GENESYS™

Workspace Desktop Edition Deployment Guide

Enabling Agents to View KPIs and Contact Center Statistics

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Contents

Refer to *Framework 8.1 Genesys Administrator Help* and *Genesys Security Guide* for detailed information on how to use Genesys Administrator and Management Framework to configure access permissions

Procedure: Enabling an agent to view My Statistics (KPIs)

Purpose: To enable an agent to view their Key Performance Indictors (KPIs).

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.
- Interaction Workspace has a connection to Stat Server.

Start

1. Configure Stat Server as described in Framework Stat Server 8.1 Deployment Guide. to produce the metrics that you want to employ to measure the KPIs in your contact center.

2. In the Interaction Workspace Application, configure the Interaction Workspace KPIs section following the option reference in Section: <KPI Name>.

3. Allow the following Statistics Access privileges (see Statistics Access Privileges) for the role to which the agent is assigned (refer to the Procedure: Creating a Role, allowing an Interaction Workspace privilege, and assigning a Role to an agent or agent group):

   - KPI module

- Configure the KPI options in the `interaction-workspace` section of the Interaction Workspace Application object (refer to the KPI configuration option reference for a list of KPI options and a description of how to configure them).

End

Procedure: Enabling an agent to view Contact Center Statistics (Object Metrics)

Purpose: To enable an agent to view the overall performance of the contact center by viewing statistics regarding Queues, Routing Points, and so on.

An agent can log in to a queue or a routing point if the estimated wait times are particularly high or if the object is displaying a warning or error. Agents should log in to those queues that are experiencing high levels of abandoned calls.

For each Contact Center Statistic (Object Metric) that you want to define and use, you must define a section in the Interaction Workspace `Application` object in the Configuration Database.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.

- A working knowledge of Genesys Administrator 8.

- An Interaction Workspace `Application` object exists in the Configuration Database.

- Interaction Workspace has a connection to Statistics Server.

Start

1. In Genesys Administrator, create a new section named after the Object Statistic that you want to use.

2. Define the mandatory and optional options and values for the statistic (refer to Section: <Object Statistic Name>).

3. Allow the following Statistics Access privileges (see Statistics Access Privileges) for the role to which the agent is assigned (refer to the Procedure: Creating a Role, allowing an Interaction Workspace privilege, and assigning a Role to an agent or agent group):

- Object Statistics module

- Configure the Statistics options in the `interaction-workspace` section of the Interaction Workspace `Application` object (refer to the Statistics configuration option reference for a list of Statistics options and a description of how to configure them).

End

Procedure: Enabling an agent to view My Statistics and Contact Center Statistics in the Statistics Gadget

Purpose: To enable an agent to view Statistics and Contact Center Metrics in the Statistics Gadget.

The Statistics Gadget provides a small, convenient viewer for Statistics and Contact Center Metrics that does not require agents to keep opening the My Statistics tab and the Contact Center Statistics tab in the Workspace. The Statistics Gadget provides continuous updates and warnings.
Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.

- A working knowledge of Genesys Administrator 8.

- An Interaction Workspace `Application` object exists in the Configuration Database.

- Interaction Workspace has a connection to Statistics Server.

- Complete one or both of the following:

    - Procedure: Enabling an agent to view My Statistics (KPIs)

    - Procedure: Enabling an agent to view Contact Center Statistics (Object Metrics)

Start

1. Allow the following Statistics Access privilege (see Statistics Access Privileges) for the role to which the agent is assigned (refer to the Procedure: Creating a Role, allowing an Interaction Workspace privilege, and assigning a Role to an agent or agent group):

- Gadget Statistics module

- Configure the Statistics Gadget options in the `interaction-workspace` section of the Interaction Workspace `Application` object (refer to the Gadget and Statistics Gadget configuration option reference for a list of Statistics options and a description of how to configure them).

  End