GENESYS™

Workforce Management Administrator's Guide

Configuring WFM Statistics for eServices (Multimedia) Interactions

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Contents

Configuring WFM Statistics for eServices (Multimedia) Interactions

The recommendations in this topic only describe how to configure statistics, based on Interaction Queues. If you want to copy-and-paste a generic set of these recommended statistics, see Using Copy-and-Paste Format for Statistics.

> ### Tip
>
> Before you begin using these examples, see the first two paragraphs in WFM Statistics: Recommended Settings.

Statistics For Chat Interactions

This section contains recommended statistics for Genesys eServices (Multimedia) statistics for chat interactions.

Table 1: Interaction Volume

Item	Description
WFM statistic object type	Interaction queue
ConfigServer object type	Script
Statistic name	<name is user-definable>
Statistic Configuration **Option/Value pairs**	AggregationType = Total Category = JavaCategory Description = The total number of interactions of the specified media type that entered this staging area during the specified period. JavaSubCategory = eServiceInteractionStat.jar:OMQ Total Entered MediaType = chat Objects = StagingArea
Statistic created by	Must be configured manually.

Table 2: Abandonment Volume

Item	Description
WFM statistic object type	Interaction queue

Item	Description
ConfigServer object type	Script
Statistic name	Chat_Total_Abandoned_From_Queue
Statistic Configuration **Option/Value pairs**	AggregationType = Total Category = JavaCategory Description = The total number of email interactions abandoned. JavaSubCategory = eServiceInteractionStat.jar:OMQ Total Abandoned MediaType = chat Objects = StagingArea
Statistic created by	Must be configured manually.

Quality of Service

Table 3: Average Speed of Answer

Item	Description
WFM statistic object type	Interaction queue
ConfigServer object type	Script
Statistic name	<name is user-definable>
Statistic Configuration **Option/Value pairs**	AggregationType = Total Category = JavaCategory JavaSubCategory = eServiceInteractionStat.jar:OMQ Average Waiting Time MediaType = chat Objects = StagingArea
Statistic created by	Must be configured manually.

Table 4 Distributed Interactions

Item	Description
WFM statistic object type	Interaction queue
ConfigServer object type	Script
Statistic name	<name is user-definable>
Statistic Configuration **Option/Value pairs**	AggregationType = Total Category = JavaCategory JavaSubCategory = eServiceInteractionStat.jar:OMQ Total Distributed MediaType = chat Objects = StagingArea
Statistic created by	Must be configured manually.

Handle Time

Table 5: Total Handle Time

Item	Description
WFM statistic object type	GroupAgents, GroupPlaces
ConfigServer object type	GroupAgents, GroupPlaces
Statistic name	Interactions_Processing_Time
Statistic Configuration **Option/Value pairs**	Category = TotalTime Description = The total amount of time that this resource spent handling interactions during the specified period. MainMask = InteractionHandling Objects = Agent, GroupAgents, GroupPlaces, Place Subject = AgentStatus
Statistic created by	Genesys eServices (Multimedia) Wizard
Filter	<name is user-definable>
Filter configuration	MediaType= chat & PairExists("Queue",X)
Filter created by	Must be configured manually. X is the name of the interaction queue.

Table 6: Interactions_Handled

Item	Description
WFM statistic object type	GroupAgents, GroupPlaces
ConfigServer object type	GroupAgents, GroupPlaces
Statistic name	Interactions_Processed
Statistic Configuration **Option/Value pairs**	Category = TotalNumber Description = The total number of interactions that were handled by this resource during the specified period. MainMask = InteractionHandling Objects = Agent, GroupAgents, GroupPlaces, Place Subject = AgentStatus
Statistic created by	Genesys eServices (Multimedia) Wizard
Filter	<name is user-definable>
Filter configuration	MediaType= chat & PairExists("Queue",X)
Filter created by	Must be configured manually. X is the name of the interaction queue.

Statistics For E-Mail Interactions

This section contains recommended statistics for Genesys eServices (Multimedia) statistics for email interactions.

Table 7: Interaction Volume

Item	Description
WFM statistic object type	Interaction queue
ConfigServer object type	Script
Statistic name	IxnQueue_Email_Entered
Statistic Configuration **Option/Value pairs**	AggregationType = Total Category = JavaCategory Description = Total number of email interactions that entered the queue. JavaSubCategory = eServiceInteractionStat.jar:EQR Total Entered Objects = StagingArea
Statistic created by	Genesys eServices (Multimedia) Wizard.

Handle Time

Table 8: Total Handle Time

Item	Description
WFM statistic object type	GroupAgents, GroupPlaces
ConfigServer object type	GroupAgents, GroupPlaces
Statistic name	Interactions_Processing_Time
Statistic Configuration **Option/Value pairs**	Category = TotalTime Description = The total amount of time that this resource spent handling interactions during the specified period. MainMask = InteractionHandling Objects = Agent, GroupAgents, GroupPlaces, Place Subject = AgentStatus
Statistic created by	Genesys eServices (Multimedia) Wizard
Filter	<name is user-definable>
Filter configuration	MediaType = E-mail & PairExists("Queue",X)
Filter created by	Must be configured manually. X is the name of the interaction queue.

Table 9: Interactions Handled

Item	Description
WFM statistic object type	GroupAgents, GroupPlaces
ConfigServer object type	GroupAgents, GroupPlaces
Statistic name	Interactions_Processed
Statistic Configuration **Option/Value pairs**	Category = TotalNumber Description = The total number of interactions that were

Item	Description
	handled by this resource during the specified period. MainMask = InteractionHandling Objects = Agent, GroupAgents, GroupPlaces, Place Subject = Action
Statistic created by	Genesys eServices (Multimedia) Wizard
Filter	<name is user-definable>
Filter configuration	MediaType = E-mail & PairExists("Queue",X)
Filter created by	Must be configured manually. X is the name of the interaction queue.

Backlog

Table 10: E-mails

Item	Description
Statistic name	EmailsWaitingInQueue or WFMEmailsWaitingInQueue
Statistic Configuration Option/Value pairs	Objects = StagingArea Category = JavaCategory AggregationType = Current JavaSubCategory = eServiceInteractionStat.jar:OMQ Current Waiting Processing MediaType = email
Comments	Number of email interactions that have been submitted to a queue and are currently awaiting processing.

Statistics For iWD Interactions

This section contains recommended statistics for Genesys eServices (Multimedia) statistics for intelligent Workload Distribution (iWD) interactions.

Table 11: Interaction Volume

Item	Description
ConfigServer object type	Script
Statistic name	<name is user-definable>
Statistic Configuration	AggregationType = Total

Item	Description
Option/Value pairs	Category = JavaCategory Description = The total number of interactions of the specified media type that entered this staging area during the specified period. JavaSubCategory = eServiceInteractionStat.jar:OMQ Total Entered MediaType = MediaX Objects = StagingArea
Statistic created by	Must be configured manually. MediaX is the media type for corresponding intelligent Workload Distribution.

Table 12: Abandonment Volume

Item	Description
WFM statistic object type	Interaction queue
ConfigServer object type	Script
Statistic name	<name is user-definable>
Statistic Configuration **Option/Value pairs**	AggregationType = Total Category = JavaCategory Description = Total number of email interactions abandoned. JavaSubCategory = eServiceInteractionStat.jar:OMQ Total Abandoned MediaType = MediaX Objects = StagingArea
Statistic created by	Must be configured manually. MediaX is the media type for corresponding intelligent Workload Distribution.

Quality of Service

Table 13: Average Speed of Answer

Item	Description
WFM statistic object type	Interaction queue
ConfigServer object type	Script
Statistic name	<name is user-definable>
Statistic Configuration **Option/Value pairs**	AggregationType = Total Category = JavaCategory JavaSubCategory = eServiceInteractionStat.jar:OMQ Average Waiting Time MediaType = MediaX Objects = StagingArea
Statistic created by	Must be configured manually. MediaX is the media type for corresponding intelligent Workload Distribution.

Table 14: Distributed Interactions

Item	Description
WFM statistic object type	Interaction queue
ConfigServer object type	Script
Statistic name	\<name is user-definable\>
Statistic Configuration **Option/Value pairs**	AggregationType = Total Category = JavaCategory JavaSubCategory = eServiceInteractionStat.jar:OMQ Total Distributed MediaType = MediaX Objects = StagingArea
Statistic created by	Must be configured manually. MediaX is the media type for corresponding intelligent Workload Distribution.

Handle Time

Table 15: Total Handle Time

Item	Description
WFM statistic object type	GroupAgents, GroupPlaces
ConfigServer object type	GroupAgents, GroupPlaces
Statistic name	Interactions_Processing_Time
Statistic Configuration **Option/Value pairs**	Category = TotalTime Description = The total amount of time that this resource spent handling interactions during the specified period. MainMask = InteractionHandling Objects = Agent, GroupAgents, GroupPlaces, Place Subject = AgentStatus
Statistic created by	Genesys eServices (Multimedia) Wizard
Filter	\<name is user-definable\>
Filter configuration	MediaType = MediaX
Filter created by	Must be configured manually. X is the name of the interaction queue.

Table 16: Interactions_Handled

Item	Description
WFM statistic object type	GroupAgents, GroupPlaces
ConfigServer object type	GroupAgents, GroupPlaces
Statistic name	Interactions_Processed
Statistic Configuration	Category = TotalNumber

Item	Description
Option/Value pairs	Description = The total number of interactions that were handled by this resource during the specified period. MainMask = InteractionHandling Objects = Agent, GroupAgents, GroupPlaces, Place Subject = AgentStatus
Statistic created by	Genesys eServices (Multimedia) Wizard
Filter	<name is user-definable>
Filter configuration	MediaType = MediaX
Filter created by	Must be configured manually. X is the name of the interaction queue.