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Genesys Pulse Help

Genesys Pulse 8.5.0

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Pulse Help

Pulse is a Genesys Administrator Extension (GAX) plug-in application that enables at-a-glance views of real-time contact center statistics within the GAX graphical user interface. On the Pulse dashboard, **widgets** display user-defined **Donut, Grid, Key Performance Indicator (KPI), or List charts** of statistics for objects. You can view and select additional details and options by **expanding** a widget. Once maximized, you can choose a Stacked Bar, Grouped Bar, Grid or Line Chart view. You can also sort the data, select which objects to include, and edit the widget.

Using Pulse

Open Pulse by clicking **Pulse** from the header menu. Dashboards are managed by using tabs. You can add a new dashboard by clicking on the plus sign to the right of the dashboard tabs.

Click on the 3 dots in the top right corner of a dashboard tab for options:

- **Rename Tab**—Change the name of the Pulse Dashboard tab.
- **Add a Widget**—Add a new widget to the dashboard.
- **Reset to Default Dashboard**—If you want to view the default dashboard that was prepared by your administrator, add a new tab, click on the 3 dots in the top right corner of the new tab and choose **Reset to Default**. The new tab shows the default dashboard.

Important

Reset to Default Dashboard deletes all widgets and resets the selected dashboard to the default dashboard.

- **Set as Default Dashboard**—Administrators can create a Default Dashboard for all users. First, prepare a dashboard tab by populating it with widgets. Click on the 3 dots in the top right corner of your dashboard tab and choose **Set as Default Dashboard**. This replaces the Default Dashboard with the content of your tab.
- **Delete**—Deletes the dashboard.

Pulse Widgets

- [Add a widget](#)
- [Clone a widget](#)
- [Edit a widget](#)
- [Delete a widget](#)
- [Expand a widget](#)
- [Download widget data](#)

Pulse Widget Templates

- [Using templates](#)

Statistic Details

- [Statistic Details](#)

How do I use Pulse Widgets?

Pulse displays real-time data that is collected by Stat Server through widgets.

Within Pulse, you can create a widget from either a widget template or by cloning another widget. Expand existing widgets for additional details.

You can perform the following actions on a widget:

- [Add a widget](#)
- [Clone a widget](#)
- [Edit a widget](#)
- [Delete a widget](#)
- [Expand a widget for details](#)
- [Download a widget as a CSV file](#)

Add a Widget

Important

You require the appropriate user privileges to perform this action. Available options depend on privileges.

Avoid creating widgets that contain a large number of Objects. Genesys recommends you restrict the number to a maximum of 100 Objects.

1. Click on the right corner of the dashboard tab and select **Add a Widget**.
2. Choose a predefined widget template or define your own.
3. Click **Next**.
4. Select the objects to include by individual object or by group.
5. Click **Next**.
6. Select the statistics to include. You can change the default order of the statistics.

Important

You should select at least one non-string statistic.

Excluding a statistic that is required in the calculation of another statistic creates errors.

7. Click **Next**.
8. Edit the **Widget Title**.
9. Select the **Widget Type** to display:
 - **List Widget**—Displays either one statistic for many objects or many statistics for one object, depending on the value of the `Headline` type option. The `Headline` type option is available if the widget has objects selected individually, not by group.
 - **Donut Widget**—Displays either one statistic for three top objects and a sum the remaining objects or the values of four defined statistics for one object, depending on the value of the `Cycle By` option.
 - **KPI Widget**—Displays either one statistic for several objects or several statistics for one object, depending on the value of the `Cycle By` option. The `Cycle By` option is available if the widget has objects selected individually, not by group.
 - **Grid Widget**—Displays a grid listing objects in rows with statistics in columns.

Important

The maximum value for the bar charts in List and KPI widgets is the maximum value of all the objects selected for the statistic in this widget or maximum value of the alert configured for this widget.

10. Select the remaining parameters as defined by the **Widget Type**.
11. Select the **Widget refresh rate (seconds)**.
12. Select the statistics for alerts and define the alert values (from 1 to 3).
13. Preview the widget to confirm the result.
14. Click **Finish**.

Clone a Widget

Important

You require the appropriate user privileges to perform this action.

1. Click the top right corner of an existing widget and select **Clone**.

Edit a Widget

Important

You require the appropriate user privileges to perform this action. Available options depend on privileges.

Avoid creating widgets that contain a large number of Objects. Genesys recommends you restrict the number to a maximum of 100 Objects.

You can edit all the settings that are available during the widget creation.

1. Click the top right corner of an existing widget or its expanded tab and select **Edit**.
2. Edit the widget properties as desired.
3. When done, click **Finish**.

Delete a Widget

Important

You require the appropriate user privileges to perform this action. Available options depend on privileges.

1. Click the top right corner of an existing widget and select **Delete**.
2. Click **OK**.

Expand to Tab

1. Click the top right corner of an existing widget and select **Expand to Tab**.

There are four types of data representation available in the expanded widget:

- Line Chart
- Grouped Bar
- Stacked Bar
- Grid

Within these, you can use sort options, define objects, and define statistics.

2. Click the pencil icon to change number and order of columns for the Grid.

Download Widget Data

Save the data from a widget as a CSV file.

1. Click the top right corner of an existing widget or expanded widget and select **Download a widget**.

How can I use templates to simplify widget creation?

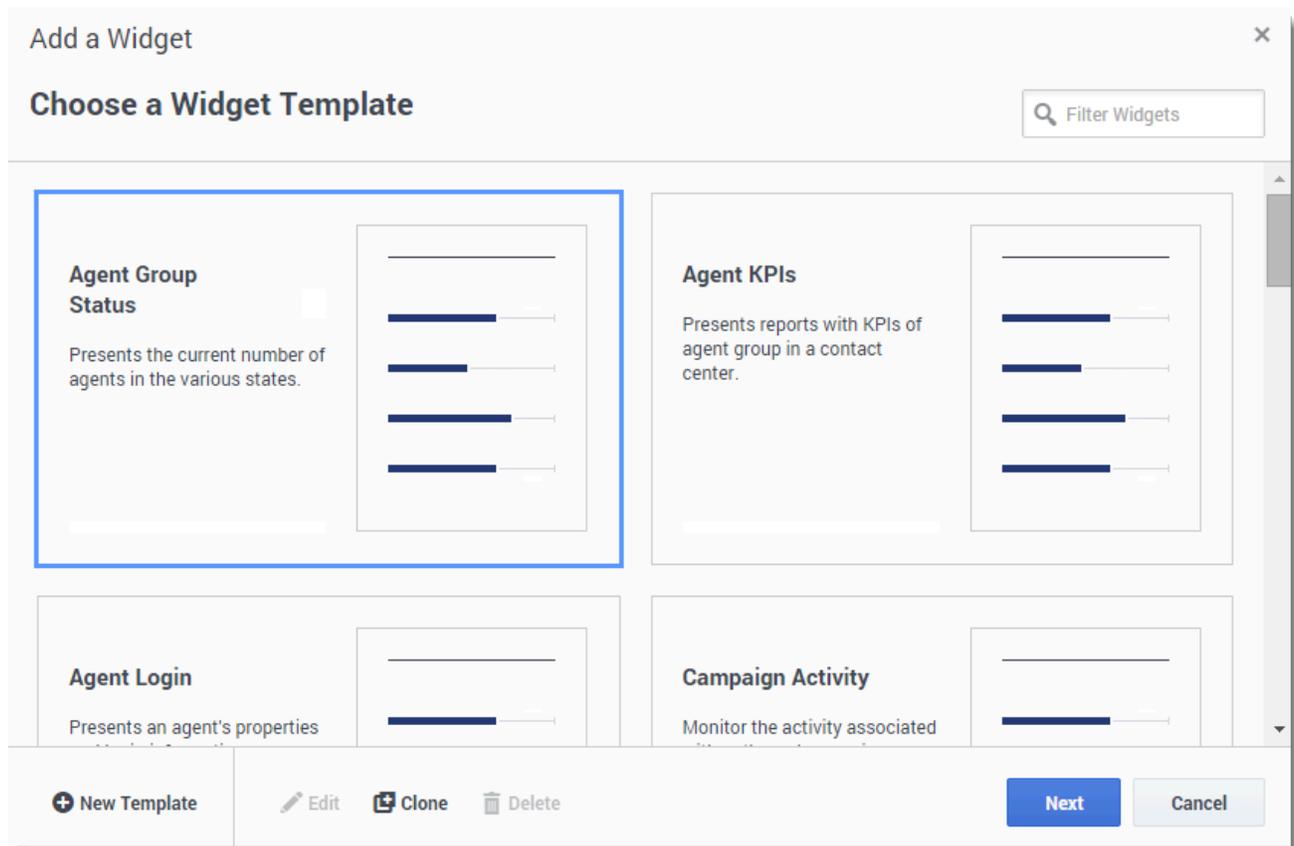
Did you know that you can create and use Pulse templates to simplify widget creation? Any users with the appropriate privileges can create or modify templates. You can then create various widgets using your template.

The easiest way to create a template is to clone and edit an existing template within Pulse. Pulse provides a basic set of predefined templates, complete with statistics that are typical for reporting activities handled by Genesys solutions. Any users with the appropriate privileges can create or modify the available templates.

Important

You can edit only user-created templates. Pulse overwrites any changes made to predefined templates with the original predefined templates every time Pulse starts, unless you set the `install_templates` configuration option in the `[pulse]` section of the GAX Application object to `false`.

How do I Add, Clone, or Edit a template?

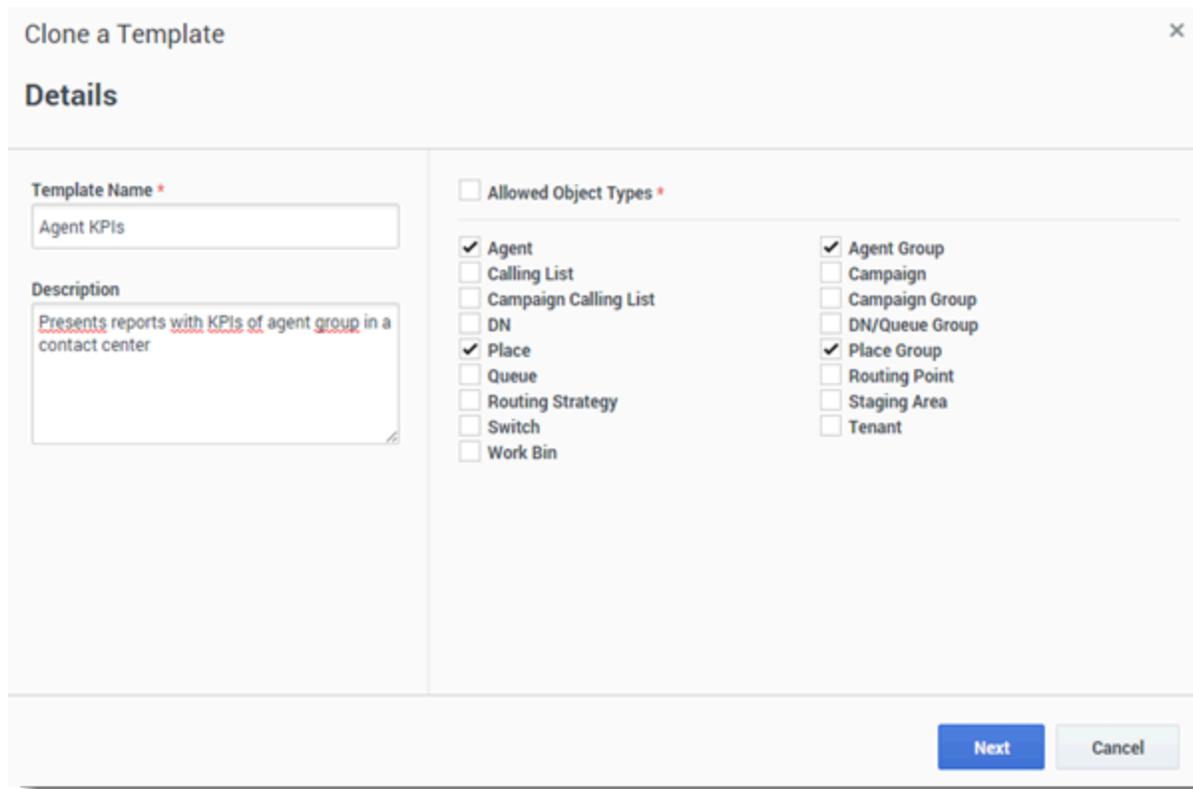


The template wizard guides you through the process of creating, changing, and deleting templates. To open the template wizard, click **Add Widget** and select **New Template**. The **Choose a Widget** screen displays an alphabetical list of Pulse templates.

To create a Pulse template, you must add or configure:

- One or more object types.
- One or more statistics.
- One widget type with specific options to display the information.

What template details do I need?



The screenshot shows a 'Clone a Template' dialog box with a 'Details' tab. The 'Template Name' field contains 'Agent KPIs'. The 'Description' field contains 'Presents reports with KPIs of agent group in a contact center'. The 'Allowed Object Types' section has a list of checkboxes, with 'Agent', 'Agent Group', 'Place', and 'Place Group' checked. The 'Next' button is highlighted in blue.

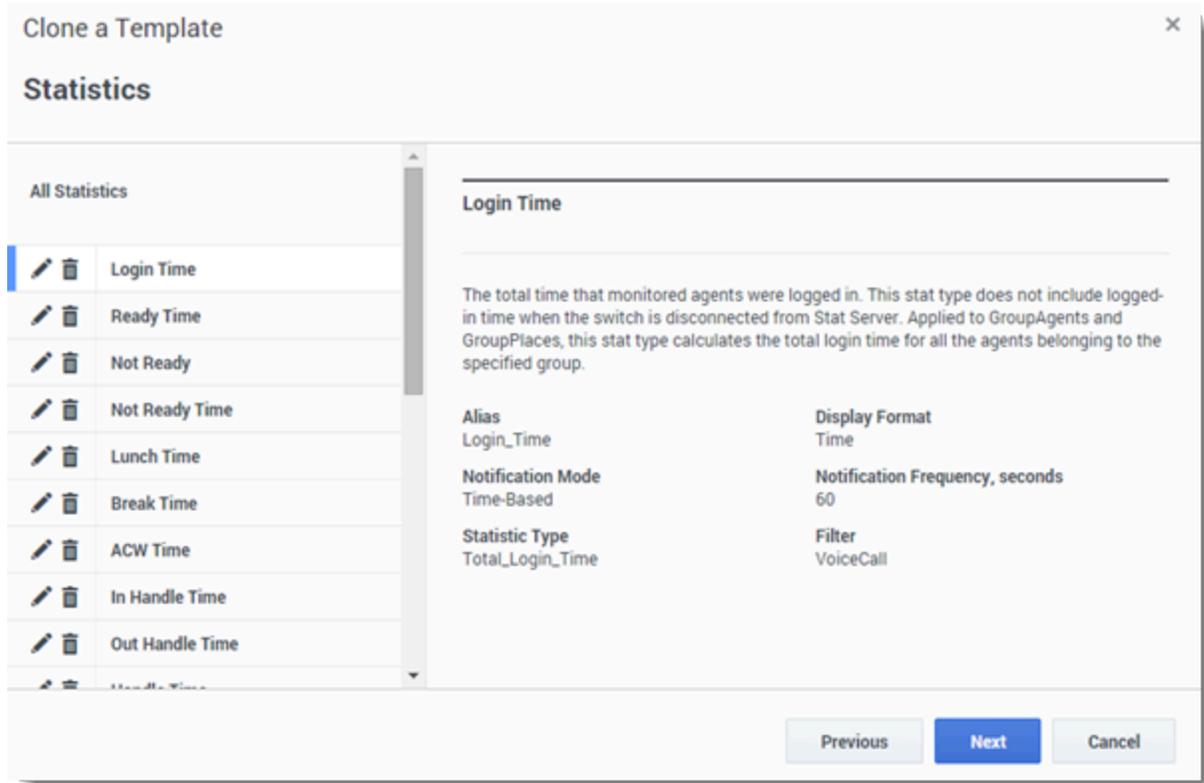
On the **Details** screen, you:

- Define the name of the new template
- Describe the scope of this template
- Select one or more object types from the selection based on what you might want to monitor.

Pulse allows you to select objects that are compatible with your template. For example:

- The **Agent KPI** template includes the **Agent**, **Agent Group**, **Place**, and **Place Group** objects.
- The **Agent Group Status** template includes the **Agent Group** and **Place Group** objects.

How do I select statistics?



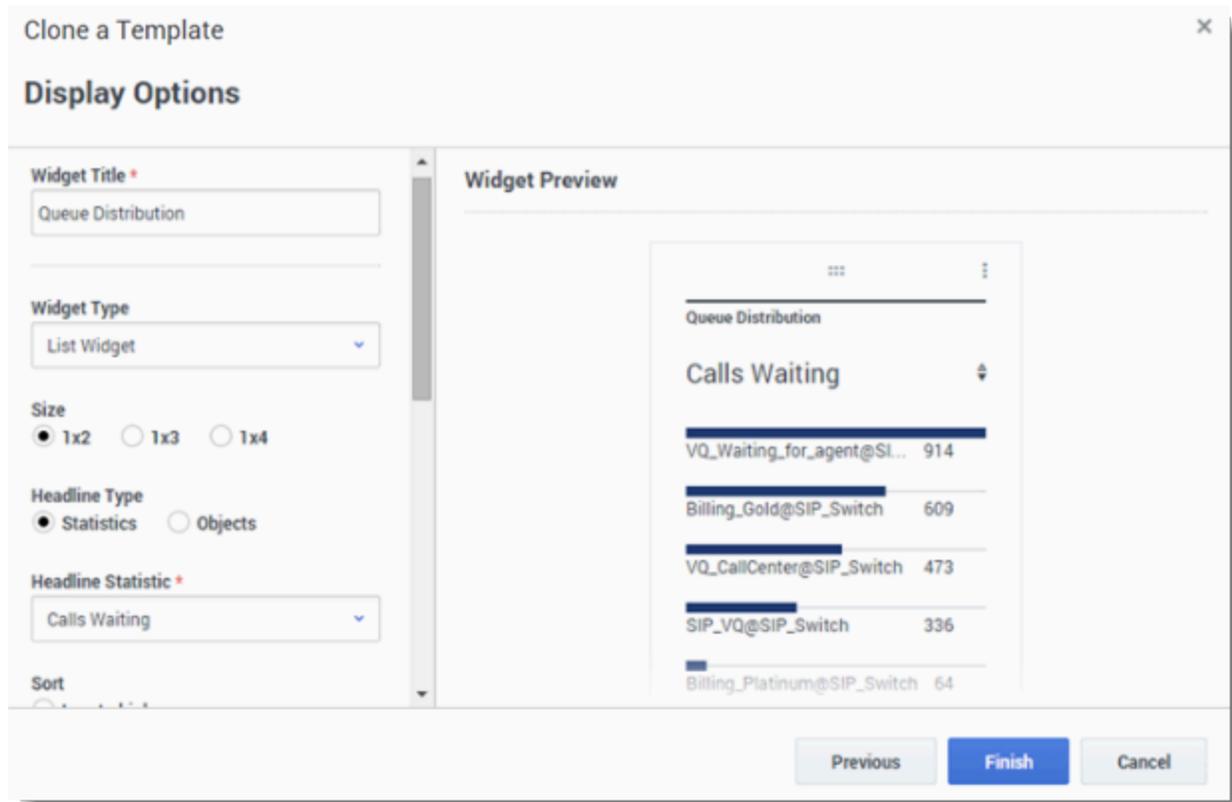
Within the Pulse statistic definition, you can specify statistic parameters regardless of whether or not they are available on any StatServer in your environment. This means you must also update the StatServer options to ensure that the StatServer connected to Pulse contain the corresponding options (for example, statistic types and filters).

You must add at least one non-string statistic.

Choose the statistics and properties to include in your template. Pulse statistics are described in detail in the [templates.xls](#) file.

Pulse displays statistic details when you select a statistic. This information includes the components of the stat type definition and other parameters that form the request that Pulse sends to Stat Server. You can modify a statistic definition within Pulse when you create, clone, or edit a template.

How do I define the display options?



The final step before validating your template is to define what should be the default display of your widget on the main dashboard. This setting is the one displayed to Pulse users, but they can then modify the widget options on their own dashboard.

- Name the widget title
-
- Select the Widget Type to display.

Note: The maximum value for the bar charts in List and KPI widgets is the maximum value of all the objects selected for the statistic in this widget or maximum value of the alert configured for this widget.
- Select the Widget refresh rate.
- Select options associated with the visualization (for example, thresholds and size).
- Optional: For templates configured to use changes-based statistics (CurrentStatus and ExtendedCurrentState), set **enable quick updates**. See [Deploying RabbitMQ for Quick Widget Updates](#).
- If needed, select the statistics for alerts and define the alert values (from 1 to 3).

Important

Confirm your environment can handle the number of widgets and refresh rate you plan to use. A shorter refresh rate increases demands on the CPU, Memory, Disk, and Network.

Statistic Details

Pulse displays statistic details when you select a statistic while you are creating, cloning, or editing a template. This information includes the components of the statistic's stat type definition as well as other statistical parameters that form the statistical request that Pulse sends to Stat Server. You can modify a statistic's definition within Pulse when you create, clone, or edit a template.

For more information, see:

- Pulse metrics are described in detail in templates.xls file that is part of that is available within the Pulse installation files.
- [Framework Stat Server 8.x User's Guide](#)
- [Reporting Technical Reference 8.x Solution Reporting Templates](#)

Statistic Details

Template	Display Alias	Description
Agent Group Status	Logged In	The number of agents that are currently logged in at all the DNs within a specified agent group, or at all the DNs at places within the specified place group.
Agent Group Status	Ready	The number of agents who are currently in the Ready state.
Agent Group Status	Not Ready	The number of agents who are currently logged in and who are currently in the NotReady state.
Agent Group Status	ACW	The current number of agents in the AfterCallWork status.
Agent Group Status	Consult	The current number of agents in CallConsult status (participating in consultation calls).
Agent Group Status	Dialing	The current number of agents in CallDialing status (dialing calls).
Agent Group Status	On Hold	The current number of agents in CallOnHold status; that is, where the agent has one or more calls on hold.
Agent Group Status	Inbound	The current number of agents in CallInbound status; that is, where the agent is conducting one or more inbound calls.
Agent Group Status	Outbound	The current number of agents in CallOutbound status; that is,

		where the agent is conducting one or more outbound calls.
Agent Group Status	Internal	The current number of agents in CallInternal status; that is, where the agent is conducting one or more internal calls.
Agent Group Status	Waiting	The current number of agents in WaitForNextCall status; that is, where one or more of an agent's DNs has no activity and is ready to receive the next call.
Agent Group Status	Ringing	The current number of agents in CallRinging status; that is, where one or more calls are waiting to be answered by an agent.
Agent Group Status	Places Monitored	The current number of places monitored.
Agent Group Status	Places Not Monitored	The current number of places not monitored.
Agent KPIs	Login Time	The total time that monitored agents were logged in. This stat type does not include logged-in time when the switch is disconnected from Stat Server. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group.
Agent KPIs	Ready Time	The total time this agent spent waiting for the next call. The total duration of all WaitForNextCall statuses that completed for a particular agent during the reporting interval.
Agent KPIs	Not Ready	The total number of times that agents completed being in NotReadyForNextCall status during the reporting interval.
Agent KPIs	Not Ready Time	The total time that an agent's DN completed being in NotReadyForNextCall status during the reporting interval.
Agent KPIs	Lunch Time	The total time that an agent's DN completed being in NotReadyForNextCall status during the reporting interval.
Agent KPIs	Break Time	The total time that an agent's DN completed being in NotReadyForNextCall status during the reporting interval.

Agent KPIs	ACW Time	The total time an agent's DN(s) completed being in AfterCallWork status during the reporting interval. This typically represents the time an agent spent doing follow-up work after calls.
Agent KPIs	In Handle Time	Total time agents spend handling inbound calls.
Agent KPIs	Out Handle Time	Total time agents spend handling outbound calls.
Agent KPIs	Handle Time	Total time agents spend handling inbound or outbound calls.
Agent KPIs	Avg Handle Time	Average duration that agents spend handling inbound or outbound calls.
Agent KPIs	Ring Time	The total amount of time that calls were in CallRinging status and this status completed for an agent during the reporting interval.
Agent KPIs	Ringing	The total number of times CallRinging status completed for an agent during the reporting interval.
Agent KPIs	Inbound	The total number of times this agent's DN completed being in CallInbound status within the reporting interval.
Agent KPIs	Outbound	The total number of times this agent's DN completed being in CallOutbound status.
Agent KPIs	Internal	The total number of times this agent's DN completed being in CallInternal status.
Agent KPIs	Held	The total number of times that agents completed being in CallOnHold status during the reporting interval.
Agent KPIs	Answered	The total number of inbound and outbound calls answered by agents during the reporting interval.
Agent KPIs	Transfers Made	The total number of voice interactions transferred by this agent during the reporting interval.
Agent KPIs	Abandoned Ringing	The total number of inbound and internal calls abandoned while ringing on agent's DN during the reporting interval.

Agent KPIs	Short Talk	The total number of times this agent's DN completed being in Call status of less then specified duration.
Agent Login	Current Status	The current state (status) of a specified agent. Some examples of an agent's status include CallInbound, CallOutbound, and CallConsult.
Agent Login	Time in Status	The time agent spent in Current State.
Agent Login	Reason	Reason(s) selected by Agent.
Agent Login	EmployeeId	Agent's Employee ID.
Agent Login	Place	Agent's Place.
Agent Login	Switch	Agent's Switch.
Agent Login	LoginId	Agent's Login ID.
Agent Login	Extension	Agent's Extension.
Agent Login	Position	Agent's Position.
Agent Login	Login Time	The total time that monitored agents were logged in. This stat type does not include logged-in time when the switch is disconnected from Stat Server. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group.
Agent Login	Continuous Login Time	Current continuous time Agent remained LoggedIn. Applied to GroupAgents and GroupPlaces this statistics calculates total of all Agents (Places) in the Group.
Campaign Activity	Hit Ratio	The percentage of successful dialing attempts initiated by a Campaign Manager with a call result of Answer (DialAnswer)-that is, a call is answered by a human voice-relative to the number of all dialing attempts made (DialMade) during the same time period.
Campaign Activity	Estimated Time	The estimated time, in minutes, to complete a campaign or calling list.
Campaign Activity	Records Completed	The total number of leads from calling lists (counting records from the same lead as one record) processed to the point that no further action will be

		taken.
Campaign Activity	Dialed Abandoned	The total number of dialing attempts with a call result of Abandon. CampAbandoned statistics pertain to a specified campaign or to a specified calling list.
Campaign Activity	Dialed Answering Machine	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Answering Machine Detected; that is, the Campaign Manager dropped the call because an answering machine was detected on the called party's side.
Campaign Activity	Answers	The total number of dialing attempts initiated by a Campaign Manager with a call result of Answer (when a call is answered by a human voice). In some contact centers, the call result can also mean Right Party Contacted; that is, the call is answered by a live person who is not the Wrong Party.
Campaign Activity	Attempt Busies	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Busy; that is, the call does not go through because of a busy signal for the called party.
Campaign Activity	Attempts Cancelled	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Cancel.
Campaign Activity	Attempts made	Total number of all dialing attempts made (initiated) by a Campaign Manager with any call results.
Campaign Activity	DoNotCall Results	The total number of completed dialing attempts initiated by a Campaign Manager with a call result of DoNotCall; that is, the customer asked to be put onto the 'Do not call list' when the call was intercepted by an operator. This case is also considered as an unsuccessful dial attempt.
Campaign Activity	Dropped Results	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Dropped. Dropped calls

		are those that are answered at the destination but then abandoned in the queue because no agent is available to take them.
Campaign Activity	Fax Modem Results	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Fax Detected or Modem Detected.
Campaign Activity	No Answer Result	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of No Answer.
Campaign Activity	Wrong Party Result	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Wrong Party; that is, the call is answered by a live person but not the intended person.
Campaign Activity	SIT Detected	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITDetected. A Special Information Tone (SIT) identifies a network-provided announcement and precedes a machine-generated announcement when, for instance, a telephone number is invalid, no circuit is available, or a recorded operator message intercepts a call.
Campaign Callback Status	Completed	The total number of callbacks completed. The completion of a callback only indicates that the callback was performed; it does not indicate that the callback was completed successfully.
Campaign Callback Status	Missed	The total number of callbacks missed. A callback is considered as 'missed' if it is scheduled for a certain period of time, but for some reason the callback is not performed.
Campaign Callback Status	Scheduled	The total number of callbacks scheduled.
Campaign Callback Status	Personal Completed	Total number of personal callbacks completed. Completion of a personal callback only indicates that the callback was performed; it does not indicate if the callback was completed

		successfully.
Campaign Callback Status	Personal Missed	Total number of personal callbacks missed. A personal callback is missed, for example, because all outbound trunks are busy at the time of a scheduled callback or because an agent for whom a callback is assigned is busy or not logged in at the time of the scheduled personal callback.
Campaign Callback Status	Personal Scheduled	The total number of personal callbacks scheduled.
Campaign Group Activity	Activated	The total amount of time that a specific campaign group was in StatusActivated status. StatusActivated status indicates that the campaign has been loaded for a specified group, but that no dialing has yet occurred.
Campaign Group Activity	Deactivated	The total amount of time that a specific campaign group stays in deactivated status. StatusDeactivated status indicates that a campaign has not been loaded for the specified campaign group.
Campaign Group Activity	Running	The total amount of time that a specific campaign group stays in StatusRunning status. StatusRunning status means that a campaign is loaded for a specified group and that dialing is in progress.
Campaign Group Activity	System Error	The total time during which a specified campaign group has been in the SystemError system condition. This system condition indicates that a system error such as a switch failure or a software problem prevents the campaign from running and that dialing has stopped.
Campaign Group Activity	Waiting Agents	The total time during which a specified campaign group has been in the WaitingAgents system condition. WaitingAgents system condition indicates that no agents are available to run the campaign and dialing has stopped.
Campaign Group Activity	Waiting Ports	The total time during which a specified campaign group has

		been in the WaitingPorts system condition. This system condition indicates that no ports are available to initiate new calls and that dialing has stopped.
Campaign Group Activity	Waiting Records	The total time during which a specified campaign group has been in the WaitingRecords system condition. This system condition indicates that the campaign is out of records and that dialing has stopped.
Campaign Group Status	Current State	The current state of a campaign or a particular group in a campaign. The state of a campaign is determined by one of three possible object statuses - StatusDeactivated, StatusActivated, or StatusRunning and additional durable actions, which can accompany a particular status.
Campaign Group Status	System Error	The time since the system condition SystemError started for a specified campaign group.
Campaign Group Status	Dialing Mode	The amount of time that has elapsed during which a particular campaign group has been in the current dialing mode.
Campaign Group Status	Waiting Agents	The time since the system condition Waiting Agents started for a specified CampaignGroup. In this system condition, no agents are available to run the campaign on this group and dialing has stopped for this group.
Campaign Group Status	Waiting Ports	The time that has elapsed since a CampaignGroup has been in the current Waiting Ports system condition. In this system condition, no ports are available to initiate new calls and dialing has stopped.
Campaign Group Status	Waiting Records	The time that has elapsed while a specified campaign group has been in the current Waiting Record system condition. In this system condition, the campaign is out of records and dialing has stopped during the specified period.
Email Agent Activity	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.
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	Rejected	The total number of emails that were offered for processing to an agent or agent group, and that were rejected, during the specified period.
Email Agent Activity	Terminated	The total number of inbound emails that were terminated by an agent or agent group during the specified period.
Email Agent Activity	Processed	The total number of emails handled by an agent or agent group during the specified period.
Email Agent Activity	Timed Out	The total number of emails that were accepted, pulled, or created and subsequently revoked by this resource or agent group during the specified period because of prolonged nonactivity. For e-mail interactions, this stat type excludes revoked e-mail interactions that were rejected by the agent and includes interactions that timed out as not accepted while delivering.
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	Transfers Taken	The total number of email transfers taken 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	Out Initiated	The total number of purely outbound e-mail interactions originated by a resource or agent groups.
Email Agent Activity	Int Initiated	The total number of internal emails originated by this agent or agent group.
Email Agent Activity	Pulled	The total number of interactions that this agent or agent group pulled from any queue. Applied to GroupAgents, this stat type calculates the total number of interactions pulled by all agents within a specified agent group.
Email Agent Activity	Processing Time	The total amount of time that emails either: Were in processing at this place or this agent's or agent group desktop at the beginning of the reporting interval and finished processing within the same reporting interval or Started processing within the reporting interval and finished processing within the same reporting interval.
Email Agent Activity	Avg Processing Time	The average amount of time that an agent, a place, or a group there of spent handling email interactions.
Email Queue Activity	Entered	The total number of e-mail interactions that entered the queue during the specified period.
Email Queue Activity	Stopped	The total number of e-mail interactions for which processing has stopped while in this queue during the reported time period.
Email Queue Activity	Moved	The total number of emails that were moved from this queue to any other queue during the specified period.
Email Queue Activity	Max Processed	The maximum number of e-mails 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 e-mails that were either waiting processing or in processing within the specified period.
Email Queue Activity	Current Waiting	The total number of email interactions that are currently waiting to be processed.
Email Queue Activity	Current In Queue	The total number of email interactions that are currently in Interaction Queue.
eServices Agent Activity	Utilization	The percentage of time an agent was active processing Interactions as compared to login 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 Activity	Social Processed	The total number of social media interactions handled by an agent 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 interactions of the media type X that have been submitted to this staging area and that are currently awaiting processing.
eServices Queue KPIs	Email In Process	The total number of interactions of the media type X that have been submitted to this staging area and that are currently in processing.

eServices Queue KPIs	Email In Queue	The total number of interactions of the media type X within this staging area at the moment of measurement.
eServices Queue KPIs	Chat Waiting	The total number of interactions of the media type X that have been submitted to this staging area and that are currently awaiting processing.
eServices Queue KPIs	Chat In Process	The total number of interactions of the media type X that have been submitted to this staging area and that are currently in processing.
eServices Queue KPIs	Chat In Queue	The total number of interactions of the media type X within this staging area at the moment of measurement.
eServices Queue KPIs	Social Waiting	The total number of interactions of the media type X that have been submitted to this staging area and that are currently awaiting processing.
eServices Queue KPIs	Social In Process	The total number of interactions of the media type X that have been submitted to this staging area and that are currently in processing.
eServices Queue KPIs	Social In Queue	The total number of interactions of the media type X within this staging area at the moment of measurement.
eServices Queue KPIs	Work Item Waiting	The total number of interactions of the media type X that have been submitted to this staging area and that are currently awaiting processing.
eServices Queue KPIs	Work Item In Process	The total number of interactions of the media type X that have been submitted to this staging area and that are currently in processing.
eServices Queue KPIs	Work Item In Queue	The total number of interactions of the media type X within this staging area at the moment of measurement.
Queue KPIs	Current Calls	The total number of live or virtual voice interactions currently waiting at a distribution DN. Applied to GroupQueues, this stat type calculates the total number of interactions waiting

		on all the queues belonging to the specified group.
Queue KPIs	Entered	The total number of first entries of voice interactions on a specified queue or at a specified route point. (Refer to the party state diagrams in the Overview book of the Reporting Technical Reference series.) Because the DistinguishByConnID option is turned on, Stat Server counts each call only once, even if an interaction entered a specified queue or route point or group of queues more than one time. When applied to GroupQueues, this stat type sums the number of such interactions for all queues in the group.
Queue KPIs	Abandoned	The total number of virtual or live voice interactions abandoned on a specified queue or route point when a caller hangs up while waiting on that queue or at that route point or if the customer line is dropped for any reason. The total number of transitions from a queued state to a NULL state when a party was abandoned from a specified queue or route point. Because DCID is turned on, Stat Server counts a specific interaction that was abandoned on more than one queue or route point only once.
Queue KPIs	Cleared	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue KPIs	Forwarded	The total number of live, voice interactions that were distributed from a distribution DN to an agent and then transferred to another destination by redirection or forwarding. This stat type counts all instances of transfer, even if a particular

		interaction was transferred to another destination more than once. This stat type excludes interactions that were sent directly to other queues before being distributed to an agent and then forwarded or redirected.
Queue KPIs	Answered	The total number of virtual or live voice interactions distributed from a queue or route point directly to this agent and answered by this agent. Applied to GroupQueues, this stat type sums all answered calls (distinguished by connection ID) for all the queues or route points in that group. Note that because the DistinguishByConnID option is turned on, Stat Server counts an answered interaction that is distributed from several queues or route points in the same group only once.
Queue KPIs	Answered No Wait	The total number of virtual or live voice interactions distributed from a queue or route point directly to this agent and answered by this agent. Applied to GroupQueues, this stat type sums all answered calls (distinguished by connection ID) for all the queues or route points in that group. Note that because the DistinguishByConnID option is turned on, Stat Server counts an answered interaction that is distributed from several queues or route points in the same group only once.
Queue KPIs	Answered < 10s	The total number of live or virtual voice interactions distributed from a queue or route point directly to this agent and answered by this agent within specified threshold (measured in seconds). As applied Group-Queues, this stat type sums all answered interactions within the specified threshold for all queues or route points in that group. Because the DistinguishByConnID option is turned on, Stat Server counts an answered interaction distributed from several queues or route points within the same queue

		group only once.
Queue KPIs	Answered 10 and 20s	The total number of live or virtual voice interactions distributed from a queue or route point directly to this agent and answered by this agent within specified threshold (measured in seconds). As applied Group-Queues, this stat type sums all answered interactions within the specified threshold for all queues or route points in that group. Because the DistinguishByConnID option is turned on, Stat Server counts an answered interaction distributed from several queues or route points within the same queue group only once.
Queue KPIs	Answered < 20s	The total number of live or virtual voice interactions distributed from a queue or route point directly to this agent and answered by this agent within specified threshold (measured in seconds). As applied Group-Queues, this stat type sums all answered interactions within the specified threshold for all queues or route points in that group. Because the DistinguishByConnID option is turned on, Stat Server counts an answered interaction distributed from several queues or route points within the same queue group only once.
Queue KPIs	Max Calls	The maximum number of voice interactions simultaneously waiting in this queue during the given interval.
Queue KPIs	Min Calls	The minimum number of voice interactions simultaneously waiting in this queue during the given interval.
Queue KPIs	Max Wait Time	The maximum waiting time for live or virtual voice interactions currently on a queue or at a route point. Applied to GroupQueues, this stat type calculates statistics for all the queues in the specified group.
Queue KPIs	Max Answer Time	The maximum time that live or virtual voice interactions waited

		in a queue or at a route point before being answered by this agent. Applied to GroupQueues, this stat type represents the maximum duration of all wait times for answered interactions distributed from all queues or route points in the specified group.
Queue KPIs	AWT	The average amount of time during the reporting interval that a live or virtual voice or chat interaction waits on a specified queue or at a specified route point before the interaction is distributed.
Queue KPIs	AHT	The average amount of time during the reporting interval that agent spend handling Interaction distributed directly from this mediation DN.
Queue KPIs	AWA	The average amount of time during the reporting interval that a voice waits on a specified queue or at a specified route point before the interaction is abandoned.
Queue KPIs	ASA	The average amount of time during the reporting interval that a voice waits on a specified queue or at a specified route point before the interaction is answered.
Queue KPIs	Service Level	A ratio of calls answered to calls entered queue or route point.
Queue KPIs	Service Level (10s)	A ratio of calls answered within 10 seconds to calls entered queue or route point.
Queue KPIs	Service Level (20s)	A ratio of calls answered within 20 seconds to calls entered queue or route point.
Queue KPIs	% Abandoned	Percentage of calls that entered this queue or route point and were abandoned while in queue or while ringing on agent's DN.
Queue KPIs	% Cleared	Percentage of calls that entered this queue or route point and were cleared.
Queue KPIs	Agents Logged In	The number of agents that are currently logged into a given queue.
Queue KPIs	Agents Ready	The number of agents who are

		currently in the ready state, and who are logged in to the specified queue.
Queue KPIs	% Agents Ready	The number of agents who are in the ready state, out of all the agents who are currently logged in to the specified queue.
Queue KPIs	% Ready Time	The relative time spent by agents in ready state relative to login time.
Queue Overflow Reason	Entered	The total number of first entries of voice interactions on a specified queue or at a specified route point. (Refer to the party state diagrams in the Overview book of the Reporting Technical Reference series.) Because the DistinguishByConnID option is turned on, Stat Server counts each call only once, even if an interaction entered a specified queue or route point or group of queues more than one time. When applied to GroupQueues, this stat type sums the number of such interactions for all queues in the group.
Queue Overflow Reason	Cleared	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	% Cleared	Percentage of Calls that Entered Queue or Route Points and were subsequently Cleared.
Queue Overflow Reason	Overflow Closed	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.

Queue Overflow Reason	Overflow Special Day	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Emergency	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Dissuaded	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Route	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Voicemail	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets

		to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Message	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Outsourced	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.