Genesys Pulse Help

Genesys Pulse 8.5.103

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Genesys Pulse Help

Genesys Pulse is a widget-based performance dashboard solution for monitoring contact center resources in real time.

Important

You cannot use compatibility mode in Internet Explorer, even if you are using a supported version.

You can

- create dashboards or wallboards to monitor agents, agent groups, queues, and more.
- customize report widgets to display user-defined Donut, Grid, Key Performance Indicator (KPI), or List charts.
- use widget templates to quickly create report widgets for your dashboard.

Ready? Get started.

Looking for answers to specific questions? Try these topics:

- Popular real-time reports

- Manage dashboards and wallboards
- Dashboard and wallboard examples
- Add reports to your dashboard or wallboard
- Display external content
- Statistic properties
- Report templates and statistics details

New to Pulse

Your version of Pulse might not include all the new functionality covered in this guide:

- Wallboards are now available.
- List of report templates included in Pulse.

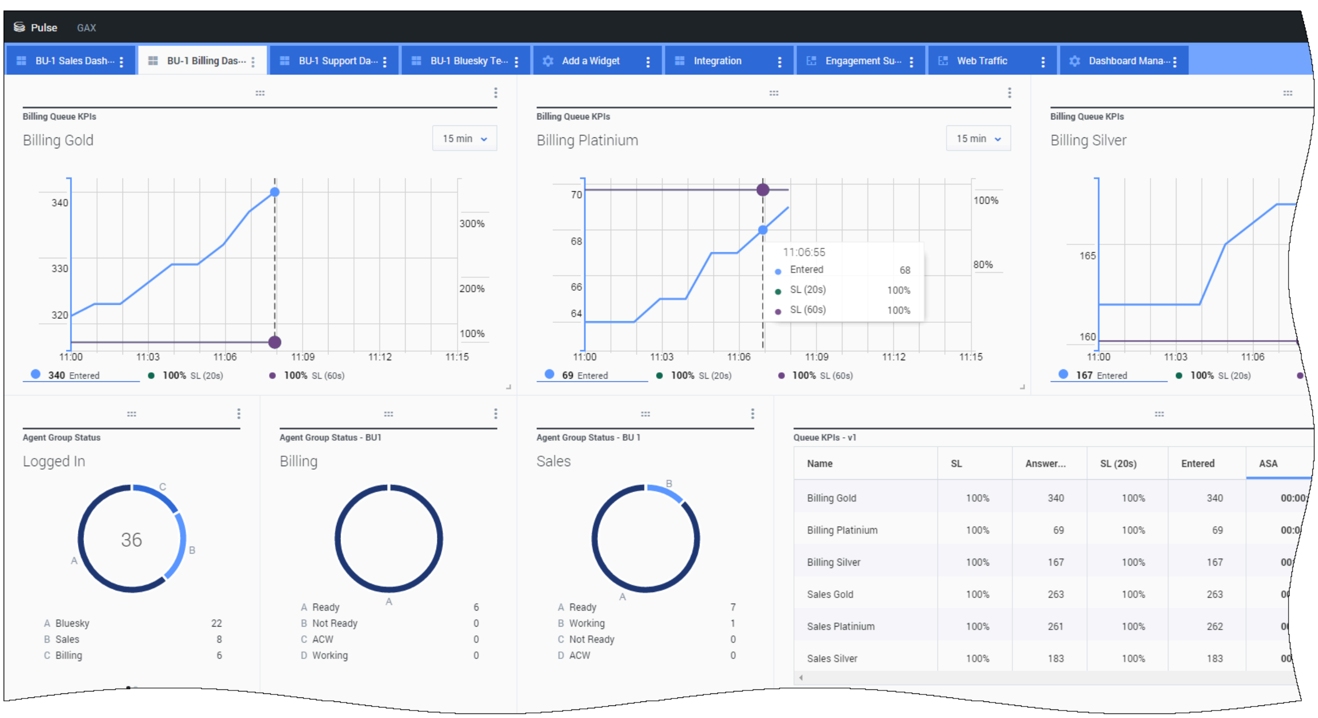
Getting started

Genesys Pulse is your gateway for monitoring your contact center, so you can better meet your business needs.

> **Important**
> What you see in Genesys Pulse depends on your contact center and your role within it, so you might not be able to do or see all the things covered in this help. If you think you should be able to do or see something you can't, check with your supervisor or system administrator.

Now that you know what Genesys Pulse is, you're probably wondering how to use it. This Getting Started page will get you running, viewing, and managing reports. Let's get started.

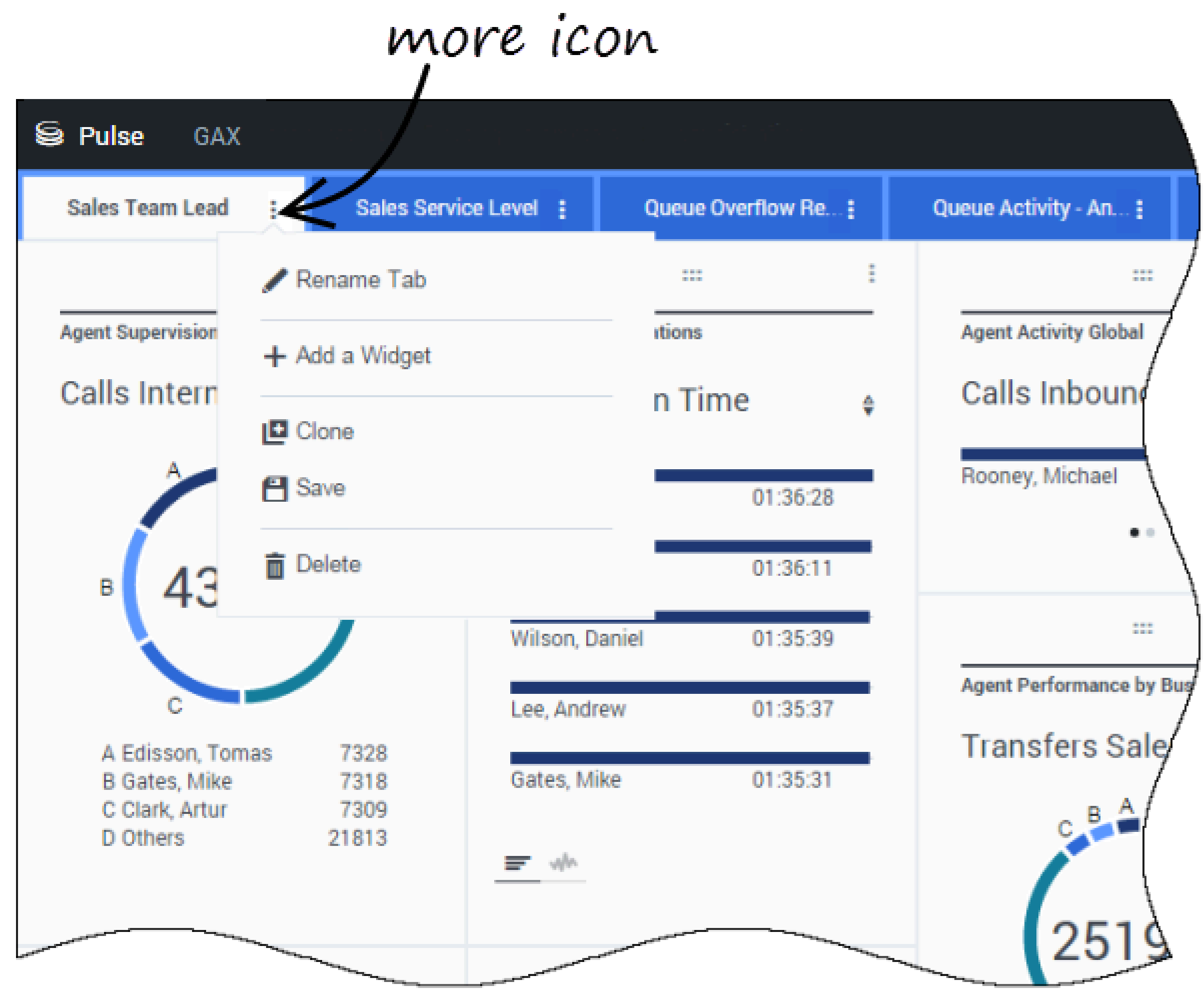
Access reports



You can open the Genesys Pulse dashboard within Genesys Administrator Extension (GAX) to see the real-time reports.

Reports are displayed in widgets, which can easily be expanded to dashboard size to display additional detail.

Manage dashboards and wallboards

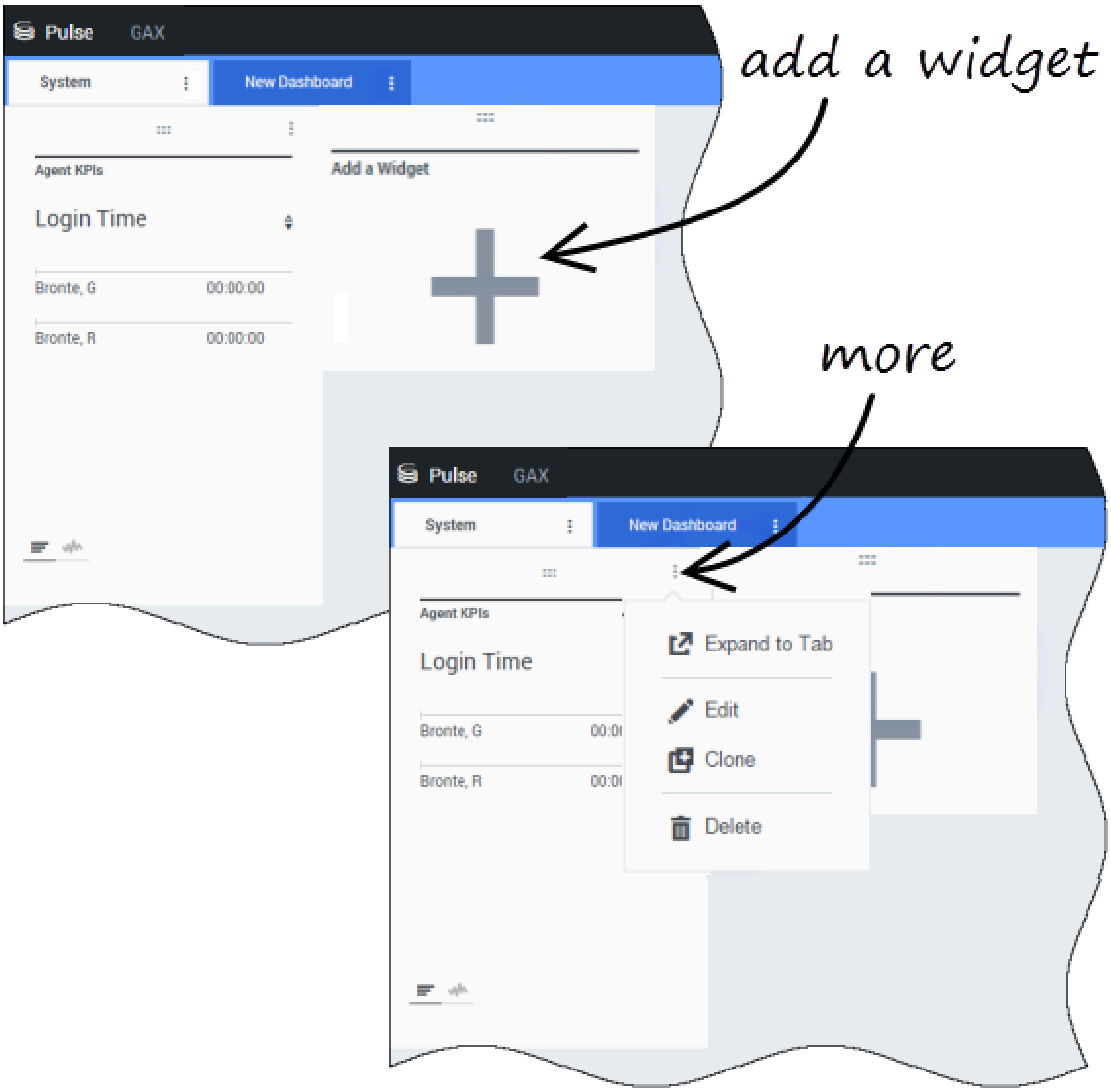


Use tabs to manage Genesys Pulse dashboards and wallboards. Click the more icon in the right corner of the dashboard for options:

- **Add a Widget**—Add a new widget to the dashboard or wallboard.
- **Clone**—Create a new copy of the dashboard or wallboard.
- **Close**—Close the dashboard or wallboard.
- **Customize**—Change the name, description and other options of the dashboard or wallboard.
- **Launch**—Launch a wallboard.
- **Publish**—Share the unpublished dashboard or wallboard.

- **Save As**—Save a new copy of the published dashboard or wallboard.
- **Update Shared Copy**—Overwrite the published copy of the dashboard or wallboard.

Use report widgets



Genesys Pulse widgets display Donut, Data, Key Performance Indicator (KPI), Time Tracking, or List charts of key statistics for objects on your dashboard.

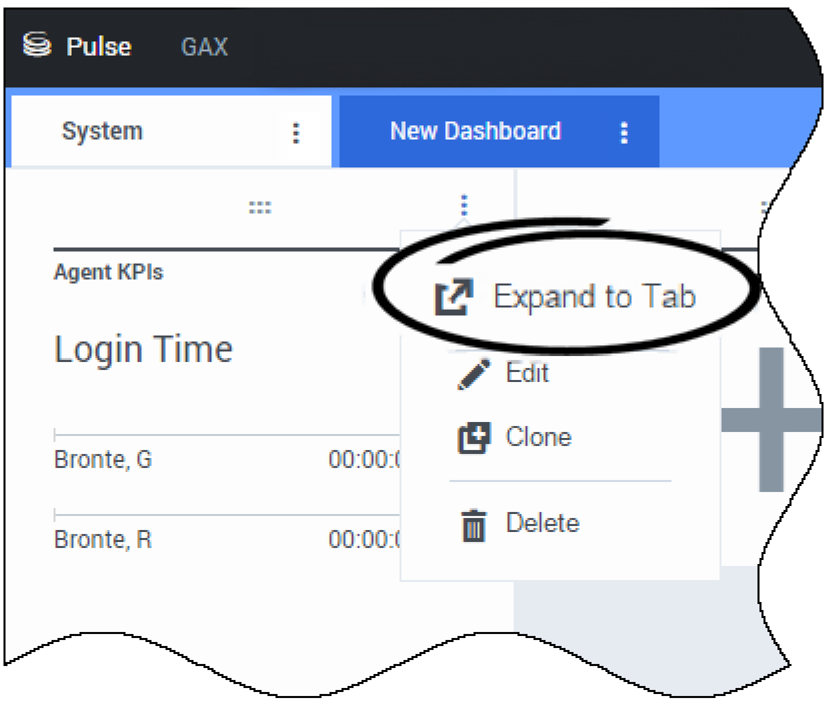
You can

- **Clone**—Create a copy of the widget.

- **Delete**—Delete the widget.
- **Download**—Download the report data as a CSV file.
- **Edit**—Make changes to the widget.
- **Expand to Tab**—See an expanded, detailed view of the report.

You can also add new widgets to your dashboard.

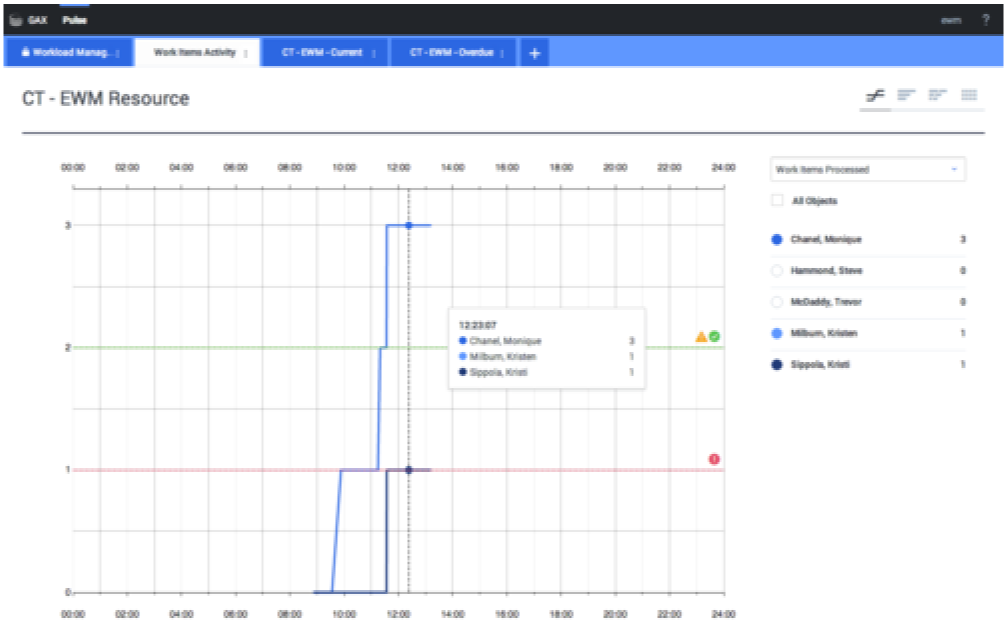
Expand reports to dashboard



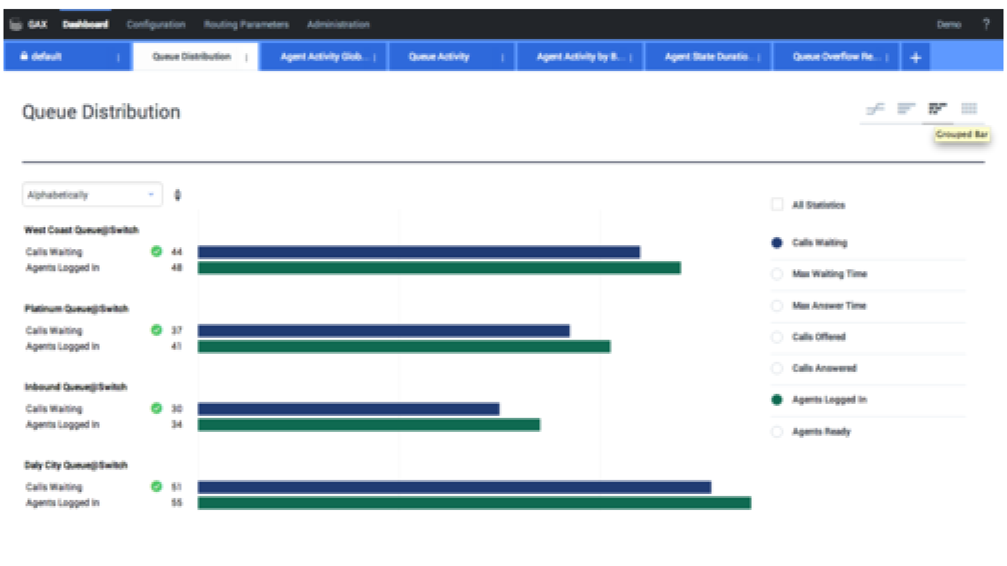
Click the more icon in the top right corner of a widget and select **Expand to Tab** to see a detailed view of your report. This expanded report opens within a new tab, so it won't impact your initial dashboard.

You can

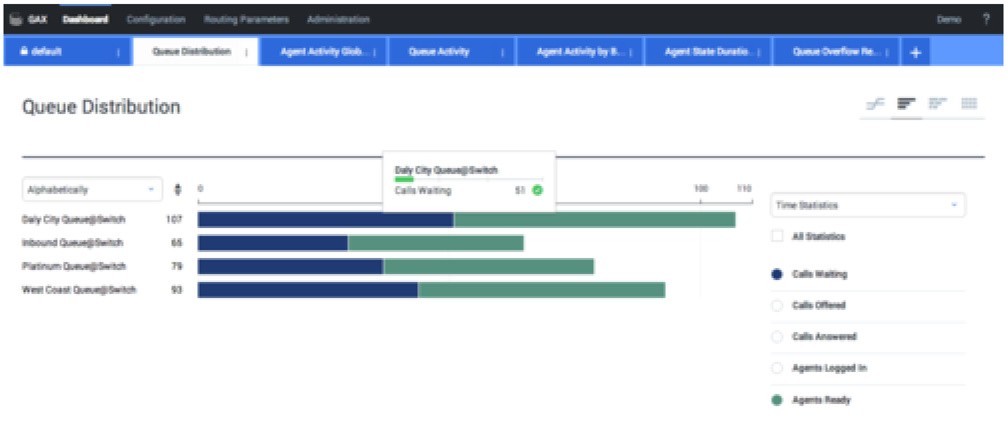
- Download the report data as a CSV file by selecting **Download Widget** from the the more menu.
- Make changes to the source widget by selecting **Edit** from the the more menu.
- Change the number of columns you want to display on a grid by clicking the pencil icon.
- Sort options, define objects, and define statistics.
- View different chart types available in the expanded widget:
  - **[+] Time Tracking**



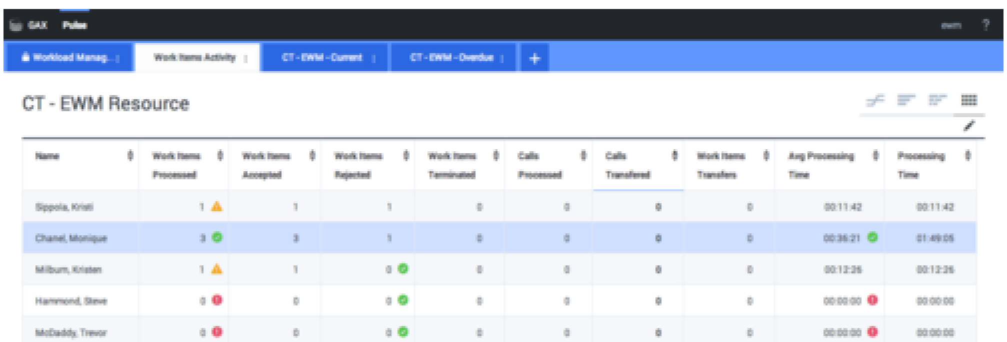
- **[+] Grouped Bar**



- **[+] Stacked Bar**



- **[+] Data**



What do I do next?

You might want to learn more about:

- Manage dashboards and wallboards
- Dashboard and wallboard examples
- Add report widgets

- Popular real-time reports
- Display external content using an IFRAME widget

Dashboards and Wallboards

Use Pulse dashboards and wallboards to display real-time reports within widgets, so that you can monitor your contact center to suit your needs.

Dashboards are for personal use, and provide drill-down reports and contain more detail than a wallboard.

Wallboards can broadcast information on a large screen for a team of people. You can use only KPI widgets on your wallboards.

Add a dashboard or wallboard

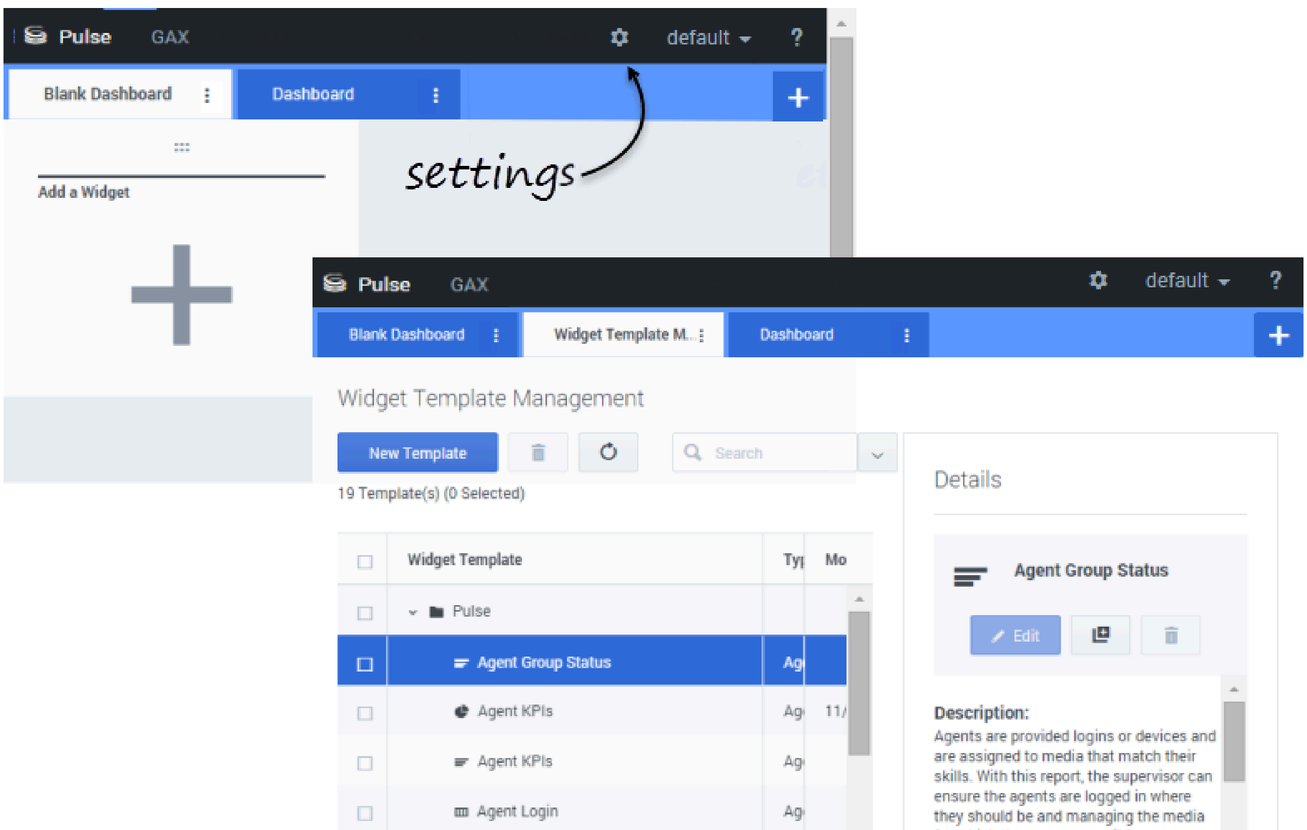
To open or create a new dashboard or wallboard, click **Add a Dashboard**.

Then you can choose between a dashboard and a wallboard.

The wizard guides you through the rest of the steps.

> **Important**
> Select **Launch** from the wallboard **More** menu to display the data in full-screen mode.

Manage shared dashboards, wallboards, and templates



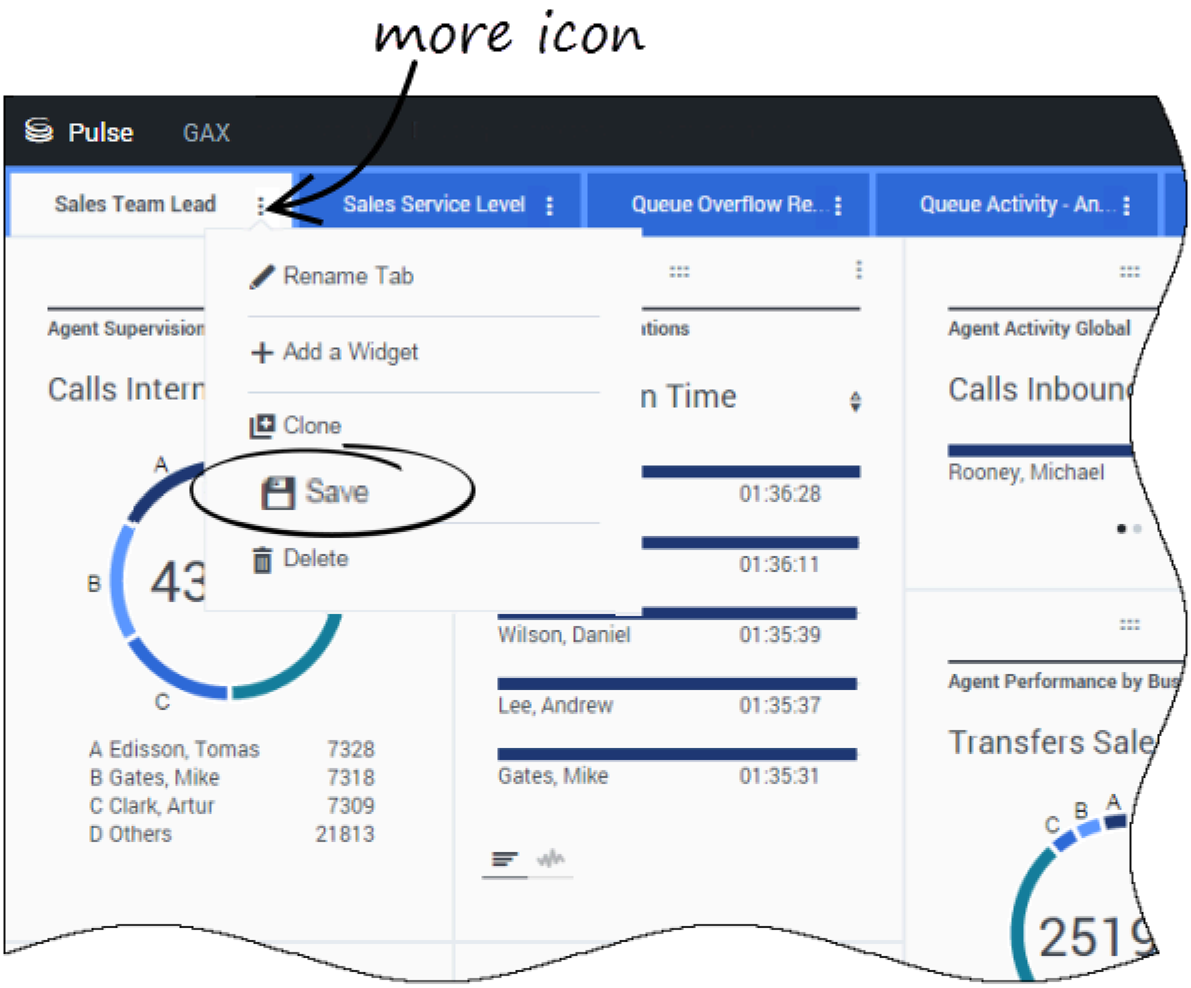
To manage shared dashboards, wallboards, and templates, select **Settings**.

From here you can perform actions on dashboards, wallboards, and widget templates, including assigning them to groups of users.

Genesys Pulse lists saved and shared items in a table and displays item details to the right.

> **Tip**
> See Widget Templates to learn how to simplify widget creation.

Hide or share your custom dashboard or wallboard with other users



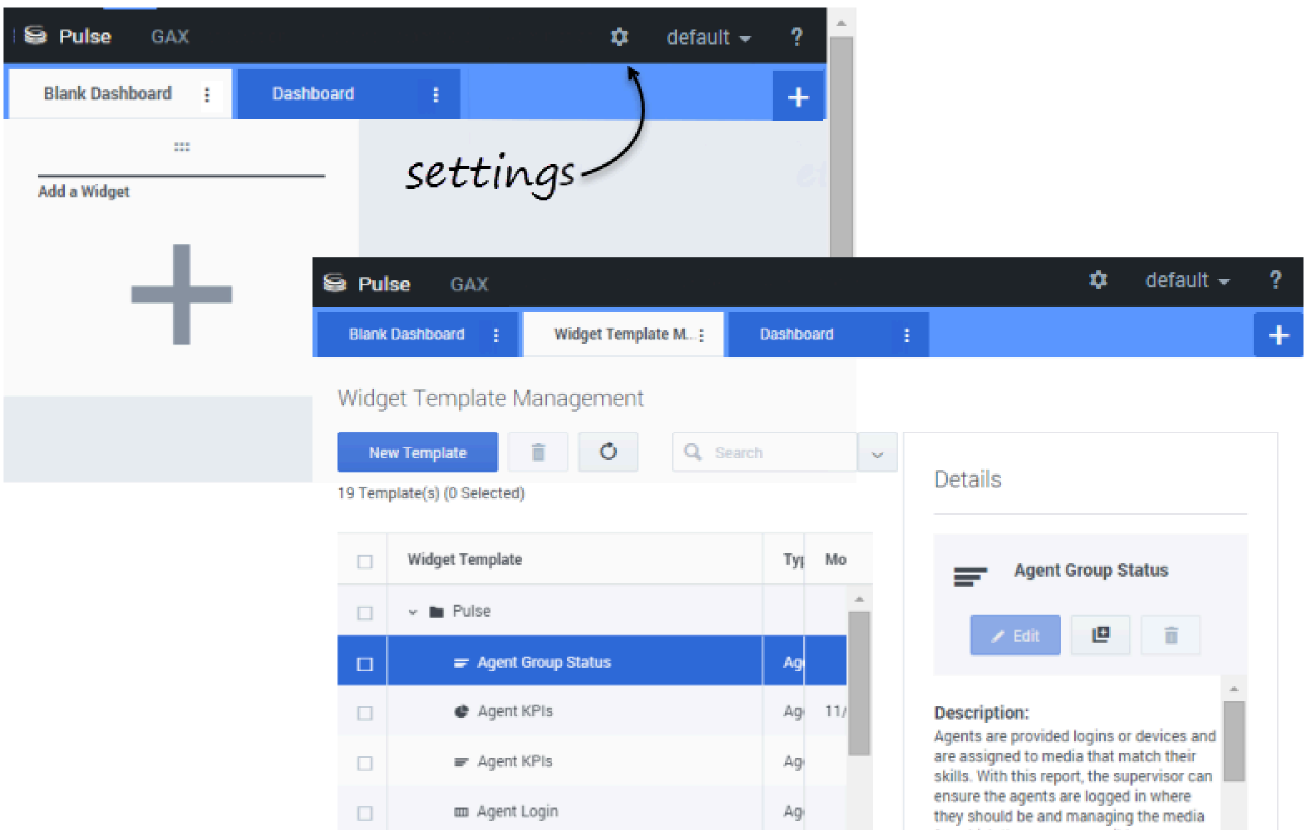
You can share your custom dashboard or wallboard with others (for example, with a user group such as Sales Team Leads). When you **Publish** or **Save As** from the more menu, you must select **Save to Genesys Configuration Server**, and choose the directory to save and share the dashboard with others. Be sure to give it a name specific to the user's needs.

Use Dashboard Management to hide your dashboard from others. Select a dashboard, click **Link to**

Configuration Manager on the right under **Access Groups**, and set permission settings for people who will view your dashboards.

> **Important**
>
> To prevent others from using your dashboards, you need the GAX permissions: `Access Configmanager`; `Read Scripts`; and `Create/Full Control of Scripts`.
>
> To save dashboards or wallboards to Genesys Configuration Server, you need `Full Control` access to the target directory.

Allow users to customize dashboards



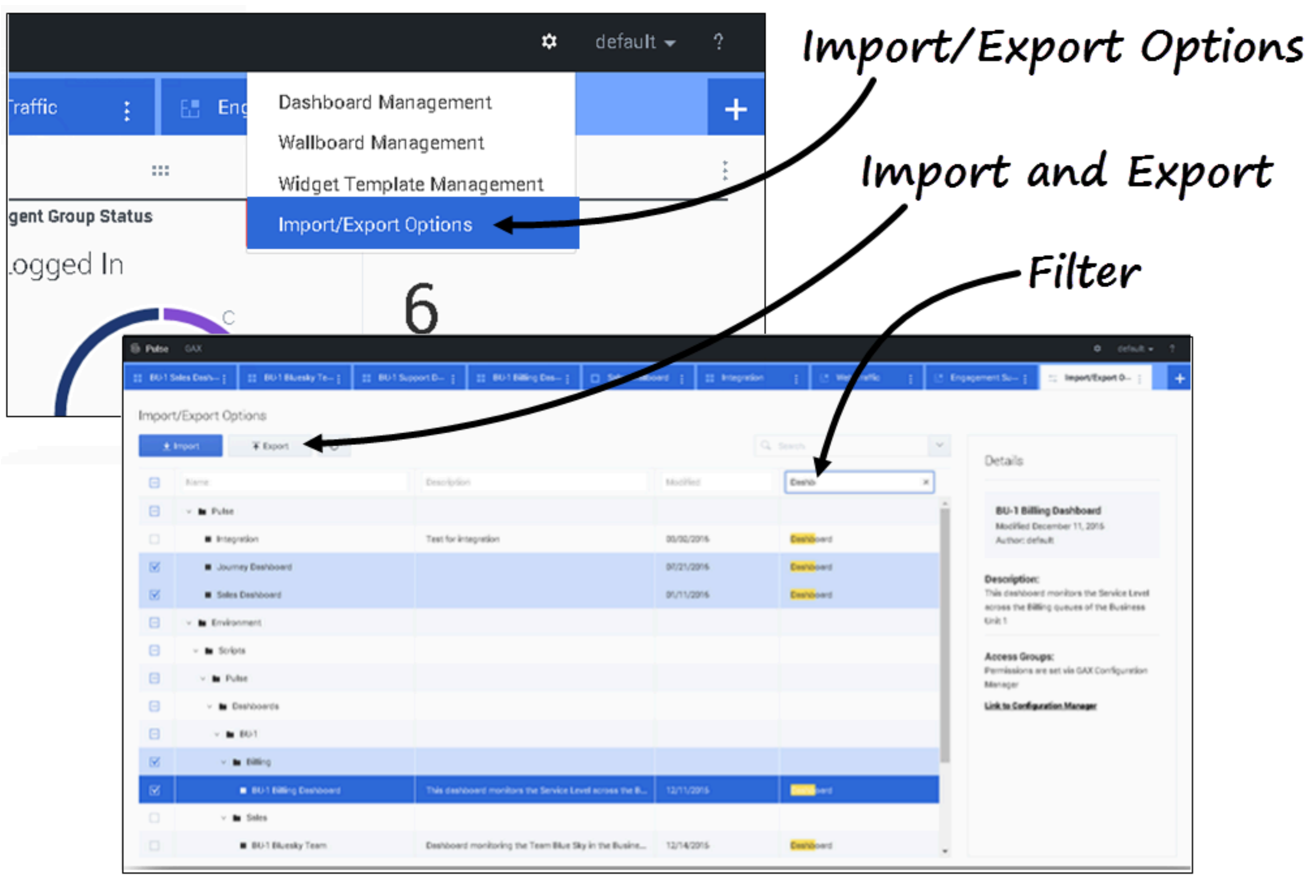
Your Genesys Pulse users might want to save any changes they make to their dashboards. You can enable this by granting them the proper permissions.

On the **Configuration Manager** page, under **Accounts**, go to **Roles** and find the role assigned to the user.

Edit the privileges granted by the **Role** on the **Assigned Privileges** tab in the **Pulse** section to allow following actions:

- **Pulse Manage Tabs**—User can launch and close dashboards and expand widgets to tab.
- **Pulse Edit Widget Display**—User can modify widget display options.
- **Pulse Manage Widgets**—User can create, remove, or modify all widget options.

Share custom dashboards, wallboards, and templates



You can export dashboards, wallboards, and templates from one environment to another. This means after you create your own custom content based on the business requirements, you can easily build a package to use in other environments.

Export package file from your environment

1. Select **Import/Export options** from the top right menu.
2. Select any dashboards, wallboards, and widget templates from the centralized repository. You can also apply a filter on the type of objects or the name of dashboards

3. Click **Export** to save a package file (json format) into your system.

Import package file to another environment

1. In the other environment, select **Import/Export** options from the top right menu.
2. Click **Import** to select a previously exported package file.
3. Select the dashboards, wallboards, and widget templates from package file to import into your current environment
4. Click **Import**.

What do I do next?

You might want to learn more about:

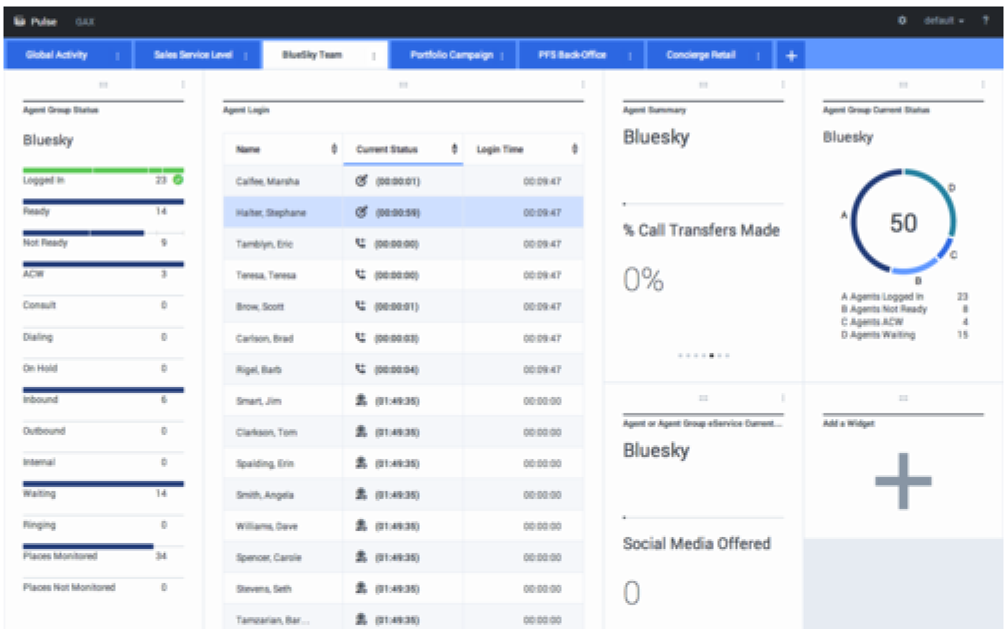
- Dashboard and wallboard examples
- Add report widgets to your dashboard or wallboard
- Popular real-time reports
- Displaying external content using an IFRAME widget

Dashboard and Wallboard examples

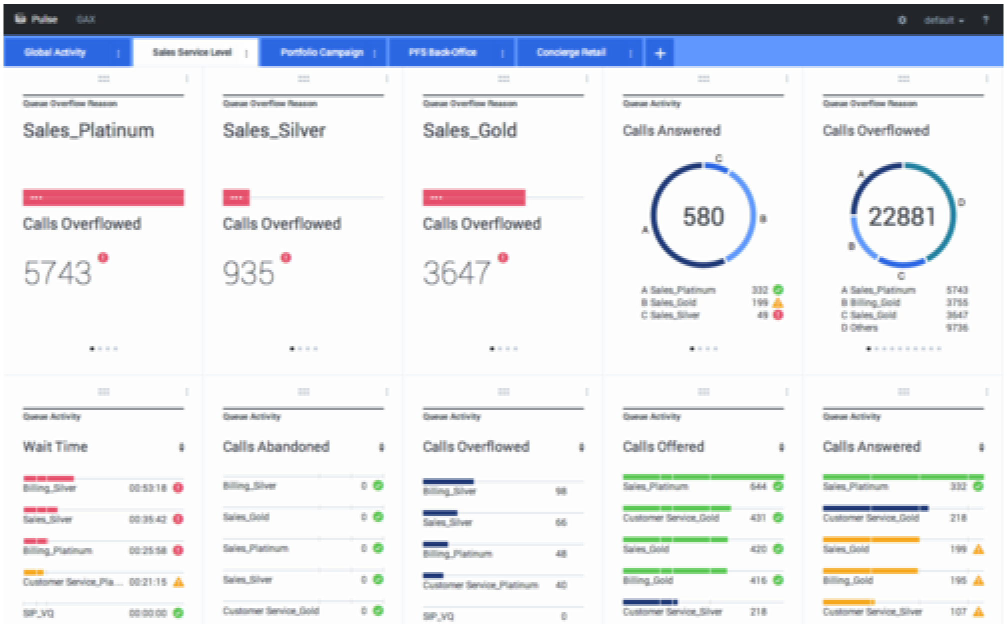
You can use the following examples to help you decide which real-time reports to display on your dashboard or wallboard.

Dashboard examples

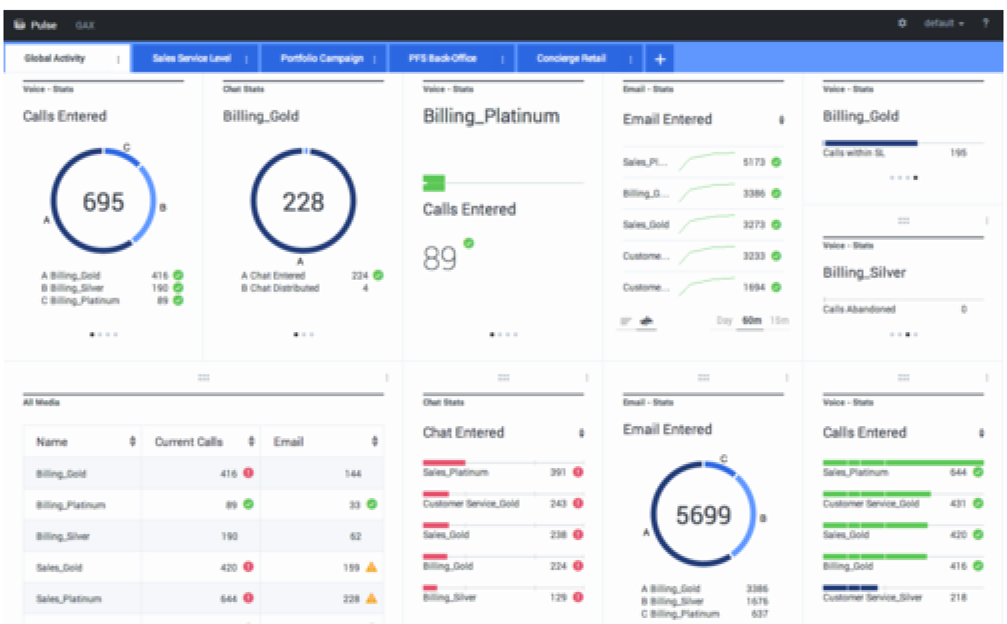
Sales team lead dashboard



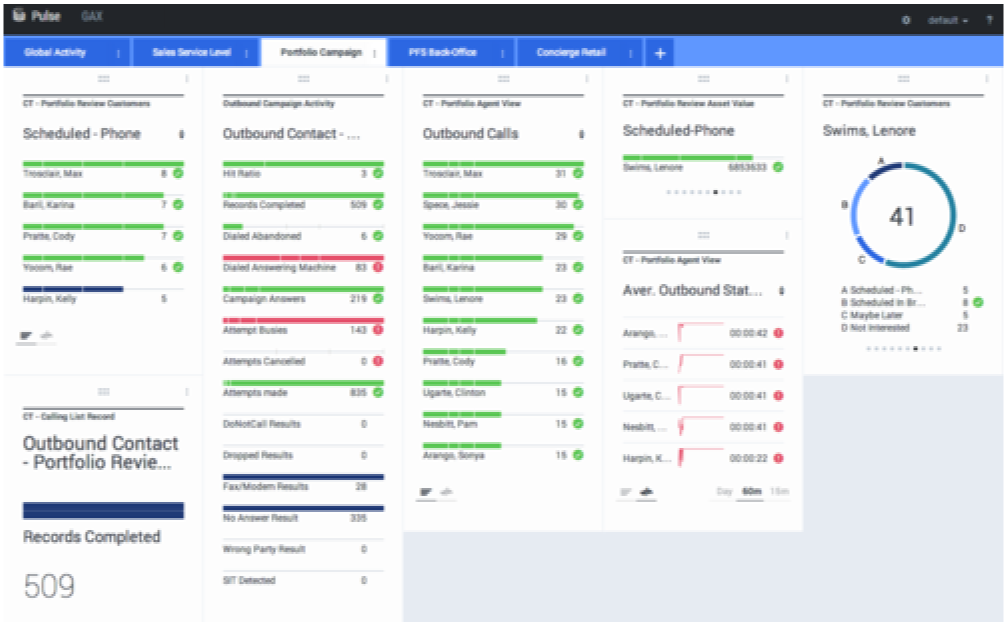
Sales service level dashboard for a supervisor



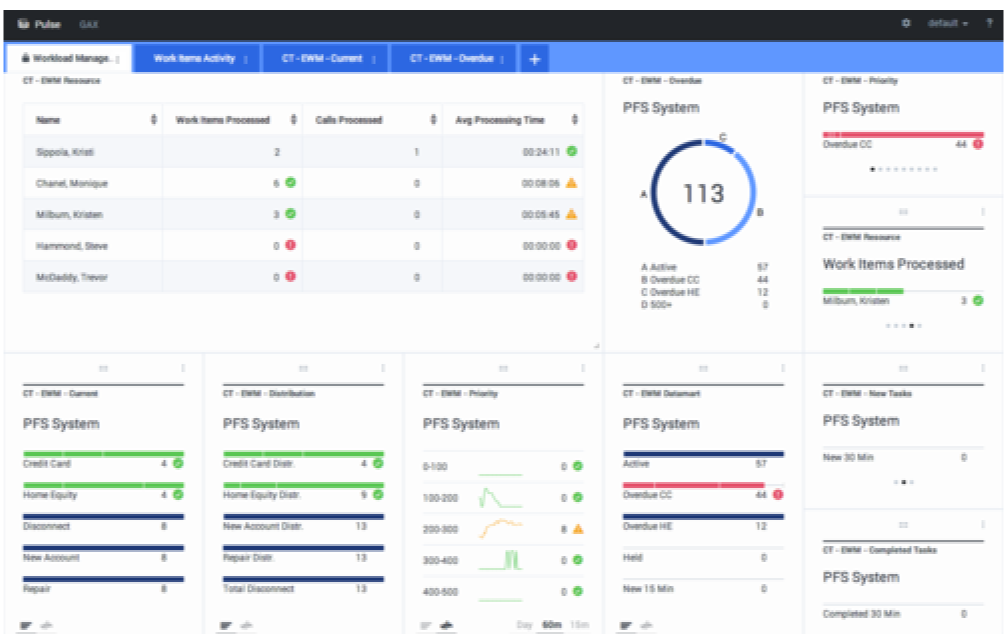
Multi-channel dashboard for a supervisor



Outbound campaign dashboard for a supervisor

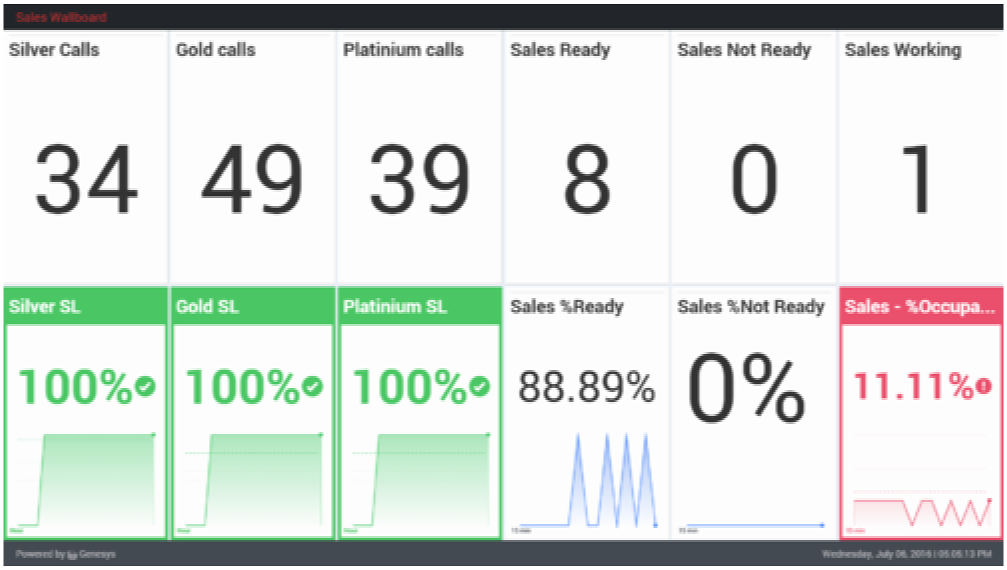


Back-office dashboard for a supervisor



Wallboard example

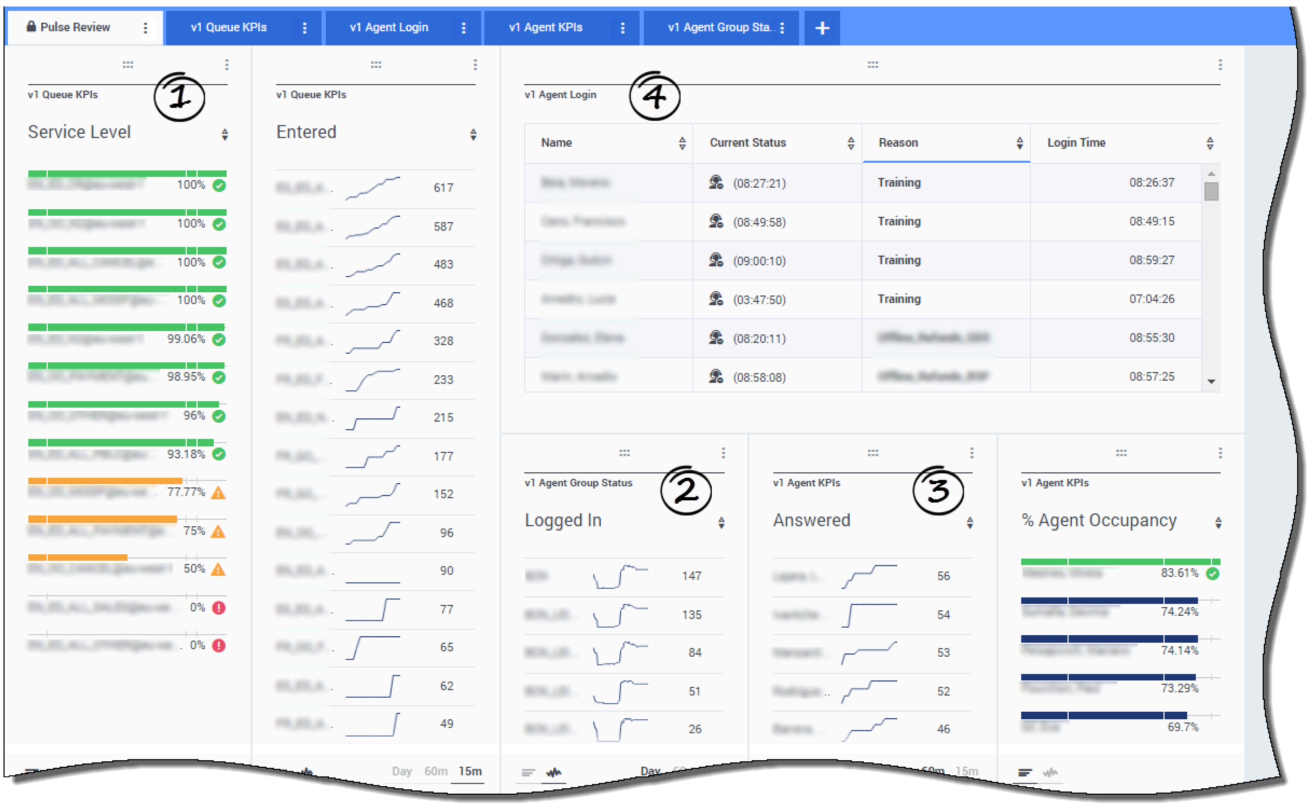
Sales wallboard



Popular Reports

You can include the popular real-time reports in your dashboard, so you can quickly start monitoring your contact center. First you need to decide what you want to know about your contact center.

Genesys Pulse dashboard reports

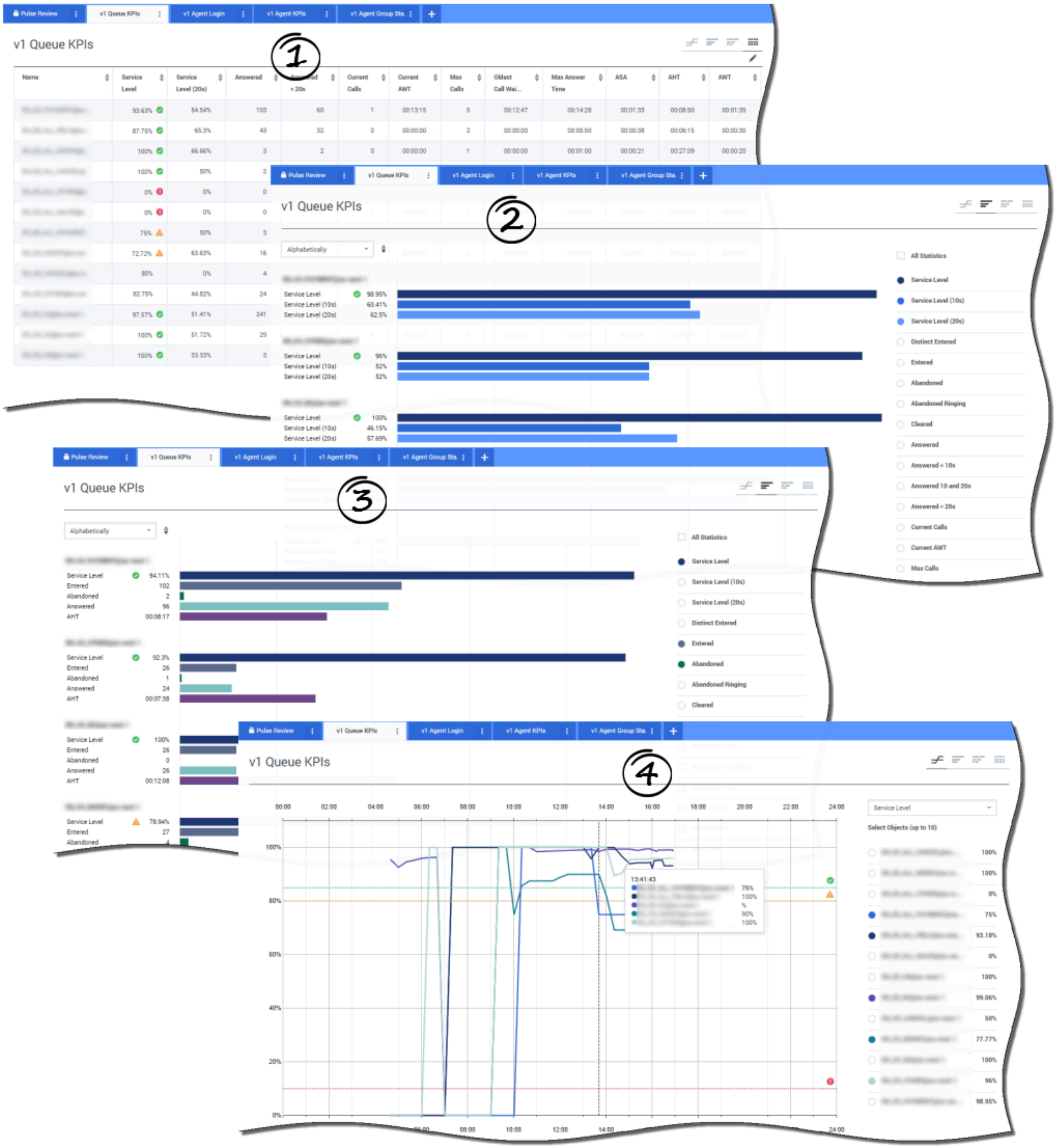


Supervisors need to know at-a-glance what is happening in their contact center. Genesys Pulse displays these reports in widgets, which can easily be expanded to dashboard size as data, bar, and time tracking charts.

Most often supervisors ask the following:

1. Will we meet our operational targets?
2. How can I manage agent workload across different teams?
3. How are my agents performing?
4. Are my agents properly assigned?

Meet your operational targets



You can quickly analyze all call activity to determine any action that is needed to reach your target from the **Queue KPI** report. Similarly, you can analyze chat activity through the **Chat Queue KPI** report.

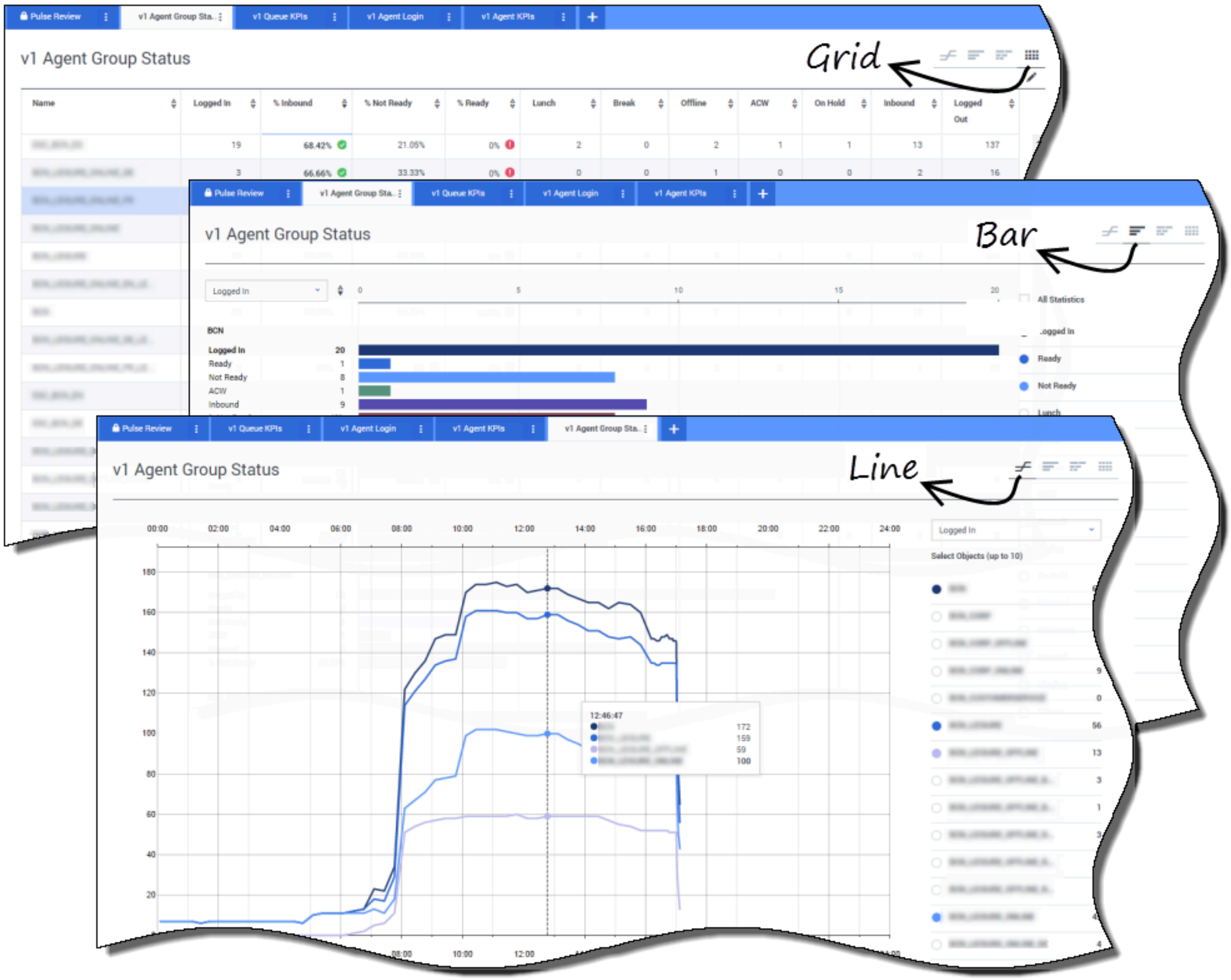
A key performance indicator (KPI) in a contact center is often related to abandoned interactions, so it is critical to have a comprehensive understanding of why contacts abandon (for example, lengthy wait times).

Contact center management develops the criteria or level of service that their customers expect. This report provides the primary view used to determine if the contact center is meeting those established operational targets.

In the examples, the reports show KPIs (for example, Service Level, Calls Answered, Current Calls in queue, ASA, and AHT) for each segment (Virtual Queue related to customer business):

1. The data chart helps you identify how to configure specific thresholds based on your SLA.
2. The first bar chart shows the Service Level performance with a better granularity and identify times when the service level could be degraded.
3. The second bar chart shows the Service Level performance and other KPIs to measure the call distribution performance.
4. The time tracking chart shows the Service Level trend within the current day.

How can I manage agent workload across different teams?



In order to manage the workload across different teams, supervisors can monitor their employee availability and behavior in the **Agent Group Status** reports. This provides supervisors an at-a-glance view of available staff and their current states. For example, you can see what percentage of agents are on calls, on hold, waiting for calls, or not ready with reason.

In the expanded view:

- The data chart KPIs and the current status of your workforce.
- The bar chart shows the distribution of agent status for each team.
- The time tracking chart helps you compare the trend of agents logged in for each team.

How are my agents performing?

You can see the KPIs of an agent group in your contact center in the **Agent KPI** reports. You can analyze other media-specific activity from the **Chat Agent KPI** and **Email Agent KPI** reports.

Agents manage many transactions and states in addition or related to answered calls. Genesys Pulse shows you all the data in a single report to provide supervisors with an understanding of agent performance based on the first call resolution. For example, you can see transfers compared to the number of calls answered, which can indicate unresolved first contact customer inquiries.

In the expanded view:

- The data chart shows Agent KPIs and the current status of your workforce.
- The bar chart shows agent status and activity. Supervisors can sort agents by specific interests. For

example, the supervisor can sort agents by calls answered.

- The time tracking chart compares the trend of calls answered by each agent.

Are my agents properly assigned?

You need to make sure that all aspects of your business are covered. You can see your individual agent properties, status, and the media they manage in the **Agent Login** report. With this report, supervisors can ensure the agents are logged in where they should be and managing the media for which they are responsible.

In the examples:

- The first data chart shows the reason why agents in a specific group are not ready.
- The second data chart shows the properties related to the call currently handled by agents. It includes 4 KVPs: Service Type, Service Sub Type, Customer Segment and Business Result.

What do I do next?

You might want to learn more about:

- Add report widgets to your dashboard or wallboard
- Displaying external content using an IFRAME widget

Report Templates

Pulse includes templates for the most popular reports. You can use these templates to quickly add report widgets to your dashboard. Here is an overview of reports that may be included. You will also find links to statistic definitions for each report type.

Agent reports

See Agent statistic definitions.

Agent Group Status

Agents are provided logins or devices and are assigned to media that match their skills. With this report, the supervisor can ensure the agents are logged in where they should be and managing the media for which they are responsible.
Objects: Agent Groups, Place Groups.

[+] Statistics

- Logged In
- Ready
- Not Ready
- Break
- Lunch
- Offline
- ACW
- Consult
- Dialing
- On Hold
- Inbound
- Outbound
- Internal
- Ringing
- Logged Out
- % Read
- % Not Ready
- % Inbound

Agent KPI

Agents manage many transactions and states in addition or related to answered calls. Viewing all the data in a single report provides the supervisor with an understanding of agent's performance as a function of first call resolution.
Objects: Agent, Agent Place, Agent Groups, Place Groups.

[+] Statistics

- Login Time
- Ready Time
- Not Ready Time
- Break Time
- Lunch Time
- Offline Time
- Ringing Time
- Dialing Time
- Handle Time
- In Time
- Out Time
- Hold Time
- Answered
- Answered (last Hr)
- Abandoned Ringing
- Calls Dropped
- Out
- Internal
- Held
- Transfers Made
- Consult Made
- Short Talk < 10s
- AHT
- Avg ACW

Agent Login

This report provides a quick analysis indicating some kind of action and provides the primary view used to determine if the contact center is meeting criteria or level of service that customers expect.
Objects: Agent.

[+] Statistics

- Current Status
- Time in Status
- Login Time
- Continuous Login Time
- Reason
- Employee Id
- Place
- Switch
- Login Id
- Extension
- Position
- Current Status KVP
- Service Type
- Service Sub Type
- Customer Segment
- Business Result

	- ACW Time - Consult Time - Internal Time - Offered Time - Avg Hold Time - Avg In Time - Avg Out Time - Avg Ring Time - Agent Occupancy	
IWD Agent Activity This report presents agent or agent group activity as it relates to the processing iWD work items type contacts. **Objects:** Agent Place, Agent, Agent Group, Place Group. **[+] Statistics** - Offered - Accepted - Rejected - Terminated - Processed - Timed Out - Transfers Made - Processing Time - Avg Processing Time	**IWD Queue Activity** This queue report provides an overview of current or near real-time activity associated with the iWD queues. **Objects:** Staging Area. **[+] Statistics** - Entered - Stopped - Moved - Max Processed - Min Processed - Current Waiting - Current In Queue	

Campaign reports

See Campaign statistic definitions.

Important

Callback templates are not supported by Genesys Pulse and only available for customization through Genesys Professional Services.

Campaign Activity

This report allows you to monitor the activity associated with outbound campaigns.
Objects: Calling List, Campaign.

[+] Statistics

• Hit Ratio • Estimated Time • Records Completed • Dialed Abandoned • Dialed Answering Machine • Answers • Attempt Busies • Attempts Cancelled	• Attempts made • DoNotCall Results • Dropped Results • Fax Modem Results • No Answer Result • Wrong Party Result • SIT Detected

Campaign Callback Status

This report presents information related to campaign initiated callbacks.
Objects: Calling List, Campaign, Campaign Calling List.

[+] Statistics

Completed • Missed • Scheduled • Personal Completed	• Personal Missed • Personal Scheduled

Campaign Group Activity

This report allows you to monitor the activity associated with outbound Campaign Groups.
Objects: Campaign Group.

[+] Statistics

• Activated • Deactivated • Running • System Error	• Waiting Agents • Waiting Ports • Waiting Records

Campaign Group Status

This report allows you to monitor the current state and duration associated with outbound campaign group activity. Allowed
Objects: Campaign Group.

[+] Statistics

• Current State • System Error • Dialing Mode	• Waiting Agents • Waiting Ports • Waiting Records

eServices reports

See eServices statistic definitions.

Chat Agent Activity

This report presents agent or agent group activity as it relates to the processing of chat contacts.
Objects: Agent, Agent Place, Agent Group, Place Group.

[+] Statistics

- Login Time
- Ready Time
- Not Ready Time
- Ringing Time
- Handle Time
- AHT
- % Occupancy
- Offered
- Offered (15m)
- % Accepted
- % Rejected
- % Missed
- Accepted
- Accepted (15m)
- Rejected
- Rejected (15m)
- Missed
- Missed (15m)
- Short < 30s
- Concurrent Chats
- Avg Chat Duration
- Min Chat Duration
- Max Chat Duration
- Chat Duration
- Customer Avg Wait
- Customer Max Wait
- Avg Greeting Time
- Max Greeting Time
- Avg Response Time
- Max Response Time
- Avg Message Size

Chat Queue Activity

This report allows you to monitor Chat Queue Group activity.
Objects: Queue Group, Queue.

[+] Statistics

- Service Level
- Requested
- Accepted
- Abandoned
- Requested (15m)
- Accepted (15m)
- Abandoned (15m)
- Current Wait
- Wait Time
- AWT

Email Agent Activity

This report presents agent or agent group activity as it relates to the processing of Email type contacts.
Objects: Agent Place, Agent, Agent Group, Place Group.

[+] Statistics

- Login Time
- Ready Time
- Not Ready Time
- % Email Occupancy
- Ringing Time
- Handle Time
- AHT
- Offered
- Offered (hr)
- % Accepted
- % Rejected
- % Missed
- Accepted
- Accepted (hr)
- Rejected
- Rejected (hr)
- Missed
- Missed (hr)
- Done
- Done (hr)
- % Done
- % Trans Made
- Transfers Made
- Unsolicited sent

<table>
<tr>
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<td>
% Trans Made
Transfers Made
</td>
<td>
Agent Reply Total Number
Agent Reply Total Time
Total Agent Message Size
Total Agent Message Count
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</table>
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<td></td>
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</tr>
<tr>
<td>
<h3>Email Queue Activity</h3>
This queue report presents an overview of current or near real-time activity in the individual email queues.
Objects: Staging Area.
[+] Statistics
<table>
<tr>
<td>Entered
Stopped
Moved</td>
<td>Max Processed
Min Processed</td>
</tr>
</table>
</td>
<td>
<h3>eServices Agent Activity</h3>
This report allows you to monitor agent group KPIs related to eServices (chat, email, SM) media and determine behavior problems that need to be addressed.
Objects: Agent Place, Agent, Agent Group, Place Group.
[+] Statistics
<table>
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Login Time
Email In Process
Email Offered
Email Accepted
Email Processed
Email Process Time</td>
<td>Chat In Process
Chat Offered
Chat Accepted
Chat Processed
Chat Process Time
Social in Process
Social Offered
Social Accepted
Social Processed
Social Process</td>
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</table>
</td>
<td>
<h3>eServices Queue KPIs</h3>
This queue report presents an overview of current or near real-time activity for eServices channels. Allowed Objects: Staging Area.
[+] Statistics
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Email In Process
Email In Queue
Chat Waiting
Chat In Process
Chat In Queue</td>
<td>Social Waiting
Social In Process
Social In Queue
Work Item Waiting
Work Item In Process
Work Item In Queue</td>
</tr>
</table>
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</table>

	Time	
Facebook Media Activity This report presents agent or agent group activity as it relates to the processing of social media interactions. **Objects:** Agent, Agent Place, Agent Group, Place Group. **[+] Statistics** • Offered • Offered (60m) • % Accepted • % Rejected • % Missed • Accepted • Accepted (60m) • Rejected • Rejected (60m) • Missed • Missed (60m) • Concurrent Facebooks	**Twitter Media Activity** This report presents agent or agent group activity as it relates to the processing of social media interactions. **Objects:** Agent, Agent Place, Agent Group, Place Group. **[+] Statistics** • Offered • Offered (60m) • % Accepted • % Rejected • % Missed • Accepted • Accepted (60m) • Rejected • Rejected (60m) • Missed • Missed (60m) • Concurrent Twitters	

Queue reports

See Queue statistic definitions.

Callback Activity This report provides call activity statistics associated with the queues. **Objects:** Queue. **[+] Statistics** • In Queue • Offered • Accepted • Declined • Abandoned From Ringing • Current Accepted	**Queue KPIs** This reports presents a representation of all the agents assigned to a group and their current states, which provides supervisors a quick look at available staff and an at-a-glance view of their current states. **Objects:** Queue Group, Queue, Route Point. **[+] Statistics** • Service Level • Current AWT	**Queue Overflow Reason** This reports presents reasons why calls were cleared from queues. **Objects:** Queue Group, Queue, Route Point. **[+] Statistics** • Entered • Cleared • % Cleared • Overflow Dissuaded • Overflow Route

• Connected • Answered • Cancelled • Current Connected • Wait Time • Wait Time Answered • Wait Time Declined • Total Cleared	• Service Level (10s) • Service Level (20s) • Service Level (30s) • Service Level (45s) • Service Level (60s) • Distinct Entered • Entered • Abandoned • Abandoned Ringing • Cleared • Answered • Answered < 10s • Answered 10 and 20s • Answered < 30s • Answered < 60s • Current Calls • Max Calls • Min Calls • Forwarded • Oldest Call Waiting • Max Answer Time • ASA • AHT • AWA • AWT • % Abandoned • % Cleared • Wait Time • Agents Logged In • Agents Ready • % Agents Ready	• Overflow Closed • Overflow Special Day • Overflow Emergency • Overflow Voicemail • Overflow Message • Overflow Outsourced

Agent Statistics

Report	Statistic	Definition
Agent Group Status	Ready	The number of agents who are currently in the Ready state. Typically, it represents the total number of agents waiting for customer interactions or specific tasks.
Agent Group Status	Not Ready	The number of agents who are currently logged in and who are currently in the NotReady state. Typically, it represents the total number of agents not available to handle incoming interactions.
Agent Group Status	Break	The number of agents who are in Not Ready state with Reason Break.
Agent Group Status	Lunch	The number of agents who are in Not Ready state with Reason Lunch.
Agent Group Status	Offline	The number of agents who are in Not Ready state with Reason different from Lunch and Break.
Agent Group Status	ACW	The current number of agents in the AfterCallWork status. Typically this status happens when an agent is no longer talking with the customer but still requires additional time to handle properly customer requests.
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

Report	Statistic	Definition
		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	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	Logged Out	The number of agents that are currently logged out from Genesys environment.
Agent Group Status	% Ready	The percentage of agents ready to handle customers calls.
Agent Group Status	% Not Ready	The percentage of agents in a not ready status.
Agent Group Status	% Inbound	The percentage of agents handling customer calls.
Agent KPIs	Login Time	The total time that monitored agents were logged in. This metric does not include logged-in time when the switch is disconnected from Stat Server. When this metric is applied to an Agent Group, this metric 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. When this metric is applied to an Agent Group, this metric calculates the total ready time for all the agents belonging to the specified group.
Agent KPIs	Not Ready Time	The total time that an agent's DN completed being in NotReadyForNextCall status during the reporting interval. When this metric is applied to an Agent Group, this metric calculates the total not ready time for all the agents belonging to the specified group.
Agent KPIs	Break Time	The total of time an agent was not available to handle incoming interactions because he was not

Report	Statistic	Definition
		Ready with Reason Break.
Agent KPIs	Lunch Time	The total of time an agent was not available to handle incoming interactions because he was not Ready with Reason Lunch.
Agent KPIs	Offline Time	The total of time an agent was not available to handle incoming interactions because he was not Ready with Reason different from Break and Lunch.
Agent KPIs	Ringing Time	The total amount of time that calls were ringing on an agent's phone.
Agent KPIs	Dialing Time	The total amount of time that calls were dialing on an agent's phone.
Agent KPIs	Handle Time	The total time agents spend handling inbound, internal or outbound calls.
Agent KPIs	In Time	The total time agents spend handling inbound calls.
Agent KPIs	Out Time	The total time agents spend handling outbound calls.
Agent KPIs	Hold Time	The total time agents spend on hold.
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	Consult Time	The total time agents spend handling consultative calls.
Agent KPIs	Internal Time	The total time agents spend handling internal calls.
Agent KPIs	Offered	The total number of calls offered to an agent.
Agent KPIs	Answered	The total number of incoming calls answered by the agent.
Agent KPIs	Answered (last Hr)	The total number of incoming calls answered by the agent in the last hour.
Agent KPIs	Abandoned Ringing	The total number of calls abaondoned while agent desktop was ringing.
Agent KPIs	Calls Dropped	The total number of calls forwarded from one agent desktop to another (RONA).

Report	Statistic	Definition
Agent KPIs	Out	The total number of outbound calls handled by the agent.
Agent KPIs	Internal	The total number of internal calls handled by the agent.
Agent KPIs	Held	The total number of calls put on hold by the agent.
Agent KPIs	Transfers Made	The total number of voice interactions transferred by this agent during the reporting interval.
Agent KPIs	Consult Made	The total number of voice consultations made by this agent.
Agent KPIs	Short Talk < 10s	The total number of times this agent's DN completed being in Call status of less then specified duration (10s).
Agent KPIs	AHT	The average handling time represents the total time an agent spends handling inbound, outbound, internal, consultation, on hold and after call work tasks divided by the total number of inboud, outbound and internal calls.
Agent KPIs	Avg ACW Time	The average After-Call-Work time represents the total time an agent spends on ACW status divided by the total number of time this agent was on ACW.
Agent KPIs	Avg Hold Time	The average Hold time represents the total time an agent spends on Hold status divided by the total number of time this agent put customer on hold.
Agent KPIs	Avg In Time	The average In time represents the total time an agent spends handling an incoming calls divided by the total number of time this agent was handling inbound calls.
Agent KPIs	Avg Out Time	The average Out time represents the total time an agent spends handling an outbound calls divided by the total number of time this agent was handling outbound calls.
Agent KPIs	Avg Ring Time	The average Ring time represents the total time an

Report	Statistic	Definition
		agent desktop was ringing divided by the total number of time this agent desktop was ringing.
Agent KPIs	Agent Occupancy	The percent of time an agent spends handling calls versus their total login time.
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	Login Time	The total time that monitored agents were logged in. 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 logged in. Applied to GroupAgents and GroupPlaces this statistics calculates total of all Agents (Places) in the Group.
Agent Login	Reason	Reason(s) selected by Agent.
Agent Login	Employee Id	Agent's Employee ID.
Agent Login	Place	Agent's Place.
Agent Login	Switch	Agent's Switch.
Agent Login	Login Id	Agent's Login ID.
Agent Login	Extension	Agent's Extension.
Agent Login	Position	Agent's Position.
Agent Login	Current Status KVP	The current state (status) of a specified agent to use in formulas for KVPs (Service Type, Service Sub Type, Customer Segment, Business Result).
Agent Login	Service Type	Service Type associated to the call segmentation. Must be defined in the callflow as KVP.
Agent Login	Service Sub Type	Service Sub Type associated to the call segmentation. Must be defined in the callflow as KVP.
Agent Login	Customer Segment	Customer Segment associated to the call segmentation. Must be defined in the callflow as KVP.
Agent Login	Business Result	Business Result associated to the

Report	Statistic	Definition
		call segmentation. Must be defined in the callflow as KVP.
IWD Agent Activity	Offered	The total number of work items 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.
IWD Agent Activity	Accepted	The total number of work items that were offered for processing and that were accepted during the specified period.
IWD Agent Activity	Rejected	The total number of work items that were offered for processing to an agent or agent group, and that were rejected, during the specified period.
IWD Agent Activity	Terminated	The total number of work items that were terminated by an agent or agent group during the specified period.
IWD Agent Activity	Processed	The total number of work items handled by an agent or agent group during the specified period.
IWD Agent Activity	Timed Out	The total number of work items that were accepted, pulled, or created and subsequently revoked by this resource or agent group during the specified period because of prolonged non activity. 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.
IWD Agent Activity	Transfers Made	The total number of work item 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.

Report	Statistic	Definition
IWD Agent Activity	Processing Time	The total amount of time that work items 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.
IWD Agent Activity	Avg Processing Time	The average amount of time that an agent, a place, or a group thereof spent handling work items interactions.

Campaign Statistics

Report	Statistic	Definition
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

Report	Statistic	Definition
		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

Report	Statistic	Definition
		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.

Report	Statistic	Definition
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

Report	Statistic	Definition
		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.

eServices Statistics

Report	Statistic	Definition
Chat Agent Activity	Login Time	The total time that monitored agents were logged in. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group.
Chat Agent Activity	Ready Time	The total time this agent spent waiting for the next chat in Ready state.
Chat Agent Activity	Not Ready Time	The total time this agent spent in a not Ready status for chat media.
Chat Agent Activity	Ringing Time	The total amount of time that chat popup was alerting the agent desktop. In case if Agent handles several chats in parallel only first Chat Inviting time will be counted in this statistic.
Chat Agent Activity	Handle Time	The total amount of time the agent spent handling chats. The duration is not limited to the chat focus time. If Agent handles multiple chats in parallel they will be counted multiple times.
Chat Agent Activity	AHT	The average amount of time the agent spent handling chat The duration is not limited to the chat focus time.
Chat Agent Activity	% Occupancy	The ratio of time handling chat sessions to the total login time of the Agent. If agent handles multiple Chats in parallel this statistic can be greater than 100%.
Chat Agent Activity	Offered	The total number of chats that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Chat Agent Activity	Offered (15m)	The total number of chats that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both

Report	Statistic	Definition
		offered by business routing strategies and other agents.
Chat Agent Activity	% Accepted	The percentage of chats accepted by the agent based on total of chats offered.
Chat Agent Activity	% Rejected	The percentage of chats rejected by the agent based on total chats offered.
Chat Agent Activity	% Missed	The percentage of chats missed by the agent based on total chats offered.
Chat Agent Activity	Accepted	The total number of chats that were offered for processing and that were accepted by Agent during the specified period.
Chat Agent Activity	Accepted (15m)	The total number of chats that were offered for processing and that were accepted by agent during the specified period.
Chat Agent Activity	Rejected	The total number of chats that were offered for processing and that were rejected during the specified period.
Chat Agent Activity	Rejected (15m)	The total number of chats that were offered for processing and that were rejected during the specified period.
Chat Agent Activity	Missed	The total number of chats that were offered for processing and that were missed during the specified period.
Chat Agent Activity	Missed (15m)	The total number of chats that were offered for processing and that were missed during the specified period.
Chat Agent Activity	% Trans Made	The percentage of chats transfered to another agent based on total of chats offered.
Chat Agent Activity	Transfers Made	The total number of chat transfers made by this agent or agent group during the specified period. This stat type counts each transfer instance separately including those where the agent transfers the same interaction more than once.
Chat Agent Activity	Short < 30s	The total number of times Agent completed chat sessions within less than specified duration.

Report	Statistic	Definition
Chat Agent Activity	Concurrent Chats	The total number of concurrent chats currently happening.
Chat Agent Activity	Avg Chat Duration	Average duration spent with a customer while handling a chat session.
Chat Agent Activity	Min Chat Duration	Minimum duration spent with a customer while handling a chat session.
Chat Agent Activity	Max Chat Duration	Maximum duration spent with a customer while handling a chat session.
Chat Agent Activity	Chat Duration	Total duration spent with a customer while handling a chat session.
Chat Agent Activity	Customer Avg Wait	Avg customer wait for agent while handling a chat session.
Chat Agent Activity	Customer Max Wait	Max customer wait for agent while handling a chat session.
Chat Agent Activity	Avg Greeting Time	Avg duration before first agent greeting while handling a chat session.
Chat Agent Activity	Max Greeting Time	Max duration before first agent greeting while handling a chat session.
Chat Agent Activity	Avg Response Time	Average time it takes for agent to reply to a customer while handling a chat session.
Chat Agent Activity	Max Response Time	Maximum time it takes for agent to reply to a customer while handling a chat session.
Chat Agent Activity	Avg Message Size	Average size of the message sent by agent while handling a chat session.
Chat Agent Activity	Agent Reply Total Number	Total number of repllies sent by the agent to the customer.
Chat Agent Activity	Agent Reply Total Time	Total time an agent spent replying to a customer.
Chat Agent Activity	Total Agent Message Size	Total number of symbols agent typed in message.
Chat Agent Activity	Total Agent Message Count	Total number of messages sent by agent.
Chat Queue Activity	Service Level	A ratio of chats accepted to chat requested.
Chat Queue Activity	Requested	Total number of Chats Requested.
Chat Queue Activity	Accepted	Total number of Chats Accepted by Agent.

Report	Statistic	Definition
Chat Queue Activity	Abandoned	Total number of chats that were abandoned while waiting.
Chat Queue Activity	Requested (15m)	Total number of Chats Requested.
Chat Queue Activity	Accepted (15m)	Total number of Chats Accepted by Agent.
Chat Queue Activity	Abandoned (15m)	Total number of chats that were abandoned while waiting.
Chat Queue Activity	Current Wait	Current number of Chats waiting to be accepted.
Chat Queue Activity	Wait Time	Total time chat spent waiting before being abandoned or accepted by Agent.
Chat Queue Activity	AWT	Avg time chat spent waiting before being abandoned or accepted by Agent.
Email Agent Activity	Login Time	The total time that monitored agents were logged in.. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group.
Email Agent Activity	Ready Time	The total time this agent spent waiting for the next email.
Email Agent Activity	Not Ready Time	The total time this agent spent in a not Ready status for email media.
Email Agent Activity	% Email Occupancy	The ratio of time handling email sessions to the total login time of the Agent.
Email Agent Activity	Ringing Time	The total amount of time that email popup was alerting the agent desktop.
Email Agent Activity	Handle Time	The total amount of time the agent spent handling email (The duration is not restricted to the agent focus time).
Email Agent Activity	AHT	The average amount of time the agent spent handling email (The duration is not restricted to the agent focus time).
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.

Report	Statistic	Definition
Email Agent Activity	Offered (hr)	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 percentage of emails accepted by the agent based on total of emails proposed.
Email Agent Activity	% Rejected	The percentage of emails rejected by the agent based on total of emails proposed.
Email Agent Activity	% Missed	The percentage of emails missed by the agent based on total of emails proposed.
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	Accepted (hr)	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 and that were rejected during the specified period.
Email Agent Activity	Rejected (hr)	The total number of emails that were offered for processing and that were rejected during the specified period.
Email Agent Activity	Missed	The total number of emails that were offered for processing and that were missed during the specified period.
Email Agent Activity	Missed (hr)	The total number of emails that were offered for processing and that were missed during the specified period.
Email Agent Activity	Done	The total number of inbound emails that were terminated by an agent or agent group during the specified period.
Email Agent Activity	Done (hr)	The total number of inbound emails that were terminated by an agent or agent group during the specified period.
Email Agent Activity	% Done	The percentage of emails terminated by the agent based

Report	Statistic	Definition
		on total of emails proposed.
Email Agent Activity	% Trans Made	The percentage of emails transfered to another agent based on total of emails proposed.
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	Unsolicited sent	The total number of emails sent by the agent without being solicited by customers.
Email Queue Activity	Entered	The total number of email interactions that entered the queue during the specified period.
Email Queue Activity	Stopped	The total number of email 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 emails 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 emails that were either waiting processing or in processing within the specified period.
eServices Agent Activity	Utilization	The percentage of time an agent was active processing contacts as compared to current 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.

Report	Statistic	Definition
		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

Report	Statistic	Definition
		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 Email interactions that are currently waiting to be processed.
eServices Queue KPIs	Email In Process	The Total Number of Email interactions that are currently being processed.
eServices Queue KPIs	Email In Queue	The Total Number of Email interactions that are currently in Interaction Queue.
eServices Queue KPIs	Chat Waiting	The Total Number of Chat interactions that are currently waiting to be processed.
eServices Queue KPIs	Chat In Process	The Total Number of Chat interactions that are currently being processed.
eServices Queue KPIs	Chat In Queue	The Total Number of Chat interactions that are currently in Interaction Queue.
eServices Queue KPIs	Social Waiting	The Total Number of Social Media interactions that are currently waiting to be processed.
eServices Queue KPIs	Social In Process	The Total Number of Social Media interactions that are currently being processed.
eServices Queue KPIs	Social In Queue	The Total Number of Social Media

Report	Statistic	Definition
		interactions that are currently in Interaction Queue.
eServices Queue KPIs	Work Item Waiting	The Total Number of Work Item interactions that are currently waiting to be processed.
eServices Queue KPIs	Work Item In Process	The Total Number of Work Item interactions that are currently being processed.
eServices Queue KPIs	Work Item In Queue	The Total Number of Work Item interactions that are currently in Interaction Queue.
Facebook Media Activity	Offered	The total number of posts that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Facebook Media Activity	Offered (60m)	The total number of posts that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Facebook Media Activity	% Accepted	The percentage of posts accepted by the agent based on total of Facebooks offered.
Facebook Media Activity	% Rejected	The percentage of posts rejected by the agent based on total Facebooks offered.
Facebook Media Activity	% Missed	The percentage of posts missed by the agent based on total Facebooks offered.
Facebook Media Activity	Accepted	The total number of posts that were offered for processing and that were accepted by Agent during the specified period.
Facebook Media Activity	Accepted (60m)	The total number of posts that were offered for processing and that were accepted by agent during the specified period.
Facebook Media Activity	Rejected	The total number of posts that were offered for processing and that were rejected during the specified period.
Facebook Media Activity	Rejected (60m)	The total number of posts that were offered for processing and that were rejected during the specified period.

Report	Statistic	Definition
Facebook Media Activity	Missed	The total number of posts that were offered for processing and that were missed during the specified period.
Facebook Media Activity	Missed (60m)	The total number of posts that were offered for processing and that were missed during the specified period.
Facebook Media Activity	Concurrent Facebooks	The total number of concurrent Facebooks currently happening.
Twitter Media Activity	Offered	The total number of Tweets that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Twitter Media Activity	Offered (60m)	The total number of Tweets that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Twitter Media Activity	% Accepted	The percentage of Tweets accepted by the agent based on total of Twitters offered.
Twitter Media Activity	% Rejected	The percentage of Tweets rejected by the agent based on total Twitters offered.
Twitter Media Activity	% Missed	The percentage of Tweets missed by the agent based on total Twitters offered.
Twitter Media Activity	Accepted	The total number of Tweets that were offered for processing and that were accepted by Agent during the specified period.
Twitter Media Activity	Accepted (60m)	The total number of Tweets that were offered for processing and that were accepted by agent during the specified period.
Twitter Media Activity	Rejected	The total number of Tweets that were offered for processing and that were rejected during the specified period.
Twitter Media Activity	Rejected (60m)	The total number of Tweets that were offered for processing and that were rejected during the specified period.
Twitter Media Activity	Missed	The total number of Tweets that

Report	Statistic	Definition
		were offered for processing and that were missed during the specified period.
Twitter Media Activity	Missed (60m)	The total number of Tweets that were offered for processing and that were missed during the specified period.
Twitter Media Activity	Concurrent Twitters	The total number of concurrent Twitters currently happening.

Queue Statistics

Report	Statistic	Definition
Callback Activity	In Queue	The total number of live (current) or virtual voice interactions currently waiting at a distribution DN, typically a VQ.
Callback Activity	Offered	Total number of customers offered a Callback.
Callback Activity	Accepted	Total number of customers that accepted a callback.
Callback Activity	Declined	Total number of Customers that chose to remain on Hold (Declined an Immediate Callback)
Callback Activity	Connected	Total number of calls that successfully connected to the callback queue.
Callback Activity	Answered	Total number of calls that were answered by an agent.
Callback Activity	Cancelled	Total number of customers that received a callback but chose to cancel.
Callback Activity	Abandoned From Ringing	Total number of calls that abandoned after receiving a callback but abandoned before an agent answered.
Callback Activity	Current Accepted	Current number of customers that accepted a callback.
Callback Activity	Current Connected	Current number of calls that successfully connected to the callback queue.
Callback Activity	Wait Time	Total amount of time all interactions spent in queue. This is not an average.
Callback Activity	Wait Time Answered	Total amount of time interactions that were answered spent in queue. This is not an average.
Callback Activity	Wait Time Declined	Total amount of time interactions that declined a callback spent in queue. This is not an average.
Callback Activity	Total Cleared	
Queue KPIs	Service Level	A ratio of calls answered to distinct calls entered queue or route point.
Queue KPIs	Service Level (10s)	A ratio of calls answered within

Report	Statistic	Definition
		10 seconds to distinct calls entered queue or route point.
Queue KPIs	Service Level (20s)	A ratio of calls answered within 20 seconds to distinct calls entered queue or route point.
Queue KPIs	Service Level (30s)	A ratio of calls answered within 30 seconds to distinct calls entered queue or route point.
Queue KPIs	Service Level (45s)	A ratio of calls answered within 45 seconds to distinct calls entered queue or route point.
Queue KPIs	Service Level (60s)	A ratio of calls answered within 60 seconds to distinct calls entered queue or route point.
Queue KPIs	Distinct Entered	The total number of first entries of voice interactions on a specified queue or at a specified route point. 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.
Queue KPIs	Entered	The total number of calls entered on a specified queue or at a specified route point. Typically, you might have several calls entering in the same queue for one single voice interaction to change target after a specific timeout.
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. This metric does not include the voice interactions abandoned while ringing.
Queue KPIs	Abandoned Ringing	The total number of virtual or live voice interactions abandoned while an agent desktop is ringing when the customer line is dropped for any reason.
Queue KPIs	Cleared	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies

Report	Statistic	Definition
		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	Answered	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent.
Queue KPIs	Answered < 10s	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent in less than 10 seconds.
Queue KPIs	Answered 10 and 20s	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent between 10 and 20 seconds.
Queue KPIs	Answered < 30s	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent in less than 30 seconds.
Queue KPIs	Answered < 60s	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent in less than 60 seconds.
Queue KPIs	Current Calls	The total number of live (current) or virtual voice interactions currently waiting at a distribution DN, typically a VQ.
Queue KPIs	Current AWT	The average time of live calls currently waiting at a distribution DN, typically a VQ.
Queue KPIs	Max Calls	The maximum number of voice interactions simultaneously waiting in this queue for the day.
Queue KPIs	Min Calls	The minimum number of voice interactions simultaneously waiting in this queue during the last hour.

Report	Statistic	Definition
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.
Queue KPIs	Oldest Call Waiting	The maximum waiting time for live or virtual voice interactions currently on a queue or at a route point.
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.
Queue KPIs	ASA	The average amount of time a voice call waits on a specified queue or at a specified route point before the interaction is answered.
Queue KPIs	AHT	The average amount of time spent handling an Interaction distributed directly from this mediation DN.
Queue KPIs	AWA	The average amount of time a voice call waits on a specified queue or at a specified route point before the interaction is abandoned.
Queue KPIs	AWT	The average amount of time an interaction waits on a specified queue or at a specified 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. (it includes all calls entered in the queue).
Queue KPIs	% Cleared	Percentage of calls that entered this queue or route point and were cleared. (it includes all calls entered in the queue).
Queue KPIs	Wait Time	The total time calls waited in the queue.
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

Report	Statistic	Definition
		are logged in to the specified queue.
Queue KPIs	% Agents Ready	The number of agents who are in the ready state versus the agents who are currently logged in to the specified queue.
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

Report	Statistic	Definition
		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,

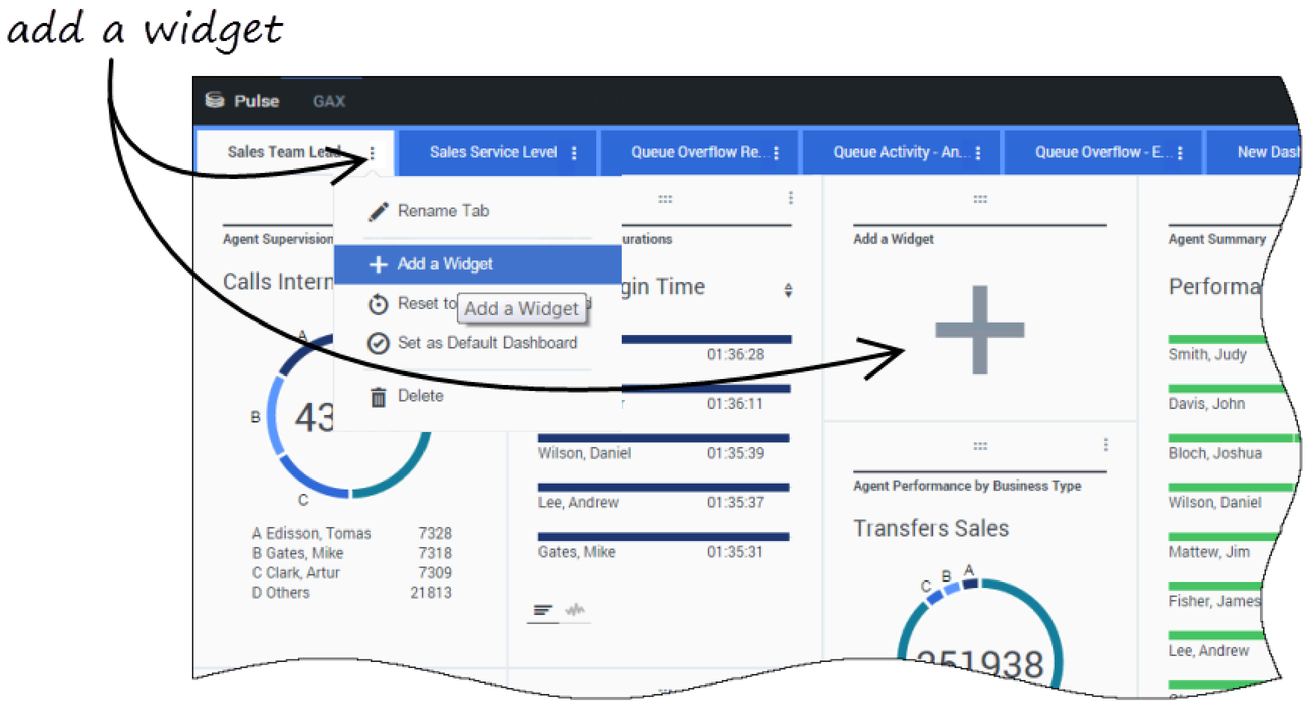
Report	Statistic	Definition
		the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Message	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction 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.
IWD Queue Activity	Entered	The total number of work item interactions that entered the queue during the specified period.
IWD Queue Activity	Stopped	The total number of work item interactions for which processing has stopped while in this queue during the reported time period.
IWD Queue Activity	Moved	The total number of work items that were moved from this queue to any other queue during the specified period.
IWD Queue Activity	Max Processed	The maximum number of work items that either were awaiting processing or were in processing within the contact center during the specified period.
IWD Queue Activity	Min Processed	The minimum number of work items that were either waiting processing or in processing within the specified period.
IWD Queue Activity	Current Waiting	The total number of work item interactions that are currently waiting to be processed.

Report	Statistic	Definition
IWD Queue Activity	Current In Queue	The total number of work item interactions that are currently in interaction queue.

Add a widget

It's easy to add a new report widget to your Genesys Pulse dashboard or wallboard. Genesys Pulse provides a basic set of predefined report templates, complete with statistics that are typical for reporting activities handled by Genesys solutions. Any users with the appropriate privileges can create or modify widgets and report templates.

Add reports

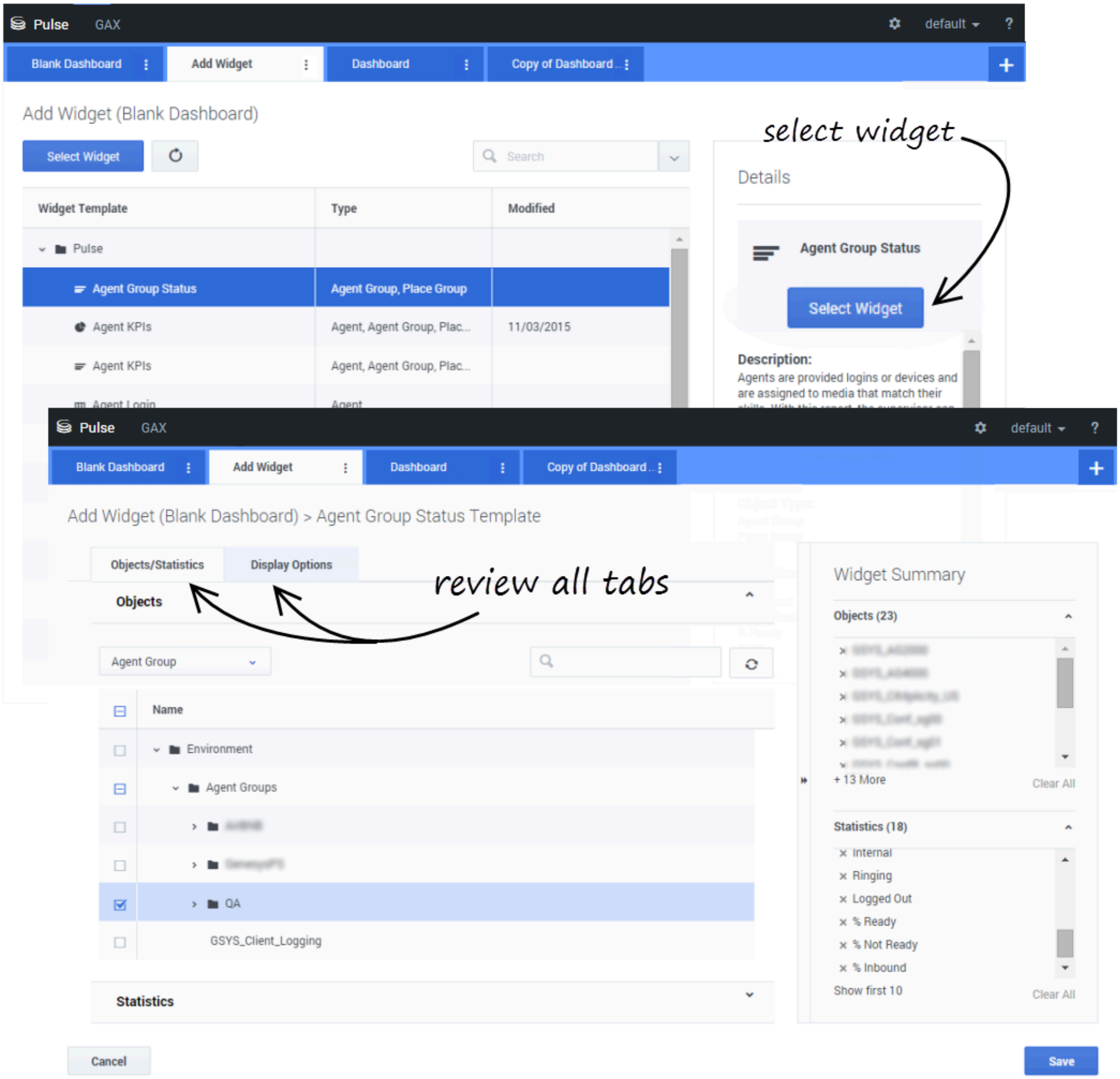


There are two ways you can add a report to your dashboard or wallboard:

- Click the more icon in the right corner and click **Add a Widget**.
- On empty dashboards and wallboards, click the **Add a Widget** icon.

Genesys Pulse opens a report builder to guide you.

Build a report



Genesys Pulse guides you through the process of creating or changing report widgets. Click the standard report template you want to use and then click **Create Widget**.

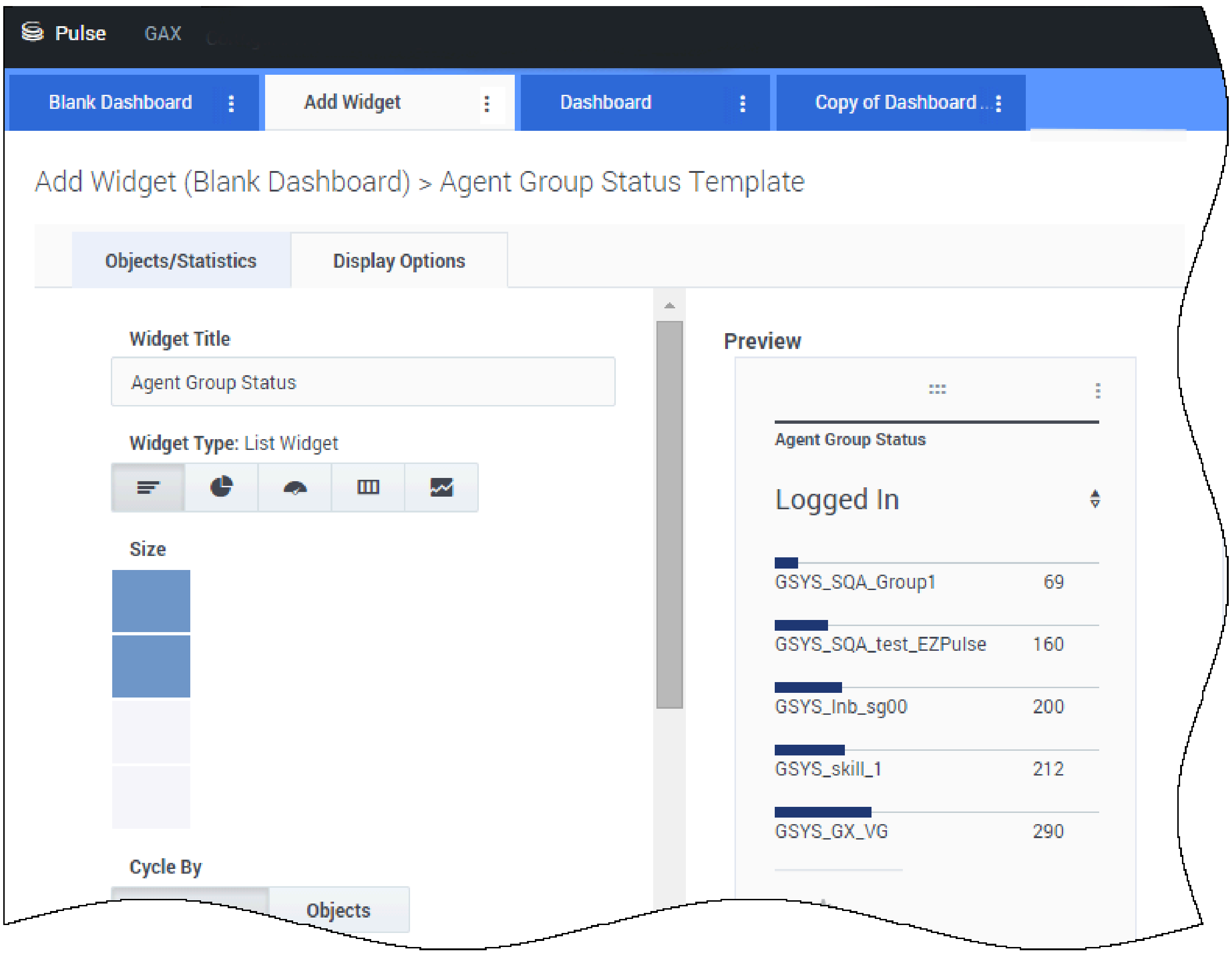
Select the **Objects** and **Statistics** that you want to see in your report.

Your report widget must have:

- One or more objects to measure. Your widgets must contain fewer than 100 objects.
- Add at least one non-string statistic.
- One widget type with specific display options.

Click the **Display Options** tab to define how you want to display your report.

Display options



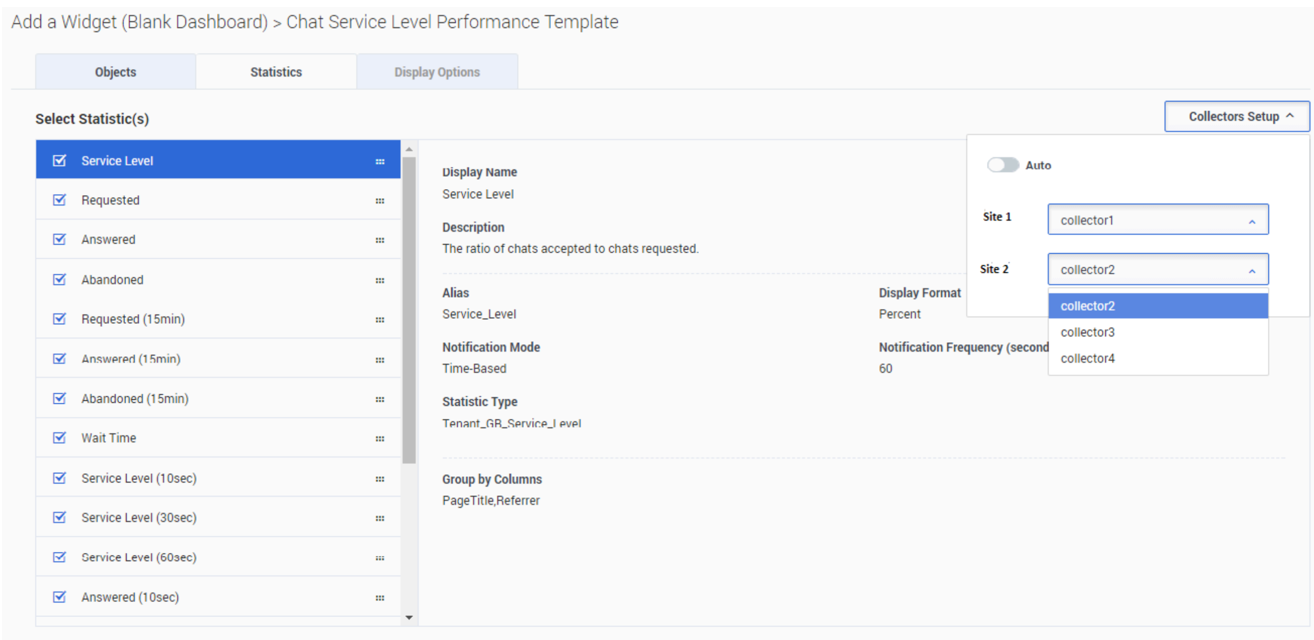
You need to define the default display settings for your widget. Users can change these options on their own dashboard.

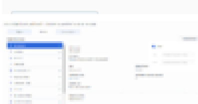
- Provide a name for report title.
- Select from the available Widget Types to display.
- Select the Widget refresh rate.

- Select options associated with the visualization (for example, alerts and size).
- Optional: For templates configured to use changes-based statistics (CurrentStatus and ExtendedCurrentStatus), set **enable quick updates**. See Deploying RabbitMQ for Quick Widget Updates.
- If needed, select the **Alerts for statistic** 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.

Select Collectors





Starting with release 8.5.108, Genesys Pulse allows users to assign specific Pulse Collectors for a particular widget. To enable this functionality, you need to set the **enable_manual_collector_binding** option to `true` in GAX configuration and assign the role with the `Pulse Manually Bind Collectors` privilege to selected users.

On the screenshot you can see Site 1 and Site 2 as it is a multisite configuration. For a singlesite configuration there will be only one site.

What do I do next?

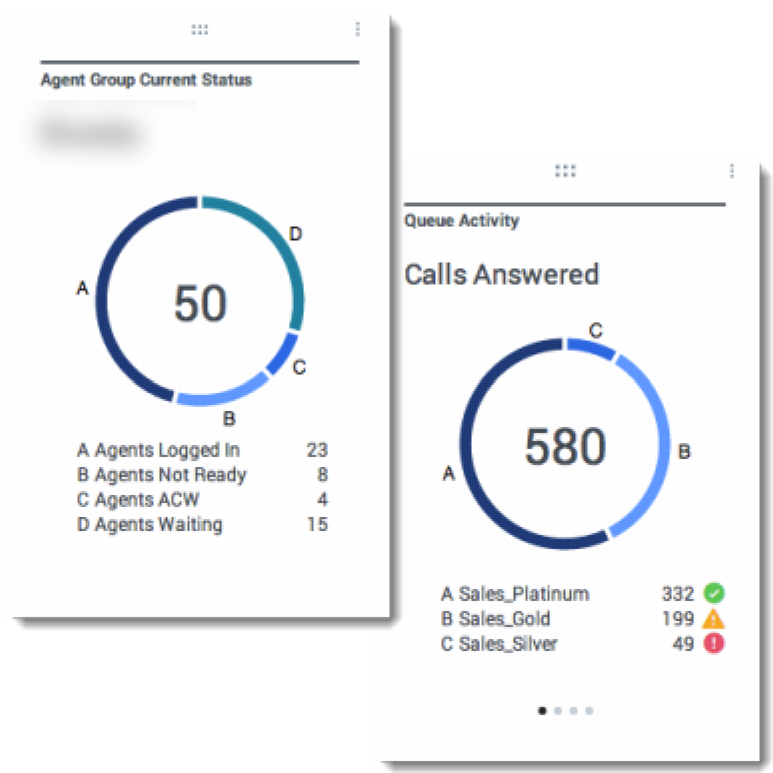
You might want to learn more about:

- Popular real-time reports
- Editing standard report templates
- Widget Types
- Displaying external content using an IFRAME widget
- Statistic properties
- Report formulas

Widget Types

The widgets on the Genesys Pulse dashboard display charts that provide an at-a-glance view of what is happening in your contact center. The best way to choose a widget type is to preview the widget when you add a new widget. This allows you to see which widget type best displays what you want to see in your report.

Donut widget



A Donut chart shows a proportional representation of the parts of a whole sample, similar to a pie chart.

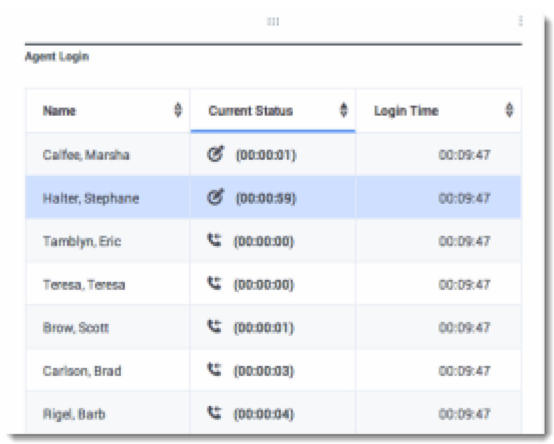
The Donut widget displays either:

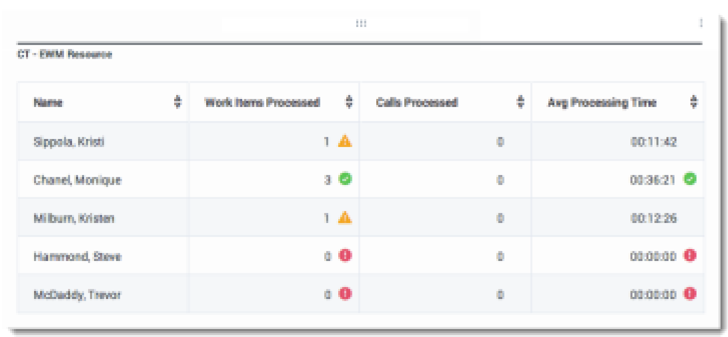
- one statistic for four specific objects
- one statistic for three top objects and a sum of the remaining objects
- one object with the values of four defined statistics

Depending on the reference selected in the Cycle By option, a carousel can be defined to display additional several items.

> **Important**
> If the statistic represents time, the summarized value in the center of the donut may not be useful for all statistics (for example, Oldest Call Waiting).

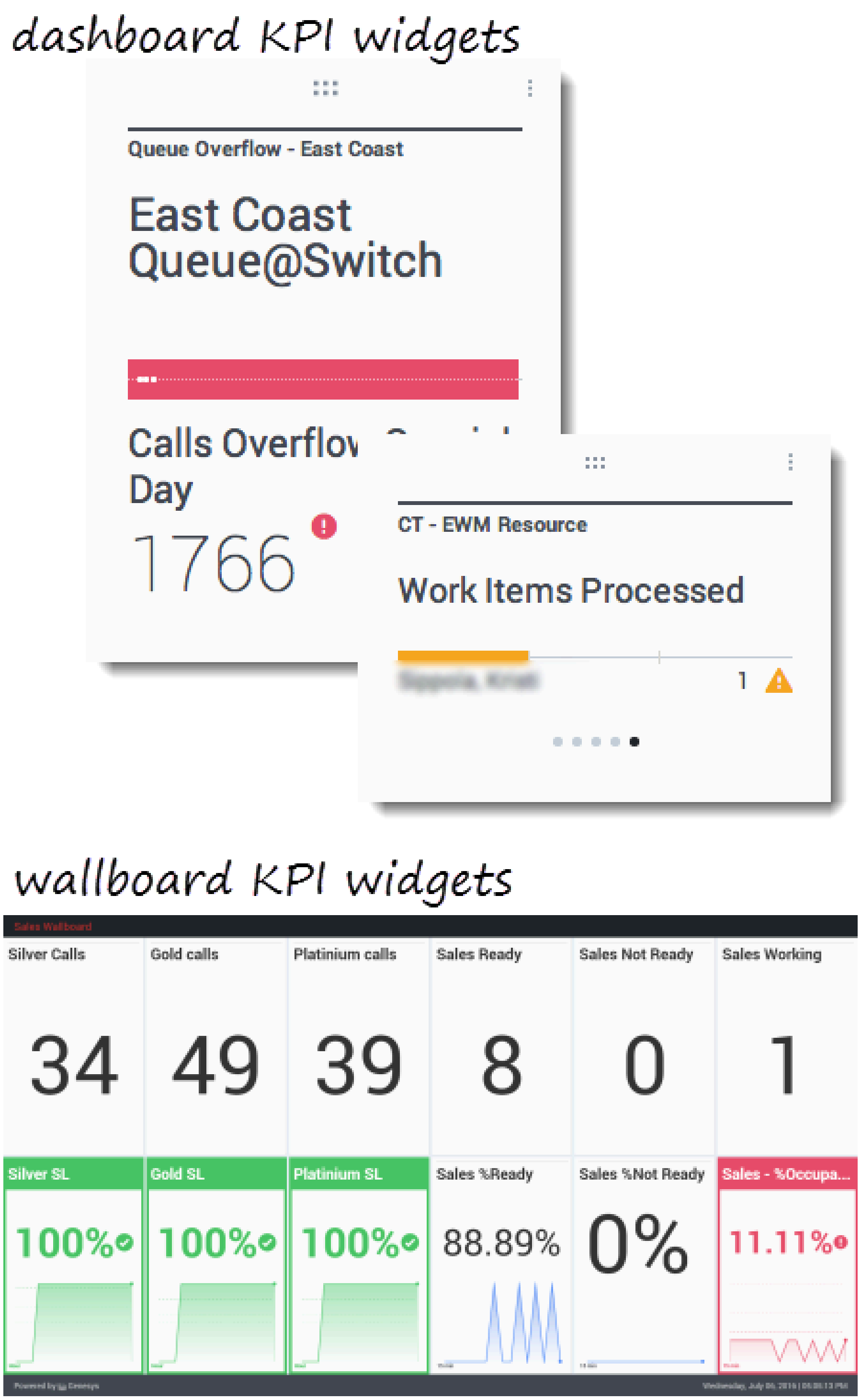
Grid widget





The Grid widget displays a list of items and their related statistics.

KPI widget


dashboard KPI widgets
Queue Overflow - East Coast
East Coast
Queue@Switch
Day
1766
CT - EWM Resource
Work Items Processed
1
wallboard KPI widgets
Silver Calls
Gold calls
Platinium calls
Sales Ready
Sales Not Ready
Sales Working
34
49
39
8
0
1
Silver SL
Gold SL
Platinium SL
Sales %Ready
Sales %Not Ready
Sales - %Occupa...
100%
100%
100%
88.89%
0%
11.11%

Important

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

Dashboard KPI Widget

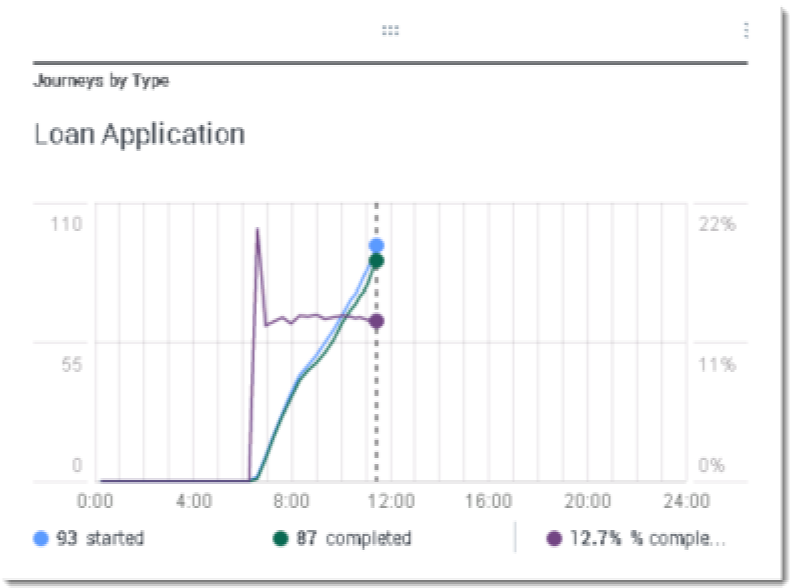
The dashboard KPI widget displays either one statistic for several objects or several statistics for one object, depending on the value of the Cycle By option. The Cycle By option is available if the widget has objects selected individually, not by group.

Wallboard KPI Widget

The wallboard KPI widget is different from the dashboard KPI widget. The Wallboard KPI widget displays only one statistic for one selected object and is designed for large screen sizes. You can only choose only between a regular or sparkline widget.

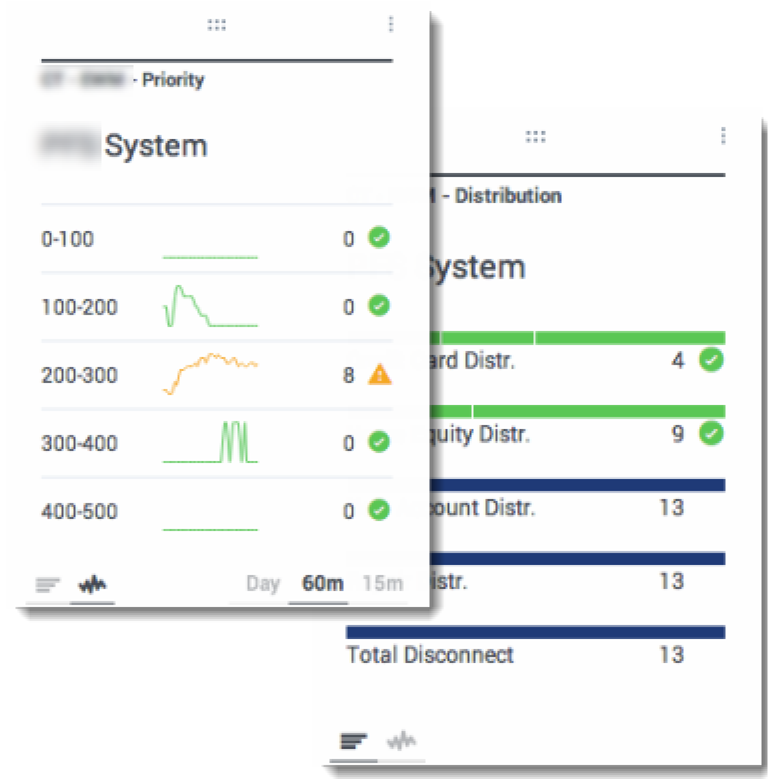
You can enable an additional line for a statistic trend if you change the **Format** option to **Line**.

Line Chart



Use the line chart to compare the trend of calls answered by each agent as points connected by lines.

List widget



The List widget displays either one statistic for many objects or many statistics for one object. Depending on the reference selected, the Headline type option might be available for this widget type.

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

Important

Non-numeric (error) values are converted to numeric to land on a straight line between the previous and next valid values.

For example, if a statistic has the historical values:

`10, 10, 10, 10, Error, Error, Error, 50, 50, Null, 10.`

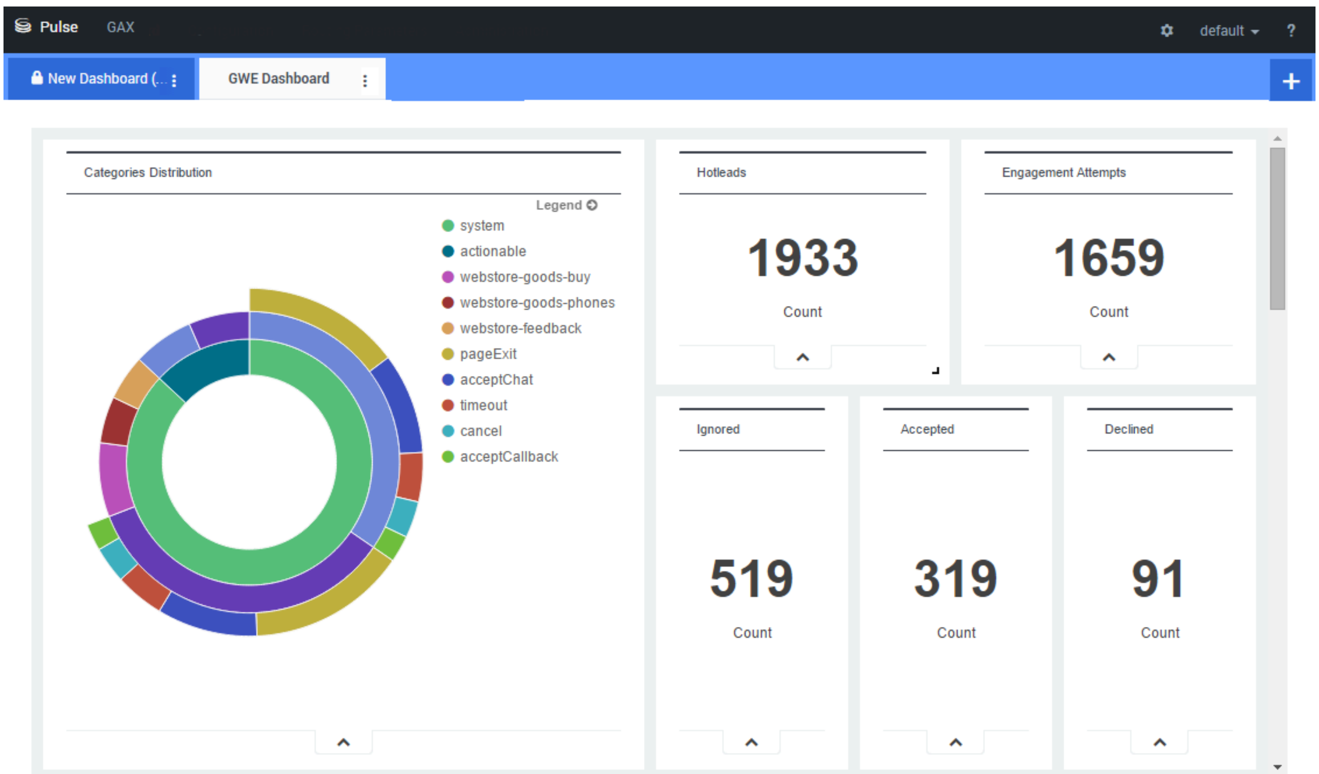
The chart values may be drawn on a straight line as:

`10, 10, 10, 10, 20, 30, 40, 50, 50, 30, 10.`

Display External Content

You can use an IFRAME widget to show content from an external URL on your Genesys Pulse dashboard. You may want to adapt your external content before you try to display what you want within Genesys Pulse. Genesys Pulse doesn't actually change anything within iFrame, but will provide scrollbars if the content is larger than the available area.

Use IFRAME widgets to display external content



Add a new widget and select the IFRAME template.

For an IFRAME widget, you need a web address for the **Dashboard Widget URL**. You may want to use a second web address for the **Expanded Widget URL** content, because widgets expanded to the size of the dashboard can display much more detail in charts than a regular dashboard widget can.

[+] IFRAME Widget Options

The available display options for IFRAME widgets include the following:

- **Widget Title**—The title appears at the top of your widget. Use this to identify the content of the widget.

- **Size**—The width and height ratio of your widget.
- **Allow resize**—Allow users to resize the widget.
- **Widget refresh rate**—The amount of time, in seconds, Genesys Pulse waits to update the widget content.
- **Dashboard Widget URL**—The web address of the content you want to display in your widget.
- **Automatic refresh**—Allows Genesys Pulse to automatically refresh the content as defined in the widget refresh rate.
- **Maximized Widget URL**—The web address of the content you want to display in your expanded widget.
- **Automatic refresh**—Allows Genesys Pulse to automatically refresh the content as defined in the widget refresh rate.

Tip

Here is an example of an IFRAME html page including instructions within a README file:

- IFRAME example (ZIP).

What do I do next?

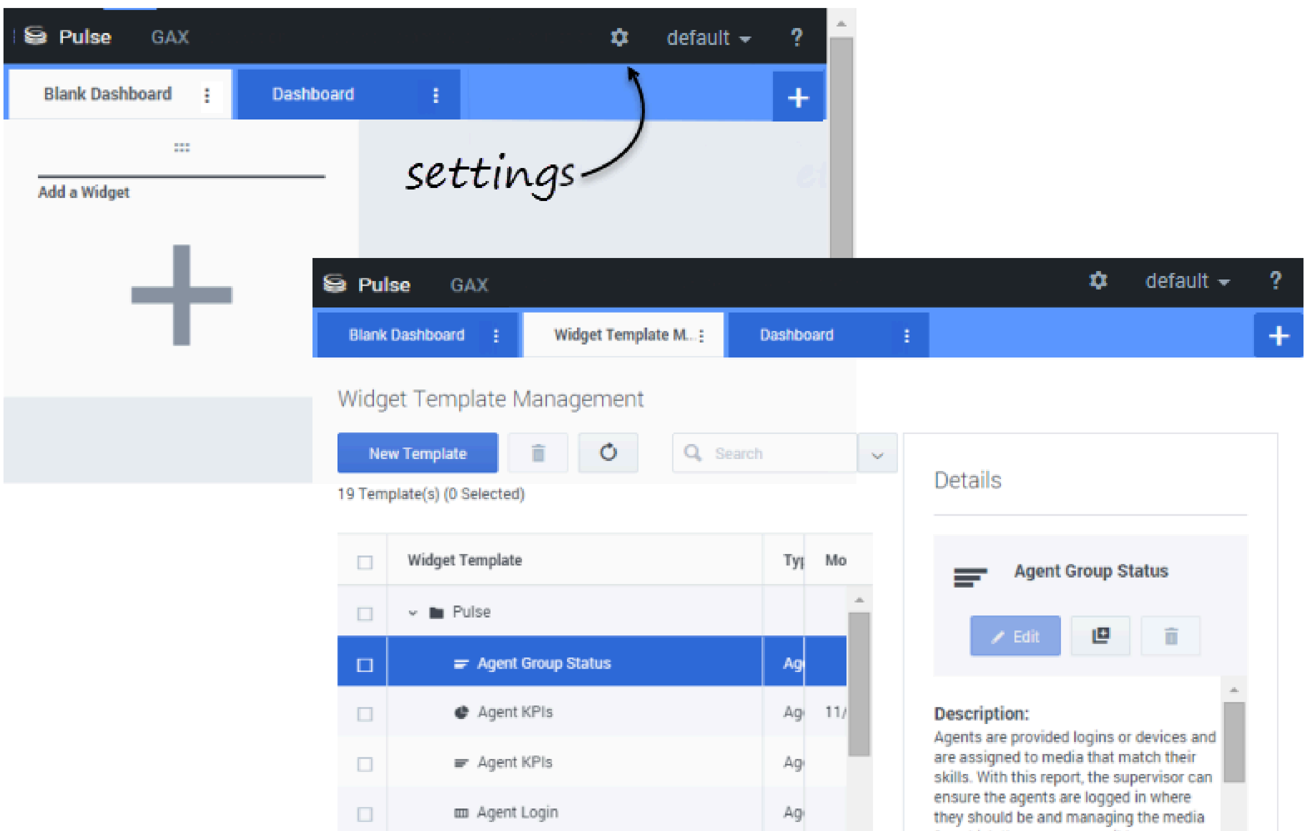
You might want to learn more about:

- Manage dashboards and wallboards
- Add report widgets to your dashboard or wallboard

Change the standard reports (templates)

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

Manage standard report templates



To manage shared widget templates, select **Settings**.

The easiest way to create a template is to clone and edit an existing widget template within Genesys Pulse. Genesys 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.

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

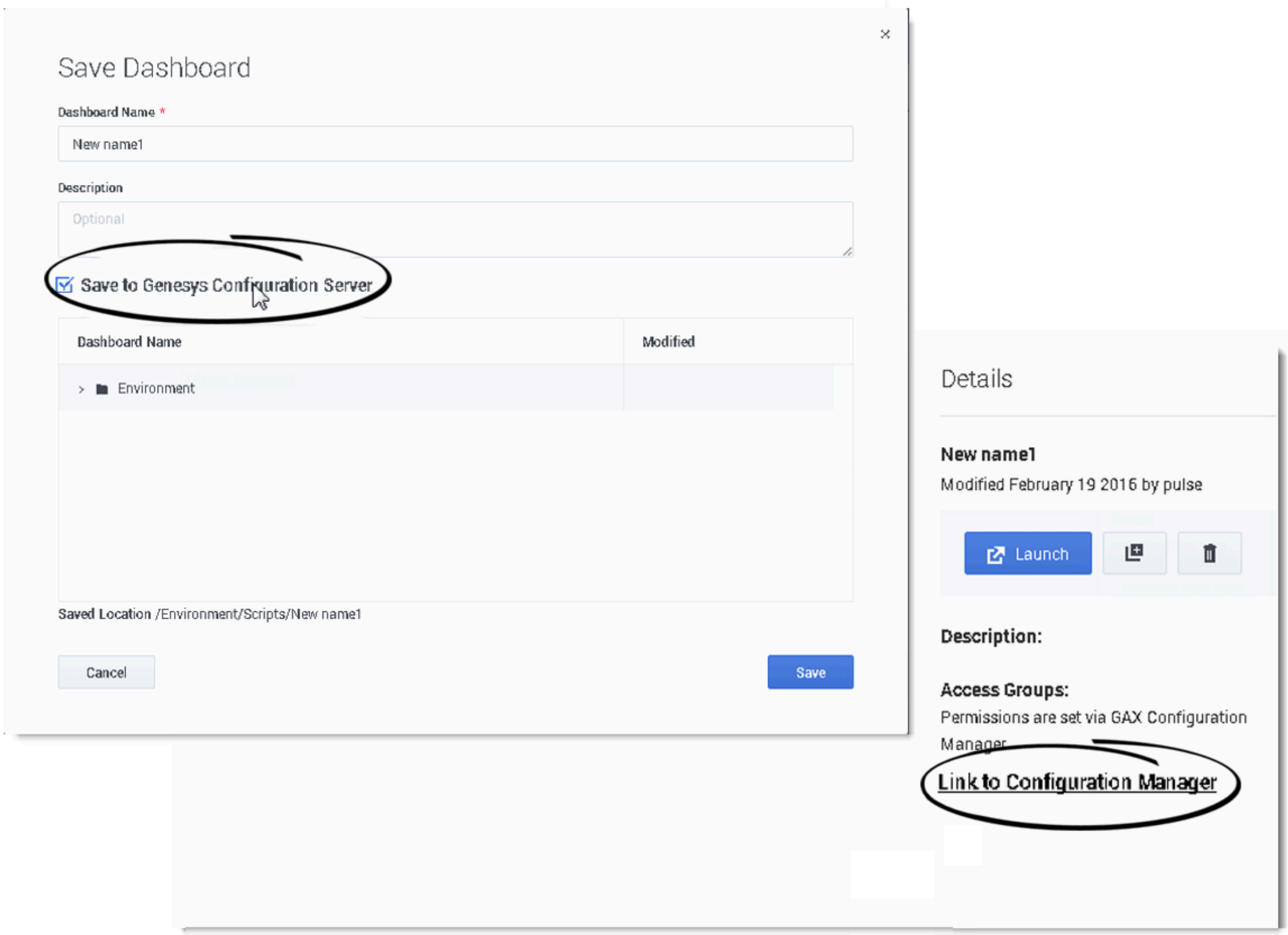
- One or more object types.
- One or more statistics.

- One widget type with specific options to display the information.

Important

You can hide or unhide the statistics and display options when you create or edit widgets. 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`.

Hide templates from other users



When you create your widget templates you can choose to prevent others from seeing and using your templates.

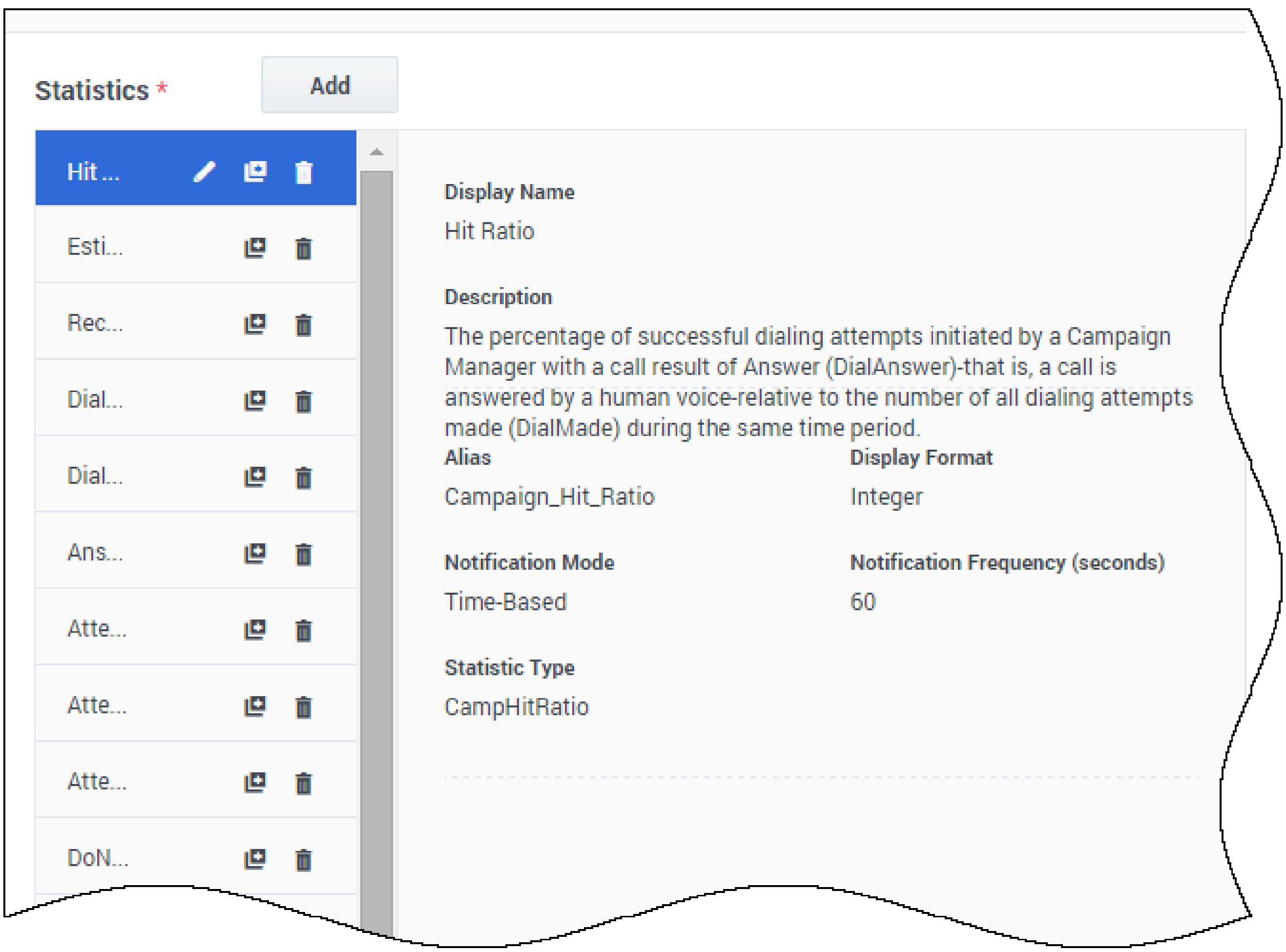
> **Important**
> To prevent other users from using your widget templates, you must have the GAX permissions: Access Configmanager; Read Scripts; and Create/Full Control of Scripts.

When you save your templates, choose the option **Save to Genesys Configuration Server**.

Then, from the template management, click **Link to Configuration Manager** on the right under **Access Groups**.

From here, you can define what permissions people have for your templates.

Select statistics



Within the Pulse statistic definition, you can specify statistic parameters regardless of whether they are available on any StatServer in your environment. This means you must also update the

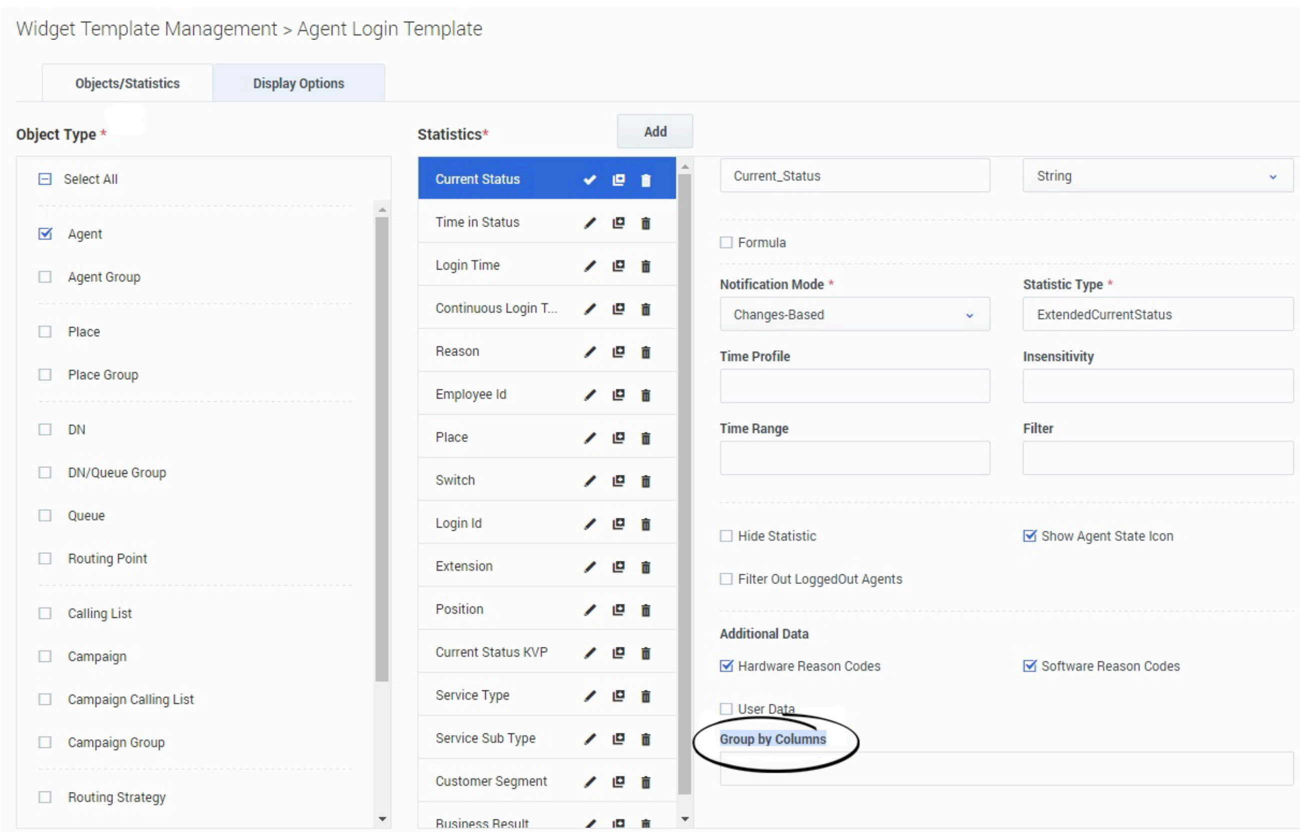
StatServer options to ensure that the StatServer connected to Pulse contains the corresponding options (for example, statistic types and filters). You can show or hide statistics as needed.

You must add at least one non-string statistic.

Choose the statistics and properties to include in your template. See report templates and statistics details.

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

Statistics Group by Columns

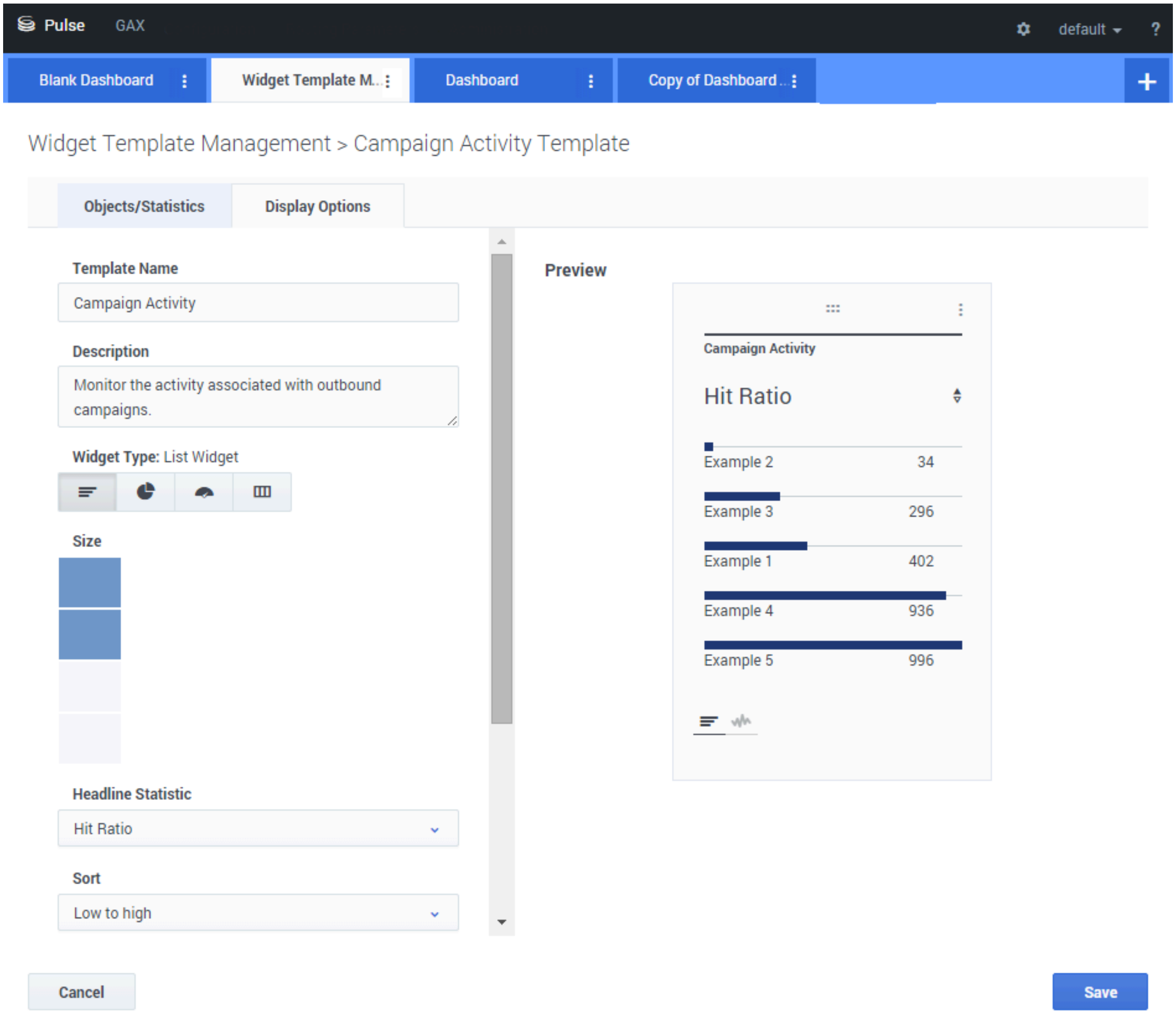


First, the StatType with **GroupBy** and **GroupByColumns** must be defined in Stat Server Options.

Once the statistics are defined, you can create a template with that statistic using the **Group by Columns** field. See **GroupBy** on the Statistic Properties page.

You can then create widgets using this new template.

Display options



The final step to validating your template is to define the display options of your report widget. This is what users see, but they can then change the options on their own dashboard.

- Name the report widget and provide title
- Select the Widget Type to display.
- Select additional available options

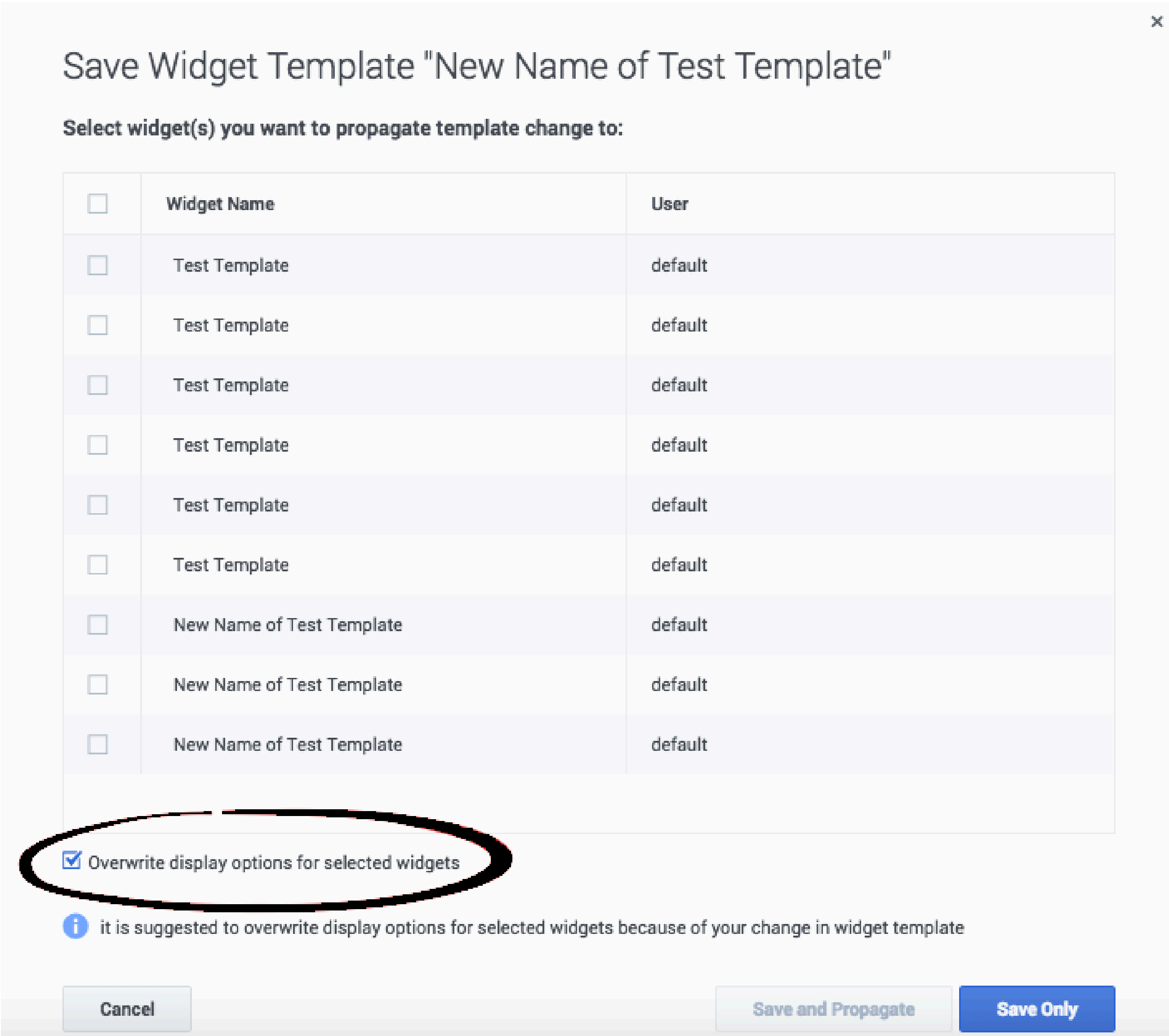
Note: The maximum value for the bar charts in List and KPI widgets is the maximum value of all the objects selected for the statistic in this widget or the maximum value of the alert configured for this widget.

- Select options associated with the visualization (for example, thresholds and size).
- Optional: For templates configured to use changes-based statistics (CurrentStatus and ExtendedCurrentStatus), 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.

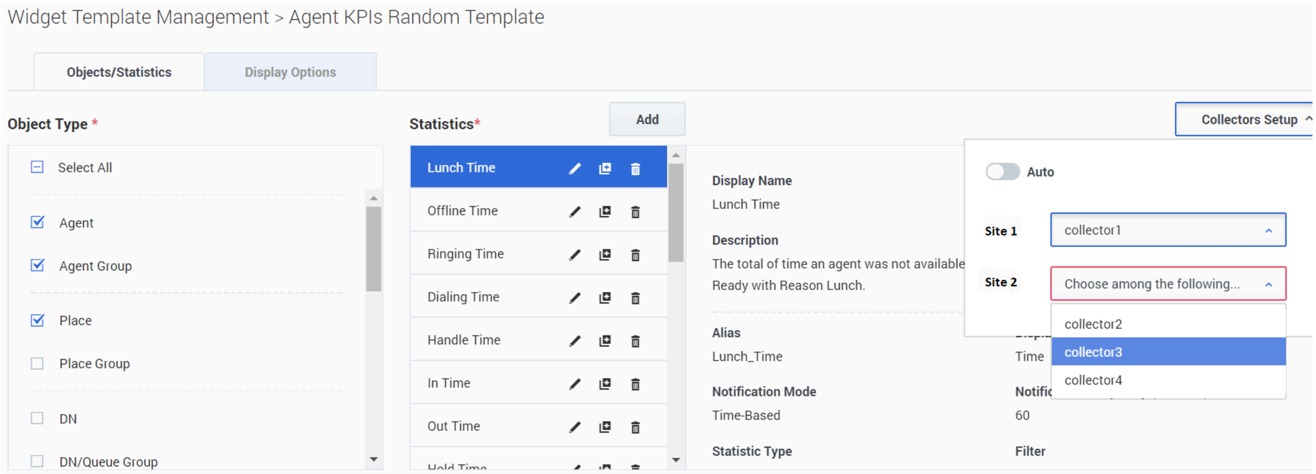
Propagate template changes



When editing is finished and you click **Save**, Pulse displays a list of all user widgets that use the template. Pulse lists the titles and owners of the widgets.

- Select which widgets should be updated.
- If needed, Pulse provides an **Overwrite Display Options for widget(s) selected above** checkbox.
  - If you select the checkbox, Pulse updates the widget type, headline, and all other display options in the widgets (except refresh rate), as well as the statistic definitions and allowed object types.
  - If you don't select the checkbox, Pulse updates only the statistic definitions and allowed object types.

Select Collectors



Starting with release 8.5.108, Genesys Pulse allows users to assign specific Pulse Collectors to handle all widgets based on this template. To enable this functionality, you need to set the **enable_manual_collector_binding** option to `true` in GAX configuration and assign the role with the `Pulse Manually Bind Collectors` privilege to selected users.

On the screenshot you can see Site 1 and Site 2 as it is a multisite configuration. For a singlesite configuration there will be only one site.

What do I do next?

You might want to learn more about:

- Widget Types
- Popular real-time reports
- Displaying external content using an IFRAME widget
- Statistic properties
- Report formulas
- Template function library

Statistic Properties

When you select a statistic within the template wizard, Genesys Pulse displays the values of the statistic properties. These statistic properties are described below.

Tip

You can modify a statistic definition while defining a template. See Report templates and statistics details.

Alias

The Alias must be a unique name that represents the technical name of the statistic. Use an ASCII letter for the first character.

Display Alias

The Display Alias is the name displayed on the report.

Description

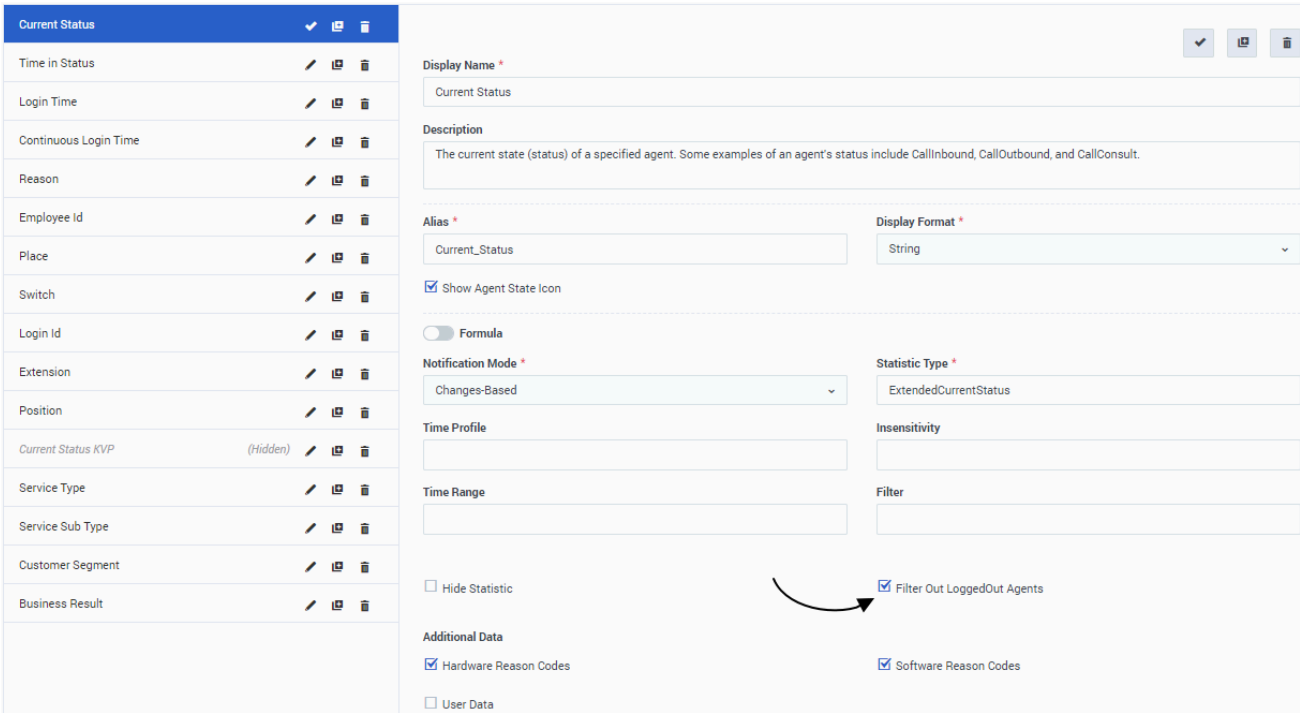
The Description provides the functional meaning of the statistic.

Display Format

The Display Format specifies whether values are shown as time or numbers, and, if numbers, the number of decimal places. Depending on the statistic you chose, the available formats in the drop-down list are time-based or numerical.

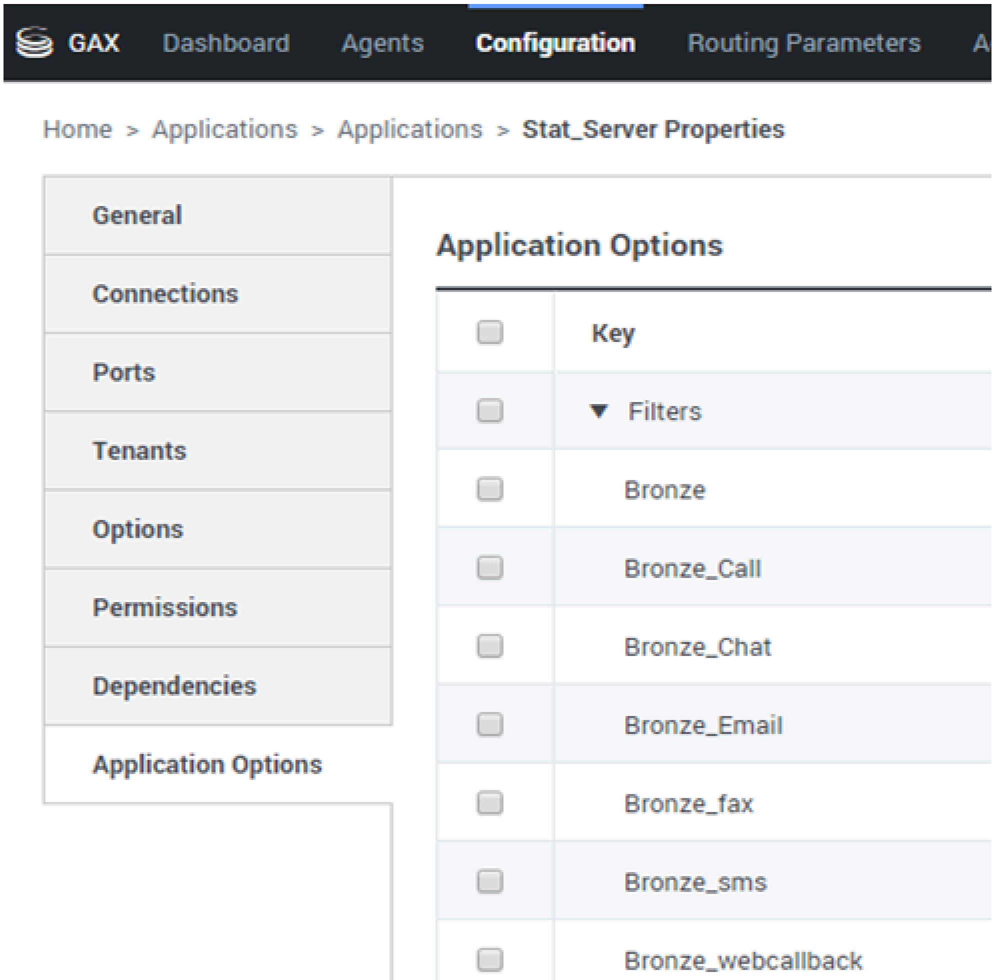
List of Values: Time, Integer, Number, Percent, String

Filter Out LoggedOut Agents



You can filter agents in the `LoggedOut` status from your reports within a report template. The `Filter Out LoggedOut Agents` option works in conjunction with the `Current Status` statistics, which are based on the `ExtendedCurrentStatus` stat type. Once enabled, the `Filter Out LoggedOut Agents` option is applied to all statistics in the template.

Filters



The Filters represent statistical filters that define restrictive conditions on actions used while calculating the statistic. See the "Statistical Categories" chapter in the Framework Stat Server User's Guide to learn how to define filtered statistics.

The list of Filters is available in the Configuration section of GAX. This view is available in Stat Server application options used by Genesys Pulse.

Your account must have privileges to access this section.

Within GAX, you can add, edit or delete a filter.

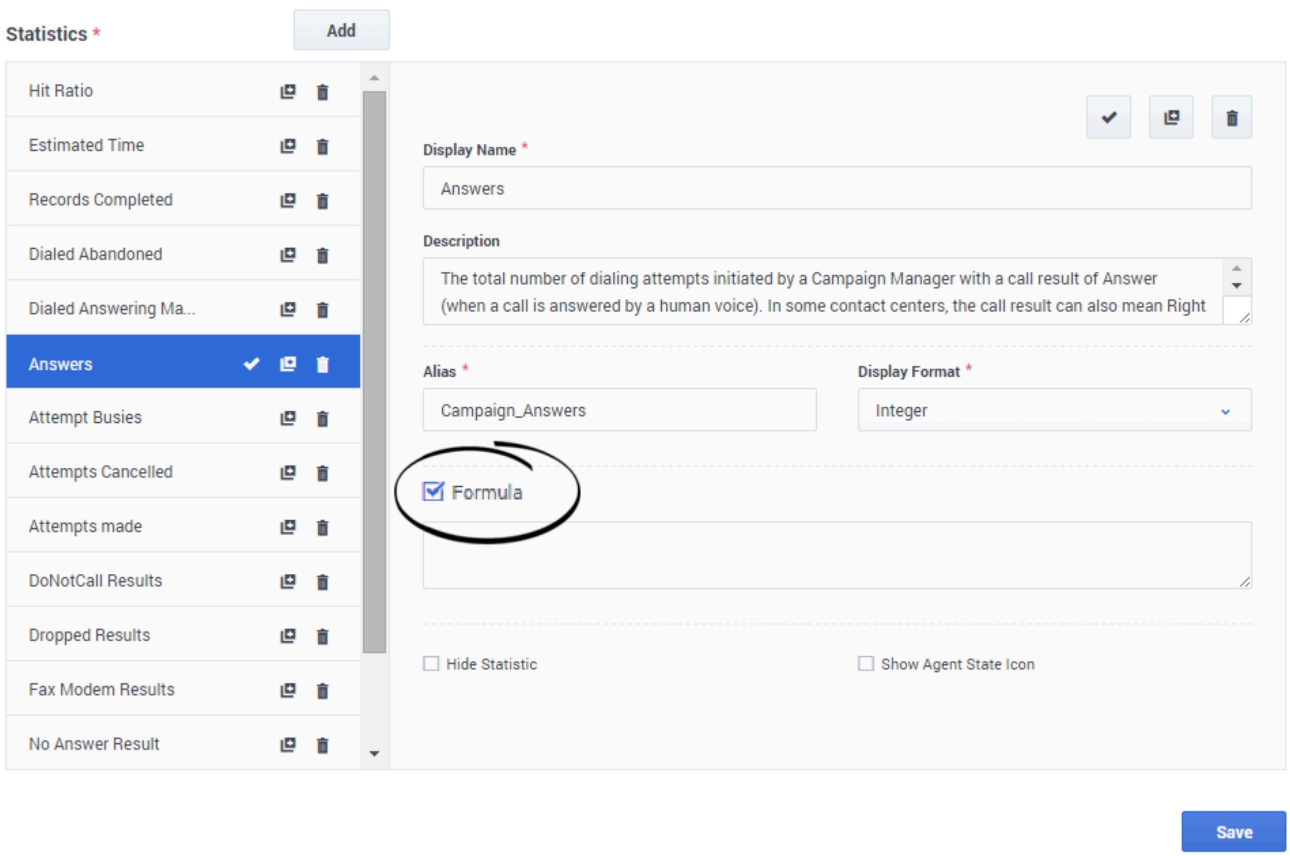
Filters Example Suppose that you want to filter calls based on language: If the enterprise set up the key Language to identify language and the value Spanish for callers who speak Spanish, you could use the PairExists UserData function to search for calls with attached data in the Language/Spanish key-value pair.

On the Options tab of the Stat Server Properties screen, you could add a SpanishLanguage option in the [Filters] section and specify filtering for calls with attached data containing the key "Language" and the value "Spanish".

The example would have SpanishLanguage in the Name field and PairExists("Language","Spanish") in the Value field.

Now, when an agent attaches the "Spanish/Language" key-value pair to calls from a desktop application, the calls are filtered out of statistical calculations.

Formula



From the statistic detail pane, you can create or customize statistics by creating a formula.

The formula uses a javascript-based syntax, which lets you calculate expressions with values given by other statistic and use functions provided by Genesys for more specific calculations. For example, you can calculate the ratio of the calls abandoned to the calls offered in your queue to measure the percentage of abandoned calls in your queue.

Genesys Pulse assumes the offered calls are defined by a statistic alias `Offered` and the abandoned calls are defined by a statistic alias Abandoned.

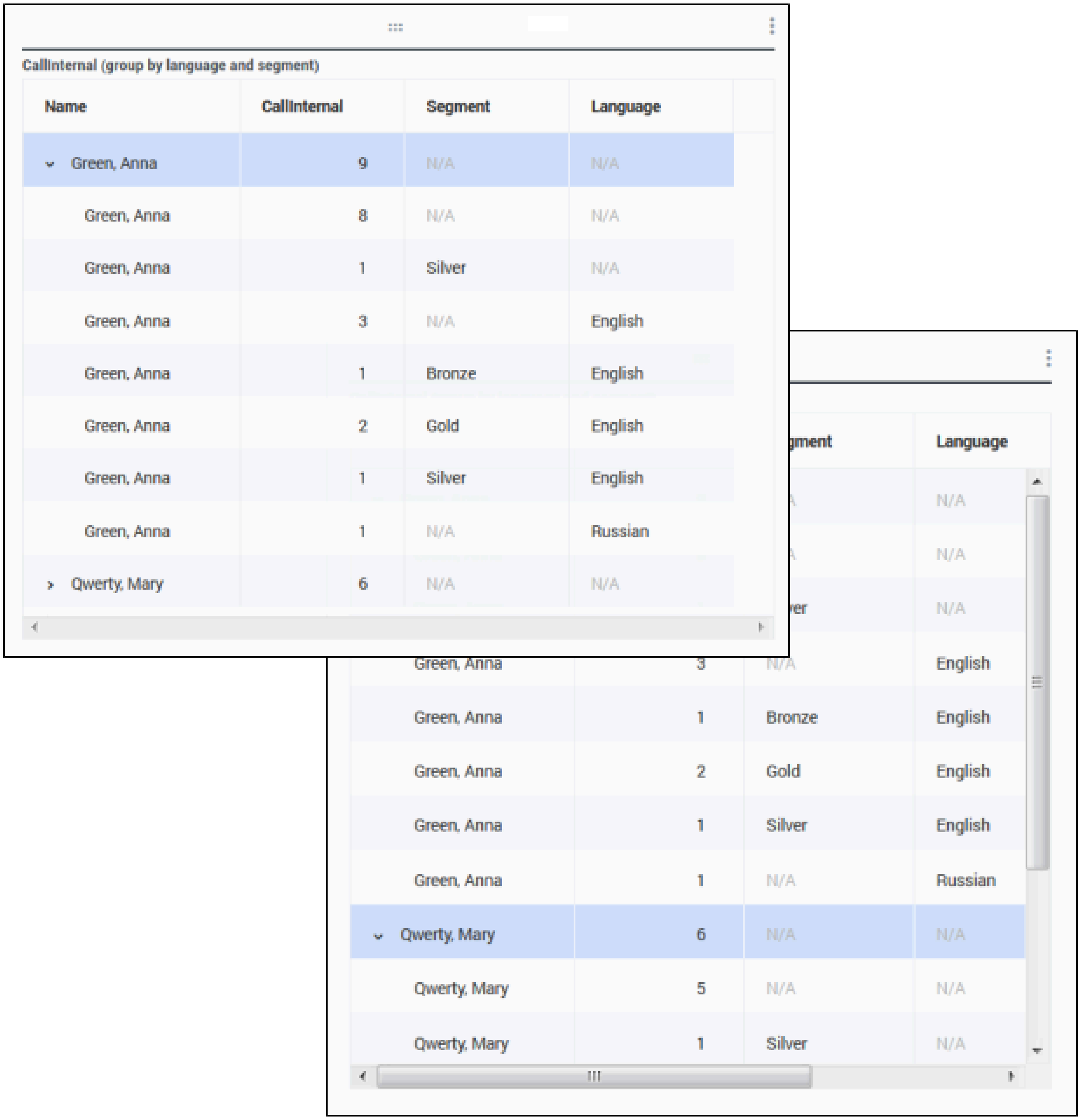
The formula must return a Result value to be valid and can access any statistics of the template with the following syntax: `Data.<Statistic-Alias>.Value`

All formulas must contain an assignment for the `Result` variable (for example, `Result=`). The `Result` of the formula calculation is the final value of this variable.

For example, here is a formula using the function `G.GetAgentNonVoiceStatus()`:

```
Result = G.GetAgentNonVoiceStatus(Data.Current_Status.Value, email);
```

GroupBy



Important

- GroupBy support relies on StatServer functionality that was introduced in release 8.5.103. See the StatServer User Guide for more information.
- Genesys Pulse supports snapshots when GroupBy is applied to the same expression for either all or no statistics.
- When you use a GroupBy expression that involves user data which is changed during call, that call will be counted in the group with the old value (or no value) AND in the group with new value. Therefore, for the TotalNumber statistics, if you add up all values for all groups, you have more than the statistic's total value.

The GroupByColumns option facilitates provisioning of Genesys Pulse widgets and enable multi-dimensional data presentation (GroupBy capability) in Grid widgets and in the Data view on an expanded widget tab.

GroupBy columns should contain valid unique aliases, separated by comma.

StatType, used with GroupBy capability, must define the following additional attributes:

- **GroupBy**—contains grouping expressions separated by comma
- **GroupByColumns**—contains aliases for grouping expressions separated by comma

Example:

To monitor the number of internal calls grouped by Language and Segment, instead of explicitly defined and applied filters to a metric, define the GroupBy and GroupByColumns for the StatType in the Stat Server:

```
[Total_Calls_Grouped]
Category=TotalNumber
GroupBy=GetString(UserData,"Language"), GetString(UserData,"Segment")
GroupByColumns=Language, Segment
MainMask=CallInternal
Objects=Agent
Subject=DNAction
```

Include a metric based on this StatType in your widget template and make sure **Group By Columns** field is filled correctly with “Language, Segment” string.

Important

All metrics in the StatType GroupByColumns attribute aliases must be included in the **Group by Columns** field or all GroupBy data is ignored.

You can use **Group by Columns** option when you create a template.

Insensitivity

Insensitivity describes a condition for Stat Server to send updates of statistical values to its clients. An increase in the value of this parameter usually decreases network traffic, but it also reduces reporting accuracy, because values are not updated as frequently. This setting is not visible in Stat Server configuration, but rather, clients pass its value to Stat Server along with each statistic request.

Insensitivity plays no role for reset-based statistics. For time-based or change-based notification mode, Stat Server only reports the recalculated value if the absolute value of the difference between the previous value and the recalculated value or its percentage ratio to the recalculated value is at least equal to the number specified by Insensitivity.

For example, if the result has a long integer data type—as is the case for statistics measuring time—Stat Server uses the absolute difference in values for comparison. Given an Insensitivity setting of 5 in this case, Stat Server sends the recalculated result to its client when the absolute value of the difference between the new and old result is at least 5 (seconds, usually).

Notification Mode

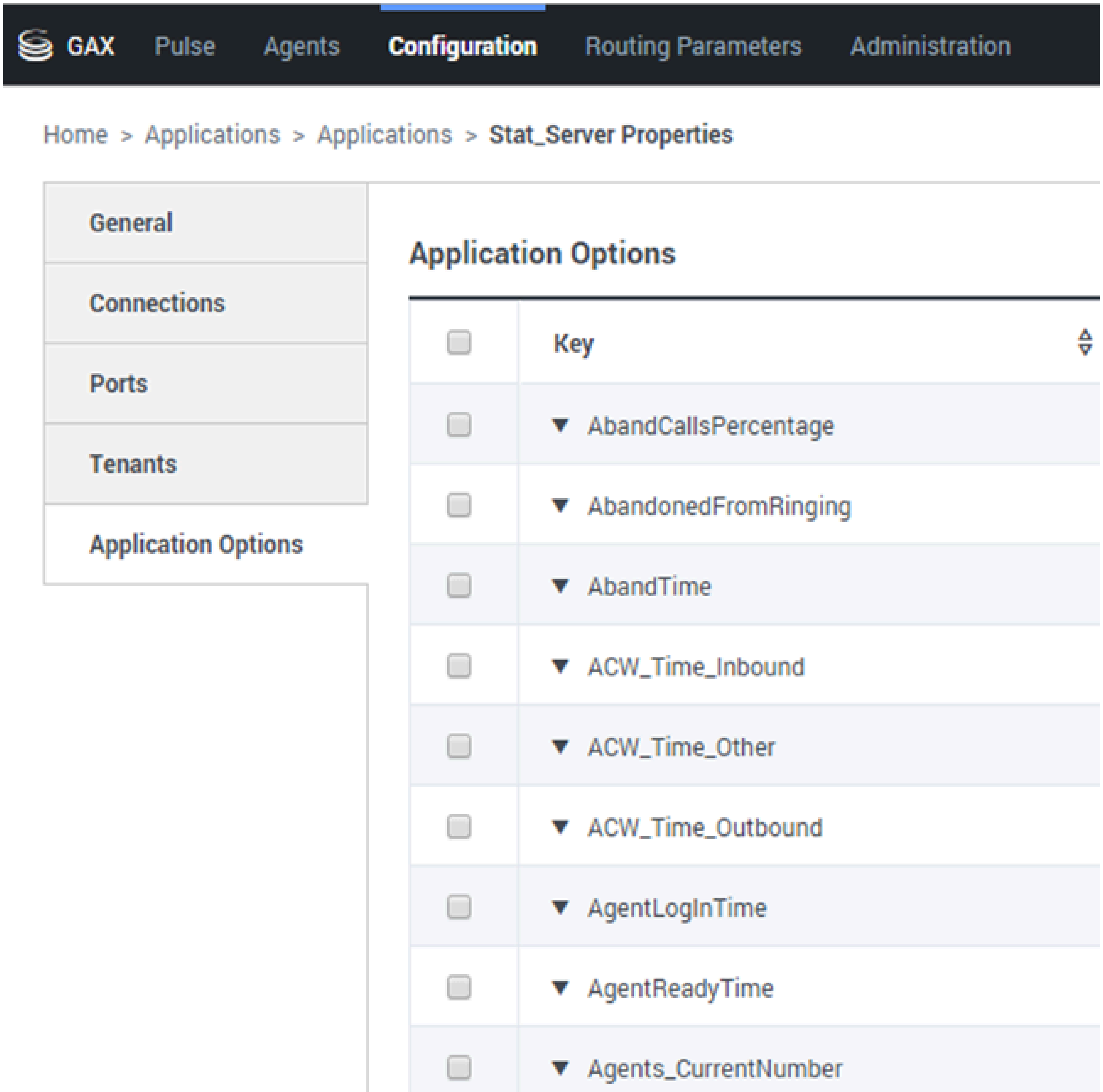
The Notification Mode determines when Stat Server sends updated statistical values. These are the valid options:

- **Time-Based**—Select this Notification Mode to instruct Stat Server to recalculate the statistic by the frequency displayed in Notification Frequency property. Stat Server sends a new value to Genesys Pulse only when the absolute difference from the last reported value exceeds the Insensitivity property.
- **Change-Based**—Select this Notification Mode to instruct Stat Server to notify Genesys Pulse about changes immediately.
- **No Notification**—Select this option to instruct Stat Server to not report updates. Updates are turned off in this case.
- **Reset-Based**—Select this Notification Mode to instruct Stat Server to report Genesys Pulse value right before setting it to zero (0). CurrentState statistics cannot be requested with Reset-Based notification mode.

Notification Frequency

Use Notification Frequency to set how often, in seconds, Stat Server recalculates the statistic and notifies Genesys Pulse if the statistic changes by more than the valued displayed in the Insensitivity field. This field is only used when a Time-Based Notification Mode is selected for the statistic.

Statistic Type



The mandatory Statistic Type displays the parameters that define the statistic type within Stat Server.

The list of Statistic Types available in the environment should be accessible through the Genesys Administrator Extension (GAX) within the Configuration section. You can view them in the Application Options of the Stat Server application used by Genesys Pulse.

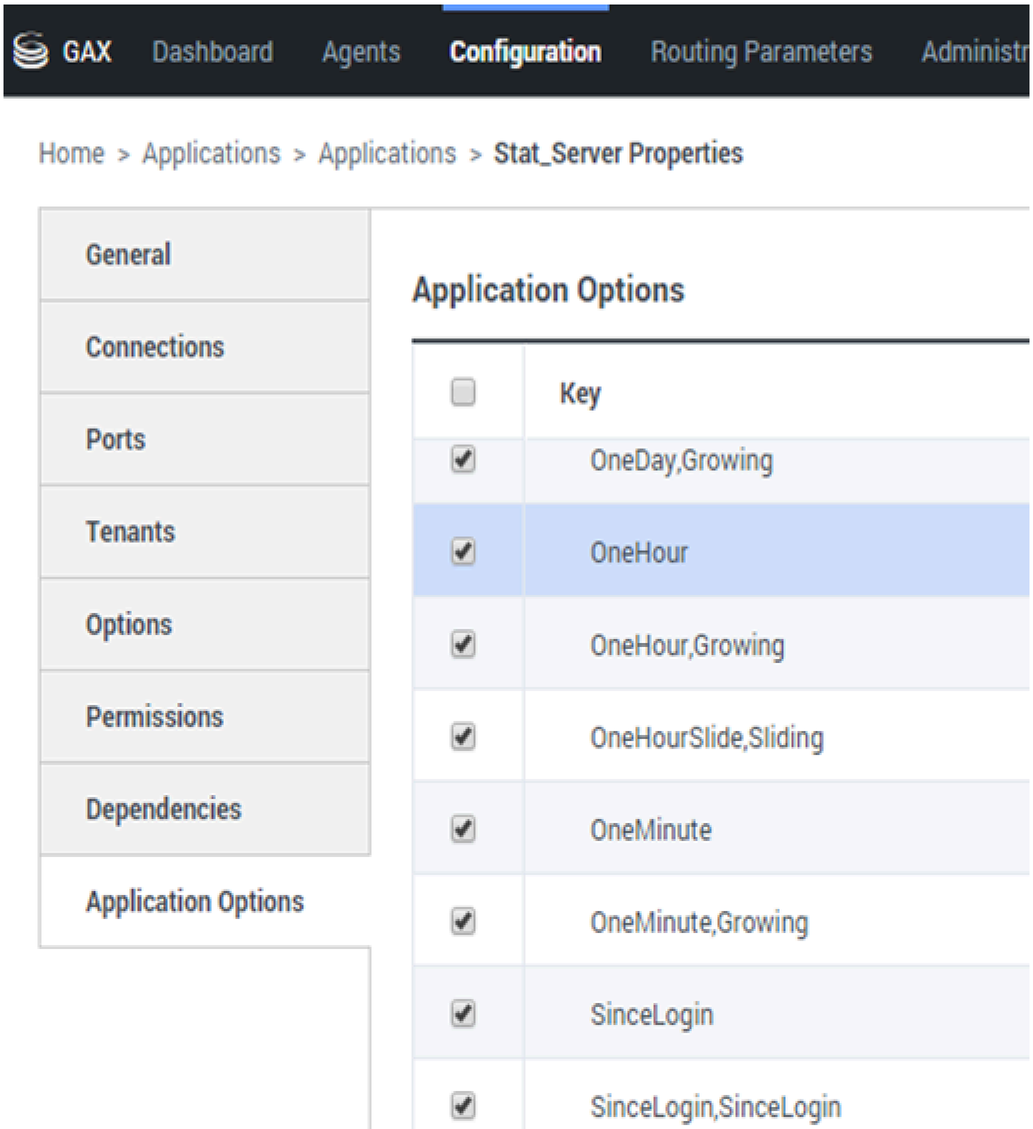
Your account must have privileges to access the Configuration section.

Within GAX, you can add, edit, or delete a statistic type.

This list should be the same as the list of statistic types detailed in the Genesys Pulse templates spreadsheet.

For more information on Stat Type definitions, see the Framework Stat Server User's Guide.

Time Profile



Use the Time Profile to define the Time Profile for the statistic and specify the interval over which historical aggregate values are calculated. All time profiles are defined as configuration options in the Time Profiles of the Stat Server Application object in Genesys Configuration. See the Framework Stat Server User's Guide for information about how to set up time profiles.

The list of Time Profiles available in the environment should be accessible in the GAX Configuration section. This view is available in Stat Server application options used by Genesys Pulse.

Your account must have privileges to access this section.

Within GAX, you can add, edit, or delete a Time Profile.

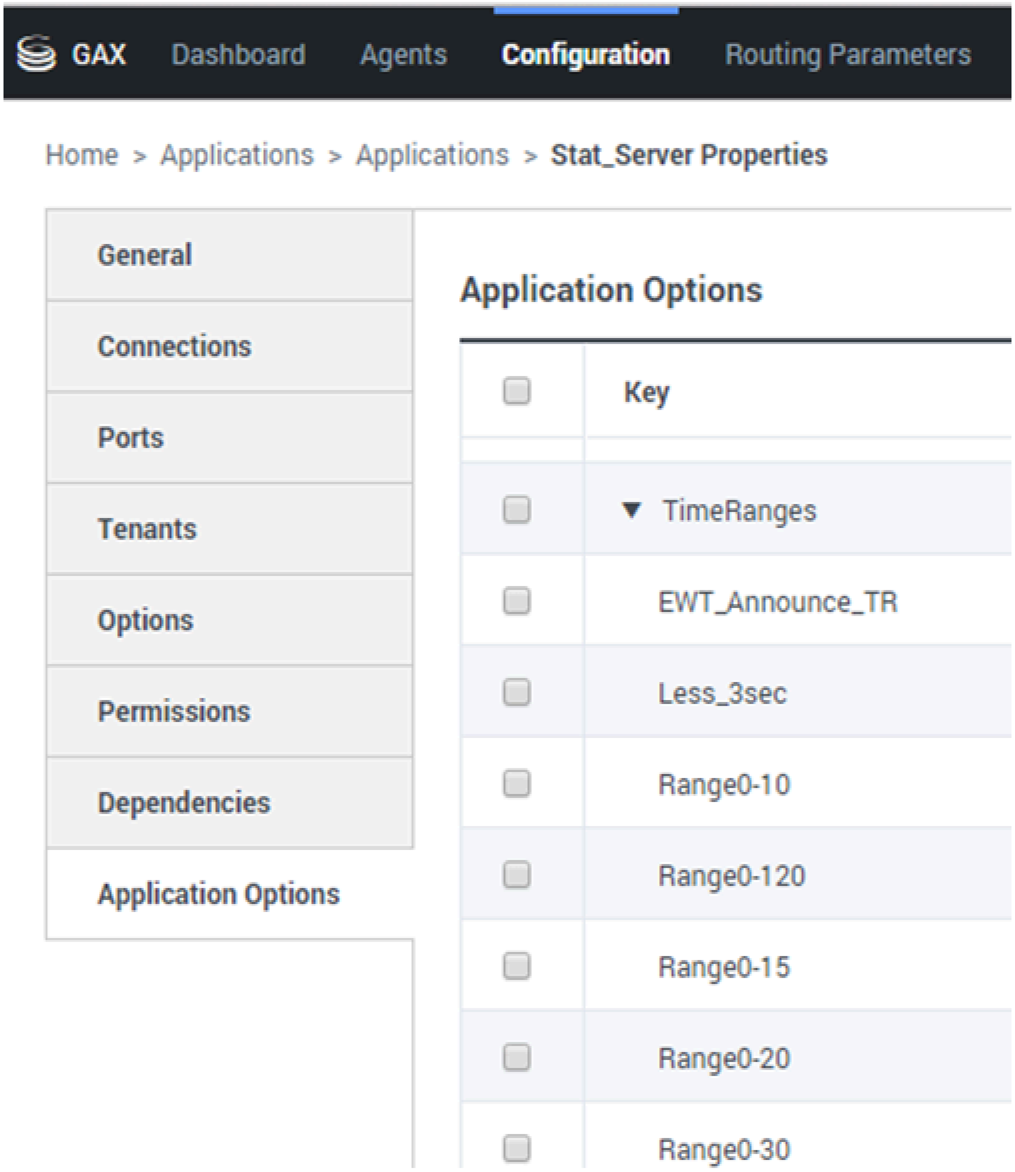
The Time Profile contains four main types:

- Growing
- Sliding
- Selection
- SinceLogin

Time Profiles Examples

- Default,Growing—The Default time profile uses a Growing interval type and resets statistics to zero (0) every night at midnight. The default value is set to 00:00.
- LastHour,Sliding—The LastHour time profile uses a Sliding interval type and tracks the last hour of activity with a sampling taken every 15 seconds. The default value is set to 3600:15.
- SinceLogin,SinceLogin—SinceLogin resets statistics to zero (**0**) at the moment of agent login. Statistics continue to accumulate as long as the agent is logged into (any) DN. The SinceLogin interval type aggregates statistical data only for agent-object statistics.
- Shifts,Growing—A time profile named Shifts resets statistics to zero when shifts change at 3:00 AM, 7:00 AM, 11:00 AM, 1:00 PM, 7:00 PM, and 1:00 AM. The default value is set to 3:00 +4:00, 13:00 +6:00.

Time Range



The Time Range specifies when to collect data for a limited set of statistics. See the Framework Stat Server User's Guide for information about how to set up time profiles.

The list of Time Ranges is available in the Configuration section of GAX. This view is available in the options of the Stat Server application used by the Genesys Pulse solution.

Your account needs to have privileges to access this section.

Within GAX, you can add, edit, or delete a time range.

Time Ranges apply to statistics in following categories:

- TotalNumberInTimeRange
- TotalNumberInTimeRangePercentage
- CurrentNumberInTimeRange
- CurrentNumberInTimeRangePercentage
- ServiceFactor1
- TotalTimeInTimeRange

Time Range Example

Suppose that you want to calculate the total number of calls answered within 30 seconds. To do so, enter Range0-30 in the Name field, and 0-30 in the Value field.

In this example, a Genesys Pulse statistic that calculates the total number of calls is based on the time range "Range0-30". If one call is answered after being in a queue for 25 seconds, a second call after 40 seconds, and a third call after 10 seconds, Stat Server counts only the first and third calls.

What do I do next?

You might want to learn more about:

- Widget templates
- Report formulas
- Template function library

Report Formulas

If you decide that one of your reports needs a different or additional statistic, you can edit the report's template to make that happen. You can accomplish this by adding a formula to the report template that retrieves the statistic or key performance indicator (KPI) you want.

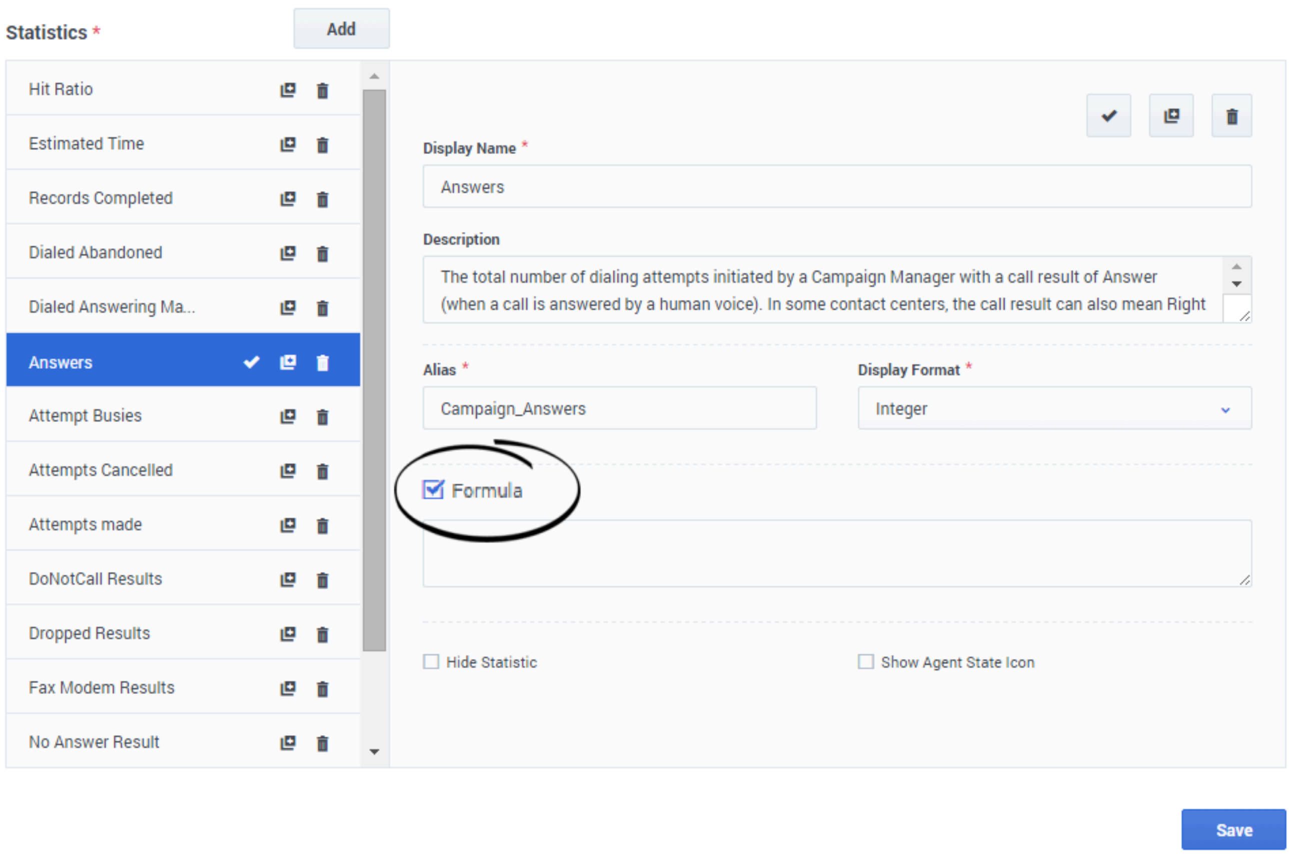
Since you cannot change the standard templates provided, if you want to change one of the standard reports, just create a clone of the template and make changes in the new template.

Who can create these statistics? If you can create and edit Genesys Pulse templates, you can use formulas.

Important

If you already know how to use the formulas, you can use the function library to help you create your formulas.

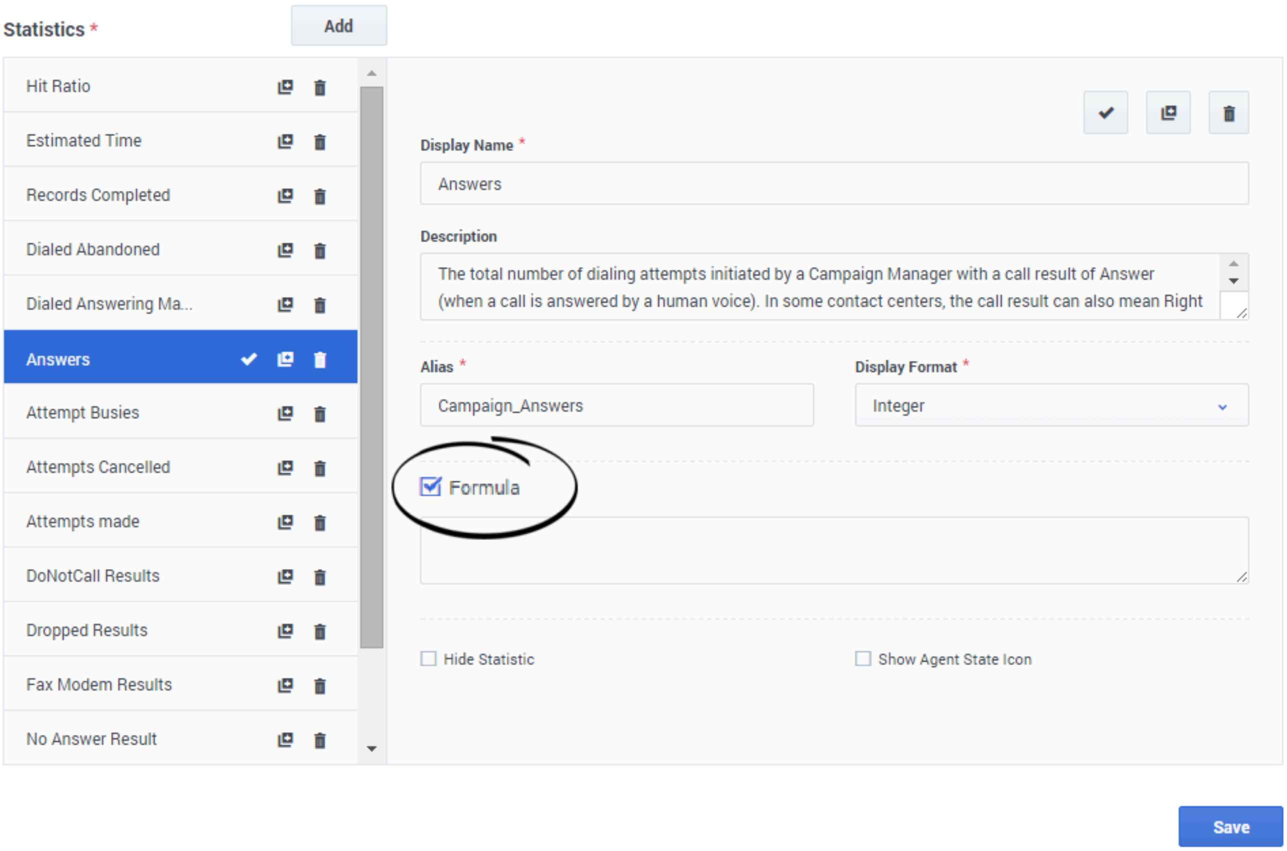
Add a formula



From the statistic detail pane while editing a widget or template, you can create or customize statistics by creating a formula.

The formula uses a javascript-based syntax, which lets you calculate expressions with values given by other statistic and use functions provided by Genesys for more specific calculations. For example, you can calculate the ratio of the calls abandoned to the calls offered in your queue to measure the percentage of abandoned calls in your queue.

Display percentages



Let's say you want to display percentages based on two metrics. Just copy the following example using the statistics you want.

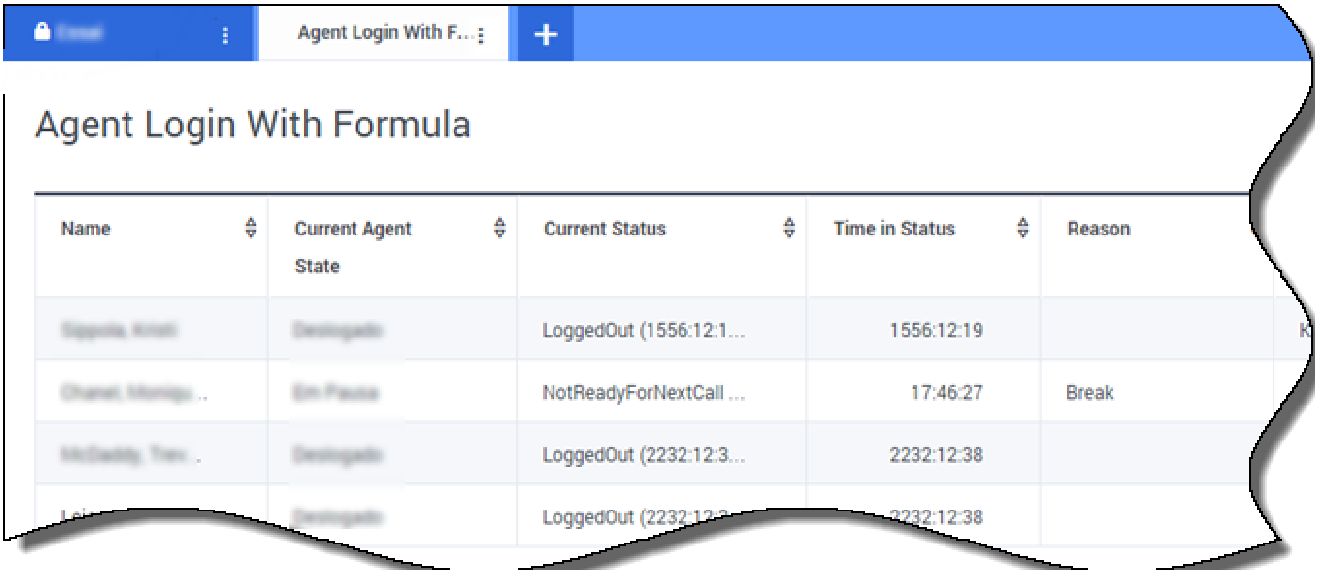
In this example, we want to retrieve the percentage of outbound calls out of the total of both inbound and outbound calls. The formula can access any statistic within a template with the following syntax: `Data.`*`Statistic-Alias`*`.Value`. The formula must return a valid `Result` value.

In the following formula, we assume the outbound calls are defined by a statistic alias `Outbound` and the inbound calls are `Inbound`.

Formula: Calculate a Percentage

```
if ((Data.Outbound.Value + Data.Inbound.Value) != 0)
Result = 100 * Data.Outbound.Value / (Data.Outbound.Value + Data.Inbound.Value);
else Result = 0;
```

Display Agent Status KPIs



Let's say you want to display KPIs for agent status. Just use the `Current_Status` statistic.

[+] How the Current_Status statistic is defined.

The `Current_Status` statistic is defined by Stat Server options properties. The statistic type `ExtendedCurrentStatus` returns a specific object that can be further analyzed to provide only the Duration of the object.

```
[ExtendedCurrentStatus]
Category=CurrentState
MainMask=*
Objects=Agent
Subject=DNAction
```

You can use formulas to find the information you need:

[+] Show agent time in current state

You can display the agent status duration using the `Current_Status` statistic.

Formula: Get Status Duration

```
Result = G.GetStatusDuration(Data.Current_Status.Value);
```

[+] Show the Reason Code selected by the agent

You can display the reason code for the agent status.

Formula: Get Reason Code

```
Result = G.GetReasonCodes(Data.Current_Status.Value);
```

If you want to display more user data in addition to the Reason Code, you need to enable the Additional Data property (User Data) of the statistic and apply a formula to filter only the Reason Code from the resulting Current_Status, which contains both the User Data and Reason code.

Formula: Filter only Reason Code

```
var res = G.GetReasonCodes(Data.Current_Status.Value);
var x = res.split(';');
Result = "";
for (var i = 0; i < x.length; i++) {
    var s = x[i];
    if (s.indexOf("Break") > -1 ||
      s.indexOf("Offline") > -1 ||
      s.indexOf("Training") > -1 ) { Result = s; break; }
}
```

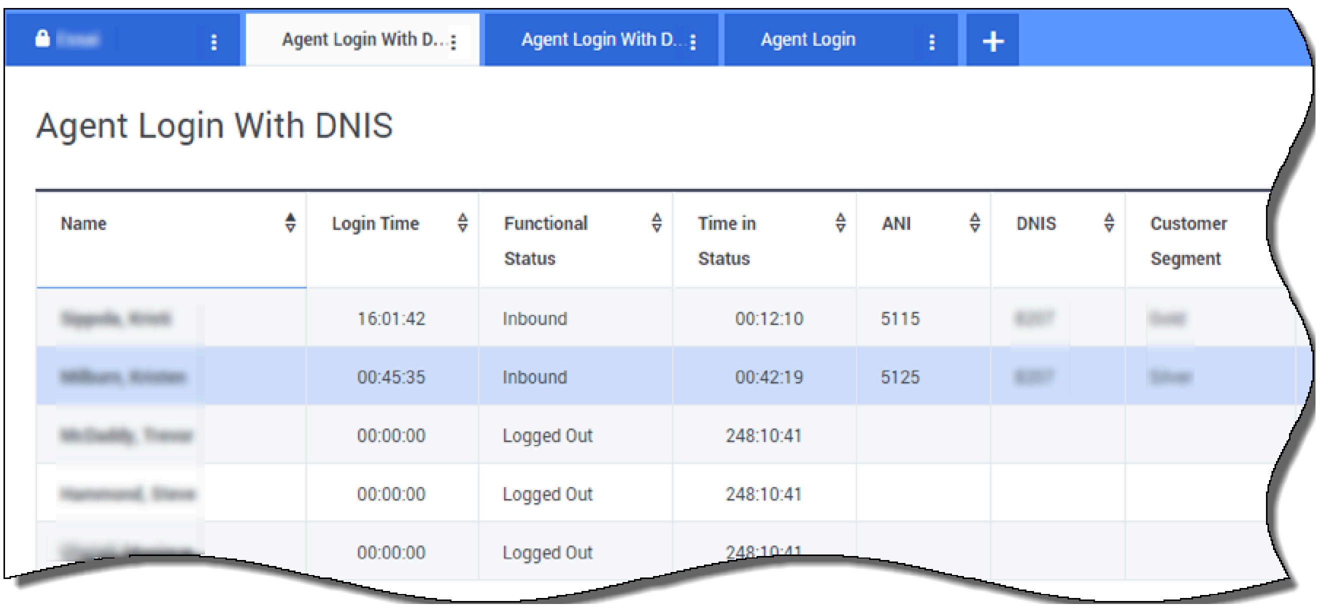
[+] Show current agent state by media type

You can display the current agent state by media type.

Formula - Get agent state by media type

```
Result = G.GetAgentNonVoiceStatus(Data.Current_Status.Value,
'email');
```

Display interaction properties



Let's say you want to display interaction properties including flow segmentation, ANI, and DNIS. You can use formulas to find the information you need:

[+] Show the customer segment of the interaction

You can display the customer segment defined by the `CustomerSegment` key-value pair of the interaction by using the following formula.

Formula: Get Customer Segment

```
Result = G.GetCustomerSegment(Data.Current_Status.Value);
```

[+] Show the ANI of the customer

You can display the ANI of the customer by using the following formula.

Formula: Get ANI

```
[Result = G.GetANI(Data.Current_Status.Value);
```

[+] Show the DNIS of the customer

You can display the DNIS of the customer by using the following formula.

Formula: Get DNIS

```
Result = G.GetDNIS(Data.Current_Status.Value);
```

What do I do next?

You might want to learn more about:

- Widget templates
- Statistic properties
- Template function library

Template Function Library

Once you know how to use formulas, you can use this function library as reference for additional customization.

Below is a function library for Genesys Pulse standard templates as automatically generated from Genesys Pulse, starting with release 8.5.102.02.

GetAgentNonVoiceStatus(state, media) → {string}

Get agent's status name for the media other than Voice.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).
`media`	string	Media name.

Returns:

Status name, if **state** and **media** are available, *empty string* if information about given media is not available in the given current state, *null* if **state** is null or not an agent state, or **media** is null, not specified or empty.

Type = string

GetAgentVoiceStatus(state) → {string}

Get agent's status name for the Voice media.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

Status name, if **state** is available, *null* if **state** is null or not an agent state.

Type = string

GetANI(state, switchID) → {string}

Get a first available ANI attribute in the given agent state.

Parameters:

Name	Type	Argument	Description
`state`	AgentCurrentState		Current state of the agent (typically, **Value** of the appropriate statistic).
`switchID`	string	<optional>	Optional switch name to limit the search.

Returns:

ANI value, if found, *empty string* if not found, *null* if **state** is null or not an agent state.

Type = string

GetBusinessResult(state)

Get "Business Result" user data value.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

Business Result value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetCustomerSegment(state)

Get "CustomerSegment" user data value.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

CustomerSegment value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetDNIS(state, switchID) → {string}

Get a first available DNIS attribute in the given agent state.

Parameters:

Name	Type	Argument	Description
`state`	AgentCurrentState		Current state of the agent (typically, **Value** of the appropriate statistic).
`switchID`	string	<optional>	Optional switch name to limit the search.

Returns:

DNIS value, if found, *empty string* if not found, *null* if **state** is null or not an agent state.

Type = string

GetEmployeeId(state) → {string}

Get agent's Employee ID designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic)

Returns:

Agent's Employee ID, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetExtension(state) → {string}

Get agent's Extension designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic)

Returns:

Agent's Extension, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetLoginId(state) → {string}

Get agent's Login ID designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic)

Returns:

Agent's Login ID, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetPlace(state) → {string}

Get agent's place designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

Agent's Place name, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetPosition(state) → {string}

Get agent's ACD Position designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic)

Returns:

Agent's ACD Position, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetReasonCodes(state) → {string}

Get reason codes corresponding to the current status of the agent from all media types. Reason codes can be obtained only for the following agent statuses: LoggedIn, AfterCallWork, NotReadyForNextCall, WaitForNextCall.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

Reason codes, splitted by '; ', if available, *empty string* if reason code is not available, *null* if **state** is null or not an agent state.

Type = string

GetServiceSubType(state)

Get "ServiceSubType" user data value.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

ServiceSubType value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetServiceType(state)

Get "ServiceType" user data value.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

ServiceType value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetStatusDuration(state) → {Number}

Get duration of the current status of the agent.

Parameters:

Name	Description
`state`	Current state of the agent, agent group, DN or campaign (typically, **Value** of the appropriate statistic).

Returns:

Duration, in seconds, if **state** is available, *null* if **state** is null.

Type = Number

GetSwitches(state, sep)

Get list of switches where agent is logged in.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).
sep	string	Separator to use. Default is ';'.

Returns:

List of switches, if available, *empty string*, if agent is completely logged out, *null* if **state** is null or not an agent state.

GetUserDataValue(state, key)

Get value of the first found user data with given key.

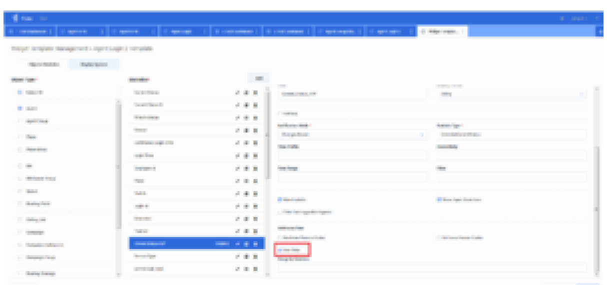
Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).
key	string	User data key

Returns:

User data value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state or **key** is null.

In order to correctly use the `GetUserDataValue(state, key)` function, check the `User Data` checkbox in the Current state (`state`) statistic options:



Example:

The `Current_Status` statistic is defined by Stat Server options properties. The `ExtendedCurrentStatus` statistic type, defined below, returns a specific object that can be further analyzed.

```
[ExtendedCurrentStatus]
Category=CurrentState
MainMask=*
```

```
Objects=Agent
Subject=DNAction
```

You can display the value of the attached User Data using the `Current_Status` statistic.

Formula: Get value of attached User Data with key 'NAME'
*Result = G.GetUserDataValue(Data.Current_Status.Value, '**NAME**');*