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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=DNAAction
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=DNAAction
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=DNAAction

## 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]

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

## 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=DNAAction

---

## 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
```