

# **GENESYS**<sup>®</sup>

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# Web Services and Applications Configuration Guide

Enabling Agents to View KPIs and Contact Center Statistics

4/24/2025

# Enabling Agents to View KPIs and Contact Center Statistics

The Workspace agent desktop includes two optional tabs and the Statistics Gadget that you can configure to display real-time agent Key Performance Indicators (KPIs) (My Statistics) and contact center statistics (Contact Center Statistics). KPIs enable agents to focus on their efficiency and to compare their performance against that of their colleagues. Contact center statistics enable agents to focus on their efficiency and to compare their performance against that of compare their performance against that of their colleagues.

#### Important

KPIs and Statistics are reported only for the voice channel.

To enable KPIs and statistics:

- 1. You must first set up the **statistics.yaml**, which contains a list of statistics that can be requested from Stat Server.
- 2. You then create sections in the Workspace Application object that correspond to the statistic names in the **statistic.yaml** file that you want to use.
- 3. Finally, you configure the KPI and Contact Center Statistics options to display the statistics to your agents.

For details about the statistics used in Workspace, see the following topics in the Stat Server 8.5.1 User's Guide:

- Statistic Configuration Options
- Statistical Type Sections
- Stat Type Definitions in the Stat Server Application Template
- Creating Stat Type Definitions

The following statistics are supported by default in Workspace. To display them, follow the example for how to display a statistic in the **My Statistics** or **Contact Center Statistics** tabs:

AverageHandlingTime	CurrentTargetState	MissedEmails	TalkDuration
AverageHandlingTime_	ChatCurrent_In_Queue	OutboundCalls	TimeInCurrentEmail
AverageHandlingTime_	EmallmailDuration	OutboundEmails	TimeInCurrentFacebook
AverageWaitingTime	<ul> <li>HoldDuration</li> </ul>	Productivity	TimeInCurrentState
ChatDuration	InboundCalls	Productivity_Chat	TimeInCurrentTwitter

InboundEmails

LongestIdleTime

InternalCalls

MissedCalls

- ConsultCalls
- CurrAvgCallWaitingTime
- CurrMaxCallWaitingTime
- CurrNumberInCall
- CurrentAgentState
- CurrentNotReadyAgents
- MissedCallsForSkill
   CurrentNumberLoggedInAgents
- CurrentReadyAgents
   MissedChats

- Productivity\_Email
  - ReadyDuration
  - ReadyDuration\_Chat
  - ReadyDuration Email
  - RejectedChats
  - RejectedEmails
  - ServiceLevel
  - ServiceLevel

- TimeInCurrentWorkitem
- Total\_Abandoned
- Total\_Answered
- TransferredChats
- TransferredChatsToQueue
- TransferredEmails
- TransferredEmailsToQueue
- WrapDuration

# statistics.yaml Setup

Workspace reports statistics based on the statistic names in the **statistics.yaml** file which is included with Web Applications and Services. The file contains all of the statistics that Workspace needs internally as well as those that are required by the agent and supervisor applications.

The **statistics.yaml** file is located in the main Web Services config folder (this is defined by the config.path variable, which is set to /opt/jetty/genconfig by default on the Ubuntu voice machine).

The following is an example entry in the **statistics.yaml** file. The name of the statistic is OutboundCalls. To use this statistic, create a section in the WS\_Cluster application object by using Genesys Administrator Extension (or Configuration Manager) such as KPI-OutboundCalls, then create an option in the section called statistic-name and assign OutboundCalls as the value. You can also create an option in the section called description and specify the value as Total number outbound calls.

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

#### List of Available Statistics

Click the link below to see an example of a **statistics.yaml** file and all the statistics available in Workspace by default:

## [+] statistics.yaml

name: CurrentTargetState
notificationFrequency: 0

```
notificationMode: IMMEDIATE
objectType: AGENT
statisticDefinitionEx:
  category: CurrentTargetState
 mainMask: '*'
  subject: DNStatus
  dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
name: CurrentAgentState
notificationFrequency: 0
notificationMode: IMMEDIATE
objectType: AGENT
statisticDefinitionEx:
 category: CurrentState
mainMask: '*'
  subject: DNAction
insensitivity: 0
name: Total Answered
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
saveHistory: true
statisticDefinitionEx:
  dynamicFilter: MediaType=voice
  category: TotalNumber
  dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
  mainMask: CallAnswered
  subject: DNAction
insensitivity: 0
name: Total_Abandoned
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
saveHistory: true
statisticDefinitionEx:
  dynamicFilter: MediaType=voice
  category: TotalNumber
  dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
  mainMask: CallAbandoned
  subject: DNAction
insensitivity: 0
name: Current In Queue
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
  dynamicFilter: MediaType=voice
  category: CurrentNumber
  mainMask: CallWait
  subject: DNAction
insensitivity: 0
name: CurrMaxCallWaitingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
```

dynamicFilter: MediaType=voice category: CurrentMaxTime mainMask: CallWait relativeMask: CallWait subject: DNAction insensitivity: 0 name: CurrAvgCallWaitingTime notificationFrequency: 10 notificationMode: PERIODICAL objectType: QUEUE statisticDefinitionEx: dynamicFilter: MediaType=voice category: CurrentAverageTime mainMask: CallWait relativeMask: CallWait subject: DNAction insensitivity: 0 name: AverageWaitingTime notificationFrequency: 10 notificationMode: PERIODICAL objectType: QUEUE statisticDefinitionEx: dynamicFilter: MediaType=voice category: AverageTime dynamicTimeProfile: 0:00 intervalType: GrowingWindow mainMask: CallWait relativeMask: CallWait subject: DNAction insensitivity: 0 name: CurrentNotReadyAgents notificationFrequency: 10 notificationMode: PERIODICAL objectType: SKILL\_AG statisticDefinitionEx: dynamicFilter: MediaType=voice category: CurrentNumber mainMask: AfterCallWork, NotReadyForNextCall subject: DNStatus insensitivity: 0 name: CurrentReadyAgents notificationFrequency: 10 notificationMode: PERIODICAL objectType: SKILL AG statisticDefinitionEx: dynamicFilter: MediaType=voice category: CurrentNumber mainMask: WaitForNextCall subject: DNStatus insensitivity: 0 name: CurrNumberInCall notificationFrequency: 10 notificationMode: PERIODICAL objectType: SKILL AG statisticDefinitionEx: dynamicFilter: MediaType=voice category: CurrentNumber mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, CallRinging, CallDialing subject: DNStatus insensitivity: 0 name: CurrentNumberLoggedInAgents notificationFrequency: 10 notificationMode: PERIODICAL objectType: SKILL AG statisticDefinitionEx: dynamicFilter: MediaType=voice category: CurrentNumber
mainMask: '\*,~LoggedOut,~NotMonitored' subject: DNStatus insensitivity: 0 name: LongestIdleTime notificationFrequency: 10 notificationMode: PERIODICAL objectType: SKILL AG statisticDefinitionEx: dynamicFilter: MediaType=voice category: CurrentMaxTime mainMask: WaitForNextCall subject: DNStatus insensitivity: 0 name: AverageHandlingTime notificationFrequency: 10 notificationMode: PERIODICAL objectType: SKILL\_AG statisticDefinitionEx: dynamicFilter: MediaType=voice category: AverageTime dynamicTimeProfile: 0:00 intervalType: GrowingWindow mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, AfterCallWork relativeMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound distinguishByConnId: true subject: DNStatus insensitivity: 0 name: MissedCallsForSkill notificationFrequency: 10 notificationMode: PERIODICAL objectType: SKILL AG statisticDefinitionEx: dynamicFilter: MediaType=voice category: TotalNumber mainMask: CallForwarded subject: DNAction intervalType: SlidingWindow intervalLength: 9999999 dynamicTimeProfile: 3600:10 distinguishByConnId: false insensitivity: 0 name: AverageHandlingTime notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=voice category: AverageTime

```
dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
  mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, AfterCallWork
  relativeMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
  distinguishByConnId: true
  subject: DNStatus
insensitivity: 0
name: Productivity
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  dynamicFilter: MediaType=voice
  category: AverageNumberPerRelativeHour
  dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
  mainMask: CallInbound, CallOutbound, CallInternal, CallConsult, CallUnknown
  relativeMask: '*,~LoggedOut,~NotMonitored'
  subject: DNStatus
  distinguishByConnId: true
insensitivity: 0
name: InboundCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  dynamicFilter: MediaType=voice
  category: TotalNumber
  dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
  mainMask: CallInbound
  subject: DNAction
insensitivity: 0
name: InternalCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  dynamicFilter: MediaType=voice
  category: TotalNumber
  dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
  mainMask: CallInternal
  subject: DNAction
insensitivity: 0
name: OutboundCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  dynamicFilter: MediaType=voice
  category: TotalNumber
  dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
  mainMask: CallOutbound
  subject: DNAction
insensitivity: 0
name: ConsultCalls
```

notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=voice category: TotalNumber dynamicTimeProfile: 0:00 intervalType: GrowingWindow mainMask: CallConsult subject: DNAction insensitivity: 0 name: MissedCalls notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=voice category: TotalNumber mainMask: CallForwarded subject: DNAction intervalType: SlidingWindow intervalLength: 9999999 dynamicTimeProfile: 3600:10 distinguishByConnId: false insensitivity: 0 name: ReadvDuration notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=voice category: TotalAdjustedTime dynamicTimeProfile: 0:00 intervalType: GrowingWindow mainMask: WaitForNextCall subject: DNStatus insensitivity: 0 name: WrapDuration notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=voice category: TotalAdjustedTime dynamicTimeProfile: 0:00 intervalType: GrowingWindow mainMask: AfterCallWork relativeMask: AfterCallWork subject: DNStatus insensitivity: 0 name: TalkDuration notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=voice category: TotalAdjustedTime dynamicTimeProfile: 0:00 intervalType: GrowingWindow

mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound subject: DNAction insensitivity: 0 name: HoldDuration notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=voice category: TotalAdjustedTime dynamicTimeProfile: 0:00 intervalType: GrowingWindow mainMask: CallOnHoldInbound, CallOnHoldOutbound, CallOnHoldInternal, CallOnHoldConsult, CallOnHoldUnknown subject: DNAction insensitivity: 0 name: TimeInCurrentState notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=voice category: CurrentTime mainMask: '\*' subject: DNStatus features: api-multimedia-chat insensitivity: 0 name: AverageHandlingTime Chat notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: ' MediaType=chat & ~PairExist("InteractionSubtype","InternalConferenceInvite")' category: AverageTime dynamicTimeProfile: 0:00 intervalType: GrowingWindow mainMask: InteractionHandlingUnknown, Coaching, InteractionHandlingInternal, InteractionHandlingOutbound, InteractionHandling relativeMask: InteractionHandlingUnknown, Coaching, InteractionHandlingInternal, InteractionHandlingOutbound, InteractionHandling subject: DNStatus maskType: MEDIA features: api-multimedia-email insensitivity: 0 name: AverageHandlingTime Email notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT 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
features: api-multimedia-chat
insensitivity: 0
name: Productivity Chat
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  dynamicFilter: ' MediaType=chat &
~PairExist("InteractionSubtype","InternalConferenceInvite")'
  category: AverageNumberPerRelativeHour
  dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
  mainMask:
InteractionHandlingInbound, InteractionHandlingOutbound, InteractionHandlingInternal, Coaching, InteractionHandling
  relativeMask: '*,~Available,~NotAvailable'
  subject: DNStatus
 maskType: MEDIA
features: api-multimedia-email
insensitivity: 0
name: Productivity Email
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  dynamicFilter: MediaType=email
  category: AverageNumberPerRelativeHour
  dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
  mainMask:
InteractionHandlingInbound, InteractionHandlingOutbound, InteractionHandlingInternal, Coaching, InteractionHandling
  relativeMask: '*,~Available,~NotAvailable'
  subject: DNStatus
 maskType: MEDIA
features: api-multimedia-chat
insensitivity: 0
name: InboundChats
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  dynamicFilter: ' MediaType=chat &
~PairExist("InteractionSubtype","InternalConferenceInvite")'
  category: TotalNumber
  dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
  mainMask: InteractionAccepted
  subject: DNAction
 maskType: MEDIA
features: api-multimedia-email
insensitivity: 0
name: InboundEmails
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  dynamicFilter: MediaType=email
  category: TotalNumber
  dynamicTimeProfile: 0:00
```

intervalType: GrowingWindow mainMask: InteractionAccepted subject: DNAction maskType: MEDIA features: api-multimedia-chat insensitivity: 0 name: ChatDuration notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: ' MediaType=chat & ~PairExist("InteractionSubtype","InternalConferenceInvite")' category: TotalAdjustedTime dynamicTimeProfile: 0:00 intervalType: GrowingWindow mainMask: InteractionHandlingUnknown, Coaching, InteractionHandlingInbound subject: DNAction maskType: MEDIA features: api-multimedia-email insensitivity: 0 name: EmailDuration notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=email category: TotalAdjustedTime dynamicTimeProfile: 0:00 intervalType: GrowingWindow mainMask: InteractionHandlingUnknown, Coaching, InteractionHandlingInbound subject: DNAction maskType: MEDIA features: api-multimedia-email insensitivity: 0 name: TimeInCurrentEmail notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=email category: CurrentTime mainMask: '\* subject: DNStatus maskType: MEDIA - - features: api-multimedia-twitter insensitivity: 0 name: TimeInCurrentTwitter notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=twitter category: CurrentTime mainMask: '\*' subject: DNStatus maskType: MEDIA features: api-multimedia-facebook

insensitivity: 0 name: TimeInCurrentFacebook notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=facebook category: CurrentTime mainMask: '\*' subject: DNStatus maskType: MEDIA features: api-multimedia-workitem insensitivity: 0 name: TimeInCurrentWorkitem notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=workitem category: CurrentTime mainMask: '\* subject: DNStatus maskType: MEDIA features: api-multimedia-email insensitivity: 0 name: OutboundEmails notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=email category: TotalNumber dynamicTimeProfile: 0:00 intervalType: GrowingWindow mainMask: InteractionStartedOutbound subject: DNAction maskType: MEDIA features: api-multimedia-chat insensitivity: 0 name: TransferredChats notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: ' MediaType=chat & ~PairExist("InteractionSubtype","InternalConferenceInvite")' category: TotalNumber dynamicTimeProfile: 0:00 intervalType: GrowingWindow mainMask: TransferMade subject: DNAction maskType: MEDIA features: api-multimedia-chat insensitivity: 0 name: MissedChats notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx:

```
dynamicFilter: ' MediaType=chat &
~PairExist("InteractionSubtype","InternalConferenceInvite")'
  category: TotalNumber
  dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
  mainMask: InteractionRevoked
  subject: DNAction
 maskType: MEDIA
features: api-multimedia-chat
insensitivity: 0
name: RejectedChats
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  dynamicFilter: ' MediaType=chat &
~PairExist("InteractionSubtype","InternalConferenceInvite")'
  category: TotalNumber
  dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
  mainMask: InteractionRejected
  subject: DNAction
  maskType: MEDIA
features: api-multimedia-email
insensitivity: 0
name: TransferredEmails
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  dynamicFilter: MediaType=email
  category: TotalNumber
  dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
  mainMask: TransferMade
  subject: DNAction
  maskType: MEDIA
features: api-multimedia-email
insensitivity: 0
name: MissedEmails
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  dynamicFilter: MediaType=email
  category: TotalNumber
  dynamicTimeProfile: 0:00
  intervalType: GrowingWindow
  mainMask: InteractionRevoked
  subject: DNAction
  maskType: MEDIA
features: api-multimedia-email
insensitivity: 0
name: RejectedEmails
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
  dynamicFilter: MediaType=email
```

category: TotalNumber dynamicTimeProfile: 0:00 intervalType: GrowingWindow mainMask: InteractionRejected subject: DNAction maskType: MEDIA features: api-multimedia insensitivity: 0 name: ReadyDuration\_Email notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=email category: TotalAdjustedTime dynamicTimeProfile: 0:00 intervalType: GrowingWindow mainMask: Available subject: DNStatus maskType: MEDIA features: api-multimedia-chat insensitivity: 0 name: ReadyDuration Chat notificationFrequency: 10 notificationMode: PERIODICAL objectType: AGENT statisticDefinitionEx: dynamicFilter: MediaType=chat category: TotalAdjustedTime dynamicTimeProfile: 0:00 intervalType: GrowingWindow mainMask: Available
subject: DNStatus maskType: MEDIA insensitivity: 0 name: ServiceLevel notificationFrequency: 10 notificationMode: PERIODICAL objectType: QUEUE saveHistory: false statisticDefinitionEx: dynamicFilter: MediaType=voice category: ServiceFactor1 subject: DNAction intervalType: SlidingWindow intervalLength: 9999999 dynamicTimeProfile: 3600:10 timeRangeLeft: 0 timeRangeRight: 120 timeRangeLeft2: 0 timeRangeRight2: 10 insensitivity: 0 name: ServiceLevel notificationFrequency: 10 notificationMode: PERIODICAL objectType: SKILL Q saveHistory: false statisticDefinitionEx: dynamicFilter: MediaType=voice

```
category: ServiceFactor1
 subject: DNAction
 intervalType: SlidingWindow
 intervalLength: 9999999
 dynamicTimeProfile: 3600:10
  timeRangeLeft: 0
 timeRangeRight: 120
 timeRangeLeft2: 0
 timeRangeRight2: 10
insensitivity: 0
name: Current In Queue
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL Q
statisticDefinitionEx:
 dynamicFilter: MediaType=voice
 category: CurrentNumber
 subject: DNAction
 mainMask: CallWait
features: api-multimedia-chat
insensitivity: 0
name: TransferredChatsToQueue
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
 dynamicFilter: ' PairExists("IW_RoutingBasedRequestType", "InitTransfer") & MediaType=chat'
 category: TotalNumber
 dynamicTimeProfile: 0:00
 intervalType: GrowingWindow
 mainMask: InteractionHandlingInbound, InteractionHandlingInternal,
InteractionHandlingOutbound
 subject: DNAction
 maskType: MEDIA
features: api-multimedia-email
insensitivity: 0
name: TransferredEmailsToQueue
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
 dynamicFilter: ' PairExists("IW RoutingBasedRequestType", "InitTransfer") & MediaType=email'
 category: TotalNumber
 dvnamicTimeProfile: 0:00
 intervalType: GrowingWindow
 mainMask: InteractionHandlingInbound, InteractionHandlingInternal,
InteractionHandlingOutbound
 subject: DNAction
 maskType: MEDIA
```

#### Web Services Node Configuration

The value of the nodeId property must be set in the server-settings.yaml file. The value of this option must be a unique identifier for each node in a Web Services cluster. All nodes that share the same Cassandra storage read the contact centers that require statistics and divide the monitoring tasks among the nodes.

#### Statistics Time-to-Live

You can define the time-to-live for statistic storage in server-settings.yaml file by using the statisticsTTL property. If this optional parameter is not defined, the default value of 86400 (24 hours) is used. This property defines the interval of time for which the value of the statistics are stored.

### KPIs

To display statistics (KPIs) in the **My Statistics** tab of the Workspace interface, you must specify at least one statistic in the kpi.displayed-kpis option.

#### Important

The statistics and KPIs that are in the **statistics.yaml** file are the only statistics and KPIs that are currently supported by Workspace. Contact your Genesys Sales Representative or Genesys Customer Service to add statistics to the **statistics.yaml** file.

#### Example

The following is an example of how to specify the InboundCalls statistic for display:

- 1. Choose a statistic from the **statistics.yaml** file that you want to display, such as InboundCalls.
- 2. Create a section in the WS\_Cluster application object by using Genesys Administrator Extension (or Configuration Manager) such as KPI-InboundCalls
- 3. Create an option in the section called statistic-name.
- 4. Assign InboundCalls as the value.
- 5. (Optional) You can create other options in the section to specify a display name, such as description with the value as Total number inbound calls. The attributes that you can specify include:
  - statistic-name(mandatory)
  - target-value
  - warning-level-low
  - warning-level-high
  - error-level-low
  - error-level-high
  - worst-value-low
  - worst-value-high

- statistic-type possible values are: duration, number. If statistic-type isn't specified, the default type is number excepted if the statistics name includes the duration keyword.
- measurement-unit an optional display value.

Refer to Setting the Warning, Error, and Worst Levels for more information about how to use the target, warning, error, and worst attributes.

- 6. Repeat steps 1 through 5 for each statistic that you want to use.
- 7. In the interaction-workspace section in the WS\_Cluster application, specify the name of the section that you created in Step 2 as one of the values of the kpi.displayed-kpis option. The value of this option is a coma-separated list of section names defined in the WS\_Cluster application. Specify the statistics in the order in which you want the statistics to be displayed in the Workspace interface. For example: KPI-InternalCalls, KPI-OutboundCalls, KPI-InboundCalls, KPI-CurrentTargetState, KPI-CurrNumberInCall

Cancel M Severa C	tee M Save M Sa	ve 6.New 📑 Reload 📷	Ininital 📫 Start 🔝	Stib Mercury	
Configuration	Options	Permissions	Dependencies	Alarns	Logs
🗂 New 📷 Deleta 👲	Export 🍒 Import				Vew Ad
Name =		Section	Option	Value	
T FRM		HPI	Fiber	Fiber	
i EPI-CurrNumberIni	Call (1 Item)				
KPI-CurrNumberItrCe	Rotatistic-name	KPI-CurrNumberh/Cell	statistic-name	CurrN	iunberinCall
i KP1-InboundCalls (	7 Items)				
KPI-InboundCalls/em	or-level-high	KPS-InboundCalls	error-level-high	20	
KPI-inboundCalls/em	or-level-low	KPS-InboundCalls	error-level-low	5	
KPI-inboundCalit/ttal	tistic-name	KPI-InboundCalls	statistic-name	Inbou	ndCalls
KPI-inboundCalls/wa	ming-level-high	KPI-InboundCalls	warning-level-high	12	
KPLinboundCalls/wa	ming-level-low	KPI-InboundCalls	warning-level-low		
KPI-InboundCalls/ws	nst-level-high	KPS-InboundCalls	worst-level-high	30	
KPI-InboundCalls/wo	nst-level-low	KPS-InboundCalls	worst-level-low	1	
EPE-InternalCalls (	) Items)				
KPLinternalCalls/-m	inurement-unit	KPS-InternalCalls	-measurement-unit	bop	
KPLInternalCalisities	cription	KPs-InternalCalls	description	Total	number internal call
KPLIsternalCalis/stat	idic-name	KPS-InternalCalls	statistic-name	Herry	alCals

Example of the KPI-InboundCalls section

# Contact Center Statistics

To display contact center statistics in the **Contact Center Statistics** tab of the Workspace Web Edition interface, you must specify at least one statistic in the statistics.displayed-statistics option.

#### Important

The statistics and KPIs that are in the **statistics.yaml** file are the only statistics and KPIs that are currently supported by Workspace. Contact your Genesys Sales Representative or Genesys Customer Service to add statistics to the **statistics.yaml** file.

#### Example

The following is an example of how to specify the AverageWaitingTime statistic for display:

1. Choose a statistic from the **statistics.yaml** file that you want to display, such as InboundCalls.

- 2. Create a section in the WS\_Cluster application object by using Genesys Administrator Extension (or Configuration Manager) such as CC-AverageWaitingTime
- 3. Create an option in the section called statistic-name.
- 4. Assign AverageWaitingTime as the value.
- 5. (Optional) You can create other options in the section to specify a display name, such as description with the value as Average Customer Wait Time. The attributes that you can specify include:
  - statistic-name(mandatory)
  - target-value
  - warning-level-low
  - warning-level-high
  - error-level-low
  - error-level-high
  - worst-value-low
  - worst-value-high
  - statistic-type possible values are: duration, number. If statistic-type isn't specified, the default type is number excepted if the statistics name includes the duration keyword.
  - measurement-unit an optional display value.

Refer to Setting the Warning, Error, and Worst Levels for more information about how to use the target, warning, error, and worst attributes.

- 6. Repeat steps 1 through 5 for each statistic that you want to use.
- 7. In the interaction-workspace section in the WS\_Cluster application, specify the name of the section that you created in Step 2 as one of the values of the statistics.displayed-statistics option. The value of this option is a coma-separated list of section names defined in the WS\_Cluster application. Specify the statistics in the order in which you want the statistics to be displayed in the Workspace interface. For example: CC-AverageWaitingTime,CC-Current\_In\_Queue,CC-CurrMaxCallWaitingTime,CC-ServiceLevel,CC-Total Abandoned,CC-Total Answered

Cancel 🖬 Save	5. Cose 🖬 Seve 🖬 See	e & New Status	Tigunestal 10 S	int 🖬 the 🗐 Cashi	
Configuration	Options	Permissione	Dependencies	Alama	Logs
Tiev Coleta	👲 Export 🐺 Import				Vew Advanced Vew
Nane -		Section		Option	Value
T Flor		00		Filter	Filter
il CC-AverageWal	tingTime (1 Rem)				
CC-Average/Vet	ingTime/statistic-mane	CC-Average/Vel	ingTime	statistic-name	Average/VatingTime
i CC-Current In	Queue (2 Items)				
CC-Current_In_G	ususinescurenert-unit	00-Current_In_G	iveue	measurement-unit	bop
CC-Current_In_G	ueue/statistic-name	CC-Current_In_C	lueue	statistic-name	Current_In_Queue
CC-CanMaxCall	WaitingTime (1 Item)				
CC-CurtMarCall	ValingTime/statistic-name	CC-CurrMarCall	NatingTime	statistic-name	Cur/Mar/Call/HalingTi
i CC-ServiceLevel	(1 Bere)				
CC-ServiceLevel	Istatutic-name	CC-ServiceLeve	1	statistic-name	ServiceLevel
CCStat-Current	argetState (4 Rems)				
CCStd-CurrentT	arget@lateitlescription	CCStat-Current?	wyetikale	description	State of larget agent
CCShd-CurrentTr	w pet/Diele i Aljend - id	CCShd-Current?	wptShie	okject-ld	\$Agent5
CCStat-CurrentTr	wget@baleistalistic-name	CCStat-Current?	wpetitude	statistic-name	<b>CurrentTargetState</b>
CCShd-CurrentT	wgetStale/statistic-type	CCShd-Current7	wpetSide	statistic-type	ONStatus
CC-Total_Aband	laned (1 Item)				
CO. Total Alternation	meditalistic-name	CC-Tehni Aband	and a second	statistic-cane	Total Abandoned

Example of the CC-AverageWaitingTime section

- 8. Specify the queue group, agent group, routing point, and/or virtual queue for which you want statistics reported by using the following options:
  - statistics.queue-groups

- statistics.agent-groups
- statistics.routing-points
- statistics.virtual-queues
- 9. Use the permissions.agent-group.exclude option to specify the list of agent groups or virtual agent groups to be excluded from Statistics, or use the permissions.agent-group.restrict option to specify the list of agent groups or virtual agent groups to which Statistics are restricted.
- 10. Specify the refresh time, in seconds, for the statistics in the **Contact Center Statistics** tab by using the statistics.refresh-time option.

## Setting the Warning, Error, and Worst Levels

Workspace provides eight non-mandatory options that you can use to define low and/or high levels of warning and error and low and/or high levels of worst values.

Some statistics are in an error state when they are below a certain value, while others are in an error state when they are above a certain value; for some statistics both a lower error threshold and a higher error threshold are required. The following non-mandatory options enable you to set a low and high threshold for a statistic:

- error-level-low—Values below this value are in an error state for the statistic.
- error-level-high—Values above this value are in an error state for the statistic.

Some statistics are in a warning state when they are below a certain value, while others are in a warning state when they are above a certain value; for some statistics both a lower warning threshold and a higher warning threshold are required. The following non-mandatory options enable you to set a low and high threshold for a statistic:

- warning-level-low—Values below this value are in a warning state for the statistic.
- warning-level-high—Values above this value are in a warning state for the statistic.

Use the error and warning options to specify ranges that are most suitable for the statistic.

Some statistics are performance based. The agent's result is compared to a target value to determine the agent's level of performance. Some statistics require a lower worst value and some require a higher worst value. For some statistics, both a lower and a higher worst value are required.

- worst-value-low—Values below this value result in a negative evaluation for the KPI.
- worst-value-high—Values above this value result in a negative evaluation for the KPI.
- target-value—The target value to be reached by the agent.
- evaluation-display—Specifies which value is displayed to the agent, a performance indicator or the raw statistic in the format of the statistic (for example, number, date, or percentage). If the option is set to Result, the actual statistic value is displayed. If the option is set to Evaluation, the performance of the agent is calculated by using the following formulae:

If the statistic value is lower than the target value, the following evaluation is applied: Agent

Performance = (Agent Result - worst-value-low) / (Target Value -worst-value-low) x 100 or: If the statistic value is higher than the target value, the following evaluation is applied: Agent Performance = (worst-value-high - Agent Result) / (worst-value-high - Target Value) x 100

# Example of a Statistics Configuration file for Workspace

The following is an example of a configuration (.cfg) file that is related to a statistics configuration for the options in a WS\_Cluster object that was exported from Configuration Manager:

#### [+] statistics-kpi.cfg

[CC-AverageWaitingTime]
statistic-name=AverageWaitingTime

[CC-Current\_In\_Queue]
statistic-name=Current\_In\_Queue

[CC-CurrMaxCallWaitingTime]
statistic-name=CurrMaxCallWaitingTime

[CC-ServiceLevel]
statistic-name=ServiceLevel

[CC-Total\_Abandoned]
statistic-name=Total\_Abandoned

[CC-Total\_Answered] error-level-high=15 error-level-low=2 statistic-name=Total\_Answered warning-level-high=10 warning-level-low=4

[CCStat-CurrentTargetState]
statistic-name=CurrentTargetState
statistic-type=DNStatus

[interaction-workspace]
kpi.displayed-kpis=KPI-InternalCalls,KPI-OutboundCalls,KPI-InboundCalls,KPICurrentTargetState,KPI-CurrNumberInCall
statistics.displayed-statistics=CC-AverageWaitingTime,CC-Current\_In\_Queue,CCCurrMaxCallWaitingTime,CC-ServiceLevel,CC-Total\_Abandoned,CC-Total\_Answered,CCStatCurrentTargetState

[KPI-CurrentTargetState] statistic-name=CurrentTargetState

[KPI-CurrNumberInCall] statistic-name=CurrNumberInCall

[KPI-InboundCalls] error-level-high=15 error-level-low=2 statistic-name=InboundCalls warning-level-high=10 warning-level-low=4

[KPI-InternalCalls]

```
statistic-name=InternalCalls
```

[KPI-OutboundCalls] statistic-name=OutboundCalls

#### Stat Server Configuration

Any Stat Server application in a Genesys environment to which the Web Services node/cluster will connect must include a set of statistic definitions that match those that are specified in the **statistics.yaml** file.

- Only Agent Statistics should be specified for KPIs.
- Only Queue Statistics should be specified for Contact Center Statistics.

# Statistics Gadget

The Workspace Statistics Gadget enables your agents to constantly monitor key statistics that you specify. You can specify one or more statistics to be displayed to the agent at all times in the Main Menu bar of the Workspace window.

The Contact Center Statistics and My Statistics tabs enable agents to view all the statistics and KPIs that you define; however, to view these, the agent must open those tabs, which temporarily hides the rest of the Workspace window.

Refer to the Workspace Help for information about using the Statistic Gadget.

Use the statistics.gadget-statistics option to specify a section or sections that contain a statistic or statistics to be displayed in the Statistics Gadget. If more than one statistic is specified, the first one is displayed by default. The others can be displayed by hovering the mouse pointer over the gadget or by clicking the gadget to open a menu that enables selection of a different statistic.

Use the statistics.gadget-statistics.max-size option to specify the maximum number of statistics that can be displayed in the Statistics Gadget. If you specify a number of statistics in the **statistics.gadget-statistics** option that exceeds this number, only the first *n* statistics are displayed.

#### Configuring the statistics.gadget-statistics option

The statistics.gadget-statistics option enables you to specify statistic sections to be displayed. The section should contain the name of the statistics definition, specified by the statistic-definitions option and the list of objects for which the statistic should be displayed (in the object-ids option) and the type of the object (in the object-type option). The list of objects in object-ids should all be from the same type (for example, Agent Groups), and this type of object should be specified in the object-type option.

You can also specify the following options in the statistic section to add the name and the type of the statistic:

• object-ids: The ids of Agent Groups, Virtual Queues, DN Groups, and Routing Points

- object-type: Statistics can be displayed for five different types of objects:
  - Agent Group Statistics for an agent group or virtual agent group
  - Routing Point Statistics for a Routing Point
  - Virtual Queue Statistics for a Virtual Queue
  - Queue Group Statistics for a Group of DNs

Valid values for this option are the names of sections that you have defined that contain the definitions of statistics, such as the name of the statistic, the name of the object for which the statistic is calculated, object type, object id, and so on.

- Agent Statistic If the statistic section is defined only with a statistic-name option, the statistic is considered as a statistic for the currently logged-in agent.
- Routing Point Statistic The statistic section is defined with the object-type option as RoutingPoint.
- Virtual Queue Statistic The statistic section is defined with the object-type option as VirtualQueue.
- Queue Group Statistic The statistic section is defined with the object-type option as QueueGroup.
- Agent Group Statistic The statistic section is defined with the object-type option as AgentGroup.

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Tenants		G CC-AverageWaitin	gTime (1 Rem)				
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Formats		G CC-Current In Qu	eue (2 Items)				
Fields			ue/measurement-unit		CC-Current_In_Queue	nessurement-unit	hop
		CC-Current_h_Que			CC-Current_In_Queue	statistic-name	Current_In_Queue
		B CC-CurrMaxCallWa	dingTime (1 Rem)				
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		CC-ServiceLevel () CC-ServiceLevel ()			CC-ServiceLevel	stalidic-name	ServiceLevel
		B CCStat-CurrentTa	rgetstate (4 Items	)			
		/	ved (1 Rem)				
		CC-Totel_Abendone	ed/statistic-name		CC-Total_Abandoned	statistic-name	Total_Abandoned
		CC-Total_Answere	ed (7 Rems)				
		COVER Annual	diameter in Vel-high		CC-Total_Answered	error-level-high	20
		CC-Total_Anowere	d/error-level-low		CC-Total_Answered	error-level-low	5
		CC-Total_Anowere	d/statistic-name		CC-Total_Answered	statistic-name	Total_Answered
🧔 Switching	•	CC-Total_Answere	d/warning-level-high		CC-Total_Answered	warning-level-high	12
RoutingleServices	•	CC-Total_Answere	d/warning-level-low		CC-Total_Answered	warning-level-low	8
🚙 Desktop		CC-Total_Anowere	d/worst-level-high		CC-Total_Answered	worst-level-high	30
Accounts		CC-Total_Anowere	d/worst-level-low		CC-Total_Answered	worst-level-low	1

Workspace tests if the configured objects exist in the configuration layer. If a statistic is defined for an object that does not exist, the configured statistic is not displayed.

You can also create sections that collect a group of related statistics to make it easier to specify which statistics can be displayed. For example, you might want to display two statistics (CC-Total\_Answered and CC-Total\_Abandoned statistics) for an agent group object and one (KPI-

InboundCalls) for the current agent. The following two figures show how this is configured in Genesys Administrator Extension.

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	KPI-InboundCalls/warning-level-high			level-high 12
	K91-InboundCalls/warning-level-low			level-low 8
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	G KPI-InternalCalls (3 Items)			
	KPI-internalCalls/measurement-unit	KPLint	ernalCalismeasur	ement-unit bop
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	KPI-InternalCalls/statistic-name	KPS-Inte	ernalCalls statistic-	name InternalCalls
	G RPI-OutboundCalls (2 Items)			
	KPI-OutboundCalls/description	KPI-Ou	descripti	on Total number outbound calls
	KPI-OutboundCalis/statistic-name	KPLON	toundCals statistic-	name OutboundCalls

To display CC-Total\_Answered and CC-Total\_Abandoned statistics for the agent group to which the agent belongs create a new section and add these two statistics as values:

```
[AG_Stats]
object-ids=AG1, AG2
object-type=AgentGroup
statistic-definitions=CC-Total_Answered,CC-Total_Abandoned
```

Next, assign the value AG\_Stats, KPI-InboundCalls to the **statistics.gadget-statistics** option. The three statistics are then available in the Workspace Main Menu bar.

🕕 Total Answered (Agent Group SIP One) 🛛 🖌
Total Abandoned (Agent Group SIP One)
Inbound Calls

You can use the permissions.agent-group.exclude or permissions.agent-group.restrict options to further refine which statistics are displayed in the Statistics Gadget and the Contact Center Statistics tab.