



Performance Management Advisors 8.0

Resource Management

User's Guide

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Preface

Welcome to the *Performance Management Advisors 8.0 Resource Management User's Guide*. This document describes how to manage agent resources—including skills, skill levels and status of agents—in the Contact Center Advisor and Workforce Advisor environments.

This document is valid only for the 8.0 release of this product.

Note: For versions of this document created for other releases of this product, visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

This preface contains the following sections:

- [About Resource Management, page 7](#)
- [Intended Audience, page 8](#)
- [Making Comments on This Document, page 8](#)
- [Contacting Genesys Technical Support, page 9](#)

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on page [49](#).

About Resource Management

Resource Management enables users who have the correct permissions to change the skills, skill levels, and status of agents, as well as to notify the affected parties of the actions by e-mail. Notifications are also a stand-alone action for managing agents within the contact center. For example, if call volume spikes and all agents need to be on the phone, a notification message (for example, “All hands on phones”) can be sent by text to agents’ mobile phones, and agents leave training or breaks and return to the phones. The changes are published to Genesys operational systems for immediate impact on contact-center operations.

Prerequisites

Before Resource Management features can be used to manage agent information, data must be configured at the Contact Center Advisor/Workforce Advisor system administrator level. Please refer to the *Performance Management Advisors 8.0 Contact Center Advisor & Workforce Advisor System Administration Guide* for more information.

Access

To access Resource Management, your user profile must have the Resource Management check box selected on the Administration Users page. The Resource Management check box is available if either the Contact Center Advisor or the Workforce Advisor check box is checked.

The Resource Management icons display on Contact Center Advisor and Workforce Advisor.

Intended Audience

This document is primarily intended for managers who need to set up and manage agents, skill levels and skill groups. It has been written with the assumption that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications
- Your own network configurations

You should also be familiar with your organization's contact-center network requirements and operations.

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Chapter

1

Using Resource Management

This chapter describes how to open the Resource Management module and display the agents you are interested in. This chapter contains the following sections:

- [Launching Resource Management, page 11](#)
- [Selecting Your View of the Information Displayed for Agents, page 12](#)

Launching Resource Management

You open Resource Management from Contact Center Advisor or Workforce Advisor by selecting one of the following:

- A single row from the Contact Centers pane.
- One or multiple rows from the Applications pane or Contact Groups pane.
- One or multiple rows from the Skill Groups pane.

You cannot select rows across panes (for example, you cannot select a row in the Applications pane and a row in the Contact Centers pane).

Selecting a Single Row from the Contact Centers Pane

From the Contact Centers pane, select a single row and click the Resource Management icon. Resource Management opens and the agents associated with the agent groups in the selected row are displayed.

Selecting Multiple Rows from the Applications or Contact Groups panes

From the Applications pane or Contact Groups pane, select one or more rows and click the Resource Management icon. The agents associated with the selected applications or contact groups are displayed.

Note: From the Applications pane or Contact Groups pane, you can select one or more rows. When you select a row, the skill groups associated with the application or contact group are highlighted in the Skill Groups pane. If multiple applications or contact groups are selected, the skill groups highlighted in the Skill Groups pane are those associated with the application or contact group that was selected last. The last-selected application or contact group is identified by a blue border and a darker shade.

Selecting Multiple Rows from the Skill Groups Pane

From the Skill Groups pane, select one or more rows and click the Resource Management icon. The agents associated with the skill groups selected are displayed.

Note: As you select a row the applications or contact groups are highlighted in the Applications pane or Contact Groups pane. If multiple skill groups are selected, the applications or contact groups highlighted in the Applications or Contact Groups pane are those associated with the skill group that was selected last. The last-selected skill group is identified by a blue border and a darker shade.

Selecting Your View of the Information Displayed for Agents

Resource Management displays each agent on a separate row in the table with the following information:

- First Name
- Last Name
- User ID
- Status
- Time in State
How long the agent has been in the state.

- **Reason Code**
The reason why an agent is not ready; for example, break, meeting, or after work.
- **Agent Group**
The skill group(s) of which the agent is a member.
- **Skills & Levels**
The skills are displayed with their associated levels as configured for that agent.

The default width of the Skills column displays only one of the skills associated with an agent. You can either view all of the skills associated with an agent in a ToolTip by clicking the Skills & Levels cell for an agent; or you can view all of the skills for the set of displayed agents by clicking on the ellipses (...) in the column header. The latter will collapse the User ID, Status, Time in State, and Reason Code columns; and the Skills & Levels column will expand to bring all of the skills into view. You can still resize the columns to adjust the view. To return the columns to their original width, click on the ellipses (...) in the Skills & Levels column header.

The screenshot displays the Resource Management interface. On the left, there are filter panels for AGENT GROUPS (Little, S1Plat, Customer Service Agent Group) and SKILLS (Sales, id, Customer Service). The STATUS panel shows Logged In, OnHook, Wait For Next Call. The main area has tabs for NOTIFICATION, MANAGE SKILLS, and EDIT STATUS. Below these is a table with 25 records. The table columns are: First Name, Last Name, User ID, Status, Time In State, Reason Code, Agent Groups, and Skills & Levels. The table shows agents like Barbara Feldon (Agent_4002_A) who is Logged Out, and a list of agents F_1000 through F_1012 who are in 'Wait For Next' status. The Skills & Levels column shows 'Gold' for all agents. At the bottom right, there is a refresh button (circular arrow icon) and a page indicator 'Page 1 of 5'.

First Name	Last Name	User ID	Status	Time In State	Reason Code	Agent Groups	Skills & Levels
Barbara	Feldon	Agent_4002_A	Logged Out	00:19:04		Customer Ser	Gold ...
F_1000	L_1000	Ag1000_ccasS	Wait For Next	00:00:02		S1Pla	Gold ...
F_1001	L_1001	Ag1001_ccasS	Wait For Next	00:00:02		S1Pla	Gold ...
F_1002	L_1002	Ag1002_ccasS	Wait For Next	00:00:02		S1Pla	Gold ...
F_1003	L_1003	Ag1003_ccasS	Wait For Next	00:00:02		S1Pla	Gold ...
F_1004	L_1004	Ag1004_ccasS	Wait For Next	00:00:02		S1Pla	Gold ...
F_1005	L_1005	Ag1005_ccasS	Wait For Next	00:00:02		S1Pla	Gold ...
F_1006	L_1006	Ag1006_ccasS	Wait For Next	00:00:02		S1Pla	Gold ...
F_1007	L_1007	Ag1007_ccasS	Wait For Next	00:00:02		S1Pla	Gold ...
F_1008	L_1008	Ag1008_ccasS	Wait For Next	00:00:02		S1Pla	Gold ...
F_1009	L_1009	Ag1009_ccasS	Wait For Next	00:00:02		S1Pla	Gold ...
F_1010	L_1010	Ag1010_ccasS	Wait For Next	00:00:02		S1Pla	Gold ...
F_1011	L_1011	Ag1011_ccasS	Wait For Next	00:00:02		S1Pla	Gold ...
F_1012	L_1012	Ag1012_ccasS	Wait For Next	00:00:02		S1Pla	Gold ...

Figure 1: Resource Management

Refreshing the Agent's Current Status

The information in the table is not updated automatically. To update the phone states, times in state, and reason codes, click the refresh button (🔄).

Sorting the Agents

You can sort and sub-sort agents by clicking on any column heading except the `Skills & Levels` column. The `Skills & Levels` column is not sortable because agents possess different skills and are not listed in the same order across the agents.

Filtering the List of Agents

You can filter the list of agents by:

- **Text Search**
Text search filters the list of agents whose details contain the specified text in any field.
- **Agent Groups**
This list contains all of the skill groups (agent groups) related to the rows selected on the Dashboard. For example, if an application is selected on the Dashboard, then all the skill groups associated with that application display in this list. Selecting one or more agent groups results in filtering the list of agents to display only those that belong to those agent groups.
- **Skills**
This list contains an aggregate of all of the skills for all of the listed agents. For example, suppose that a Genesys environment has three defined skills: Customer Service, Banking, and Trade Accounts. If the agents have only two of these three skills—Banking and Trade Accounts—those are the skills that display in the filter. Selecting one or more skills filters the list of agents to only those that have those particular skills.
- **Status**
This list contains all of the states that an agent can be in at any given moment. Selecting one or more states filters the agents to only those who are currently in the selected states. The list of states is as follows:
 - `LoggedIn`
 - `OnHook`
 - `WaitForNextCall`
 - `OffHook`
 - `CallDialing`
 - `CallRinging`
 - `NotReadyForNextCall`
 - `AfterCallWork`
 - `CallOnHold`
 - `CallUnknown`
 - `CallConsult`
 - `CallInternal`
 - `CallOutbound`

- CallInbound
- LoggedOut
- Offline Work Type2
- Break Type1
- Break Type2
- SM_Engaged

Viewing Performance Metrics

You can display performance metrics from Stat Server. Performance metrics are available on a per-agent basis measured over the last five minutes. The available performance metrics are listed in Appendix A on [page 27](#). The last column indicates the Advisor metrics used to calculate the performance metrics.

Procedure: Viewing performance metrics for agents

Start of procedure

1. Click the column chooser icon.
The Performance Metrics column chooser dialog displays ([Figure 2](#)). The dimmed columns are always displayed, by default.
2. Select the performance metrics to be displayed.
3. Click OK.
The performance metrics display to the right of the Skills & Levels column, so you must scroll to the right to see them.

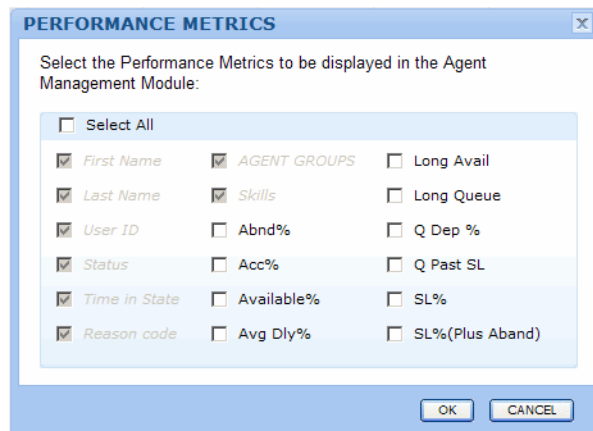


Figure 2: Performance Metrics Column Chooser

End of procedure



Chapter

2 Agent Management

This chapter describes how to select agents and maintain their skills and skill levels. It contains the following sections:

- [Selecting the Agents to Manage, page 17](#)
- [Managing Agent Skills, page 19](#)

Selecting the Agents to Manage

The agents listed in Resource Management are those in the skill groups that are associated with the rows selected in Contact Center Advisor or Workforce Advisor within the selected grouping. You cannot select rows across panes; in other words, you cannot select a row in the Contact Centers pane *and* a row in the Applications pane.

The metrics of a skill group are used to calculate the metrics for aggregating objects (that is, application groups, regions, and contact centers) in the Contact Centers pane. Consequently, the agents of a skill group will display in Resource Management even if you do not have permission to see the associated contact center or application group.

If an associated skill group is configured not to display on the Dashboard but is included in the rollups of metrics, the agents will still display in Resource Management. An agent will not display if the metrics of the selected object are inactive, not included in the rollup, or not assigned to an application group or region.

Agents shown in Resource Management are the ones whose actions drive the performance and metrics of the user-selected entity that you want to influence (apart from purely application-level or contact-group-level metrics).

Selecting Agents

To select agents from:

- The Contact Centers pane, see “Selecting Agents from the Contact Centers Pane” on [page 18](#).
- The Applications pane or Contact Groups pane, see “Selecting Agents from the Applications or Contact Groups Pane” on [page 19](#).
- The Skill Groups pane, see “Selecting Agents from the Skill Groups Pane” on [page 19](#).

Selecting Agents from the Contact Centers Pane

From the Contact Centers pane, you can only select a single row to launch Resource Management.

For example, in [Figure 3](#), if you select the Boston contact center from the Contact Centers pane, Resource Management will display the agents who belong to the skill groups New_CC_Accts, Close_CC_Accts, New_Bank_Accts, and Close_Bank_Accts that belong to the applications, Credit Cards and Banking applications and the Consumer application group.

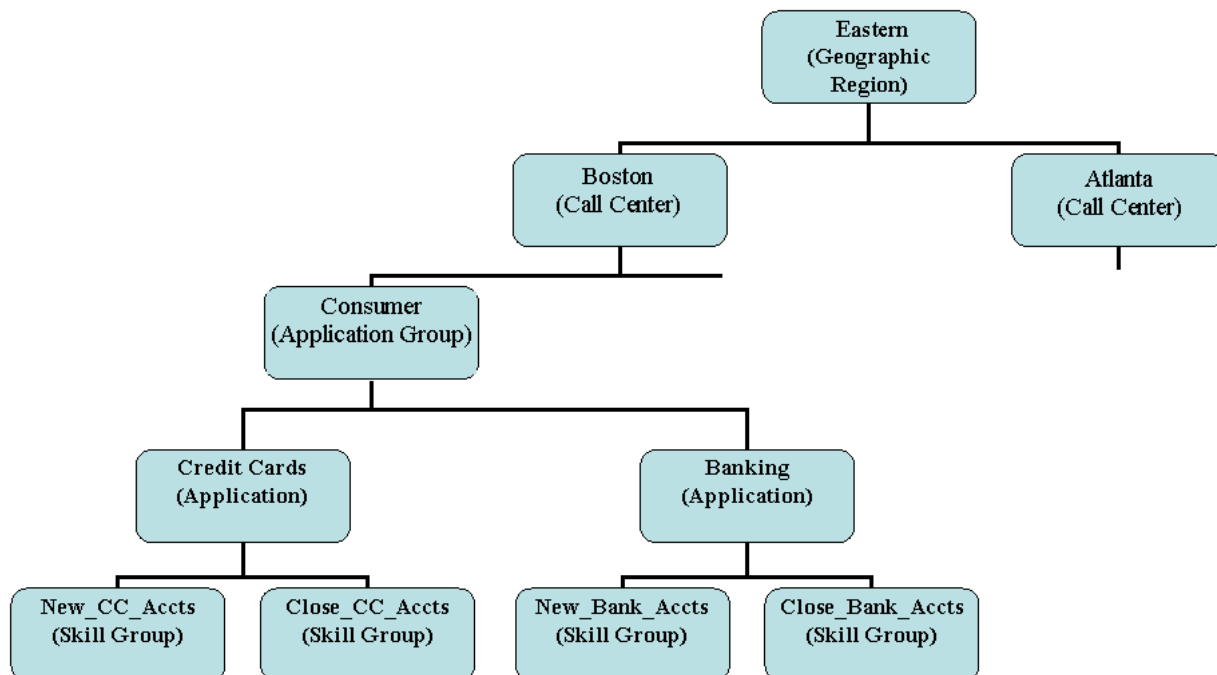


Figure 3: Enterprise Relationships

Selecting Agents from the Applications or Contact Groups Pane

From the Applications or Contact Groups pane, you can select one or more rows.

For example, in [Figure 3](#), if you select “Credit Cards” from the Applications pane, Resource Management will display the agents associated with the skill groups that are associated with `New_CC_Accts` and `Close_CC_Accts`.

Selecting Agents from the Skill Groups Pane

From the Skill Groups pane, you can select one or more rows.

Note: You cannot select the Totals and Averages row.

For example, in [Figure 3](#), if you select the `New_CC_Accts` skill group, Resource Management will display the agents who belong to that skill group.

Managing Agent Skills

Managing Skills

Using Resource Management you can manage the skills, skill levels, and login status of agents in one place. You can:

- Add, edit or remove skills and skill levels of agents, see “Maintaining skills and skill levels” on [page 19](#). You can apply changes to up to 150 agents at once in a single transaction.
- Log agents out from the T-Server or SIP Server.
- Notify parties of the change to skills, see “Notifying Parties About Changes” on [page 23](#).

Maintaining Agent Skill and Skill Levels

Procedure: Maintaining skills and skill levels

Purpose: To add, edit or remove skills and skill levels for single or multiple agents.

Start of procedure

1. Select the agent(s) from the Dashboard using “Selecting the Agents to Manage” on [page 17](#).
2. Select the check boxes next to the agents whose skills and levels are to be changed. To select contiguous agents, select one agent check box then SHIFT + click on another agent’s check box.
3. **To add a skill**, under the Action heading, select Add.
The Skill drop-down list populates with a list of all of the available skills.
 - a. Select a skill.
 - b. From the Level drop-down list, select the skill level, a value between 1 and 10.
If you assign a skill that the agent already has, the skill level is overwritten. For example, if Diane has “French” as a skill at level 3, and you re-assign Diane the “French” skill at level 5, Diane’s “French” skill level will be overwritten with 5.
4. **To edit a skill**, under the Action drop-down list, select Edit.
The Skill drop-down list populates with an aggregate list of the skills based on the selected agents. For example, if two agents are selected and the first agent has two skills (“English” and “French”) and the second agent has two skills (“English” and “Spanish”), then the Skills drop-down list will contain “English”, “French”, and “Spanish”.
 - a. Either select a skill from the Skill drop-down list or enter the skill name in the drop-down list and select one from the limited list.
 - b. Select a level.
The selected agents who already have that skill are updated with the new skill level. If a selected agent does not have that particular skill, no changes are made to the agent.
5. **To remove a skill**, under the Action heading, select Remove.
The Skill drop-down list populates with an aggregate of the skills based on the selected agents (similar to editing skills).
 - a. Select the skill to be removed or type the skill name in the drop-down box and select one from the limited list. That skill is removed from the selected agents. If a selected agent does not have that skill, no change is made.
6. To save the changes, click Apply.
A pop-up screen displays for you to confirm that you want to proceed with the action. To see which agents the change is being applied to, check the Show Agents check box.
7. Click OK.
The Notification dialog opens. For information about notifications, see “Notifying Parties About Changes” on [page 23](#).

8. Click OK to save the changes.
To return to Resource Management without saving changes, click Cancel.

End of procedure

Changing an Agent's State

Procedure: Changing an agent's state

Purpose: To change an agent's status to logged out.

Start of procedure

1. Select the agent(s) you wish to log out.
2. Click Apply. A pop-up displays for you to confirm the action.
3. To see which agents are going to be logged out, select the Show Agents check box.
4. Once the notification dialog is displayed, you can either set up a notification (see [page 23](#)) or you can click Submit at the bottom to log out the agent(s) without any notifications. The Notification dialog displays. To notify parties of the change of status, see "Notifying Parties About Changes" on [page 23](#).
5. To return to Resource Management without saving changes, click Cancel.

End of procedure



Chapter

3

Using Notifications

This chapter describes how to use notifications. It contains the following section:

- [Notifying Parties About Changes, page 23](#)

Notifying Parties About Changes

You can notify agents, their supervisors, team leads, and managers after changes are accepted and implemented on the Genesys operational system.

Procedure: **Notifying parties about changes**

Start of procedure

1. Under **Notifications**, click **New**. The **Notifications** dialog opens (Figure 4 on [page 24](#)).
2. For the notification message, either:
 - Select an existing notification template from the **Select Template** list. The message details display. You can edit the message; however, it cannot be saved; or;
 - Create a notification message by typing a template name in the **Create Template** field. To add the notification to the template and the list for future use, select the check box.
3. To send the notification to the affected agents and their supervisors, select the **Notify Affected Parties** check box.
4. To send a notification to people on a list, select the **Notify Lists** check box and select the lists.
5. Optionally, add an additional message for those on the notification lists.

- Click Send. The notification is sent and a confirmation screen displays (Figure 5).

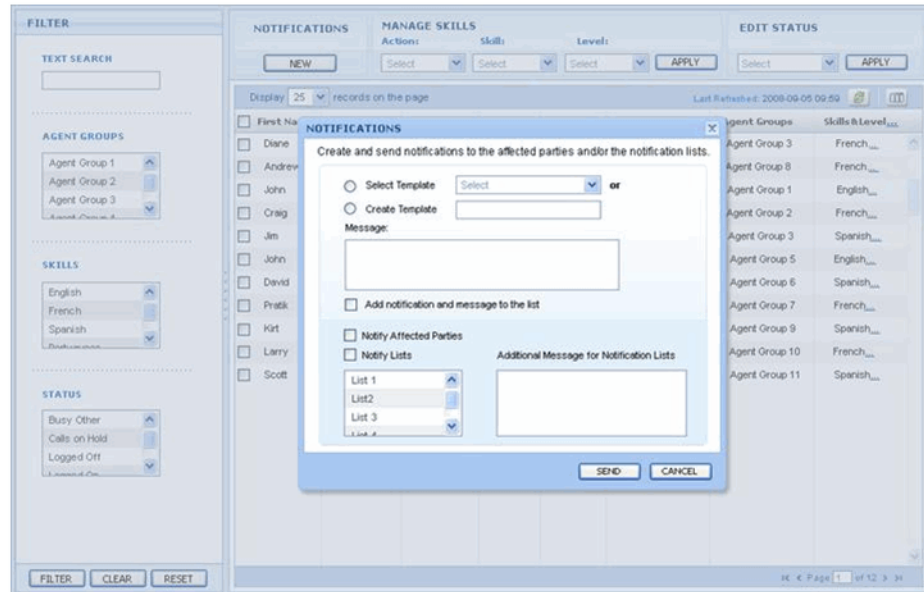


Figure 4: Notifications Dialog

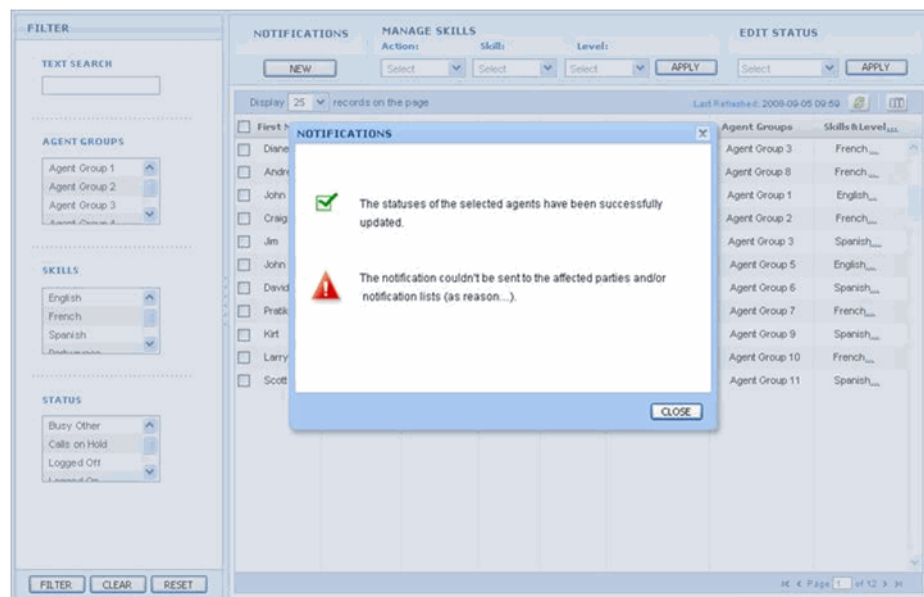


Figure 5: Notifications Confirmation

- To return to Resource Management, click Close. The confirmation message closes. The agents affected by the change are highlighted at the top of the list. If a skill was added or edited, then that skill displays in boldface for all the affected agents.

End of procedure

Notifying Agents About Changes

Notification templates provide the explanation and reasons for the directives and actions taken from the Resource Management component. A notification system in the Resource Management console allows you to communicate with the agents. You can inform an agent or a group of agents about changes to their schedule; unusual events that might occur; or measures being put in place to handle fluctuating call volumes.

Select a set of agents and click the **New** button to start the notification process.

Creating a New Notification Message

Procedure: **Creating a new notification message**

Start of procedure

1. Select the second option on the pop-up menu. Enter a name in the textbox next to the **Create Notification** option, and a message should be entered in the **Message** textbox.
2. Save the notification by checking the **Save notification** checkbox. The notification is then saved to the database and available for future use.
3. Click the **Send** button. The indicator screen is shown as the request is processed by the application. After the notification has been sent to all the selected agents, the confirmation screen is displayed.

End of procedure

Selecting a Previously Created Notification Message

Procedure:

Selecting a previously created notification message

Start of procedure

1. Select an existing notification template/message from the drop-down list (this list is populated with the notification templates listed in the database). The message is populated in the Message textbox.
2. Optionally, edit the message.

Note: The edited messages cannot be saved from this pop-up. All changes must be made through the Administration module. The Save notification check box is not available when you choose to use a pre-existing message.

3. Click Send to send the notification.

End of procedure



Appendix

A

Resource Management Performance Metrics

This appendix describes Resource Management performance metrics. It contains the following section:

- [Resource Management Metrics, page 28](#)

Resource Management Metrics

Table 1: Resource Management Metrics

Performance Metric	Acronym	Description	Formula (in terms of Advisor Metrics)
Acc%	APCT	Accessibility percentage is a productivity metric that compares, for an agent, the total calls offered to the total calls handled.	$100 * (\text{CallsAnsweredTo5} / \text{CallsOfferedTo5})$ $100 * (\text{CallsAnsweredHalf} / \text{CallsOfferedHalf})$ $100 * (\text{CallsAnsweredToday} / \text{CallsOfferedToday})$
Average After Call Work	AvgACW	Work that is required of an agent immediately following an inbound call, in seconds, during the selected interval. This work often includes entering data, filling out forms and making outbound calls necessary to complete the transaction. The agent is considered unavailable to receive another inbound call while in this mode.	<p>Cisco</p> $(\text{HandleTimeTo5} - \text{TalkTimeTo5} - \text{HoldTimeTo5}) / \text{CallsHandledTo5}$ $(\text{HandleTimeHalf} - \text{TalkTimeHalf} - \text{HoldTimeHalf}) / \text{CallsHandledHalf}$ $(\text{HandleTimeToday} - \text{TalkTimeToday} - \text{HoldTimeToday}) / \text{CallsHandledToday}$ <p>Genesys</p> <p>For all unique skill groups related to the application(s) in scope:</p> $\text{Sum} (\text{SGRT.WorkReadyTimeTo5}) / \text{Sum} (\text{SGRT.CallsHandledTo5})$ $\text{Sum} (\text{SGRT.WorkReadyTimeHalf}) / \text{Sum} (\text{SGRT.CallsHandledHalf})$ $\text{Sum} (\text{SGRT.WorkReadyTimeToday}) / \text{Sum} (\text{SGRT.CallsHandledToday})$

Table 1: Resource Management Metrics (Continued)

Performance Metric	Acronym	Description	Formula (in terms of Advisor Metrics)
Average Handle Time	AHT	Average handle time, in seconds, for calls to the agent during the current interval.	<p>Cisco</p> $\frac{\text{HandleTimeTo5}}{\text{CallsHandledTo5}}$ $\frac{\text{HandleTimeHalf}}{\text{CallsHandledHalf}}$ $\frac{\text{HandleTimeToday}}{\text{CallsHandledToday}}$ <p>Genesys</p> <p>For all unique skill groups related to the application(s) in scope:</p> $\frac{\text{Sum}(\text{Sum}(\text{SGRT.TalkTimeTo5} + \text{SGRT.WorkReadyTimeTo5}))}{\text{Sum}(\text{SGRT.CallsHandledTo5})}$ $\frac{\text{Sum}(\text{Sum}(\text{SGRT.TalkTimeHalf} + \text{SGRT.WorkReadyTimeHalf}))}{\text{Sum}(\text{SGRT.CallsHandledHalf})}$ $\frac{\text{Sum}(\text{Sum}(\text{SGRT.TalkTimeToday} + \text{SGRT.WorkReadyTimeToday}))}{\text{Sum}(\text{SGRT.CallsHandledToday})}$

Table 1: Resource Management Metrics (Continued)

Performance Metric	Acronym	Description	Formula (in terms of Advisor Metrics)
Average Talk Time	ATT	Average talk time, in seconds, for calls to the agent that end during the current interval.	<p>Cisco</p> $\frac{\text{TalkTimeTo5}}{\text{CallsHandledTo5}} + \frac{\text{TalkTimeToHalf}}{\text{CallsHandledHalf}} + \frac{\text{TalkTimeToday}}{\text{CallsHandledToday}}$ <p>Genesys</p> <p>For all unique skill groups related to the application(s) in scope:</p> $\frac{\text{Sum (SGRT.TalkTimeTo5)}}{\text{Sum (SGRT.CallsHandledTo5)}} + \frac{\text{Sum (SGRT.TalkTimeHalf)}}{\text{Sum (SGRT.CallsHandledHalf)}} + \frac{\text{Sum (SGRT.TalkTimeToday)}}{\text{Sum (SGRT.CallsHandledToday)}}$
Handle Time	HT	Total handle time, in seconds, for calls to the agent that end during the selected interval.	<p>Cisco</p> $\text{HandleTimeTo5} + \text{HandleTimeHalf} + \text{HandleTimeToday}$ <p>Genesys</p> <p>For all unique skill groups related to the application(s) in scope:</p> $\text{Sum (SGRT.TalkTimeTo5 + SGRT.WorkReadyTimeTo5)} + \text{Sum (SGRT.TalkTimeHalf + SGRT.WorkReadyTimeHalf)} + \text{Sum (SGRT.TalkTimeToday + SGRT.WorkReadyTimeToday)}$
Outbound	COT	Number of outbound calls by agents during the selected interval.	$\text{CallsOutTo5} + \text{CallsOutHalf} + \text{CallsOutToday}$

Table 1: Resource Management Metrics (Continued)

Performance Metric	Acronym	Description	Formula (in terms of Advisor Metrics)
Handled	CH	Number of calls handled during the current five-minute/thirty-minute/day interval.	Cisco CallsHandledTo5 CallsHandledHalf CallsHandledToday Genesys Sum of CallsHandledTo5 for unique set of skill groups. Sum of CallsHandledHalf for unique set of skill groups. Sum of CallsHandledToday for unique set of skill groups.
Offer	COF	Number of incoming calls offered to the application during the selected interval.	CallsOfferedTo5 CallsOfferedHalf CallsOfferedToday
Actual Staffed Time	STFT	Total amount of available time, where available time includes talk, wrap, and ready/available.	LoggedOnTimeTo5 – NotReadyTimeTo5



Appendix

B

Relationship Between Metrics

The tables in this appendix describes the relationship between the metrics in Contact Center Advisor and Workforce Advisor, and the metrics in Genesys Stat Server. This appendix contains the following section:

- [Advisors Metrics and Genesys Stat Server Metrics, page 33](#)

Advisors Metrics and Genesys Stat Server Metrics

The following tables describe the relationship between the metrics in Contact Center Advisor and Workforce Advisor, and the metrics in Genesys Stat Server, including what time profiles and time ranges are included as part of the statistic.

The distinction between Advisor metrics and Stat Server metrics is that Advisor metrics are formed using the Stat Server metrics in conjunction with a time range, a time profile, and a filter. Advisor metrics can be considered as a layer above the Stat Server metrics. These metrics are defined within the Genesys/Cisco Adapter.

Voice Metrics

Table 2: Voice Metrics and Genesys Stat Server Metrics

Advisor Metric	Stat Server Metric	Time Profile
Avail	Informiam.CurrNumberReadyStatuses	CollectorDefault
AnswerWaitTimeTo5	Informiam.Total_Time_To_Answer_Agents	Last5Mins,Sliding
AvgHandledCallsTalkTimeTo5	Informiam.AverTalkStatusTime	Last5Mins,Sliding
AvgHandledCallsTimeTo5	Informiam.AverHandleStatusTime	Last5Mins,Sliding
CallsAnsweredTo5	Informiam.CallsAnswered	Last5Mins,Sliding
CallsHandledTo5	Informiam.Interactions_Processed	Last5Mins,Sliding
CallsHandledHalf	Informiam.Interactions_Processed	Last30Mins,Growing
CallsHandledToday	Informiam.Interactions_Processed	OneDay,Growing
CallsOfferedTo5	Informiam.CallsOffered	Last5Mins,Sliding
Hold	Informiam.CurrNumberHoldStatuses	CollectorDefault
LoggedOn	Informiam.CurrAgentsLoggedIn	CollectorDefault
NotReady	Informiam.CurrNumberNotReadyStatuses	CollectorDefault
Ready	Informiam.CurrentReadyAgents	CollectorDefault
TalkingIn	Informiam.Current_Calls_Inbound	CollectorDefault
TalkingOther	Informiam.Current_Calls_Other	CollectorDefault
TalkingOut	Informiam.Current_Calls_Outbound	CollectorDefault
TalkTimeTo5	Informiam.Total_Talk_Time	Last5Mins,Sliding
TalkTimeHalf	Informiam.Total_Talk_Time	Last30Mins,Growing
TalkTimeToday	Informiam.Total_Talk_Time	Last5Mins,Sliding
WorkReady	Informiam.CurrNumberACWStatuses	CollectorDefault
WorkReadyTimeTo5	Informiam.Total_ACW_Time	Last5Mins,Sliding
WorkReadyTimeHalf	Informiam.Total_ACW_Time	Last30Mins,Growing
WorkReadyTimeToday	Informiam.Total_ACW_Time	OneDay,Growing

Table 2: Voice Metrics and Genesys Stat Server Metrics (Continued)

Advisor Metric	Stat Server Metric	Time Profile
LongestAvailAgent	Informiam.LongestAvailAgent	CollectorDefault
PercentUtilizationTo5	Informiam.Utilization	Last5Mins
LoggedOnTimeTo5	Informiam.Total_LoggedIn_Time	Last5Mins
NotReadyTimeTo5	Informiam.Total_NotReady_Time	Last5Mins

Multimedia Metrics

Table 3: Multimedia Metrics and Stat Server Metrics

Advisor Metric	Stat Server Metric	Time Profile
ChatInProgressing	Informiam.Chat_InProcessing	CollectorDefault
EmailInProgressing	Informiam.Email_InProcessing	CollectorDefault
EmailOfferedHalf	Informiam.Email_Total_Offered	Last30Mins,Growing
EmailOfferedTo5	Informiam.Email_Total_Offered	Last5Mins,Sliding
EmailOfferedToday	Informiam.Email_Total_Offered	OneDay,Growing
ChatOfferedHalf	Informiam.Chat_Total_Offered	Last30Mins,Growing
ChatOfferedTo5	Informiam.Chat_Total_Offered	Last5Mins,Sliding
Chat_OfferedToday	Informiam.Chat_Total_Offered	OneDay,Growing
EmailHandledHalf	Informiam.Email_Total_Handled	Last30Mins,Growing
EmailHandledTo5	Informiam.Email_Total_Handled	Last5Mins,Sliding
EmailHandledToday	Informiam.Email_Total_Handled	OneDay,Growing
ChatHandledHalf	Informiam.Chat_Total_Handled	Last30Mins,Growing
ChatHandledTo5	Informiam.Chat_Total_Handled	Last5Mins,Sliding
ChatHandledToday	Informiam.Chat_Total_Handled	OneDay,Growing
ChatHandleTimeHalf	Informiam.Chat_Total_HandleTime	Last30Mins,Growing
ChatHandleTimeTo5	Informiam.Chat_Total_HandleTime	Last5Mins,Sliding
ChatHandleTimeToday	Informiam.Chat_Total_HandleTime	OneDay,Growing

Table 3: Multimedia Metrics and Stat Server Metrics (Continued)

Advisor Metric	Stat Server Metric	Time Profile
EmailHandleTimeHalf	Informiam.Email_Total_HandleTime	Last30Mins,Growing
EmailHandleTimeTo5	Informiam.Email_Total_HandleTime	Last5Mins,Sliding
EmailHandleTimeToday	Informiam.Email_Total_HandleTime	OneDay,Growing
EmailAcceptedHalf	Informiam.Email_Accepted	Last30Mins,Growing
EmailAcceptedTo5	Informiam.Email_Accepted	Last5Mins,Sliding
EmailAcceptedToday	Informiam.Email_Accepted	OneDay,Growing
ChatAcceptedHalf	Informiam.Chat_Accepted	Last30Mins,Growing
ChatAcceptedTo5	Informiam.Chat_Accepted	Last5Mins,Sliding
ChatAcceptedToday	Informiam.Chat_Accepted	OneDay,Growing
EmailRejectedHalf	Informiam.Email_Total_Rejected	Last30Mins,Growing
EmailRejectedTo5	Informiam.Email_Total_Rejected	Last5Mins,Sliding
EmailRejectedToday	Informiam.Email_Total_Rejected	OneDay,Growing
ChatRejectedHalf	Informiam.Chat_Total_Rejected	Last30Mins,Growing
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ChatRejectedToday	Informiam.Chat_Total_Rejected	OneDay,Growing
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EmailTimedOutToday	Informiam.Email_Total_TimedOut	OneDay,Growing
ChatTimedOutHalf	Informiam.Chat_Total_TimedOut	Last30Mins,Growing
ChatTimedOutTo5	Informiam.Chat_Total_TimedOut	Last5Mins,Sliding
ChatTimedOutToday	Informiam.Chat_Total_TimedOut	OneDay,Growing
EmailTimedOutHalf	Informiam.Email_Total_TimedOut	Last30Mins,Growing
EmailTimedOutTo5	Informiam.Email_Total_TimedOut	Last5Mins,Sliding
EmailTimedOutToday	Informiam.Email_Total_TimedOut	OneDay,Growing
EmailTransfersHalf	Informiam.Email_Total_Transferred	Last30Mins,Growing

Table 3: Multimedia Metrics and Stat Server Metrics (Continued)

Advisor Metric	Stat Server Metric	Time Profile
EmailTransfersTo5	Informiam.Email_Total_Transferred	Last5Mins,Sliding
EmailTransfersToday	Informiam.Email_Total_Transferred	OneDay,Growing
ChatTransfersHalf	Informiam.Chat_Total_Transferred	Last30Mins,Growing
ChatTransfersTo5	Informiam.Chat_Total_Transferred	Last5Mins,Sliding
ChatTransfersToday	Informiam.Chat_Total_Transferred	OneDay,Growing
EmailInbStoppedHalf	Informiam.Email_Total_Inbound_Stopped	Last30Mins,Growing
EmailInbStoppedTo5	Informiam.Email_Total_Inbound_Stopped	Last5Mins,Sliding



Appendix

C

Stat Server Metrics

This appendix lists Stat Server metrics that are used in Advisors. It contains the following section:

- [Stat Server Metric Definitions, page 39](#)

Stat Server Metric Definitions

Some Stat Server metric definitions are the same as the existing ones within the Stat Server, some are different, and others are not present. Customers must upload to the dedicated Advisor Stat Server a file containing the Stat Server metrics required for the Advisor metrics and overwrite all existing entries. All Stat Server metrics used by Advisor are prefixed with the Advisors namespace.

Table 4: Stat Server Metrics

Stat Server Metric	Definition
Informiam.Email_Accepted	Category=TotalNumber MainMask=InteractionAccepted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=email
Informiam.Chat_Accepted	Category=TotalNumber MainMask=InteractionAccepted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=chat

Table 4: Stat Server Metrics (Continued)

Stat Server Metric	Definition
Informiam.Email_Total_Handled	Category=TotalNumber MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=email
Informiam.Chat_Total_Handled	Category=TotalNumber MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=chat
Informiam.Email_Total_Offered	Category=TotalNumber MainMask=InteractionDeliveringStarted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=email
Informiam.Chat_Total_Offered	Category=TotalNumber MainMask=InteractionDeliveringStarted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=chat
Informiam.Email_Total_Rejected	Category=TotalNumber MainMask=InteractionRejected Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=email
Informiam.Chat_Total_Rejected	Category=TotalNumber MainMask=InteractionRejected Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=chat

Table 4: Stat Server Metrics (Continued)

Stat Server Metric	Definition
Informiam.Email_Total_TimedOut	Category=TotalNumber MainMask=InteractionRevoked Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=email
Informiam.Chat_Total_TimedOut	Category=TotalNumber MainMask=InteractionRevoked Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=chat
Informiam.Email_Total_Transferred	Category=TotalNumber MainMask=TransferMade Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=email
Informiam.Chat_Total_Transferred	Category=TotalNumber MainMask=TransferMade Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=chat
Informiam.Email_InProcessing	Category=CurrentNumber MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=email
Informiam.Chat_InProcessing	Category=CurrentNumber MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=chat

Table 4: Stat Server Metrics (Continued)

Stat Server Metric	Definition
Informiam.Email_Total_HandleTime	Category=TotalNumber MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=email
Informiam.Chat_Total_HandleTime	Category=TotalNumber MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=chat
Informiam.Email_Total_Inbound_Stopped	Category=TotalNumber MainMask=InteractionStoppedInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=email
Informiam.Chat_Total_Inbound_Stopped	Category=TotalNumber MainMask=InteractionStoppedInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action MediaType=chat
Informiam.Email_Current_inQ	AggregationType=Current Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Current in Queue MediaType=email
Informiam.Chat_Current_inQ	AggregationType=Current Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Current in Queue MediaType=chat

Table 4: Stat Server Metrics (Continued)

Stat Server Metric	Definition
Informiam.Email_Total_Stopped_Process_inQ	AggregationType=Total Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Stopped Processing MediaType=email
Informiam.Chat_Total_Stopped_Process_inQ	AggregationType=Total Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Stopped Processing MediaType=chat
Informiam.Email_Current_Process_inQ	AggregationType=Current Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Current in Processing MediaType=email
Informiam.Chat_Current_Process_inQ	AggregationType=Current Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Current in Processing MediaType=chat
Informiam.Email_Current_Wait_Process_inQ	AggregationType=Current Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Current Waiting Processing MediaType=email

Table 4: Stat Server Metrics (Continued)

Stat Server Metric	Definition
Informiam.Email_Max_Interactions_inQ	AggregationType=Total Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Maximum Interactions MediaType=email
Informiam.Chat_Max_Interactions_inQ	AggregationType=Total Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Maximum Interactions MediaType=chat
Informiam.Email_Min_Interactions_inQ	AggregationType=Total Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Minimum Interactions MediaType=email
Informiam.Chat_Min_Interactions_inQ	AggregationType=Total Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Minimum Interactions MediaType=chat
Informiam.Email_Total_Entered_inQ	AggregationType=Total Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Entered MediaType=email

Table 4: Stat Server Metrics (Continued)

Stat Server Metric	Definition
Informiam.Chat_Total_Entered_inQ	AggregationType=Total Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Entered MediaType=chat
Informiam.Email_Total_Moved_fromQ	AggregationType=Total Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Moved MediaType=email
Informiam.Chat_Total_Moved_fromQ	AggregationType=Total Category=JavaCategory Objects=StagingArea JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Moved MediaType=chat



Appendix

D

Contact Center Advisor Agent Metrics

This appendix describes Contact Centre Advisor (CCA) Agent metrics. It contains the following sections:

- [Skill Group Metrics from Contact Center Advisor, page 47](#)

Skill Group Metrics from Contact Center Advisor

- AnswerWaitTimeTo5
- Avail
- AvgHandledCallsTalkTimeTo5
- AvgHandledCallsTimeTo5
- BusyOther
- CallsAnsweredTo5
- CallsHandledTo5
- CallsOfferedTo5
- CallsQueuedNow
- Hold
- LoggedOn
- LongestAvailAgent
- LongestCallQ
- NotReady
- PercentUtilizationTo5
- Ready

- TalkingAutoOut
- TalkingIn
- TalkingOther
- TalkingOut
- TalkingPreview
- TalkingReserve
- TalkTime
- WorkNotReady
- WorkNotReadyTimeTo5
- WorkReady
- WorkReadyTime
- WorkReadyTimeTo5



Supplements

Related Documentation Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources as necessary.

Performance Management Advisors

- *Performance Management Advisors 8.0 Platform Deployment Guide* describes how to install and configure the Advisor Platform.
- *Performance Management Advisors 8.0 Frontline Advisor Deployment Guide* describes how to install and configure Frontline Advisor.
- *Performance Management Advisors 8.0 Cisco Adapter Deployment Guide* describes how to configure and install the Cisco Adapter.
- *Performance Management Advisors 8.0 Genesys Adapter Deployment Guide* describes how to configure and install the Genesys Adapter.
- *Performance Management Advisors 8.0 Contact Center Advisor Workforce Advisor Deployment Guide* describes how to configure and install Contact Center Advisor Workforce Advisor.
- *Performance Management Advisors 8.0 Contact Center Advisor & Workforce Advisor Administrator User's Guide* describes how to perform administration functions for Contact Center Advisor and Workforce Advisor.
- *Performance Management Advisors 8.0 Contact Center Advisor User's Guide* describes how to use Contact Center Advisor agent features.
- *Performance Management Advisors 8.0 Workforce Advisor User's Guide* describes how to use Workforce Advisor agent features.
- *Performance Management Advisors 8.0 Frontline Advisor Administrator User's Guide* describes how to perform administration functions for Frontline Advisor.
- *Performance Management Advisors 8.0 Frontline Advisor Manager User's Guide* describes how to perform manager functions for Frontline Advisor.

- *Performance Management Advisors 8.0 Frontline Advisor Agent User's Guide* describes how to perform agent functions for Frontline Advisor.
- *Performance Management Advisors 8.0 Alert Management User's Guide* describes how to manage alerts and responses.
- *Performance Management Advisors 8.0 Resource Management User's Guide* describes how to maintain skill levels and agents.
- *Performance Management Advisors 8.0 Performance Monitor User's Guide* summarizes how to use the Performance Monitor tool.
- *Performance Management Advisors 8.0 Workforce What-If Tool User's Guide* describes and gives examples of scenarios that illustrate how to adjust resource levels to achieve optimal outcomes.

Genesys

- *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, and which provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.
- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at <http://genesyslab.com/support>.

Information about supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- [*Genesys Supported Operating Environment Reference Manual*](#)
- [*Genesys Supported Media Interfaces Reference Manual*](#)

Consult these additional resources as necessary:

- *Genesys Hardware Sizing Guide*, which provides information about Genesys hardware sizing guidelines for Genesys releases.
- *Genesys Interoperability Guide*, which provides information on the compatibility of Genesys products with various Configuration Layer Environments; Interoperability of Reporting Templates and Solutions; and Gplus Adapters Interoperability.
- *Genesys Licensing Guide*, which introduces you to the concepts, terminology, and procedures relevant to the Genesys licensing system.

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents on the Genesys Technical Support website, accessible from the [system level documents by release](#) tab in the Knowledge Base Browse Documents Section.

Related Documentation Resources

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

```
80fr_ref_06-2008_v8.0.001.00
```

You will need this number when you are talking with Genesys Technical Support about this product.

Screen Captures Used in This Document

Screen captures from the product graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Type Styles

[Table 5](#) describes and illustrates the type conventions that are used in this document.

Table 5: Type Styles

Type Style	Used For	Examples
Italic	<ul style="list-style-type: none"> Document titles Emphasis Definitions of (or first references to) unfamiliar terms Mathematical variables <p>Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets on page 53).</p>	<p>Please consult the <i>Genesys Migration Guide</i> for more information.</p> <p>Do <i>not</i> use this value for this option.</p> <p>A <i>customary and usual</i> practice is one that is widely accepted and used within a particular industry or profession.</p> <p>The formula, $x + 1 = 7$ where x stands for . . .</p>

Table 5: Type Styles (Continued)

Type Style	Used For	Examples
<p>Monospace font (Looks like teletype or typewriter text)</p>	<p>All programming identifiers and GUI elements. This convention includes:</p> <ul style="list-style-type: none"> • The <i>names</i> of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages. • The values of options. • Logical arguments and command syntax. • Code samples. <p>Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.</p>	<p>Select the Show variables on screen check box.</p> <p>In the Operand text box, enter your formula.</p> <p>Click OK to exit the Properties dialog box.</p> <p>T-Server distributes the error messages in EventError events.</p> <p>If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls.</p> <p>Enter exit on the command line.</p>
<p>Square brackets ([])</p>	<p>A particular parameter or value that is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information.</p>	<p>smcp_server -host [/flags]</p>
<p>Angle brackets (< >)</p>	<p>A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise.</p> <p>Note: In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values.</p>	<p>smcp_server -host <confighost></p>



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