GENESYS™

Web Services and Applications Configuration Guide

Enabling Agents to View KPIs and Contact Center Statistics

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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 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_Chat	• Current_In_Queue	• OutboundCalls	• TimeInCurrentEmail
• AverageHandlingTime_Email	• EmailDuration	• OutboundEmails	• TimeInCurrentFacebook
• AverageWaitingTime	• HoldDuration	• Productivity	• TimeInCurrentState
• ChatDuration	• InboundCalls	• Productivity_Chat	• TimeInCurrentTwitter

• ConsultCalls		• Productivity_Email	• TimeInCurrentWorkitem
• CurrAvgCallWaitingTime	• InboundChats	• ReadyDuration	• Total_Abandoned
• CurrMaxCallWaitingTime	• InboundEmails	• ReadyDuration_Chat	• Total_Answered
• CurrNumberInCall	• InternalCalls	• ReadyDuration_Email	• TransferredChats
• CurrentAgentState	• LongestIdleTime	• RejectedChats	• TransferredChatsToQueue
• CurrentNotReadyAgents	• MissedCalls	• RejectedEmails	• TransferredEmails
• CurrentNumberLoggedInAgents	• MissedCallsForSkill	• ServiceLevel	• TransferredEmailsToQueue
• CurrentReadyAgents	• MissedChats	• ServiceLevel	• 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: ReadyDuration
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
  dynamicTimeProfile: 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.
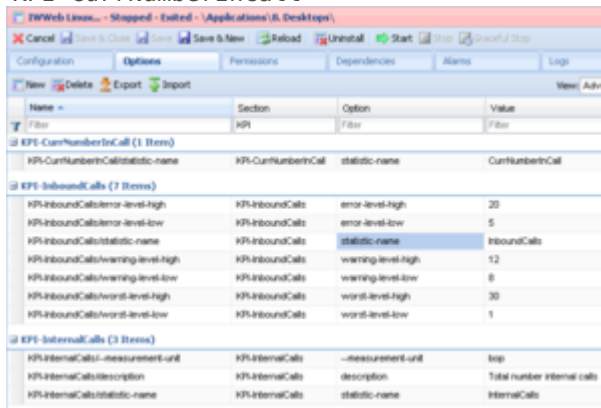
Example

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`

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

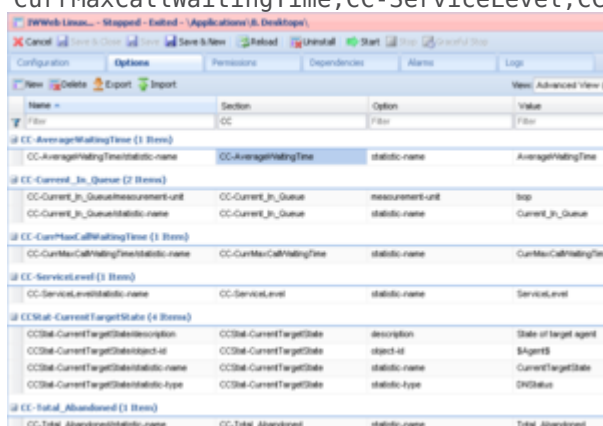The following is an example of how to specify the `AverageWaitingTime` statistic for display:

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

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,KPI-
CurrentTargetState,KPI-CurrNumberInCall
statistics.displayed-statistics=CC-AverageWaitingTime,CC-Current_In_Queue,CC-
CurrMaxCallWaitingTime,CC-ServiceLevel,CC-Total_Abandoned,CC-Total_Answered,CCStat-
CurrentTargetState

[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.

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.
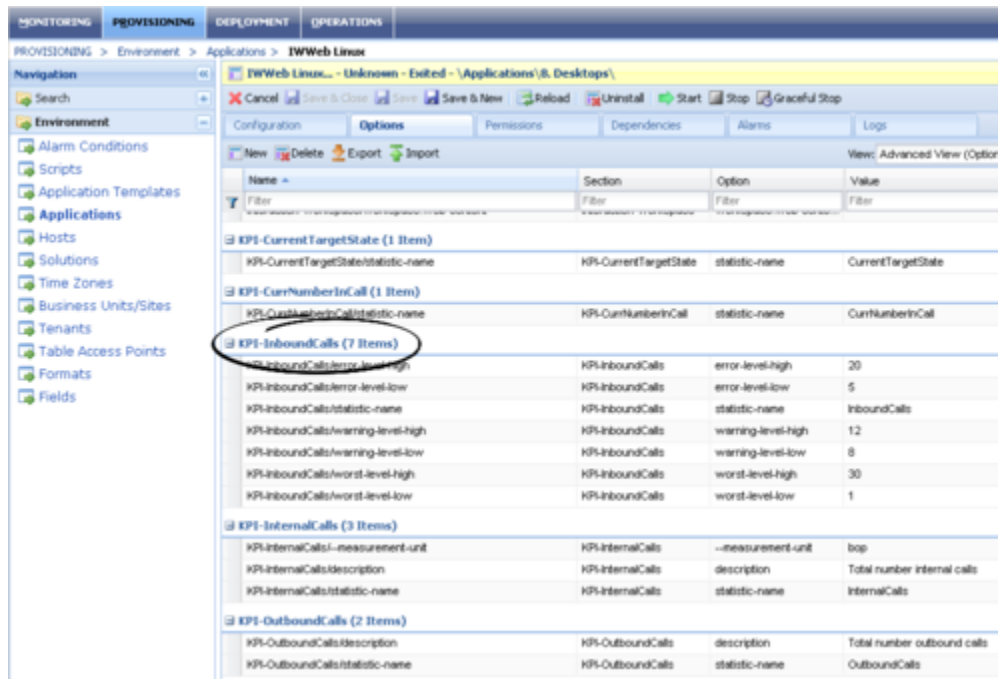
To display CC-Total_Answered and CC-Total_Abandoned statistics for the agent group to which the agent belongs create a new section and add these two statistics as values:

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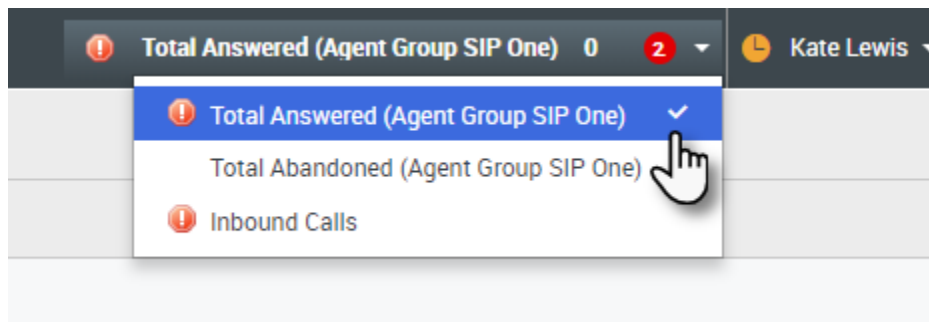
You can use the permissions.agent-group.exclude or permissions.agent-group.restrict options to further refine which statistics are displayed in the Statistics Gadget and the Contact Center Statistics tab.