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Workforce Management Administrator's Guide

WFM Statistics: Recommended Settings

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WFM Statistics: Recommended Settings

This topic provides recommendations or examples of how statistics might be configured for Genesys Stat Server, Voice Interactions, and Genesys eServices (Multimedia) Interactions as they relate to capturing WFM data. These examples are provided, based on the assumption that the user has some knowledge or expertise in routing strategies and is familiar with Interaction Server rules.

This article is not a comprehensive guide to configuring statistics, but provides only basic examples that you can customize to meet the needs of your organization. If you require more information, see the following additional resources:

- [Stat Server User's Guide](#)—Provides detailed information about statistical type sections, such as Objects, MainMask, Category, Subject, and more.
- [Reporting Technical Reference Solution Reporting Templates](#)—Provides detailed descriptions of statistics.
- [Reporting Technical Reference Customization](#)—Provides detailed information about configuring statistics (including custom statistics) in Genesys Configuration Manager.
- [Interaction Server product page](#)—Includes the complete documentation suite for Interaction Server.

Configuring Stat Server Statistics

You configure the Stat Server statistics that WFM Data Aggregator tracks and records using WFM Web. Therefore, you must configure certain Stat Server settings required by WFM before launching WFM Web and completing the WFM Data Aggregator configuration (see [Configuring Data Aggregator](#)).

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

Warning

You must restart Stat Server after configuration changes.

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

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**.

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 these options and values:

- **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.

Tip

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

TimeRange

WFM Data Aggregator uses the **TimeRange** option 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.

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 Web.

Tip

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

The following procedures relate to the topics on this page:

Locating Preconfigured Stat Server Statistics in Genesys Administrator

Purpose: To locate preconfigured Stat Server statistics.

Start of Procedure

1. Click the plus sign (+) next to **Environment** in the Genesys Administrator 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 topic) 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 **Create New Section/Option**.

The Add Statistic window appears.

2. Enter a statistic name from the Stat Server Statistics Settings tables starting with [Table 1](#).
3. Click **OK**.

The new statistic appears in the Option tab of the Statistics list.

Tip

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

Purpose: To configure the new statistics just created.

Prerequisite: You have completed the [Creating New Stat Server 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.

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 the table [Interaction Volume](#).

5. In the **Option Value** box, enter the corresponding option value.
Enter the option values exactly as shown in the table **Interaction Volume.**
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 **Create New Section/Options** again.
10. Continue the procedure until you have created all the recommended statistics.
11. Click **OK**.

End of Procedure

To find 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](#).

Recommended Stat Server Statistics

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
Comments	Predefined. Collects the number of interactions abandoned while waiting in the object.
Statistic Name	TotalNumberShortAbandons

Item	Description
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 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 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.

To copy-and-paste a generic set of these recommended statistics, see, [Using Copy-and-Paste Format for Statistics](#).