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Genesys Engage cloud Workforce Management 8.5.1 Guide

Statistics

Statistics

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Workforce Management in Genesys Engage cloud](#).

Use the **Statistics** pane to associate statistics with each activity.

Important

You must have the proper permission or security right to view and configure statistics for Activities. If you do not have this right, the **Activities > Statistics** pane is not visible. Also, you cannot associate statistics with an activity if it is of type **Fixed-Staff Work**.

Use the statistics to monitor interaction and service levels.

Statistics properties are described in [Statistics Properties](#). Additional configuration information appears in [Configuring Activities Statistics](#).