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Workforce Management Administrator's Guide

Using copy and paste for statistics

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Use these sample formats to get a start on setting up statistics for your e-mail, voice, chat, and iWD interactions.

Related documentation:

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This article contains four examples of the statistics defined in "WFM Statistics: Recommended Settings". Use these examples only as generic starting points for your configuration, making the modifications necessary to ensure they function properly within your environment.

These statistics do not include any of the required filters or time ranges; those items are specific to your installation. Add these filters only if they are missing from the relevant section(s) of your configuration.

Using the copy and paste format

All of the statistics in this topic appear in this format:

```
[WFMTotalNumberCallsEntered]
Category=TotalNumber
MainMask=CallEntered
Description=The total number of interactions
Subject=DNAction
Objects=Queue,RoutePoint,GroupQueues
```

You can amend the text within the square brackets (use underscores rather than spaces) and the description line. For example, you could change the above example to this:

```
[Special_Call_Entered_Stat_4_Steve]
Category=TotalNumber
MainMask=CallEntered
Description=This reflects the number of inbound calls received
through a queue
Subject=DNAction
Objects=Queue,RoutePoint,GroupQueues
```

Multimedia statistics for e-mail interactions

```
[WFM_Email_Entered]
AggregationType=Total
Category=JavaCategory
Description=The total number of interactions
JavaSubCategory=eServiceInteractionStat.jar:EQR Total Entered
```

Objects=StagingArea
[WFM_Email_Handle_Time]
Category=TotalTime
MainMask=InteractionHandling
Description=Total time spent handling interactions
Objects=Agent,GroupAgents,GroupPlaces,Place
Subject=AgentStatus
[WFM_Email_Handled]
Category=TotalNumber
MainMask=InteractionHandling
Description=Total number of interactions handled
Objects=Agent,GroupAgents,GroupPlaces,Place
Subject=DNAction

Statistics for chat interactions

[WFM_Chat_Entered]
AggregationType=Total
Category=JavaCategory
Description=The total number of interactions
JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Entered
Objects=StagingArea
MediaType=chat
[WFM_Chat_Abandoned]
AggregationType=Total
Category=JavaCategory
Description=The total abandoned from queue
JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Abandoned
Objects=StagingArea
MediaType=chat
[WFM_Chat_Average_Speed_Answer]
AggregationType=Total
Category=JavaCategory
Description=Average time taken to answer
JavaSubCategory=eServiceInteractionStat.jar:OMQ Average Waiting Time
Objects=StagingArea
MediaType=chat
[WFM_Chat_Total_Distributed]
AggregationType=Total
Category=JavaCategory
Description=Total Distributed
JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Distributed
Objects=StagingArea
MediaType=chat
[WFM_Chat_Handle_Time]
Category=TotalTime
MainMask=InteractionHandling
Description=Total time spent handling interactions
Objects=Agent,GroupAgents,GroupPlaces,Place
Subject=AgentStatus
[WFM_Chat_Handled]

Category=TotalNumber
MainMask=InteractionHandling
Description=Total number of interactions handled
Objects=Agent,GroupAgents,GroupPlaces,Place
Subject=DNAction

Statistics for intelligent Workload Distribution interactions

[WFM_OMedia_Entered]
AggregationType=Total
Category=JavaCategory
Description=The total number of interactions
JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Entered
Objects=StagingArea
MediaType=MediaX

[WFM_OMedia_Abandoned]
AggregationType=Total
Category=JavaCategory
Description=The total abandoned from queue
JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Abandoned
Objects=StagingArea
MediaType=MediaX

[WFM_OMedia_Average_Speed_Answer]
AggregationType=Total
Category=JavaCategory
Description=Average time taken to answer
JavaSubCategory=eServiceInteractionStat.jar:OMQ Average Waiting Time
Objects=StagingArea
MediaType=MediaX

[WFM_OMedia_Total_Distributed]
AggregationType=Total
Category=JavaCategory
Description=Total Distributed
JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Distributed
Objects=StagingArea
MediaType=MediaX

[WFM_OMedia_Handle_Time]
Category=TotalTime
MainMask=InteractionHandling
Description=Total time spent handling interactions
Objects=Agent,GroupAgents,GroupPlaces,Place
Subject=AgentStatus

[WFM_OMedia_Handled]
Category=TotalNumber
MainMask=InteractionHandling
Description=Total number of interactions handled
Objects=Agent,GroupAgents,GroupPlaces,Place
Subject=DNAction

Statistics for voice interactions

[WFMTotalNumberCallsEntered]
Category=TotalNumber
MainMask=CallEntered
Subject=DNAAction
Objects=Queue,RoutePoint,GroupQueues

[WFMTotalNumberCallsAband]
Category=TotalNumber
MainMask=CallAbandoned, CallAbandonedFromRinging
Subject=DNAAction
Objects=Queue,RoutePoint,GroupQueues

[WFMTotalNumberCallsDistrib]
Category=TotalNumber
MainMask=CallDistributed
Subject=DNAAction
Objects=Queue,RoutePoint,GroupQueues

[WFMServiceFactor1]
Category=ServiceFactor1
MainMask=CallAnswered, CallAbandoned, CallAbandonedFromRinging
Subject=DNAAction
Objects=Queue, RoutePoint, GroupQueues

[WFMAverTimeBeforeAnswering]
Category=AverageTime
MainMask=CallAnswered
RelMask=CallAnswered
Subject=DNAAction
Objects=Queue, RoutePoint, GroupQueues

[WFMTotalHandleTime]
Category=TotalAdjustedTime
MainMask=CallInbound, CallOutbound, AfterCallWork
Subject=DNAAction
Objects=Agent, Place, GroupAgents, GroupPlaces

[WFMTotalNumberCallsHandled]
Category=TotalNumber
MainMask=CallInbound, CallOutbound
Subject=DNAAction
Objects=Agent, Place, GroupAgents, GroupPlaces