Workforce Management Web for Supervisors (Classic) Help

Statistics

2/9/2026

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Learn about the objects, types, and filters in statistics properties, and other optional settings that can be used when adding statistics to activities.

Related documentation:
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Use the **Statistics** pane to associate statistics with each activity or multi-site activities.

> ## Important
>
> You must have the proper permission or security right to view and configure statistics for Activities and Multi-Site Activities. If you do not have this right, the **Activities** > **Statistics** and **Multi-Site** > **Activities** panes are not visible. Also, you cannot associate statistics with an activity or multi-site activity if it is of type **Fixed-Staff Work**.

Use the statistics to monitor interaction and service levels.

To associate statistics with activities, you must have configured the necessary statistics in Stat Server and configured a connection between Data Aggregator and Stat Server on the **Data Aggregator Application Connections** tab. The Data Aggregator–Stat Server connection must be active.

> ## Tip
>
> You will find that some statistics are already configured in WFM with the variant names (and 'WFM' prefixed) listed in parentheses in the Statistics Options column of the Recommended statistics settings table.

Find additional configuration information in Configuring statistics for activities and Configuring statistics for multi-site activities.

Statistics properties

When adding statistics to activities, you'll find different statistics displayed in the **Statistics** section, depending on the Type/Object combination you choose. Statistic types are predefined and not all

statistics types apply to all activity types.

Statistics—The Stat Server statistics that you will associate with an activity or multi-site activity.

Type—The kind of object being monitored.

- **Interaction Volume**—Defines how to retrieve the number of interactions coming into the contact center for each activity. Used for Immediate and Deferred activities.

- **Abandonment Volume**—Describes the number of interactions abandoned from the contact center for each activity. Used for Immediate activities.

- **Quality of Service**—Used to compare the actual values with the service objectives projected in the schedule for each activity. This includes statistics that track service level and average time of answer (ASA). Used for Immediate activities.

- **Handle Time**—Tracked for each activity and compared to the handle-time objectives defined in the forecast. Used for Immediate and Deferred activities.

- **Backlog**—Tracks the number of incoming interactions in the queue that are waiting for processing and have not yet been distributed to the agents. Used for Deferred activities only.

Object—The Queue, Interaction Queue, Routing Point, Group of Queues, Group of Routing Points, Group of Agents, or Group of Places being monitored.

- **Queue**—All DNs of the ACD Queue and Virtual Queue types in the site.

- **Interaction Queue**—Script objects of the Interaction Queue type.

- **Routing Point**—All DNs of the Routing Queue and Virtual Routing Point types in the site.

- **Group of Queues**—All DN Groups of the ACD Queue type in the site.

- **Group of Routing Points**—All DN Groups of the Routing Points type in the site.

- **Group of Agents**—All DN Groups of the Agent type in the site.

- **Group of Places**—All DN Groups of the Place type in the site.

Filters—Optional values that define the interactions handled by the object more precisely. Used in contact centers with multi skilled agents. In most cases, filters require installation of Genesys Universal Routing Server (URS).

Flexible configuration mode

The **Statistics** section of **Statistics Properties** includes a **Flexible configuration mode** setting for certain Types (such as, Quality of Service, Handle Time, Interaction Volume, and Backlog). When enabled, it supports configuration settings from a previous release of WFM or to specify more complex statistical requests

In Flexible configuration mode, if you select Interaction Volume, Handle Time, or Backlog all Object types are available rather than only those shown in Recommended statistics settings. That is, you can select objects of the types Queue, Interaction Queue, Routing Point, Group of Queues, Group of Routing Points, Group of Agents, or Group of Places.

If you select Quality of Service while in Flexible configuration mode, you can select statistics for average speed of answer alone.

If you are not in Flexible configuration mode, you must select one of these combinations:

- Service Factor, Distributed Interactions, and Time Range
- Distributed Interactions and Average Speed of Answer
- Service Factor, Distributed Interactions, Average Speed of Answer, and Time Range.

Statistics configured using **Flexible configuration mode** setting appear in the **Statistics** list with an exclamation mark icon next to them.

> ### Tip
>
> If you select the **Flexible configuration mode** check box but do not configure any of the additional settings which then become available, the statistic is treated as if the **Flexible configuration mode** check box was cleared. No exclamation point icon appears next to the statistic in the **Statistics** list; and when you edit the statistic, the **Flexible configuration mode** check box is not selected.

Enabling the Use as average setting

Also in the **Statistics** section of **Statistics** properties, the **Use as average** setting tells WFM to record average values. Use it only for the Quality of Service and Handle Time statistics types.

For example, regular Handle Time statistics provide the total handle time, a number which is then divided by the number of interactions handled to produce the value that WFM uses. If you select **Use as average**, WFM simply records the total handle time and does not divide that value by the number of interactions.

> ### Tip
>
> You can apply **Use as average** only once per activity for each statistic type.

Configuring statistics for activities

Configure statistics for activities using recommended settings.

Use the **Activities Statistics** pane to associate Stat Server statistics with selected activities. When you define a statistic, you tell WFM which statistics and which objects to monitor for each activity. You define multi-site activity statistics in the same way you define regular activity statistics.

Some activities may require multiple statistics definitions, for example, you may have to define statistics for each queue or group that performs this activity.

Add and delete statistics for activities using the procedures and recommended settings in this topic.

Recommended settings

The **Statistics Option** names in this table are suggested. Use Genesys Administrator to open the Stat Server application, where you can set the names for these options and the values for their objects.

| Statistics Types	Statistics Options	Available Objects
Interaction Volume	TotalNumberCallsEntered (or WFMTotalNumberCallsEntered)	Queue, Interaction Queue, Routing Point, Group of Queues, and Group of Routing Points
Abandonment Volume	TotalNumberCallsAband (or WFMTotalNumberCallsAband), TotalNumberShortAbandons, TimeRange	Queue, Interaction Queue, Routing Point, Group of Queues, and Group of Routing Points
Quality of Service	ServiceFactor1 (or WFMServiceFactor1), AverTimeBeforeAnswering (or WFMAverTimeBeforeAnswering), TotalNumberCallsDistrib (or WFMTotalNumberCallsDistrib)	Queue, Interaction Queue, Routing Point, Group of Queues, and Group of Routing Points
Handle Time	TotalNumberCallsHandled (or WFMTotalNumberCallsHandled), TotalHandleTime (or WFMTotalHandleTime)	Group of Agents, Group of Places
Backlog	EmailsWaitingInQueue (or WFMEmailsWaitingInQueue)	Queue, Interaction Queue, Routing Point, Group of Queues, and Group of Routing Points

> **Tip**
>
> Statistics for the multimedia interaction queue depend on the interaction type (for example, the email, chat, backlog and open media types will have different statistics). For a complete list of statistics and statistic categories, see the *Workforce Management Administrator's Guide*.

Adding statistics to activities

To add statistics to an activity:

1. Select the Site that contains the activities you want to associate with statistics.

2. In the **Activities Properties** pane, select **Statistics**.

3. In the **Activity Statistics** pane, click **Add Statistics Information to activity** .

4. In the **Statistic Type** pane, configure the statistics. See Recommended statistics settings.

5. Select a **Filter**, if necessary.
   Filters are used in multi skilled contact centers to further clarify the object to be monitored.

6. Select the **Time Range(s) for Quality of Service** statistics.
   You can select one or two time ranges.

7. Check the Flexible configuration mode check box, if applicable.
   This option is not available for Abandonment Volume statistics.

8. Check the Use as average check box, if applicable.

9. Click **Apply** ↵ .

10. After the statistic appears in the **Activity Statistics** pane, click **Save Now** 💾 .
    The selected statistic is now associated with the activity.

11. To add additional statistics to this same activity, click **Add Statistics Information to activity** ✚ and continue with steps 3-7 in this procedure.

> ### Tip
>
> - The **Statistics** section displays different statistic, depending on the type/object combination you choose. Statistic types are predefined and not all statistics types apply to all activity types.
>
> - Fixed staff activities do not use statistics. Therefore, if you select an activity of type **Fixed-Staff Work**, the **Statistics** pane is not displayed.
>
> - After the **Type** and **Object** are selected, the drop-down lists are enabled and you can choose statistics from the list. For a description of all of the **Types**, **Objects**, **Statistics**, and **Filter**, see Statistics properties.

Deleting statistics from activities

To delete statistics associated with an activity:

1. In the **Activities Statistics** pane, select statistic you want to delete.

2. Click **Remove Statistics Information from activity** ➖ .

3. When the **Confirmation** dialog appears, select **Yes** to proceed or **No** to cancel the action.

4. Click **Save Now** 💾 .

Configuring statistics for multi-site activities

Configure statistics for multi-site activities using recommended settings.

Use the **Multi-Site Activities Statistics** pane to associate statistics with selected activities. When you define a statistic, you tell WFM which statistics and which objects to monitor for each activity. You define multi-site activity statistics in the same way you define regular activity statistics.

For basic information about activities, activity types, and how to configure activities, see Configuring statistics for activities.

Adding statistics to multi-site activities

To add statistics to multi-site activities:

1. In the **Objects** pane, select the business unit that contains the multi-site activities you want to associate with statistics.

2. In the **Activities Properties** pane, select **Statistics**.

3. In the **Activity Statistics** pane, click **Add Statistics Information to activity** .

4. In the **Statistic Type** pane, configure the statistics as in steps 3-11 in the procedure Adding statistics to activities. See also Recommended statistics settings.
   The Statistics section displays different statistic, depending on the Type/Object combination you choose. Statistic types are predefined and not all statistics types apply to all activity types.
   Fixed staff activities do not use statistics. Therefore, if you select an activity of type Fixed-Staff Work, the Statistics pane is not displayed.

5. After the **Type** and **Object** are selected and the drop-down lists are enabled, choose statistics from the list.
   For a description of all of the types, objects, statistics, and filter, see Statistics properties.

For more information about statistics for a multi-site activity, see Statistics properties.

Deleting statistics from multi-site activities

To delete a statistic from a multi-site activity:

- Follow the steps in the procedure Deleting statistics from activities.