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Workforce Management Administrator's Guide

Configuring WFM Statistics for eServices (Multimedia) Interactions

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Contents

- 1 Configuring WFM Statistics for eServices (Multimedia) Interactions
 - 1.1 Statistics For Chat Interactions
 - 1.2 Statistics For E-Mail Interactions
 - 1.3 Statistics For iWD Interactions

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.