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# Web Services API Reference

Monitored statistics

4/22/2025

# Monitored statistics

This document is part of the [Statistics API](#) portion of the [Web Services API](#).

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## Entry Format

Two modes of statistics definitions are supported, "simple" and "extended". In "simple" mode, the statistic type is defined in Configuration Manager and the `statistics.yaml` entry defines the additional statistics options and the statistic name in the API. In "extended" mode, the full definition of the statistic is provided in `statistics.yaml` entry. In this case there is no need to use Configuration Manager for statistic definition. The switch between modes is defined basing on presence of **statisticDefinitionEx** property. If the specified mode is in "extended" mode, **statisticDefinitionName** is ignored if present.

### Simple Mode Entry Format

#### [+] Simple Mode Entry Format

Example:

```
name: test
statisticDefinitionName: TestAgentStat
objectType: QUEUE
timeProfile: OneDay
notificationMode: PERIODICAL
notificationFrequency: 10
timeRange: Range0-60
timeRange2: Range0-5
```

The properties meaning are:

- name - the name of statistic as it appears in API request
- statisticDefinitionName - the name of statistic type (definition) as it's in CME (see [Stat Server User's Guide](#))
- objectType - the type of objects statistic is applied. Possible values:  
AGENT|QUEUE|SKILL\_Q|SKILL\_AG|VIRTUAL\_QUEUE:
  - AGENT - statistic is monitored for agents
  - QUEUE - statistic is monitored for queues
  - SKILL\_AG - statistic is monitored for agentGroup, associated with skill
  - SKILL\_Q - statistic is monitored for virtual queue, associated with skill
  - VIRTUAL\_QUEUE - statistic is monitored for virtual queues
- notificationMode - PERIODICAL
- notificationFrequency - the frequency of notification (in seconds)
- timeProfile - the name of timeProfile in Configuration Manager used for statistic aggregation (see [Stat Server User's Guide](#))
- timeRange/timeRange2 - the timeranges names which are defined in Configuration Manager and are used for calculating statistic (see [Stat Server User's Guide](#))

## Extended mode entry format

### [+] Extended Mode Entry Format

To use this mode replace the **statisticDefinitionName** string with **statisticDefinitionEx** containing full definition of statistic type. Here is the sample format:

```
name: testServiceLevel
statisticDefinitionEx:
  category: TotalNumberInTimeRangePercentage
  mainMask: CallAnswered
  subject: DNAction
  intervalType: GrowingWindow
  dynamicTimeProfile: "0:00"
  timeRangeLeft: 0
  timeRangeRight: 60
objectType: QUEUE
notificationMode: PERIODICAL
notificationFrequency: 10
```

Fields **name**, **objectType**, **notificationMode**, **notificationFrequency** have the same meaning as for simple mode. The **statisticDefinitionEx** defines the statistic to be collected. Note the indentation here. No tabs can be used ([See YAML 1.1 Spec](#)).

The supported properties are:

Option	Type	Mandatory	Default Value	Note
category	String	Y		The statistic's category
mainMask	comma-delimited list	Y		The statistic's main mask
relativeMask	comma-delimited list	N	Empty list	The statistic's relative mask
subject	String	Y		The statistic's subject
intervalType	GrowingWindow OR SinceLogin OR SlidingSelection OR SlidingWindow	N		The statistic's interval type
dynamicTimeProfile	String	N		The time profile (interval) value to be used
timeRangeLeft	Integer	N	null	The "from/left/start/lower" value of TimeRange interval
timeRangeRight	Integer	N	null	The "to/right/end/upper" value of TimeRange interval

Option	Type	Mandatory	Default Value	Note
timeRangeLeft2	Integer	N	null	The "from/left/start/lower" value of TimeRange2 interval
timeRangeRight2	Integer	N	null	The "to/right/end/upper" value of TimeRange2 interval
dynamicFilter	String	N	null	filter to be used
distinguishByConnId	Boolean	N	null	look for DCID in StatServerUserGuide

Note that those properties are used for defining the statistics. Not all combinations are supported by StatServer. See [Stat Server user guide](#) for more info.

## Queue Statistics

### [+] Total\_Answered

The number of customer interactions that entered a service type and were accepted, answered, or pulled by agent (s)/agent group (s) within the reporting time interval.

Definition in Configuration Server:

```
name: Total_Answered
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
  category: TotalNumber
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallAnswered
  subject: DNAction
```

### [+] Total\_Abandoned

The number of interactions that were terminated by the customer while waiting on the service type during the reporting time interval. This stat type excludes interactions that were distributed to an agent and then abandoned before the agent could answer (Call Abandoned While Ringing).

Definition in Configuration Server:

```
name: Total_Abandoned
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
  category: TotalNumber
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
```

```
mainMask: CallAbandoned
subject: DNAction
```

### [+] **Current\_In\_Queue**

The number of customer interactions that are currently waiting in queue.

Definition in Configuration Server:

```
name: Current_In_Queue
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
  category: CurrentNumber
  mainMask: CallWait
  subject: DNAction
```

No time profile.

### [+] **CurrMaxCallWaitingTime**

The maximum waiting time for customer interactions currently waiting on a service Definition in Configuration Server:

```
name: CurrMaxCallWaitingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
  category: CurrentMaxTime
  mainMask: CallWait
  relativeMask: CallWait
  subject: DNAction
```

No time profile.

### [+] **ServiceLevel**

Ratio of call answered within given interval (specified by first time range) compared to (total number answered + total abandoned after delay specified by second time range).

```
name: ServiceLevel
statisticDefinitionEx:
  category: ServiceFactor1
  subject: DNAction
  intervalType: GrowingWindow
  dynamicTimeProfile: "0:00+1:00"
  timeRangeLeft: 0
  timeRangeRight: 120
  timeRangeLeft2: 0
  timeRangeRight2: 10
objectType: QUEUE
notificationMode: PERIODICAL
notificationFrequency: 10
```

### [+] **AverageWaitingTime**

Average wait time for customer interactions what were entered and distributed/abandoned on a service type during reporting time interval Note: this will calculate wait time for all calls, including ones that were abandoned.

Definition in Configuration Server:

```
name: AverageWaitingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
  category: AverageTime
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallWait
  relativeMask: CallWait
  subject: DNAction
```

## Skills Statistics

### [+] **CurrentNotReadyAgents**

Number of not ready agents with skill

```
name: CurrentNotReadyAgents
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
  category: CurrentNumber
  mainMask: NotReadyForNextCall
  subject: AgentStatus
```

Time profile - not used.

### [+] **CurrentReadyAgents**

Number of ready agents with skill

```
name: CurrentReadyAgents
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
  category: CurrentNumber
  mainMask: WaitForNextCall
  subject: AgentStatus
```

Time profile - not used.

### [+] **CurrNumberInCall**

### Number of agents with skill in call

```
name: CurrNumberInCall
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
  category: CurrentNumber
  mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, CallRinging,
  CallDialing
  subject: AgentStatus
```

Time profile - not used.

### [+] LongestIdleTime

The longest time an agent is currently waiting to receive a call (evaluated maximum of current idle time for all agents in group which are currently waiting to receive a call, may be 0 if no idle agents are present in group at the moment).

```
name: LongestIdleTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
  category: CurrentMaxTime
  mainMask: WaitForNextCall
  subject: AgentStatus
```

Time profile - not used.

### [+] AverageHandlingTime

The average amount of time during the reporting interval that agent/agent groups spent on customer interactions including After Call Work (ACW)/ wrap-up status.

```
name: AverageHandlingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
  category: AverageTime
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, AfterCallWork
  relativeMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
  subject: DNStatus
```

### [+] ServiceLevel

Ratio of call answered within given interval (specified by first time range) compared to (total number answered + total abandoned after delay specified by second time range).

```
name: ServiceLevel
statisticDefinitionEx:
  category: ServiceFactor1
  subject: DNAction
```

```
intervalType: GrowingWindow
dynamicTimeProfile: "0:00+1:00"
timeRangeLeft: 0
timeRangeRight: 120
timeRangeLeft2: 0
timeRangeRight2: 10
objectType: SKILL_Q
notificationMode: PERIODICAL
notificationFrequency: 10
```

## Agent Statistics

### [+] AverageHandlingTime

```
name: AverageHandlingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: AverageTime
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, AfterCallWork
  relativeMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
  subject: DNSStatus
```

### [+] Productivity

```
name: Productivity
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: AverageNumberPerRelativeHour
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallInbound, CallOutbound, CallInternal, CallConsult, CallUnknown
  relativeMask: '*', ~LoggedOut, ~NotMonitored'
  subject: AgentStatus
```

### [+] InboundCalls

```
name: InboundCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: TotalNumber
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallInbound
  subject: DNAction
```

### [+] InternalCalls

```
name: InternalCalls
notificationFrequency: 10
```

```
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: TotalNumber
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallInternal
  subject: DNAction
```

### [+] OutboundCalls

```
name: OutboundCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: TotalNumber
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallOutbound
  subject: DNAction
```

### [+] ConsultCalls

```
name: ConsultCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: TotalNumber
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallConsult
  subject: DNAction
```

### [+] ReadyDuration

```
name: ReadyDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: TotalAdjustedTime
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: WaitForNextCall
  subject: AgentStatus
```

### [+] WrapDuration

<description>

```
name: WrapDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: TotalAdjustedTime
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: AfterCallWork
```

## Monitored statistics

---

relativeMask: AfterCallWork  
subject: AgentStatus

### [+] TalkDuration

name: TalkDuration  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
statisticDefinitionEx:  
    category: TotalAdjustedTime  
    dynamicTimeProfile: "0:00"  
    intervalType: GrowingWindow  
    mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound  
    subject: DNAction

### [+] HoldDuration

name: HoldDuration  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
statisticDefinitionEx:  
    category: TotalAdjustedTime  
    dynamicTimeProfile: "0:00"  
    intervalType: GrowingWindow  
    mainMask:  
CallOnHoldInbound, CallOnHoldOutbound, CallOnHoldInternal, CallOnHoldConsult, CallOnHoldUnknown  
    subject: DNAction

## Agent Statistics for eServices

### [+] AverageHandlingTime\_Chat

name: AverageHandlingTime\_Chat  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-chat  
statisticDefinitionEx:  
    dynamicFilter: "MediaType=chat"  
    category: AverageTime  
    dynamicTimeProfile: "0:00"  
    intervalType: GrowingWindow  
    mainMask:  
InteractionHandlingUnknown, Coaching, InteractionHandlingInternal, InteractionHandlingOutbound, InteractionHandling  
    relativeMask:  
InteractionHandlingUnknown, Coaching, InteractionHandlingInternal, InteractionHandlingOutbound, InteractionHandling  
    subject: DNStatus  
    maskType: MEDIA

### [+] AverageHandlingTime\_Email

name: AverageHandlingTime\_Email  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-email

---

## Monitored statistics

---

```
statisticDefinitionEx:  
dynamicFilter: "MediaType=email"  
category: AverageTime  
dynamicTimeProfile: "0:00"  
intervalType: GrowingWindow  
mainMask:  
InteractionHandlingUnknown,Coaching,InteractionHandlingInternal,InteractionHandlingOutbound,InteractionHandling  
relativeMask:  
InteractionHandlingUnknown,Coaching,InteractionHandlingInternal,InteractionHandlingOutbound,InteractionHandling  
subject: DNStatus  
maskType: MEDIA
```

### [+] Productivity\_Chat

```
name: Productivity_Chat  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-chat  
statisticDefinitionEx:  
dynamicFilter: "MediaType=chat"  
category: AverageNumberPerRelativeHour  
dynamicTimeProfile: "0:00"  
intervalType: GrowingWindow  
mainMask:  
InteractionHandlingInbound,InteractionHandlingOutbound,InteractionHandlingInternal,Coaching,InteractionHandling  
relativeMask: '*,~Available,~NotAvailable'  
subject: AgentStatus  
maskType: MEDIA
```

### [+] Productivity\_Email

```
name: Productivity_Email  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-email  
statisticDefinitionEx:  
dynamicFilter: "MediaType=email"  
category: AverageNumberPerRelativeHour  
dynamicTimeProfile: "0:00"  
intervalType: GrowingWindow  
mainMask:  
InteractionHandlingInbound,InteractionHandlingOutbound,InteractionHandlingInternal,Coaching,InteractionHandling  
relativeMask: '*,~Available,~NotAvailable'  
subject: AgentStatus  
maskType: MEDIA
```

### [+] InboundChats

```
name: InboundChats  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-chat  
statisticDefinitionEx:  
dynamicFilter: "MediaType=chat"  
category: TotalNumber  
dynamicTimeProfile: "0:00"  
intervalType: GrowingWindow  
mainMask: InteractionHandlingInbound  
subject: DNAction
```

---

maskType: MEDIA

### [+] InboundEmails

name: InboundEmails  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-email  
statisticDefinitionEx:  
dynamicFilter: "MediaType=email"  
category: TotalNumber  
dynamicTimeProfile: "0:00"  
intervalType: GrowingWindow  
mainMask: InteractionHandlingInbound  
subject: DNAction  
maskType: MEDIA

### [+] ChatDuration

name: ChatDuration  
notificationFrequency: 9  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-chat  
statisticDefinitionEx:  
dynamicFilter: "MediaType=chat"  
category: TotalAdjustedTime  
dynamicTimeProfile: "0:00"  
intervalType: GrowingWindow  
mainMask: InteractionHandlingUnknown, Coaching, InteractionHandlingInbound  
subject: DNAction  
maskType: MEDIA

### [+] EmailDuration

name: EmailDuration  
notificationFrequency: 9  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-email  
statisticDefinitionEx:  
dynamicFilter: "MediaType=email"  
category: TotalAdjustedTime  
dynamicTimeProfile: "0:00"  
intervalType: GrowingWindow  
mainMask: InteractionHandlingUnknown, Coaching, InteractionHandlingInbound  
subject: DNAction  
maskType: MEDIA

### [+] TimeInCurrentChat

name: TimeInCurrentChat  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-chat  
statisticDefinitionEx:  
dynamicFilter: "MediaType=chat"  
category: CurrentTime  
mainMask: '\*'  
subject: AgentStatus

maskType: MEDIA

### [+] TimeInCurrentEmail

name: TimeInCurrentEmail  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-email  
statisticDefinitionEx:  
dynamicFilter: "MediaType=email"  
category: CurrentTime  
mainMask: '\*'  
subject: AgentStatus  
maskType: MEDIA

### [+] OutboundEmails

name: OutboundEmails  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-email  
statisticDefinitionEx:  
dynamicFilter: "MediaType=email"  
category: TotalNumber  
dynamicTimeProfile: "0:00"  
intervalType: GrowingWindow  
mainMask: InteractionHandlingOutbound  
subject: DNAction  
maskType: MEDIA

### [+] TransferredChats

name: TransferredChats  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-chat  
statisticDefinitionEx:  
dynamicFilter: "MediaType=chat"  
category: TotalNumber  
dynamicTimeProfile: "0:00"  
intervalType: GrowingWindow  
mainMask: TransferMade  
subject: DNAction  
maskType: MEDIA

### [+] MissedChats

name: MissedChats  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-chat  
statisticDefinitionEx:  
dynamicFilter: "MediaType=chat"  
category: TotalNumber  
dynamicTimeProfile: "0:00"  
intervalType: GrowingWindow  
mainMask: InteractionRevoked  
subject: DNAction

maskType: MEDIA

### [+] RejectedChats

name: RejectedChats  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-chat  
statisticDefinitionEx:  
dynamicFilter: "MediaType=chat"  
category: TotalNumber  
dynamicTimeProfile: "0:00"  
intervalType: GrowingWindow  
mainMask: InteractionRejected  
subject: DNAction  
maskType: MEDIA

### [+] TransferredEmails

name: TransferredEmails  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-email  
statisticDefinitionEx:  
dynamicFilter: "MediaType=email"  
category: TotalNumber  
dynamicTimeProfile: "0:00"  
intervalType: GrowingWindow  
mainMask: TransferMade  
subject: DNAction  
maskType: MEDIA

### [+] MissedEmails

name: MissedEmails  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-email  
statisticDefinitionEx:  
dynamicFilter: "MediaType=email"  
category: TotalNumber  
dynamicTimeProfile: "0:00"  
intervalType: GrowingWindow  
mainMask: InteractionRevoked  
subject: DNAction  
maskType: MEDIA

### [+] RejectedEmails

name: RejectedEmails  
notificationFrequency: 10  
notificationMode: PERIODICAL  
objectType: AGENT  
features: api-multimedia-email  
statisticDefinitionEx:  
dynamicFilter: "MediaType=email"  
category: TotalNumber  
dynamicTimeProfile: "0:00"  
intervalType: GrowingWindow

```
mainMask: InteractionRejected
subject: DNAction
maskType: MEDIA
```

### [+] ReadyDuration\_Email

```
name: ReadyDuration_Email
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia
statisticDefinitionEx:
dynamicFilter: "MediaType=email"
category: TotalAdjustedTime
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: Available
subject: AgentStatus
maskType: MEDIA
```

### [+] ReadyDuration\_Chat

```
name: ReadyDuration_Chat
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-chat
statisticDefinitionEx:
dynamicFilter: "MediaType=chat"
category: TotalAdjustedTime
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: Available
subject: AgentStatus
maskType: MEDIA
```

## Resources

See [Enabling reporting](#) in the *Web Services and Applications Deployment Guide*.

This list is the minimal list - it contains only statistics which are required for current version of UI.

### [+] Sample statistics.yaml file

Internal statistics used for tracing the state of agent.

```
#internal stats
name: CurrentTargetState
statisticDefinitionEx:
  category: CurrentTargetState
  mainMask: '*'
  subject: DNStatus
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
objectType: AGENT
notificationMode: IMMEDIATE
notificationFrequency: 0
---
```

## Monitored statistics

---

```
name: CurrentAgentState
notificationFrequency: 0
notificationMode: IMMEDIATE
objectType: AGENT
statisticDefinitionEx:
  category: CurrentState
  mainMask: '*'
  subject: DNAction
---
#queue
name: Total_Answered
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
  category: TotalNumber
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallAnswered
  subject: DNAction
---
name: Total_Abandoned
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
  category: TotalNumber
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallAbandoned
  subject: DNAction
---
name: Current_In_Queue
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
  category: CurrentNumber
  mainMask: CallWait
  subject: DNAction
---
name: CurrMaxCallWaitingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
  category: CurrentMaxTime
  mainMask: CallWait
  relativeMask: CallWait
  subject: DNAction
---
name: AverageWaitingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
  category: AverageTime
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallWait
  relativeMask: CallWait
  subject: DNAction
---
```

## Monitored statistics

---

```
#Skill AG
name: CurrentNotReadyAgents
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
  category: CurrentNumber
  mainMask: AfterCallWork, NotReadyForNextCall
  subject: AgentStatus
---
name: CurrentReadyAgents
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
  category: CurrentNumber
  mainMask: WaitForNextCall
  subject: AgentStatus
---
name: CurrNumberInCall
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
  category: CurrentNumber
  mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, CallRinging,
CallDialing
  subject: AgentStatus
---
name: CurrentNumberLoggedInAgents
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
  category: CurrentNumber
  mainMask: '*',~LoggedOut,~NotMonitored'
  subject: AgentStatus
---
name: LongestIdleTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
  category: CurrentMaxTime
  mainMask: WaitForNextCall
  subject: AgentStatus
---
name: AverageHandlingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
  category: AverageTime
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, AfterCallWork
  relativeMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
  subject: DNStatus
---
#agent
name: AverageHandlingTime
notificationFrequency: 10
notificationMode: PERIODICAL
```

---

## Monitored statistics

---

```
objectType: AGENT
statisticDefinitionEx:
  category: AverageTime
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, AfterCallWork
  relativeMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
  subject: DNStatus
---
name: Productivity
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: AverageNumberPerRelativeHour
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallInbound, CallOutbound, CallInternal, CallConsult, CallUnknown
  relativeMask: '*', ~LoggedOut, ~NotMonitored'
  subject: AgentStatus
---
name: InboundCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: TotalNumber
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallInbound
  subject: DNAction
---
name: InternalCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: TotalNumber
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallInternal
  subject: DNAction
---
name: OutboundCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: TotalNumber
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallOutbound
  subject: DNAction
---
name: ConsultCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: TotalNumber
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallConsult
```

---

```
    subject: DNAction
---
name: ReadyDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: TotalAdjustedTime
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: WaitForNextCall
  subject: AgentStatus
---
name: WrapDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: TotalAdjustedTime
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: AfterCallWork
  relativeMask: AfterCallWork
  subject: AgentStatus
---
name: TalkDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: TotalAdjustedTime
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
  subject: DNAction
---
name: HoldDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  category: TotalAdjustedTime
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
  mainMask:
CallOnHoldInbound, CallOnHoldOutbound, CallOnHoldInternal, CallOnHoldConsult, CallOnHoldUnknown
  subject: DNAction
---
#service level
name: ServiceLevel
statisticDefinitionEx:
  category: ServiceFactor1
  subject: DNAction
  intervalType: GrowingWindow
  dynamicTimeProfile: "0:00+1:00"
  timeRangeLeft: 0
  timeRangeRight: 120
  timeRangeLeft2: 0
  timeRangeRight2: 10
objectType: QUEUE
notificationMode: PERIODICAL
notificationFrequency: 10
---
```

---

```
name: ServiceLevel
statisticDefinitionEx:
  category: ServiceFactor1
  subject: DNAction
  intervalType: GrowingWindow
  dynamicTimeProfile: "0:00+1:00"
  timeRangeLeft: 0
  timeRangeRight: 120
  timeRangeLeft2: 0
  timeRangeRight2: 10
objectType: SKILL_Q
notificationMode: PERIODICAL
notificationFrequency: 10
```