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# Workforce Management Administrator's Guide

Configuring WFM Statistics for Voice Interactions

4/22/2025

# Configuring WFM Statistics for Voice Interactions

You can copy-and-paste a generic set of these recommended statistics, into those described in the topic [Using Copy-and-Paste Format for Statistics](#).

**Table 1:** Interaction Volume

Item	Description
<b>Statistic Name</b>	TotalNumberCallsEntered or WFMTotalNumberCallsEntered (if you used the WFM Data Aggregator Configuration Wizard to configure Stat Server)
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	Objects = Queue, RoutePoint, GroupQueues Category = TotalNumber MainMask = CallEntered Subject = DNAction
<b>Comments</b>	Predefined. Collects the number of interactions that enter the object.

**Table 2:** Abandonment Volume

Item	Description
<b>Statistic Name</b>	TotalNumberCallsAband or WFMTotalNumberCallsAband
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	Objects = Queue, RoutePoint, GroupQueues Category = TotalNumber MainMask = CallAbandoned Subject = DNAction
<b>Comments</b>	Predefined. Collects the number of interactions abandoned while waiting in the object.

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**Table 3:** Short Abandonment Volume

Item	Description
<b>Statistic Name</b>	TotalNumberShortAbandons
<b>Statistic Configuration</b>	Objects = Queue, RoutePoint, GroupQueues

Item	Description
<b>Option/Value pairs</b>	Category = TotalNumberInTimeRange MainMask = CallAbandoned, CallAbandonedFromRinging Subject = DNAction
<b>Comments</b>	Predefined. Collects the number of interactions abandoned within a configurable time period—typically a few seconds—while waiting in the object. Short Abandons are usually considered to be wrong numbers or similar, and are typically excluded when computing statistics.

## Quality of Service

**Table 4:** Distributed Interactions

Item	Description
<b>Statistic Name</b>	TotalNumberCallsDistrib or WFMTotalNumberCallsDistrib
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	Objects = Queue, RoutePoint, GroupQueues  Category = TotalNumber MainMask = CallDistributed Subject = DNAction
<b>Comments</b>	Predefined. Reports the number of interactions distributed to other objects from the specified object.

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**Table 5:** Service Factor

Item	Description
<b>Statistic Name</b>	ServiceFactor1 or WFMServiceFactor1
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	Objects = Queue, RoutePoint, GroupQueues  Category = ServiceFactor1 MainMask = CallAnswered, CallAbandoned, CallAbandonedFromRinging Subject = DNAction
<b>Comments</b>	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

Item	Description
	by total interactions (answered + abandoned).

**Table 6:** Average Speed of Answer

Item	Description
<b>Statistic Name</b>	AverTimeBeforeAnswering or WFMAverTimeBeforeAnswering
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	Objects = Queue, RoutePoint, GroupQueues Category = AverageTime MainMask = CallAnswered RelMask = CallAnswered Subject = DNAction
<b>Comments</b>	Not predefined. Reports the average time an interaction rang before being answered. Calculated as a ratio of total wait time for interactions to be answered divided by the number answered. Only interactions answered during the current time interval are counted.

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## Handle Time

**Table 7:** Total Handle Time

Item	Description
<b>Statistic Name</b>	TotalHandleTime or WFMTotalHandleTime
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	Objects = Agent, Place, GroupAgents, GroupPlaces Category = TotalAdjustedTime MainMask = CallInbound, CallOutbound, OfflineWorkType1 Subject = DNAction
<b>Comments</b>	Predefined. Reports the total time an agent spent handling inbound or outbound interactions and doing offline work.

**Table 8:** Interactions Handled

Item	Description
<b>Statistic Name</b>	TotalNumberCallsHandled or WFMTotalNumberCallsHandled
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	Objects = Agent, Place, GroupAgents, GroupPlaces Category = TotalNumber MainMask = CallInbound, CallOutbound Subject = DNAction
<b>Comments</b>	Not predefined. Reports the number of inbound and outbound interactions that ended during a specific timestep.