Workforce Management Administrator's Guide

WFM Statistics: Recommended Settings

12/21/2025

WFM Statistics: Recommended Settings

This topic provides recommendations for configuring statistics for Genesys Stat Server, Voice Interactions, and Genesys eServices (Multimedia) Interactions, in the following sections:

- Configuring Stat Server Statistics
- Configuring Statistics for Voice Interactions
- Configuring WFM Statistics for eServices (Multimedia) Interactions
- Procedures
- Tables: Recommended Stat Server Statistics

Configuring Stat Server Statistics

You configure the Stat Server statistics that WFM Data Aggregator tracks and records using the WFM Configuration Utility. Therefore, you must configure certain Stat Server settings required by WFM before launching the WFM Configuration Utility and completing the WFM Data Aggregator configuration.

If you use the WFM Data Aggregator Configuration Wizard (instead of performing a manual installation and configuration) and you select the Wizard's Add WFM Statistics option, the Wizard completes all the necessary Stat Server configuration. In this case, the statistics have the variant names (starting with WFM) listed in parentheses in the Statistic Name rows of the Stat Server Statistics Settings tables beginning with Table 1 in the section Configuring Statistics for Voice Interactions.

> ### Important
>
> The Wizard only adds the *voice* statistics described in Table 1 on this page and Tables 1-6 in the section Configuring Statistics for Voice Interactions, not the Genesys eServices (Multimedia) statistics. You must configure most eServices statistics manually in Stat Server. See details in Tables 1-16 in the section Configuring WFM Statistics for eServices (Multimedia) Interactions and Tables 1-12 in the section Statistics For iWD Interactions.

In addition, you must locate or configure in Configuration Manager the necessary Stat Server statistics for tracking WFM activities, so they will be available when configuring WFM Data Aggregator statistics in the WFM Configuration Utility.

> ### Warning

> You must restart Stat Server after configuration changes.

You must configure two parameters in Stat Server: TimeProfile and TimeRange.

Back to Top

TimeProfile

WFM Data Aggregator uses TimeProfile to order statistics for WFM activities from Stat Server based on a specific interval of time. This time interval is configured in Stat Server as TimeProfile.

If you use the WFM Data Aggregator Configuration Wizard instead of performing a manual installation and configuration, and select the Wizard's Add WFM Statistics option, the Wizard completes all the necessary time profile configuration. In this case, the time profiles have these variant names (starting with WFM), such as:

- WFMProfile,Growing=0:00+0:15
- WFMTimeProfile,Growing=0:00+0:15

To configure the time profile, check the TimeProfiles section on the Options tab of the Stat Server Application object. If it does not exist, create this section.

After locating or creating this section, add the options:

- WFMProfile,Growing=0:00+0:15
- TimeProfileName,Growing=0:00+0:15

TimeProfileName indicates the name of the time profile to be used. The 0:15 parameter indicates that the request statistics are based on 15-minute intervals.

> ## Important
> A 15-minute interval is the only timestep currently supported.

Back to Top

TimeRange

WFM Data Aggregator uses TimeRange to request that the service-factor statistics be calculated, based on the specified time interval. Usually, service factor is calculated as X% of calls answered in Y seconds. The Y seconds must be configured as the TimeRange parameter.

After you configure the time range, Stat Server uses it by default and returns the value for any

service-factor statistic as X% of calls answered in [TimeRange] seconds. To configure the time range, check for the TimeRanges section of the Stat Server Application object. If it does not exist, create this section.

If you use the WFM Data Aggregator Configuration Wizard instead of performing a manual installation and configuration, and select the Wizard's Add WFM Statistics option, the Wizard creates the necessary time range configuration. In this case, the time ranges have these variant names (starting with WFM):

- `WFMTimeRange10=0-10`
- `WFMTimeRange15=0-15`
- `WFMTimeRange20=0-20`
- `WFMTimeRange30=0-30`
- `WFMTimeRange60=0-60`
- `WFMTimeRange90=0-90`

After locating or creating this section, add these options:

- `TimeRange10=0-10`
- `TimeRange15=0-15`
- `TimeRange20=0-20`
- `TimeRange30=0-30`
- `TimeRange60=0-60`
- `TimeRange90=0-90`

In this case, 10, 15, 20, and so on, represent the Y seconds portion of the service factor calculation described above.

You can configure multiple time ranges for multiple service-level goals. A Customer Service goal of 80 percent of calls answered in 30 seconds and a Corporate Customer Service goal of 90 percent of calls answered in 10 seconds is configured as follows:

- `CustTimeRange '0-30'`
- `CorpTimeRange '0-10'`

After you configure TimeRange statistic, use this option when configuring the Stat Server request in the WFM Configuration Utility.

Important

After restarting Stat Server, be certain that during initialization the `TimeProfile` and `TimeRange` statistics proceed successfully. See the Stat Server documentation for more details.

Procedures

Click the red arrow to see a list of procedures related to the topics on this page.

Locating Preconfigured Stat Server Statistics in Configuration Manager

Purpose: To locate preconfigured Stat Server statistics.

Start of Procedure

1. Click the plus sign (+) next to `Environment` in the Configuration Manager tree view.

2. Click `Applications`.
   The list of available `Applications` appears in the right-hand pane of the window.

3. Double-click the `Stat Server Application` object.
   The `Properties` window appears, containing several tabs.

4. Click the `Options` tab.
   The preset statistics are listed on the `Options` tab.

5. Scroll through the list to determine which statistics (from those discussed in this chapter) are already available, and which ones you need to create.

End of Procedure

Next Steps:

- Complete the Creating New Stat Server Statistics for each statistic you need to create.
- Complete the Entering Settings for New Statistics for each new statistic.

Creating New Stat Server Statistics

Purpose: To create new Stat Server statistics.
Prerequisite: The statistics that WFM requires are not in the preset list.

Start of Procedure

1. On the `Stat Server Option` tab, click the `Create New Section/Option` icon.
   The `Add Statistic` window appears.

2. Enter a statistic name from the Stat Server Statistics Settings tables starting with Table .

3. Click `OK`.
   The new statistic appears in the `Option` tab of the `Statistics` list.

> ### Important
> Certain Genesys eServices (Multimedia) statistics require additional configuration. For more details, see Configuring WFM Statistics for eServices (Multimedia) Interactions.

End of Procedure

Next Steps:

- Complete the procedure Entering Settings for New Statistics for each new statistic.

Entering Settings for New Statistics

Summary: After you create new statistics, you must configure each to attach the correct properties to each. You can create one or more separate requests for each activity.

For example, if an activity named `CustomerCare` is handled by two different queues, the interaction volume can be obtained by creating a separate request to Stat Server for the `TotalNumberCallsInbound` statistic for each queue. WFM Data Aggregator automatically sums these results to calculate the total number of `CustomerCare` interactions.

> ### Warning
> Stat Server statistics are used to collect historical data. It is critical that the statistic requests be configured correctly.

Purpose: To configure the new statistics just created.
Prerequisite: You have completed the Creating New Stat Server Statistics.

Start of Procedure

1. Double-click a new statistic.
   The `Properties` window appears, but is blank.
2. In the Properties window, right-click in the blank area and, from the shortcut menu, select New. The `Edit Option` dialog box opens.
3. Enter four option names and values for each new statistic.
4. In the `Option Name` box, enter an option name from Table 1: Recommended Stat Server Statistics.
5. In the `Option Value` box, enter the corresponding option value.

   > ### Important
   > Enter the option values exactly as shown in Table 1: Recommended Stat Server

> Statistics.

6. Click OK.
    The new settings appear in the `Properties` window.

7. Repeat Steps 1–5 until you have defined properties for all four options.

8. After entering all the required properties, click `OK`.

9. To create the next statistic, click the `Create New Section/Options` icon again.

10. Continue the procedure until you have created all the recommended statistics.

11. Click `OK`.

End of Procedure

If you need more information about Stat Server statistics, see the Stat Server documentation.

If you need more information about Stat Server statistics, see the Stat Server documentation.You can copy-and-paste a generic set of these recommended statistics, in the topic Using Copy-and-Paste Format for Statistics.

Tables: Recommended Stat Server Statistics

View tables.. [+]

Interaction Volume

Item	Description
Statistic Name	TotalNumberCallsEntered
Statistic Configuration **Option/Value pairs**	Objects = Queue, RoutePoint, GroupQueues Category = TotalNumber MainMask = CallEntered Subject = DNAction
Comments	Predefined. Collects the number of interactions that enter the object.

Abandonment Volume

Item	Description
Statistic Name	TotalNumberCallsAband
Statistic Configuration **Option/Value pairs**	Objects = Queue, RoutePoint, GroupQueues Category = TotalNumber MainMask = CallAbandoned Subject = DNAction

Item	Description
Comments	Predefined. Collects the number of interactions abandoned while waiting in the object.
Statistic Name	TotalNumberShortAbandons
Statistic Configuration **Option/Value pairs**	Objects = Queue, RoutePoint, GroupQueues Category = TotalNumberInTimeRange MainMask = CallAbandoned, CallAbandonedFromRinging Subject = DNAction
Comments	Predefined. Collects the number of interactions abandoned while waiting in the object.

Quality of Service

Item	Description
Statistic Name	ServiceFactor1
Statistic Configuration **Option/Value pairs**	Objects = Queue, RoutePoint, GroupQueues Category = ServiceFactor1 MainMask = CallAnswered, CallAbandoned, CallAbandonedFromRinging Subject = DNAction
Comments	Predefined. You must configure a time range to use this statistic. Reports the percentage of interactions answered by agents within the time range. Calculated as interactions answered divided by total interactions (answered + abandoned).
Statistic Name	TotalNumberCallsDistrib
Statistic Configuration **Option/Value pairs**	Objects = Queue, RoutePoint, GroupQueues Category = TotalNumber MainMask = CallDistributed Subject = DNAction
Comments	Predefined. Reports the number of interactions distributed to other objects from the specified object.
Statistic Name	AverTimeBeforeAnswering
Statistic Configuration **Option/Value pairs**	Objects = Queue, RoutePoint, GroupQueues Category = AverageTime MainMask = CallAnswered Subject = DNAction
Comments	Not predefined. Reports the average time an interaction range before being answered. Calculated as a ratio of total wait time for interactions to be answered divided by the number

Item	Description
	answered. Only interactions answered during the current time interval are counted.

Handle Time

Item	Description
Statistic Name	TotalHandleTime
Statistic Configuration **Option/Value pairs**	Objects = Agent, Place, GroupAgents, GroupPlaces Category = TotalAdjustedTime MainMask = CallInbound, CallOutbound, AfterCallWork Subject = DNAction
Comments	Predefined. Reports the total time an agent spent handling inbound or outbound interactions and doing offline or after call work.
Statistic Name	TotalNumberCallsHandled
Statistic Configuration **Option/Value pairs**	Objects = Agent, Place, GroupAgents, GroupPlaces Category = TotalNumber MainMask = CallInbound, CallOutbound Subject = DNAction
Comments	Not predefined. Reports the number of inbound and outbound interactions that ended during a specific timestep.

You can copy-and-paste a generic set of these recommended statistics, in the topic, "Using Copy-and-Paste Format for Statistics".

Back to Top