer. |
| Chat Agent Activity | Agent Reply Total Time | Total time an agent spent replying to a customer. |
| Chat Agent Activity | Total Agent Message Size | Total number of symbols agent typed in message. |
| Chat Agent Activity | Total Agent Message Count | Total number of messages sent by agent. |
| Chat Queue Activity | Service Level | A ratio of chats accepted to chat requested. |
| Chat Queue Activity | Requested | Total number of Chats Requested. |
| Chat Queue Activity | Accepted | Total number of Chats Accepted by Agent. |
| Chat Queue Activity | Abandoned | Total number of chats that were abandoned while waiting. |
| Chat Queue Activity | Requested (15m) | Total number of Chats Requested. |
| Chat Queue Activity | Accepted (15m) | Total number of Chats Accepted by Agent. |
| Chat Queue Activity | Current Wait | Current number of Chats waiting to be accepted. |
| Chat Queue Activity | Wait Time | Total time chat spent waiting before being abandoned or accepted by Agent. |
| Chat Queue Activity | AWT | Avg time chat spent waiting before being abandoned or accepted by Agent. |
| Email Agent Activity | Login Time | The total time that monitored agents were logged in.. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group. |
| Email Agent Activity | Ready Time | The total time this agent spent waiting for the next email. |
| Email Agent Activity | Not Ready Time | The total time this agent spent in a not Ready status for email media. |
| Email Agent Activity | % Email Occupancy | The ratio of time handling email sessions to the total login time of the Agent. |
| Email Agent Activity | Ringling Time | The total amount of time that email popup was alerting the agent desktop. |
| Email Agent Activity | Handle Time | The total amount of time the agent spent handling email (The duration is not restricted to the agent focus time). |
| Email Agent Activity | AHT | The average amount of time the agent spent handling email (The duration is not restricted to the agent focus time). |
| Email Agent | Offered | The total number of emails that were offered for processing to this |

| Report | Statistic | Definition |
|-----------------------|------------------|---|
| Activity | | resource or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents. |
| Email Agent Activity | Offered (hr) | The total number of emails that were offered for processing to this resource or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents. |
| Email Agent Activity | % Accepted | The percentage of emails accepted by the agent based on total of emails proposed. |
| Email Agent Activity | % Rejected | The percentage of emails rejected by the agent based on total of emails proposed. |
| Email Agent Activity | % Missed | The percentage of emails missed by the agent based on total of emails proposed. |
| Email Agent Activity | Accepted | The total number of emails that were offered for processing and that were accepted during the specified period. |
| Email Agent Activity | Accepted (hr) | The total number of emails that were offered for processing and that were accepted during the specified period. |
| Email Agent Activity | Rejected | The total number of emails that were offered for processing and that were rejected during the specified period. |
| Email Agent Activity | Rejected (hr) | The total number of emails that were offered for processing and that were rejected during the specified period. |
| Email Agent Activity | Missed | The total number of emails that were offered for processing and that were missed during the specified period. |
| Email Agent Activity | Missed (hr) | The total number of emails that were offered for processing and that were missed during the specified period. |
| Email Agent Activity | Done | The total number of inbound emails that were terminated by an agent or agent group during the specified period. |
| Email Agent Activity | Done (hr) | The total number of inbound emails that were terminated by an agent or agent group during the specified period. |
| Email Agent Activity | % Done | The percentage of emails terminated by the agent based on total of emails proposed. |
| Email Agent Activity | % Trans Made | The percentage of emails transferred to another agent based on total of emails proposed. |
| Email Agent Activity | Transfers Made | The total number of email transfers made by this agent or agent group during the specified period. Applied to GroupAgents or GroupPlaces, this stat type calculates the total number of transfers made by all of the agents belonging to the respective group. This stat type counts each transfer instance separately including those where the agent transfers the same interaction more than once. |
| Email Agent Activity | Unsolicited sent | The total number of emails sent by the agent without being solicited by customers. |
| Email Queue Activity* | Entered | The total number of email interactions that entered the queue during the specified period. |
| Email Queue Activity* | Stopped | The total number of email interactions for which processing has stopped while in this queue during the reported time period. |
| Email Queue | Moved | The total number of emails that were moved from this queue to any |

| Report | Statistic | Definition |
|--------------------------|--------------------|--|
| Activity* | | other queue during the specified period. |
| Email Queue Activity* | Max Processed | The maximum number of emails that either were awaiting processing or were in processing within the contact center during the specified period. |
| Email Queue Activity* | Min Processed | The minimum number of emails that were either waiting processing or in processing within the specified period. |
| eServices Agent Activity | Utilization | The percentage of time an agent was active processing contacts as compared to current time. |
| eServices Agent Activity | Login Time | The total time that monitored agents were logged in. |
| eServices Agent Activity | Email In Process | The total number of interactions being handled by this resource at the moment of measurement. Applied to GroupAgents, this stat type provides the current number of interactions being processed by all the agents in a specified agent group. |
| eServices Agent Activity | Email Offered | The total number of emails that were offered for processing to this resource or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents. |
| eServices Agent Activity | Email Accepted | The total number of emails that were offered for processing and that were accepted during the specified period. |
| eServices Agent Activity | Email Processed | The total number of emails handled and processed by an agent or agent group during the specified period. |
| eServices Agent Activity | Email Process Time | The total amount of time the agents/agent groups spent processing email and SMS transactions. |
| eServices Agent Activity | Chat In Process | The total number of interactions being handled by this resource at the moment of measurement. Applied to GroupAgents, this stat type provides the current number of interactions being processed by all the agents in a specified agent group. |
| eServices Agent Activity | Chat Offered | The total number of chats that were offered for processing to this resource during the specified period. This stat type counts interactions both offered by business routing strategies and other agents. |
| eServices Agent Activity | Chat Accepted | The total number of chats that were offered for processing and that were accepted during the specified period. |
| eServices Agent Activity | Chat Processed | The total number of Chats handled and processed by an agent or agent group during the specified period. |
| eServices Agent Activity | Chat Process Time | The total amount of time the agent/agent groups spent processing chat transactions. |
| eServices Agent Activity | Social in Process | The total number of current interactions being handled by this resource at the moment of measurement. |
| eServices Agent Activity | Social Offered | The total number of social Media interactions that were offered for processing to this resource during the specified period. This stat type counts interactions both offered by business routing strategies and other agents. |
| eServices Agent Activity | Social Accepted | The total number of social Media interactions that were offered for processing and that were accepted during the specified period. |
| eServices Agent | Social | The total number of Social Media interactions handled by an agent |

| Report | Statistic | Definition |
|--------------------------|----------------------|---|
| Activity | Processed | at this place or this agent at his desktop during the specified period. |
| eServices Agent Activity | Social Process Time | The total amount of time the agent/agent group spent processing social media transactions. |
| eServices Queue KPIs* | Email Waiting | The Total Number of Email interactions that are currently waiting to be processed. |
| eServices Queue KPIs* | Email In Process | The Total Number of Email interactions that are currently being processed. |
| eServices Queue KPIs* | Email In Queue | The Total Number of Email interactions that are currently in Interaction Queue. |
| eServices Queue KPIs | Chat Waiting | The Total Number of Chat interactions that are currently waiting to be processed. |
| eServices Queue KPIs | Chat In Process | The Total Number of Chat interactions that are currently being processed. |
| eServices Queue KPIs | Chat In Queue | The Total Number of Chat interactions that are currently waiting to be processed and that are currently being processed. |
| eServices Queue KPIs | Social Waiting | The Total Number of Social Media interactions that are currently waiting to be processed. |
| eServices Queue KPIs | Social In Process | The Total Number of Social Media interactions that are currently being processed. |
| eServices Queue KPIs | Social In Queue | The Total Number of Social Media interactions that are currently in Interaction Queue. |
| eServices Queue KPIs | Work Item Waiting | The Total Number of Work Item interactions that are currently waiting to be processed. |
| eServices Queue KPIs | Work Item In Process | The Total Number of Work Item interactions that are currently being processed. |
| eServices Queue KPIs | Work Item In Queue | The Total Number of Work Item interactions that are currently in Interaction Queue. |
| Facebook Media Activity | Offered | The total number of posts that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents. |
| Facebook Media Activity | Offered (60m) | The total number of posts that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents. |
| Facebook Media Activity | % Accepted | The percentage of posts accepted by the agent based on total of Facebooks offered. |
| Facebook Media Activity | % Rejected | The percentage of posts rejected by the agent based on total Facebooks offered. |
| Facebook Media Activity | % Missed | The percentage of posts missed by the agent based on total Facebooks offered. |
| Facebook Media Activity | Accepted | The total number of posts that were offered for processing and that were accepted by Agent during the specified period. |
| Facebook Media Activity | Accepted (60m) | The total number of posts that were offered for processing and that were accepted by agent during the specified period. |

| Report | Statistic | Definition |
|-------------------------|----------------------|--|
| Facebook Media Activity | Rejected | The total number of posts that were offered for processing and that were rejected during the specified period. |
| Facebook Media Activity | Rejected (60m) | The total number of posts that were offered for processing and that were rejected during the specified period. |
| Facebook Media Activity | Missed | The total number of posts that were offered for processing and that were missed during the specified period. |
| Facebook Media Activity | Missed (60m) | The total number of posts that were offered for processing and that were missed during the specified period. |
| Facebook Media Activity | Concurrent Facebooks | The total number of concurrent Facebooks currently happening. |
| Twitter Media Activity | Offered | The total number of Tweets that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents. |
| Twitter Media Activity | Offered (60m) | The total number of Tweets that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents. |
| Twitter Media Activity | % Accepted | The percentage of Tweets accepted by the agent based on total of Twitters offered. |
| Twitter Media Activity | % Rejected | The percentage of Tweets rejected by the agent based on total Twitters offered. |
| Twitter Media Activity | % Missed | The percentage of Tweets missed by the agent based on total Twitters offered. |
| Twitter Media Activity | Accepted | The total number of Tweets that were offered for processing and that were accepted by Agent during the specified period. |
| Twitter Media Activity | Accepted (60m) | The total number of Tweets that were offered for processing and that were accepted by agent during the specified period. |
| Twitter Media Activity | Rejected | The total number of Tweets that were offered for processing and that were rejected during the specified period. |
| Twitter Media Activity | Rejected (60m) | The total number of Tweets that were offered for processing and that were rejected during the specified period. |
| Twitter Media Activity | Missed | The total number of Tweets that were offered for processing and that were missed during the specified period. |
| Twitter Media Activity | Missed (60m) | The total number of Tweets that were offered for processing and that were missed during the specified period. |
| Twitter Media Activity | Concurrent Twitters | The total number of concurrent Twitters currently happening. |

*For Engage cloud Email, released on March 31, 2021, only emails that have entered the Routing state are shown in Genesys Pulse reports. Emails in the Universal Queue that are not yet routed are not included. Use the Monitor work items and emails in Workload Manager for email backlog dashboards.