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Workspace Desktop Edition Help

[My Statistics](#)

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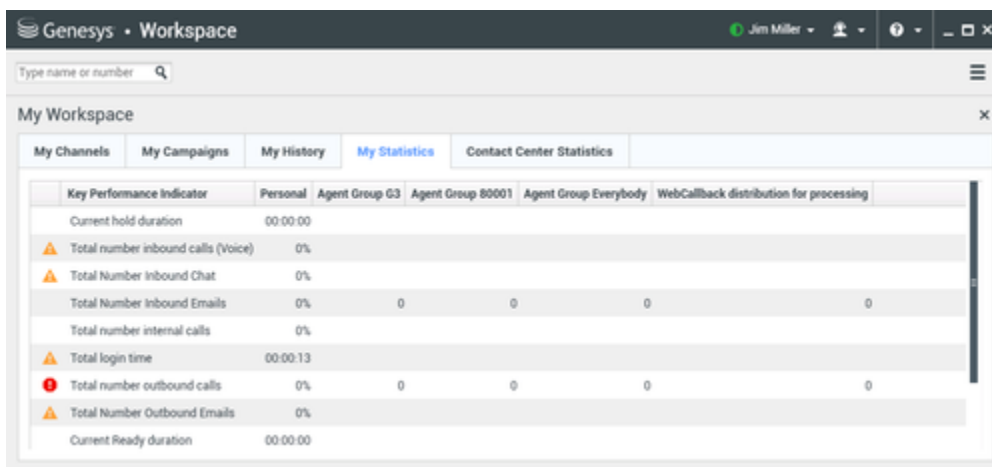
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My Statistics

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 **My Statistics** tab of the [Main Window](#) displays the list of your Key Performance Indicators (KPIs). You can also access your KPIs in the [Statistics Gadget](#).



The screenshot shows the Genesys Workspace interface with the 'My Statistics' tab selected. The table displays KPIs for the user 'Jim Miller' across different agent groups. The 'Personal' column shows the user's own performance, while other columns show the performance of specific agent groups. Warning icons (yellow triangles) are present next to several KPIs, indicating that the performance is below the expected warning level.

Key Performance Indicator	Personal	Agent Group G3	Agent Group 80001	Agent Group Everybody	WebCallback distribution for processing
Current hold duration	00:00:00				
Total number inbound calls (Voice)	0%				
Total Number Inbound Chat	0%				
Total Number Inbound Emails	0%	0	0	0	0
Total number internal calls	0%				
Total login time	00:00:13				
Total number outbound calls	0%	0	0	0	0
Total Number Outbound Emails	0%				
Current Ready duration	00:00:00				

Tip

The Statistics/KPIs that are displayed in this view are configured by your system administrator.

The statistics defined as KPIs could also be evaluated for the agent groups of which you are a member. Your performance is displayed in the **Personal** column, and the statistic value for each Agent Group is displayed in a column with the name of the agent group as the column header.

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

The **My Statistics** tab displays your current KPIs and a summary of the KPIs of your work group(s). The **My Statistics** tab enables you to compare your performance with the overall performance of the group(s) to which you belong.

A warning icon is displayed in the left-most column of the row. The warning icon is displayed if the evaluation of your performance for the KPI goes beyond the expected warning level for the KPI (⚠️).

An error icon might be displayed next to a KPI if the evaluation of the performance is below the

expected error level for the KPI (.

Tip

Statistics about the Routing Points, Queues, and so on, are displayed in the **Contact Center Statistics** tab.

If a statistic has been configured incorrectly, the background of the statistic becomes red and the error icon is displayed. You should report errors immediately. The reason for the problem is displayed in a tooltip if you place your mouse pointer over the problematic statistic row.

My Statistics menu

Right-click in the **My Statistics** tab to access the shortcut menu that enables you to show/hide columns and KPIs, and to turn on or off KPI filtering to show only those that have alerts.

- The **My Statistics** menu enables you to specify which KPIs are displayed. Select a KPI to show or hide it. KPIs that are displayed have a check mark next to them.
- The **Agent Groups** menu enables you to show or hide the column that contains the KPI values for the agent group. Select a group to show or hide it. Agent Groups that are displayed have a check mark next to them.
- Select **Show All statistics** to display all of the KPIs. Select **Show Only Alerting Statistics** to display only KPIs that have warnings or errors. This menu does not affect the columns that are displayed.

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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