Workspace Desktop Edition Deployment Guide

Viewing Contact-Center Metrics

4/8/2025

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Interaction Workspace enables agents to view real-time metrics of the performance of the contact center. Statistical information is displayed in the form of industry standard- and contact center-defined metrics. Metrics enable agents to focus on their efficiency and to compare their performance against that of their colleagues. Statistics are displayed only for the Tenant to which the agent is logged. Interaction Workspace enables you to configure which metrics are displayed to your agents, with what frequency, and with what alarm conditions.

Queue statistics:

- Number of interactions in queue (In the Login Queue)
- Average waiting time (In the Login Queue)
- Number of distributed calls (In the Login Queue)
- Number of abandoned calls (In the Login Queue)
- Number of agents logged in to the ACD Queue

The Interaction Workspace default statistics are controlled by the following privileges set in the `interaction-workspace` section, except where noted otherwise:

- `statistics.refresh-time` -- Defines the frequency of notification (in seconds) for statistics.
- `statistics.queues` -- Specifies the list of queues for which queue statistics are calculated. A comma-separated list of queues are defined as follows: <QueueName>@<SwitchName>. This option is part of the regular option hierarchy; therefore, you can define the list of applicable objects per Tenant, Group, or User; however, if the list is defined in the statistic section, the list is global.
- `statistics.routing-points` -- Specifies the list of Routing Points for which routing point statistics are calculated. A comma-separated list of queues are defined as follows: <RoutingPoint>@<SwitchName>. This option is part of the regular option hierarchy; therefore, you can define the list of applicable objects per Tenant, Group, or User; however, if the list is defined in the statistic section, the list is global.

Statistics are calculated in the following way, the statistic is calculated for the list of objects specified by the `statistics.queues` option, which can be populated with the following tags; however, if the section contains an option named "object-id", the statistic is calculated only for that specific object:

- `$Agent.LoginQueue$` -- Returns the list of queue identifiers on which the agent logs in. Set this value either in the `object-id` option in the contact center statistics section, or in the `statistics.queues` option.
- `$AgentGroup.OriginationDns$` -- Returns the list of origination DNs for the list of agent groups to which the agent currently logged in. This value IS set by the `object-id` option in the contact center statistics section.

Contact Center Metrics are displayed in both the Main Window and the Statistics Gadget.