Workspace Desktop Edition Deployment Guide

Reporting

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[**Added:** 8.5.112.08] [**Modified:** 8.5.116.10]

Contents

This topic summarizes the Workspace features that contribute to statistics computation by the Genesys back-end.

Focus duration

Workspace is an *omni-channel application* which means that agents might be handling multiple interactions on different channels for the same contact, or for multiple contacts. For example, an agent might be talking on the phone with a contact, sending the contact text information by the SMS channel, and composing an email to the contact while exchanging Instant Messages with someone in your back office; or, an agent might be handling multiple chats for multiple contacts while handling email interactions or workitems. In both of these example scenarios, the agent spends a little bit of time focused on each individual interaction; however, from a reporting perspective, the duration of handling is the total time from when each interaction was initiated until it was marked Done. This gives a false representation of the actual amount of time that an agent was actually handling each individual interaction.

When the value of the reporting.case.report-case-in-focus-duration option is set to `true`, Workspace reports to the Genesys back-end the time, in seconds, that an individual interaction had the focus, that is, the time that the agent actually spent working directly or indirectly on this interaction. The duration of each interaction is reported as the sum of the times that the interaction had the focus of the agent. The assignment of focus-time to an interaction is based on the following rules:

1. At any given time, only one Case can be considered as *in focus*.
      Therefore, the sum of the focus-times of the agent cannot exceed the total focus-time.

2. When a Case is considered to be *in focus*, the time in focus is assigned to the Main interaction of the case; that is, the interaction that initiated the case (for example an inbound chat or an outbound call).

3. The Case that contains the current Active Voice Call (`Established`) is considered as *in focus*, whether the voice call in the Case is the main interaction, a secondary interaction, or a consultation.
      There cannot be more that one Active Voice Call at a given time.

4. When there is no Active Voice Call, the Case that has the visual focus, corresponding to the selected view, is considered as *in focus*. This can be a Case that contains a non-Active Voice Call (for example, `Dialing`, `On Hold`, or `Released`).

5. If Workspace loses the application focus, the Case that had visual focus at the time Workspace lost the focus continues to be considered as *in focus*.

> **Tip**
>
> Setting the values of the interaction.auto-focus and interaction.auto-focus.<media-type> options affects the focus time calculations for accepted interactions. [**Added:** 8.5.116.10]