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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=DNAction  
Objects=Queue,RoutePoint,GroupQueues

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

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

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

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

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

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