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Performance DNA Administrator Guide

Updating Base Data Definitions from a Spreadsheet

5/4/2025

Updating Base Data Definitions from a Spreadsheet

Over time Base Data targets may change. After updating your Base Data Definitions spreadsheet to reflect these trends or business changes it is possible to copy and paste sections of the data to reflect the changes in Performance DNA.

Name	Assessment Name	Min	Max	Threshold 1	Threshold 2	Flipped	Load/Frequency	Multiplier	Agg Method	Part Period
ACD - ACW Time	ACW	30	120	40	80	☑	Daily	1	Average	Whole Value
ACD - AHT	AHT	30	120	40	80	☑	Daily	1	Average	Whole Value
ACD - Calls per Hour	CPH	5	25	10	20	☑	Daily	1	Average	Whole Value
ACD - Hold Time	HT	0	25	10	20	☑	Daily	1	Average	Whole Value
ACD - Talk Time	TT	30	120	40	80	☑	Daily	1	Average	Whole Value
Adherence	Adherence	0	100	85	90	☑	Monthly	1	Average	Whole Value
Assessment - Identify Problems & Solutions	Identify Problems & Solutions	1	10	5	5	☑	Daily	1	Average	Whole Value
Assessment - Product Knowledge	Product Knowledge	1	10	5	5	☑	Daily	1	Average	Whole Value
Assessment - Product Offering	Product Offering	1	10	5	5	☑	Daily	1	Average	Whole Value
Call Status	Call Status	0	100	85	90	☑	Daily	1	Average	Whole Value
Calls	Calls	40	150	60	80	☑	Daily	1	Average	Whole Value
Complaints Resolved	Complaints Resolved	0	100	85	90	☑	Monthly	1	Average	Whole Value
CR - CSat	CR - CSat	1	10	5	5	☑	Daily	1	Average	Whole Value

Select the Cells that have been updated in the spreadsheet and copy them.

From the Base Data Definitions grid select the first cell of the data range that is to be updated and paste the data using Ctrl+V.

BASE DATA DEFINITIONS

Name: All Types

Name	Assessment Name	Min	Max	Threshold 1	Threshold 2	Flipped	Load/Frequency	Multiplier	Agg Method	Part Period
ACD - ACW Time	ACW	30	120	40	80	☑	Daily	1	Average	Whole Value
ACD - AHT	AHT	30	120	40	80	☑	Daily	1	Average	Whole Value
ACD - Calls per Hour	CPH	5	25	10	20	☑	Daily	1	Average	Whole Value
ACD - Hold Time	HT	0	25	10	20	☑	Daily	1	Average	Whole Value
ACD - Talk Time	TT	30	120	40	80	☑	Daily	1	Average	Whole Value
Adherence	Adherence	0	100	85	90	☑	Monthly	1	Average	Whole Value
Assessment - Identify Problems & Solutions	Identify Problems & Solutions	1	10	5	5	☑	Daily	1	Average	Whole Value
Assessment - Product Knowledge	Product Knowledge	1	10	5	5	☑	Daily	1	Average	Whole Value
Assessment - Product Offering	Product Offering	1	10	5	5	☑	Daily	1	Average	Whole Value
Call Status	Call Status	0	100	85	90	☑	Daily	1	Average	Whole Value
Calls	Calls	40	150	60	80	☑	Daily	1	Average	Whole Value
Complaints Resolved	Complaints Resolved	0	100	85	90	☑	Monthly	1	Average	Whole Value
CR - CSat	CR - CSat	1	10	5	5	☑	Daily	1	Average	Whole Value

Name	Assessment Name	Min	Max	Threshold 1	Threshold 2	Flipped	Load/Frequency	Multiplier	Agg Method	Part Period
ACD - ACW Time	ACW	30	120	Threshold 1		☑	Daily	1	Average	Whole Value
ACD - AHT	AHT	30	120	Threshold 1		☑	Daily	1	Average	Whole Value
ACD - Calls per Hour	CPH	5	25			☑	Daily	1	Average	Whole Value
ACD - Hold Time	HT	0	25			☑	Daily	1	Average	Whole Value
ACD - Talk Time	TT	30	120			☑	Daily	1	Average	Whole Value
Adherence	Adherence	0	100			☑	Monthly	1	Average	Whole Value
Assessment - Identify Problems & Solutions	Identify Problems & Solutions	1	10			☑	Daily	1	Average	Whole Value
Assessment - Product Knowledge	Product Knowledge	1	10			☑	Daily	1	Average	Whole Value
Assessment - Product Offering	Product Offering	1	10			☑	Daily	1	Average	Whole Value
Call Status	Call Status	0	100			☑	Daily	1	Average	Whole Value
Calls	Calls	40	150			☑	Daily	1	Average	Whole Value
Complaints Resolved	Complaints Resolved	0	100			☑	Monthly	1	Average	Whole Value

After checking for any validation errors click **Save**.