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Workspace Desktop Edition Help

[Contact Center Statistics](#)

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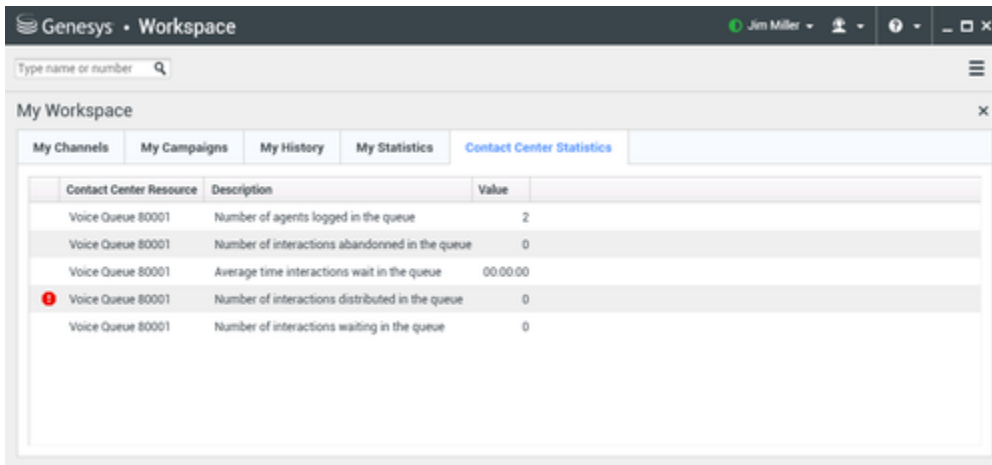
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Contact Center Statistics

Tip

Are you looking for **tutorials** to help you learn how to use this feature? Check out the [Related Resources](#) section at the bottom of this article.

The list of statistics about the Routing Points, Queues, and other contact center objects is displayed in the **Contact Center Statistics** tab of the [Main Window](#). You can also view the contact center statistics in the [Statistics Gadget](#).



Contact Center Resource	Description	Value
Voice Queue 80001	Number of agents logged in the queue	2
Voice Queue 80001	Number of interactions abandoned in the queue	0
Voice Queue 80001	Average time interactions wait in the queue	00:00:00
Voice Queue 80001	Number of interactions distributed in the queue	0
Voice Queue 80001	Number of interactions waiting in the queue	0

The **Contact Center Statistics** tab displays statistics that summarize the state of various conditions that are monitored by your contact center, such as the percentage of abandoned calls, the average call-waiting time, and the number of interactions that are in queue.

The following columns of information are available for each monitored object:

- **Contact Center Resource:** The name or location of the object
- **Description:** A description of the contact center statistic
- **Value:** The value of the contact center statistic

Click column heads to change the sort order of the objects.

Right-click in the **Contact Center Statistics** view to display the **Statistics** menu.

Use the **Statistics** menu to do the following:

- Show or hide statistics
- Show only alerting statistics or show all statistics

Tip

Your Key Performance Indicators (KPIs) are displayed in the [My Statistics](#) tab.

Related Resources

The *Workspace Desktop Edition User's Guide* (English only) provides detailed lessons for using all the features of Workspace. You might find the following lessons useful:

- [View KPIs And Statistics](#)

Related topics

- [My Workspace](#)
- [Statistics Gadget](#)
- [Components, Features, and Controls](#)

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