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Workspace Desktop Edition Help

Statistics Gadget

Statistics Gadget

Statistics can be viewed either in the **Main Window** by selecting the **My Statistics tab** or the **Contact Center Statistics tab** in your **Workspace**, or by using the Statistics Gadget.

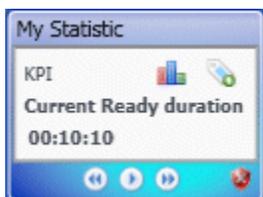
The Statistics Gadget displays statistics in two ways:

- A statistics ticker
- A tagged statistic view

The advantage of the Statistics Gadget is that you can view your KPIs and contact-center statistics continuously without opening your Workspace and clicking back and forth between tabs.

To show or hide the Statistics Gadget, select **Show Statistics Gadget** from the **Main Menu** in the **Main Window** or the **Gadget**.

The Statistics Gadget displays configured statistics in a ticking region. Each statistic is displayed for a specified period, then the next statistic is displayed.



Statistics Gadget

Use the **Back**, **Stop/Play**, and **Forward** buttons on the control panel to scroll manually through the statistics that you are configured to view. The buttons are displayed if you are configured to view more than one contact-center statistic or KPI.

Alert icons are displayed in the bottom right corner if the statistics are in a warning state or an error state. The background color of the ticker also changes to indicate warning state.

Click the **Alert** icon on the control panel to display only the statistics that are in warning state or error state.

Click the **Tag** button (tag icon) to display the current statistics in a static Tagged Statistics view.

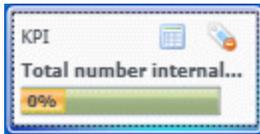


Tagged statistic

Click the **Untag** button (tag icon) to close the Tagged Statistics view.

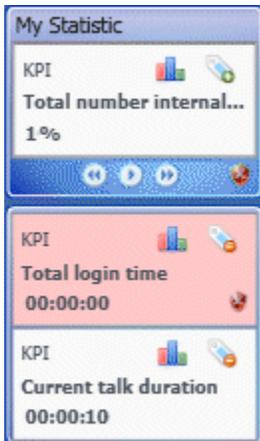
You can view your KPIs either as text or as a graph. Click the **Graph View** button (bar chart icon) to view the statistic as a graph. Click the **Text View** button (tag icon) to view the statistic as a graph.

Statistics Gadget



Tagged statistics graph

You can tag more than one statistic at a time. The Tagged Statistics view expands to accommodate multiple statistics in a single view.



Tagged statistics stack

Click the **Up** and **Down** buttons to scroll up or down to view other tagged statistics.

Statistics Gadget Menu

To display the **Statistics Gadget Menu**, place your mouse pointer over the Statistics Gadget. Click the **Menu** button () to open the menu.

- **Hide My Statistics/Show My Statistics**—Shows only the contact-center statistics, or shows both My Statistics and the contact-center statistics
- **Hide Contact Center Statistics/Show Contact Center Statistics**—Shows only My Statistics or shows both My Statistics and the contact-center statistics
- **Always on Top**—Keeps the Statistics Gadget on top of all other windows
- **Show My Statistics on Main Menu**—Opens My Workspace on the Main Window and shows the My Statistics tab
- **Hide Contact Center Statistics on Main Menu**—Opens My Workspace on the Main Window and shows the contact-center-statistics tab
- **Close Statistics Gadget**—Closes the Statistics Gadget (including the Tagged Statistics stack)