GENESYS®

AN ALCATEL-LUCENT COMPANY

Contact Center Advisor and Workforce Advisor

Genesys Performance Management Advisors™

Administration User Manual Release 3.3

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Contents

Overview

Audience

This document focuses on using the features and functions of the System Administration module. In particular, it is a reference for system administrators responsible for configuring *Contact Center Advisor* and *Workforce Advisor,* including configuring the applications, call types, contact groups, managing users, and managing contacts. The System Administration module is also used to define:

- user access to all Advisor modules
- Alert Management key actions and alert causes
- Genesys Adapters for use with Advisor modules
- Resource Management notification templates and notification lists

System Overview

Contact Center Advisor and *Workforce Advisor* provides your company the capability to view and analyze contact centers and workforce management operations with real-time information from a central point of reference. Information technology and business operations personnel can proactively manage both technical and business aspects of the contact center operations and take action to correct problems before they affect the business operation.

Contact Center Advisor and *Workforce Advisor* provides a real-time display of contact center activity and workforce management for call centers throughout the domain. Predefined alerting conditions on applications, call types, and contact groups are established to display alerts on the dashboard, as well as notify designated contacts. In addition, Cisco ICM peripheral gateways are monitored to activate an alert when they go offline.

Alert Management provides the ability to record the action taken to resolve one or more alert violations, as well as the results of that action. Each action is recorded in a separate report. The key action reports create a knowledge base that helps identify repetitive patterns and resolve future violations more rapidly.

Resource Management allows users to change the status and skills of agents. Affected parties can be notified of the actions by e-mail. The changes are published to the Genesys Operational systems for immediate impact on contact center operations.

Business Flow

The *Contact Center Advisor* and *Workforce Advisor* displays real-time statistics and alerts based on data extracted from real-time data tables.

At a scheduled interval, the real-time data is extracted, summarized, and compared to pre-set thresholds. The summarized data, flagged for any instances of exceeding established thresholds, is displayed on the dashboard. An international map highlights locations of exceeded thresholds. An alerts list displays system- and user-generated text-based alerts.

The key actions taken and their success to resolve the violations can be recorded, thereby creating a knowledge base to help identify repetitive patterns and resolve future violations more rapidly. In addition, users can change the skills and levels of agents to handle fluctuating call volumes, as well as log out agents who have forgotten to do so.

The *Genesys Performance Management Advisor* also generates and distributes system-generated text-based notifications to pre-defined contacts. These notifications are delivered via an SMTP message to e-mail addresses.

The *Genesys Performance Management Advisor* maintains application, call type, contact group, and skill group hierarchical data, parameter thresholds, and user profile data within the *Advisor* database. Real-time and daily statistics are also retained within the database.

Dashboard Overview

Contact Center Advisor

The dashboard (Figure 1) provides your company the capability to analyze and view contact center operations with real-time statistics and alerts from a central point of reference. There are four panes: Call Centers, Applications, Skill Groups, and Alerts. The Alerts pane displays alert activity on a map, in a table, and in a carousel. Only the call centers and application groups to which a user is assigned display on the dashboard.

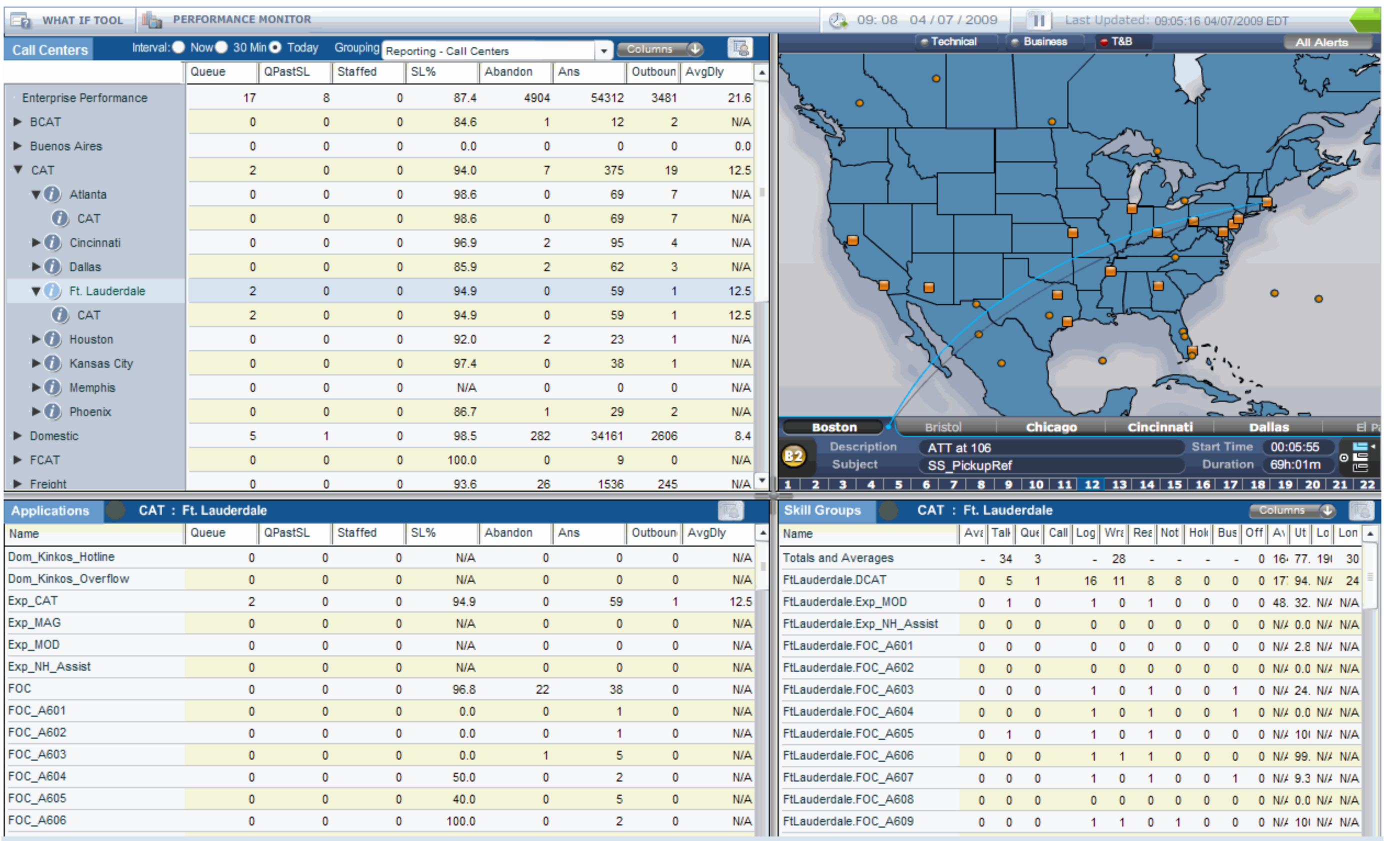


Figure 1: Contact Center Advisor dashboard

Workforce Advisor

The dashboard (Figure 2) provides your company the capability to view and analyze workforce management information with real-time statistics and alerts from a central point of reference. There are four panes: Call Centers, Contact Groups, Skill Groups, and Alerts. The Alerts pane displays alert activity on a map, in a table, and in a carousel. Only the call centers and application groups to which a user is assigned display on the dashboard.

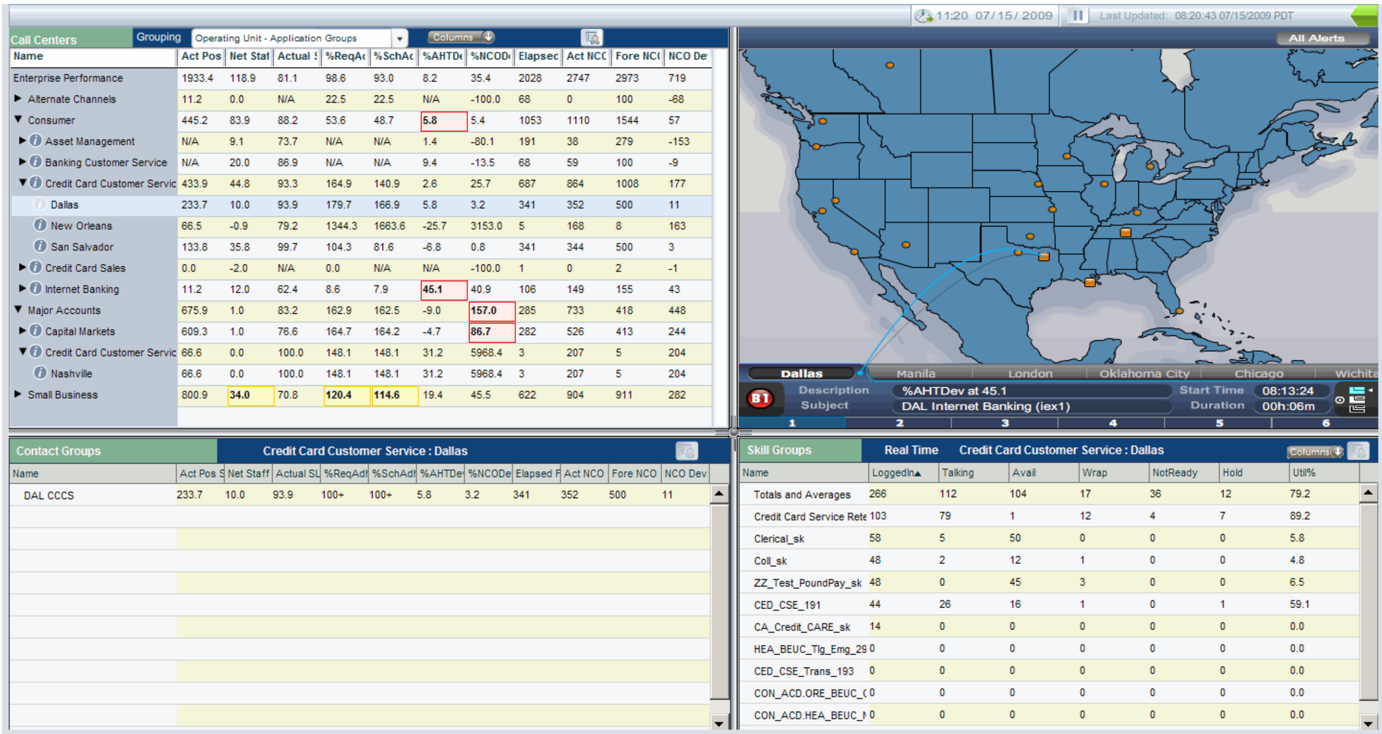


Figure 2: Workforce Advisor dashboard

Call Centers pane

For *Contact Center Advisor*, the Call Centers pane in the top-left pane on the dashboard displays a table of the metric values based on a selected interval for call centers, application groups, and a selected region. You can select which metrics display in the Call Centers and Applications panes. You choose how the information is summarized and displayed by selecting from the following options:

- **application groups** or **call centers**: Application groups provide meaningful rollups of call center activity in the summary displays.
- **regions**: represents a subdivision of the business operations of your company, for example, reporting regions, geographic regions, or operating units
  - Reporting grouping: details the applications (grouped by region) that are functioning within a regional call center group and how they are performing against the target criteria.
  - Geographic grouping: details the call centers (grouped by region) and how the applications within that call center, as an aggregate, are doing against the target criteria.
  - Operating Unit grouping: displays the operating units (for example, blue, west, and orange call centers) of a company.
- **interval**: the time intervals for the accumulation of data, for example, now, 30 minutes, or today. Real-time information includes a rolling sum of the information that is happening right now. It also includes a rolling sum of the summary information about what has happened during the last five minutes, since the last half-hour historical data, and since midnight.
  - Now: the values are calculated since the last system refresh. ICM software updates the real-time tables in the database every ten seconds.
  - 30 Min: the values are calculated on the cumulative average or sum for the interval since the most recent even half-hour time, for example, since 9:00 or since 23:30. The actual interval covered could be the last 0 minutes up to last 30 minutes, depending on how far through the half-hour it is.
  - Today: the values are calculated on the cumulative average or sum for the calendar day.

The *Advisors* distinguish between the data sources for call centers:

- **application**: the data source is from a TDM ACD call center
- **call type**: the data source is from a virtual VoIP call center
- **skill group**: Because a call type call center can be a collection of VoIP call centers, a skill group call center represents a subdivision of a call type call center and represents a collection of people and not a collection of calls. The data source of a skill group call center is a subdivision of the skill groups of a call type call center.

Notes:

When no data can ever exist, a hyphen (-) displays, such as in the Call Centers pane for a skill group call center which cannot parse skill group values for call types.

The threshold violation colors in the Applications pane determine the violation colors in the Call Centers pane. In other words, if all of the violations for a metric in the Applications pane are yellow then the violation color for the metric for that call center in the Call Centers pane is also yellow. If only one violation for a metric in the Applications pane is red then the violation color for the metric for that call center in the Call Centers pane is red. Although a red violation in that Call Centers pane may look misleading when the value is in the yellow range of the threshold rule, the goal of the color is to call attention to the violation for the application.

When a user selects a triangle (▶), the list expands. The selected row remains highlighted until you select another row that changes the data in the Applications pane.

Selecting the information icon beside the different types of call centers has different effects. For the Reporting - Call Centers grouping, selecting the information icon beside:

- an application call center (the second level), the information icon changes color and the applications and skill groups within the call center display in the Applications pane and Skill Groups pane, respectively. When a user selects an information icon beside the application group (the third level), the applications and skill groups within the selected application group and the call center in the second level display in the Applications pane and Skill Groups pane. In the Skill Groups pane, the user can select the Call Centers column to display the name of the skill group call center associated to the skill group.
- a call type call center (the second level), the information icon changes color and the call types and skill groups within the call center display in the Applications pane and Skill Groups pane, respectively. When a user selects an information icon beside the application group (the third level), the call types and skill groups within the selected application group and the call center in the second level display in the Applications pane and Skill Groups pane. In the Skill Groups pane, the user can select the Call Centers column to display the name of the skill group call center associated to the skill group.
- a skill group call center (the second level), the information icon changes color and the skill groups within the call center display in the Skill Groups pane. The applications associated with those skill groups display in the Applications pane. When a user selects an information icon beside the application group (the third level), the skill groups within the selected application group and the call center in the second level display in the Skill Groups pane.

The exception is if a call center is closed or certain values for a region or application group are zero, the row displays gray and expanding and displaying information in the Applications pane and Skill Groups pane is not available.

Call Centers pane

For *Workforce Advisor*, the top-left pane on the dashboard displays a table of the metric values for call centers, application groups, and a selected region. The time interval for the accumulation of data is the interval since the most recent even half-hour time. The values are calculated on the cumulative average or sum for that interval. You can select which metrics display in the Call Centers and Contact Groups panes. You choose how the information is summarized and displayed by selecting from the following options:

- **application groups**: Application groups provide meaningful rollups of call center activity in the summary displays.
- **regions**: represents a subdivision of the business operations of your company, for example, reporting regions, geographic regions or operating units
  - Reporting grouping: details the applithat interval.cations (grouped by region) that are functioning within a regional call center group and how they are performing against the target criteria.
  - Geographic grouping: details the call centers (grouped by region) and how the applications within that call center, as an aggregate, are doing against the target criteria.
  - Operating Unit grouping: displays the operating units (for example, blue, west, and orange call centers) of a company.
- **by network call centers**: four groupings provide a view of the network call centers (CCs) and their associated skill group call centers. In other words, the network-site relationships of network call centers and their associated site call centers.
  - Reporting Regions - Network CCs: details the contact groups (grouped by reporting regions) functioning within a regional call type-site call centers and call type-network call centers, and their associated skill group call centers.
  - Geographic Regions - Network CCs: details the contact groups (grouped by geographic regions) functioning within a regional call type-site call centers and call type-network call centers, and their associated skill group call centers.
  - Operating Units - Network CCs: details the contact groups (grouped by operating units) functioning within a regional call type-site call centers and call type-network call centers, and their associated skill group call centers.
  - Application Groups - Network CCs: details the contact groups (grouped by application groups) functioning within a regional call type-site call centers and call type-network call centers, and their associated skill group call centers.

The *Advisors* distinguish between the data sources for call centers:

- **application**: the data source is from a TDM ACD call center
- **call type**: the data source is from a virtual VoIP call center
- **skill group**: Because a call type call center can be a collection of VoIP call centers, a skill group call center represents a subdivision of a call type call center and represents a collection of people and not a collection of calls. The data source of a skill group call center is a subdivision of the skill groups of a call type call center.

Note: When no data can exist, a hyphen (-) displays, such as in the Call Centers pane for a skill group call center which cannot parse skill group values for call types.

When a user selects a triangle (▶), the list expands. The selected row remains highlighted until you select another row that changes the data in the Application panel.

Selecting the information icon beside the different type of call centers has different effects for the Regions - Call Centers groupings. Selecting the information icon beside:

- an application call center (the second level), the information icon changes color and the contact groups and skill groups within the call center display in the Contact Groups pane and Skill Groups pane, respectively. When a user selects an information icon beside the application group (the third level), the contact groups and skill groups within the selected application group and the call center in the second level display in the Contact Groups pane and Skill Groups pane.
- a call type call center (the second level), the information icon changes color and the contact groups and skill groups within the call center display in the Contact Groups pane and Skill Groups pane, respectively. When a user selects an information icon beside the application group (the third level), the contact groups and skill groups within the selected application group and the call center in the second level display in the Contact Groups pane and Skill Groups pane. If the administrator has enabled the use of the Contact Centers column in the Skill Groups pane, the user can choose to display this column to see the name of the skill group call center associated with the skill group.

Selecting the information icon beside the different type of call centers has different effects for the Reporting - Network CCs groupings. Also, the application group level does not display. Selecting the information icon beside:

- a skill group call center (the third level), the information icon changes color and the skill groups within the call center display in the Skill Groups pane. The Contact Groups pane does not update.

The exception is if a call center is closed or the values for a region or application group are all zeros, the row is hidden.

Alerts pane

The Alerts pane displays an international map with the location of all of the call centers as small dots. The call centers with alerts display as larger dots, red for priority 1 and yellow for priority 2. A call center with multiple active business alerts is represented on the map with an orange square ( ) and a call center with multiple active technical alerts is represented on the map with a star ( ). The Alerts pane can be toggled to display five views:

- **Technical**: (*Contact Center Advisor* only) a map showing active technical alerts with the details in a carousel. Technical alerts include offline peripheral gateways (Cisco ICM only) and technical manual alerts.
- **Business**: a map showing active business alerts with the details in a carousel
- **Both T & B**: (*Contact Center Advisor* only) a map showing active technical and business alerts with the details in a carousel
- **All Alerts**: active and expired technical and business alerts in a table

Alerts generated for a call type are associated with the call type call center, as well as with all skill group call center (via the skill groups). An alert for a call type displays on the map for a call type call center (if latitude and longitude is defined), as well as for the skill group call center that handles that particular call type.

Note: *Workforce Advisor* does not monitor peripheral gateway group availability.

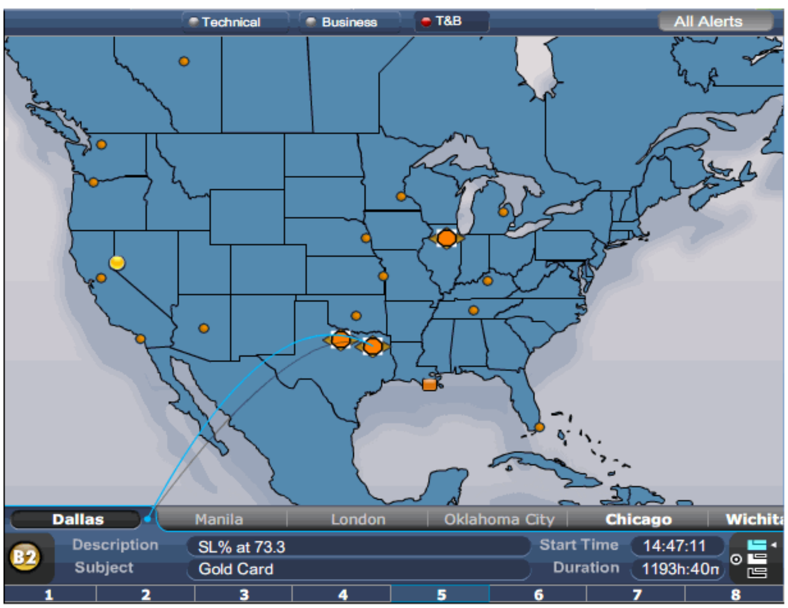


Figure 3: Dashboard: Map view

Summaries, such as regional or application summaries, are calculated with data drawn from the call centers during user-defined operational hours only.

A violation notification is generated when an event occurs in which a target or threshold is reached. Based on the threshold trigger delay rate set on the System Configuration page, the violation must persist for a set amount of time (e.g., 15 minutes) before the resulting alert displays on the map. Peripheral gateway and manual alerts are an exception to the threshold trigger delay rate: they display immediately.

An alert re-notification is sent if the priority level of an alert changes. An e-mail re-notification is not sent for an alert that continues to occur, metric value updates, or when the alert expires. The e-mail re-notification is based on the notification refresh rate set on the System Configuration page.

Display the call center name by pointing at a call center. Display the business and technical alerts on the current day for a call center by clicking a call center with a larger dot.

An inactive call center is hidden from the map unless an active alert exists. Once the alert expires, the call center is hidden; however, the expired alert continues to display in the All Alerts table.

Switch between the alert views (Technical, Business, Both T & B, and All Alerts) by selecting the corresponding button at the top of the Alerts pane.

Technical, Business, and Both T & B views

The Technical, Business, and Both T & B views display three types of alerts:

- metric threshold violation alerts
- peripheral gateway offline alerts (*Contact Center Advisor* only)
- manual alerts

A carousel displays the alert details for individual call centers. The call center names display across the top of the carousel. The names in white type have alerts, the ones in grey do not. In automatic mode, the carousel scrolls past call centers without alerts and moves to the next call center with alerts. The carousel slows to allow you to read the alert description. A line is drawn connecting the active Call Center tab to the call center. Each alert for the call center is numbered in a tile at the bottom of the carousel. The number of the alert currently in view is highlighted. When you select an alert tile, the mode switches to manual. In semi-automatic mode, the alerts cycle for the selected call center.

The dashboard map display for a manual alert is:

- if both a skill group call center and a call type call center are selected for the manual alert, two alerts display on the map, that is, if the call type call center has latitude and longitude coordinates.
- if both a skill group call center and a call type call center are selected for the manual alert, the call type call center alert and the skill group call center alert display in the All Alerts table.
- if only a skill group call center is selected for the manual alert, the skill group call center alert displays in the map and the All Alerts table.

All Alerts

The All Alerts view (Figure 4), which is available from the Technical, Business, and Both T & B views, lists the manual and automated alerts for application and call type call centers. The pane is divided into active and expired alerts. A system administrator defines how long expired alerts display by specifying the number of hours since the alert first occurred.

The details for each alert include the:

- **Alert Type**:
  - business (B). A business alert is for application imbalances or manual alerts.
  - technical (T). A technical alert is for offline peripheral gateways and technical manual alerts.
- **Alert Priority**: 1 and 2
- **Call Center**: the name of the call center
- **Application/Peripheral Gateway**: If the alert is an application threshold violation, the application name displays. If the alert indicates a peripheral is offline, the peripheral name displays.
- **Metric**: the metric in the application threshold rule
- **Details**: Depending on the type of alert, the details display the value of the metric when the rule was violated, the text “Manual Alert”, or the name of an offline peripheral.
- **Start**: the time that the alert was triggered. The format is HH:MM:SS.

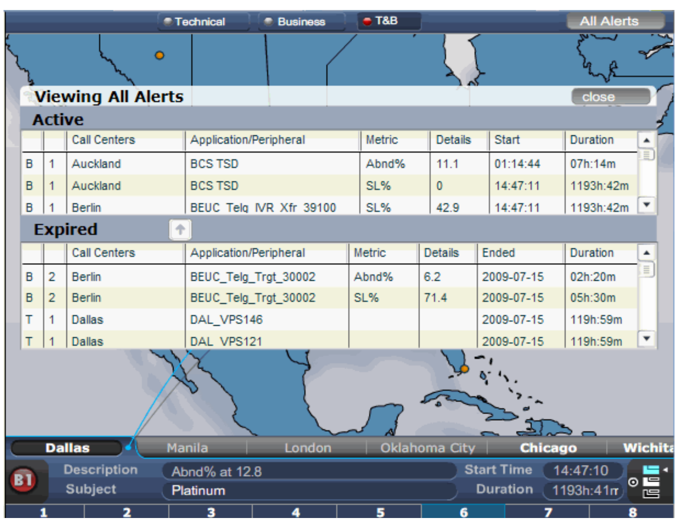


Figure 4: Dashboard: All Alerts

- **Duration**: the hours and minutes that the alert is open. The duration calculation is the start time minus the current time. The format is HH:MM.

Columns can be sorted in ascending or descending order by clicking on the header of the respective column. The table can only be sorted by a single column.

Contact Center Advisor | Applications pane

The Applications pane displays a table of the metric values for applications or call types for a selected call center, or call center and application group. The call center must be an application call center or call type call center to display applications. Skill group call centers display the applications associated with the skill group call center's skill groups. The values for the metrics are based on the interval selected in the Call Centers pane. The metrics you select for the Call Centers pane apply to the Applications pane as well. If provided, the descriptive name for the application displays in the pane. The technical name displays in a rollover.

Selecting an application highlights the respective skill groups in the Skill Groups pane. Because the Skill Groups pane always displays real-time values, ensure you select the time interval, Now, in the Call Centers pane to accurately compare the values.

Note: The relationships between applications and skill groups that support this highlighting are created when the XMLGen application is started, and after that, once a day overnight. If a relationship is changed in the System Administration module, you either restart the XMLGen application or wait until the next day, in order to have the highlighting show the new relationship.

Columns can be sorted in ascending or descending order by clicking on the header of the respective column. The table can only be sorted by a single column.

Workforce Advisor | Contact Groups pane

The Contact Groups pane displays a table of the metric values for contact groups for a selected call center or application group. For skill group call centers, the contact groups of the network call center associated to the skill group call center display. The metrics you select for the Call Centers pane apply to the Contact Groups pane as well. If provided, the descriptive name for the contact groups displays in the pane. The technical name displays in a rollover.

Selecting an contact groups highlights the respective skill groups in the Skill Groups pane.

Columns can be sorted in ascending or descending order by clicking on the header of the respective column. The table can only be sorted by a single column.

Note:

The Contact Groups pane and Call Centers pane displays half-hour values, whereas the Skill Groups pane displays real-time values.

In Informiam, contact group is synonymous with the terms activity, forecast group, staff group, and contact type.

Skill Groups pane

The Skill Groups pane displays a table of the metric values for the skill groups employed for a selected call center, or a selected call center and application group, that have been configured to display on the dashboard. For skill group call centers, the skill groups of the applications or contact groups of the network call center associated to the skill group call center display. The metric values are calculated in real time. You can select which metrics (columns) to display in this pane. If the administrator has enabled the display of the Contact Centers column in the Skill Groups pane, one of the selectable columns is the Contact Centers column which will display the name of the skill group call center associated to a skill group and the network call center.

Selecting a skill group highlights the respective applications or contact groups in the lower-left pane. The descriptive name, if provided, for the skill group displays in the pane. The technical name displays in a rollover. Columns can be sorted in ascending or descending order by clicking on the header of the respective column. The table can only be sorted by a single column.

Because the Skill Groups pane always displays real-time values, ensure you select the time interval “Now” in the Call Centers pane to accurately compare the values.

Note: In Workforce Advisor, the Contact Groups pane and Call Centers pane display half-hour values, whereas the Skill Groups pane displays real-time values.

For Cisco ICM, the Totals and Averages line summarizes the base skill groups only, not the sub-skill groups.

Performance Monitor window

With the Performance Monitor window (Figure 5), you can choose what to monitor from the Call Centers pane and see the values in three time intervals (Now, 30 Min, and Today) in a summarized view. Point-in-time metrics do not have 30 Min and Today bars.

The Performance Monitor window displays in a separate window outside of the Genesys Advisor. The metric values refresh continuously. If no row is selected in the Call Centers pane, the updated Performance Monitor window uses the Enterprise row. The hierarchy and metrics remain until you choose to change the information.

A title bar indicates the path of the selected row in Call Centers pane. An Alert indicator changes when there is at least one active alert. And a Refresh Rate indicator indicates when the metric values will be refreshed.

The Performance Monitor window has three sections:

- **Current Capacity**: The Current Capacity area displays workforce metrics – staffed, talking available, and calls in queue – from Contact Center Advisor. The values are from the Now interval.
- **Call Flow**: The Call Flow area graphically displays values for offered, answered and abandoned for Now, 30 minutes, and Today. A pie chart displays answered and abandoned.
- **Application Metrics**: The Application Metrics area displays a box for each of the columns displayed in the Call Centers pane. You can also display and monitor a single Application Metric box (Figure 6) on the desktop but a copy of the Application Metric box remains part of the Performance Monitor window.

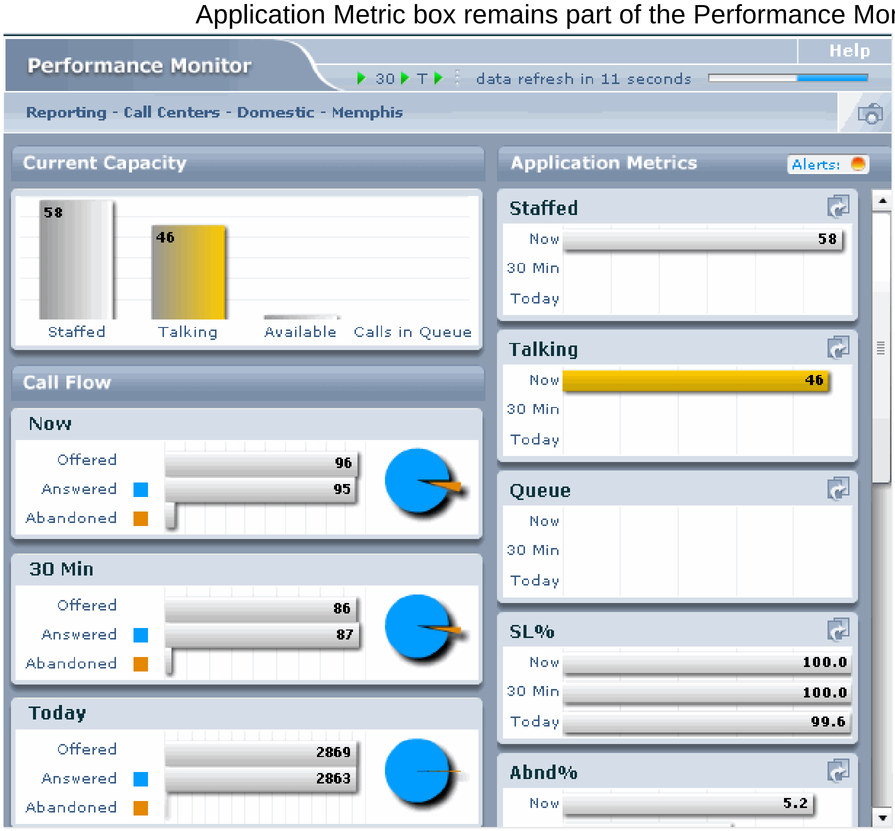


Figure 5: Performance Monitor

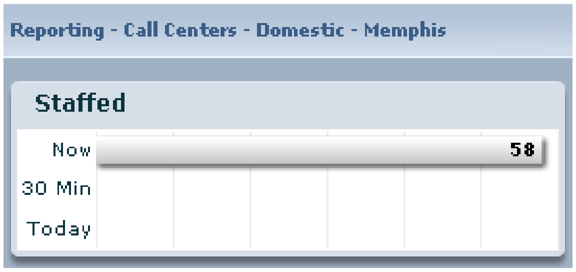


Figure 6: Spawned Application Metric

The Snapshot window (Figure 7) is the same as the Performance Monitor window except that the information is static allowing you to compare the values at a point in time with real time values. The Snapshot window displays the time and date when it was created.

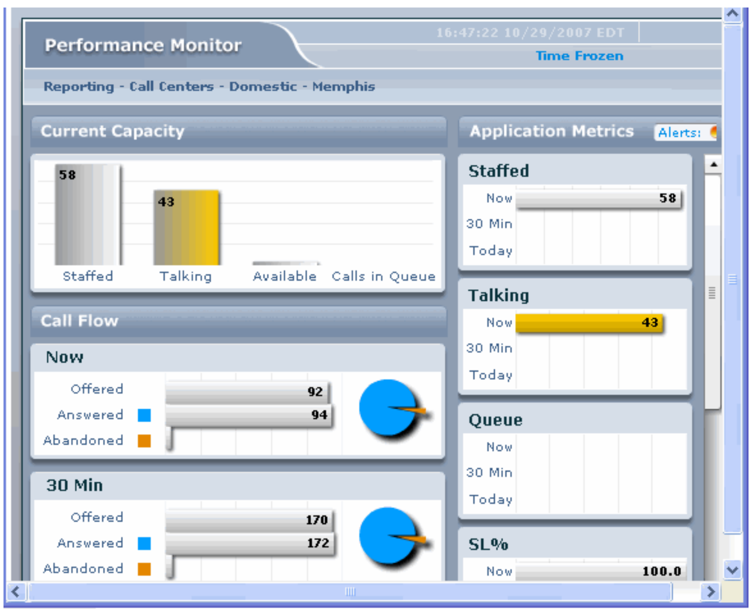


Figure 7: Snapshot window

Workforce What-If tool

You can use the Workforce What-If tool (Figure 8) to plan your company's telephone networks or calculate probability in your queuing system. You can calculate either call volume, average handle time, the number of agents, average speed of answer or service level percentage by providing at least two values. You can determine information such as, the number of agents required for a particular service level, the effect fewer agents has on your service level, or the number of agents required from other queues to meet your service level.

The Workforce What-If tool displays in a separate window outside of the Genesys Advisor.

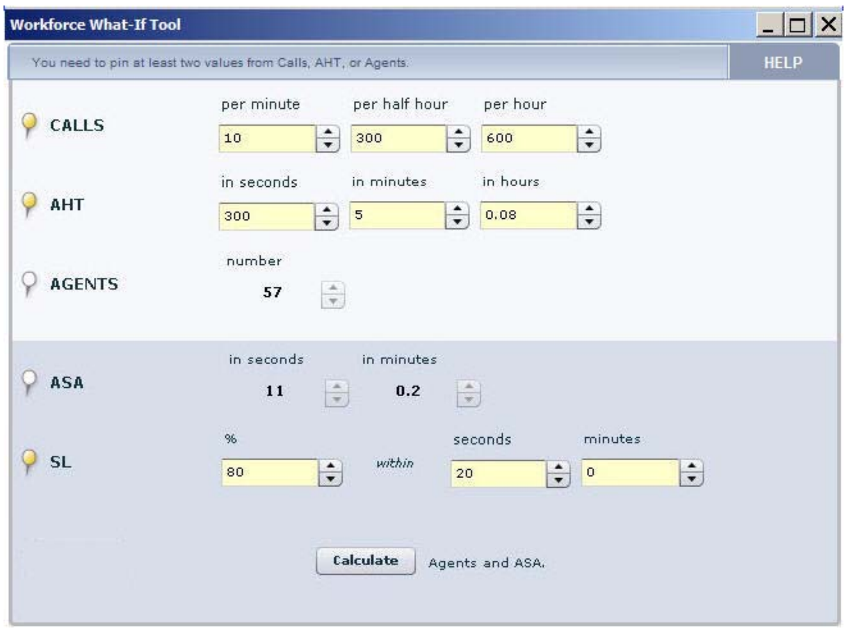


Figure 8: Workforce What-If tool

Alert Management Overview

Contact Center Advisor and the Workforce Advisor provide a real-time display of contact center activity and workforce management for call centers throughout the domain. Predefined alerting conditions on applications, call types, and contact groups are established to display alerts on the dashboard, as well as notify designated contacts. With Alert Management, you may record the action taken to resolve one or more alert violations, as well as the results of that action. You can record each action in a separate report. The key action reports create a knowledge base that will help identify repetitive patterns and resolve future violations more rapidly.

You can add key action reports on the Action Management page for alerts you can see based on your user permissions. The Action Management page is opened from either the map or the Alert Management tab. You can see the Alert Management tab if you have permission to access either the Contact Center Advisor or Workforce Advisor module.

The alerts on the map are those that are currently active. Depending on the value defined for the Expired Alerts in Business/Technical Table (hours) (on the System Configuration page), it is possible that some expired alerts will not display in the Alerts table on the map. All alerts do display on the Alert Management tab.

From the Alert Management tab, you can open the Action Management page to add a key action report for one or more alerts. You must open the Action Management page from the Alert Management tab to maintain existing key action reports.

The Alert Management tab displays a table of alerts and a table of key action reports. You can determine the

- best action to resolve a violation
- key action reports for which you are responsible
- key action reports for one or more alerts
- the alerts for one or more key action reports

For more information about the Action Management page, click Help on the Alert Management tab.

Resource Management

With Resource Management you can change the skills, skill levels, and status of agents, as well as notify the affected parties of the actions by e-mail. The changes are published to the Genesys Operational systems for immediate impact on contact center operations.

To access Resource Management, your user's profile must have the Resource Management check box selected on the Administration | Users page. The Resource Management check box is available if it is installed and either the Contact Center Advisor or Workforce Advisor check boxes are selected. When selected, the Resource Management icons display on Contact Center Advisor and Workforce Advisor.

Metrics

Appendix A lists the metrics for applications available in *Contact Center Advisor*. Appendix B lists the metrics available in *Workforce Advisor.* Appendix C lists the skill group metrics. The details for each metric include:

- **Name**: the internal name of the metric
- **Display Name**: the name that displays on the dashboard
- **Interval**: the time interval provided by the contact routing system or the workforce management system
- **Description**: a descriptive definition of the metric
- **Source Type**
- **Definition (Formula)**: the columns and formula for the metrics calculation. For *Contact Center Advisor*, the data is from the contact routing system. For *Workforce Advisor*, the data is from your workforce management system.
- **Interval/Time Profile**
- **Unit**: indicates the unit of the metric. The possible units are percentage, time (seconds or minutes), or count (integer).
- **Threshold**:
  - **Application Thresholds:** indicates whether to trigger an alert when the value is either above or below a specified number. For example, the SL% metric is defined as below. On the Thresholds page, the threshold values are defined to trigger a red alert if the value is above 90 and to trigger a yellow alert if the value is between 88 and 90. Values below 88 are acceptable values.
  - **Contact Group Thresholds:** indicates whether to trigger an alert when the value is either above or below the expected operating range, a specified number. For example, the threshold values are defined to trigger a red alert if the value is below 10 or above 90 and to trigger a yellow alert if the value is between 80 and 90 or between 10 and 20. Values between 20 and 88 are acceptable values.

System Administration

Getting Started — Please Read

Before you configure the relationships, it is important to note that there are some dependencies that affect the sequence of the software maintenance.

Note: Configuration of the following information takes effect in 24 hours or after midnight. For the configuration to take effect immediately, stop and restart XMLGen. The information configured is the relationships between applications and skill groups used to highlight the related objects in the bottom two panes of the Contact Center Advisor dashboard; and the relationships between skill groups and application groups used to filter skill groups by an application group chosen in the hierarchy in the Call Centers pane in the Contact Center Advisor dashboard.

Configuring the organizational hierarchies for the dashboard

To display call centers on the dashboard, multiple procedures must be completed and rollups configured.

1. **Regions**: Add regions and specify whether they are geographic, reporting, or operating unit regions; see “Adding a New Region” on page 29.
2. **Call Centers**: Add a call center for an application, call type, or skill group data source and select a geographic region; see “Adding a New Call Center” on page 32.
3. **Peripheral Gateways**: (*Cisco ICM only)* To link the skill groups of a peripheral gateway to an application call center, assign peripheral gateways to the call center; see “Assigning a Peripheral Gateway to an Application Call Center” on page 35.
4. **Contact Groups**: (*Workforce Advisor* only) To create rollups for contact groups, first import contact groups from a WFM system and then assign a call center to the contact group; see “Assigning Contact Groups to a Type and Call Center” on page 37.
5. **Application Groups:** To provide a meaningful rollup of types of call center activity in the summary displays, add application groups; *see “Adding a New Application Group” on page 39.*
6. **System Configuration**: Specify the values for the notification refresh rate, threshold trigger delay rate, and how long expired alerts display; see “Updating the System Configuration” on page 42.
7. **Rollup**: To configure the information displayed on the dashboard and control how the data is toggled and rolled up, edit the rollup. For *Contact Center Advisor,* see “Editing Application Rollups” on page 44. For each application in a call center, select the application group, reporting region, and operating unit to which you want the application to belong. Call type call center rollups must be configured before skill group call centers. For contact group rollups, see “Editing a Contact Group Rollup (for Workforce Advisor)” on page 47. For each contact group in a call center, select the application group, reporting region, and operating unit to which you want the contact group to belong then assign an application or call type.
8. **Skill Groups**: To assign skill groups of a call type call center to a skill group call center and to contact groups of the selected skill group call center. To configure skill groups to display on the dashboard, on the Skill Groups page, select Yes for Display

on Dashboard, *see “Assigning Skill Groups to a Skill Group Call Center and Determining Which Skill Groups Can Display in the Skill Groups Pane” on page 49.*

Configuring metric defaults and rules

9. **Metrics**: Define the minimum and maximum thresholds for the pre-defined metrics, *see “Updating a Metric” on page 52.*
10. **Application and Contact Group Thresholds**: Application threshold rules and contact group thresholds define the critical (red) and warning (yellow) conditions that trigger violations at the application group level. Specify the threshold values for each metric. To define the critical and warning conditions that trigger alerts at the application group level, specify the threshold values for each metric type*,* see “Adding or Updating Thresholds” on page 56.

Adding manual alerts

11. **Alerts**: Add manual alerts and specify the alert type and affected call centers; see “Adding a Manual Alert” on page 66.

Adding contacts, users, and distribution lists

12. **Contacts**: To capture the names and contact information for the individuals who can be notified when an alert is created or changed, add contacts; see “Adding a New Contact” on page 72. Only contacts assigned to distribution lists are sent alerts by e-mail.
13. **Users**: Add users with the administration or user role; see “Adding a User” on page 67.
    - Once the user is added, assign the call centers the user can see on the dashboard; see “Assigning Call Centers to a User” on page 69.
    - Once the user is added, assign the application groups the user can see on the dashboard; see “Assigning Application Groups to a User” on page 70.
14. **Distribution Lists**: To group users who are sent alerts based on an alert type, add distribution lists and select the contacts, call centers, and application groups you want to include in the distribution lists; see “Adding a Distribution List” on page 74. Only the contacts assigned to a distribution list are sent alert messages by e-mail.

Adding key actions and causes for Alert Management

15. **Key Actions**: To maintain a list key actions for selection on the Action Management page; see “Adding a New Contact” on page 72.
16. **Alert Causes**: To maintain a list alert causes for selection on the Action Management page; see “Adding a New Contact” on page 72.

Resource Management

17. **Notifications Templates**: If the Resource Management available, provide standard content for e-mails describing the directives and actions taken from Resource Management. To view and maintain notification templates, see “Notification Templates” on page 84.
18. **Notifications List**: If the Resource Management is installed, notifications lists are used to inform groups of users within an organization about changes being made to

the agents or resources. To view and maintain notification lists, see “Notification Lists” on page 86.

Genesys Adapter

19. **Genesys Adapter Administration**: If the Genesys Adapter is installed, you can link to the Genesys Adapter Administration. The Genesys Configuration page (Figure 58) allows you to view and maintain the list of Genesys Adapters. To add and delete adapters, see “Managing Genesys Adapters” on page 104. To view and maintain all of their agent group, queue, and filter combinations, see “Configuring Genesys Objects” on page 90. To define service-level thresholds for individual queues, see “Configuring Service-Level Thresholds per Queue” on page 113.

General Notes

- Asterisks (*) indicate required fields.
- The date format is MM/DD/YYYY.
- The time format is HH:MM using the 24-hour clock.
- The e-mail format is firstname.lastname@company.com.
- To search a list of items in a table, type the name of the item or the first few characters in the Search Existing field, then click Search. The items that match the beginning of the name display.
  To display the whole list again, click View All.
  Notes:
  The search functionality is not available on the Alerts pages.
  Where paging is implemented, to navigate to the next or previous page in the returned list, click next or prev; and to navigate to the first or last page in the returned list, click first or last.

Logging In

To log in to Informiam:

1. Double click on the Advisor icon.
   The Login page displays (Figure 9).
2. Type a user name and password.
3. The host name is http://home.informiam.local by default; however, if the home.informiam.local server is not found while the Login page loads, you must type your server in the Host Name field. The new host name will become the default server for subsequent log ins.
4. To save the user name and password on your local machine, select the Remember me on this computer check box.
   If selected, the user name and password will pre-populate when you start the Genesys Advisor.
5. Click the Log In button.
   Genesys Advisor displays with the module tabs to which you have access.
   Once logged in, you can display other modules in other windows by clicking the  button.
   When the login information is incorrect, you must try again.

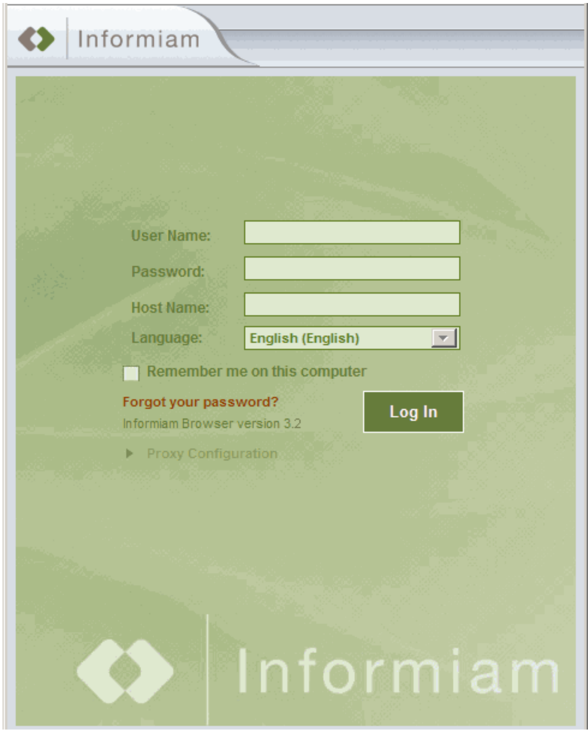


Figure 9: Login page

Requesting a New Password

To request a new password, if you forget yours:

1. On the Login page, click Forgot Your Password?
   A Forgot Password? page displays (Figure 10).
   Note: If your company uses LDAP, you must use your corporate tools to change your LDAP password.
2. Type your user name.
3. Type your e-mail address.
4. Click Submit.
   A new password is sent to your e-mail address.

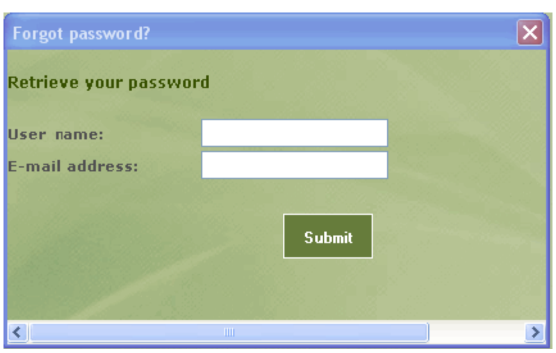


Figure 10: New Password page

Changing a Password

You must be logged in to change your password.

To change your password:

1. Click the Change Password button.
   A Change Password page displays (Figure 11).
   Note: If your company uses LDAP, you must use your corporate tools to change your LDAP password.
2. Type your current password.
3. Type your new password.
4. To confirm, retype your new password.
5. To save, click Submit.

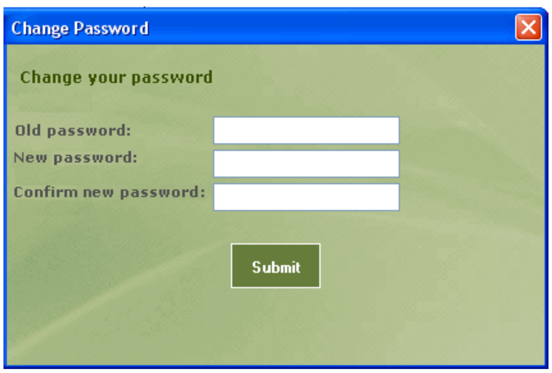


Figure 11: Change Password page

Navigation

To access the System Administration module from the Genesys Advisor (Figure 12), select the Administration tab. The tab labels are configurable in the Administration module. Only the module tabs to which you have access display.

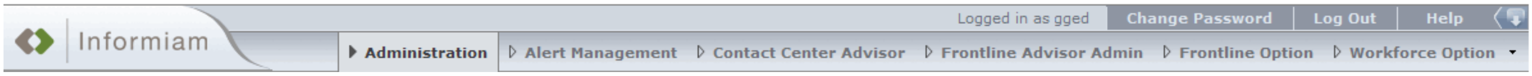


Figure 12: Genesys Advisor

From the Home page, select an item from the navigation bar (Figure 13).

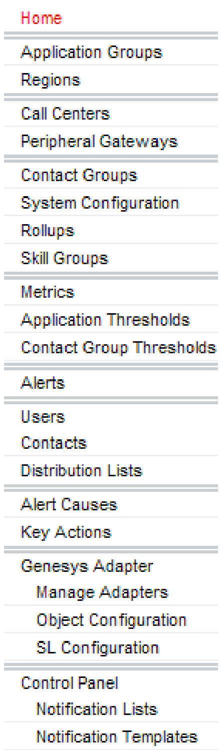


Figure 13: Navigation page

To choose a different application to display, select another tab.

Regions

The **Regions** page (Figure 14) allows you to set up regional information. A region represents a subdivision of the business operations of your company within each of the following views:

- **Geographic** is based on the physical location of the call center. The applications and contact groups within a call center fall under only one geographic region.
- **Reporting** is management based. Applications and contact groups within a call center may fall within multiple reporting regions.
- **Operating Unit** is based on the defined groupings of your company that are summarized and displayed on the Operating Unit view. Applications and contact groups within a call center may fall within multiple reporting regions.

Adding a New Region

1. Enter a name for the region.
2. Select the rollup radio button: geographic, reporting, or operating unit.
3. To indicate a region with no current call activity, select Yes for Zero Suppress.The region displays gray in the Call Centers pane for *Contact Center Advisor* and is hidden for *Workforce Advisor*.
4. Click the Add Region button.
   A confirmation message displays and the region displays in the list.

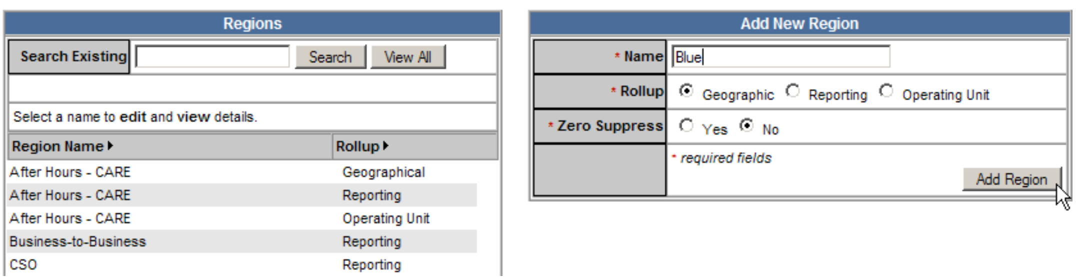


Figure 14: Regions page: add

Updating a Region

1. To display the details of a region:
   select from the list
   OR
   type the first few letters in the Search Existing field, click Search, and then select from the list.
2. Make edits.
3. To save the edits, click the Save Edits button.
   A message confirms the update.

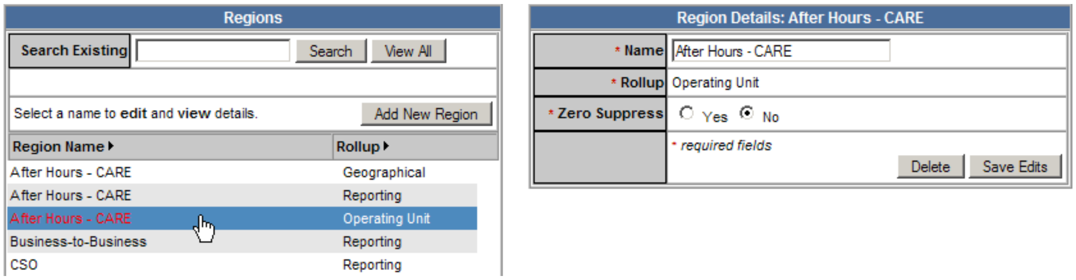


Figure 15: Regions page: edit/delete

Deleting a Region

Before deleting a region, you must remove its assignment from call centers and rollups.

1. To display the details of a region:
   select from the list
   OR
   type the first few letters in the Search Existing field, click Search, and then select from the list.
2. Click the Delete button.
   A confirmation window displays.
3. To confirm the deletion, click OK.
   A message confirms the deletion.

Call Centers

The **Call Centers** page (Figure 16) allows you to add and update call centers. Multiple steps are required for call centers to display on the dashboard, see *Displaying Call Centers on the Dashboard* for reference.

Call centers use either application, call type, or skill group data sources:

- **application**: the data source is from a TDM ACD call center
- **call type**: the data source is from a virtual VoIP call center
- **skill group**: Because a call type call center can be a collection of VoIP call centers, a skill group call center represents a subdivision of a call type call center and represents a collection of people and not a collection of calls. The data source of a skill group call center is a subdivision of the skill groups of a call type call center.

The four possible types of call centers are:

- application/site
- skill group/site: Skill group call centers can only be site.
- call type/site
- call type/network

For Cisco ICM, application-site call centers are associated to peripheral gateways. Call types are not available for configuration within application call centers.

Note:

In this user manual, the word application is synonymous with call type unless a distinction is required. A call type call center without map coordinates may be considered to represent the "network" and therefore may be referred to as a "network call center."

For call type call centers, the Application-to-Skill Group Relationships field must be set to Auto Override or Manual on the System Configuration page. There is a 20-40 second delay for call types to display for the call type call center. This is because the call types for a new call type call center are populated by XMLGen, which must be running for this to occur. The population process enforces a slight delay in creating call types for a new call type call center.

A call type call center does not require map coordinates (that is, latitude and longitude). However, it will not display on the map without them. If you remove the latitude and longitude later, you must log out of the dashboard and back in for the call center to be removed from the map.

We recommend adding only one call type-network call center. Because a skill group call center can only be assigned to one network call center, if more than network call center is created, you must add a second skill group call center for each physical location.

Once a call center is saved, you cannot change the data source.

Call centers must be assigned to distribution lists on the Distribution Lists page to receive e-mail notifications and assigned to users on the Users page for users to be able to see the call centers on the dashboard. If you select the Select All check box when assigning call centers, all existing call centers are assigned and any call centers added in the future are assigned automatically. If not, you must assign the call center manually.

Adding a New Call Center

1. On the navigation bar, select Call Centers.
   The Call Centers page displays.
2. Enter the call center name.
   Note: The name of the call center cannot include the slash (/) or colon (:) character.
3. Select the time zone from the drop-down list.

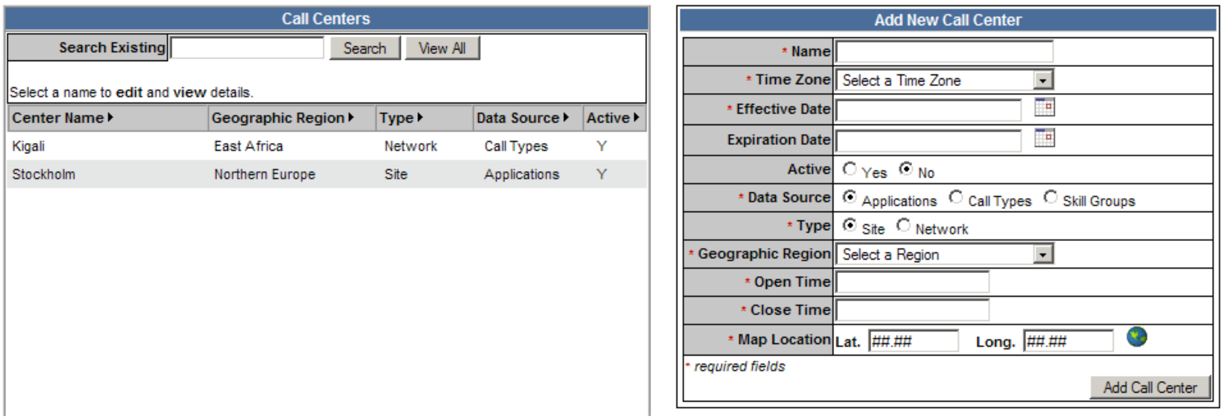


Figure 16: Call Centers page: add

4. To specify when a call center displays and ceases to display, click the Calendar icons (Figure 17) and select the effective and expiration dates.
   The expiration date is optional.

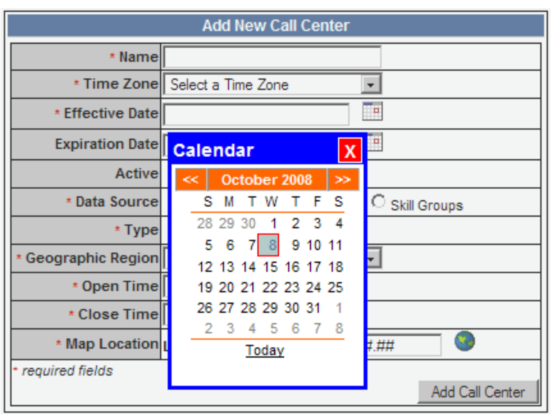


Figure 17: Call Centers page: calendar

5. To activate the call center, click Yes.
   Selecting No deactivates the call center and prevents it from displaying on the dashboard allowing you to set it up in advance. An inactive call center is also hidden from the map unless an active alert exists. Once the alert expires, the call center is hidden; however, the expired alert continues to display in the All Alerts table.
6. To define a call center using applications, select the Applications Data Source radio button.
   OR

To define a call center using call types, select the Call Types Data Source radio button.
OR
To define a call center for skill groups, select the Skill Groups Data Source radio button.
Note: Once the call center is saved, you cannot change the data source.

7. Select the Network or Site radio button.
   For skill group call centers, the type defaults to site.
8. Select the physical location of the application or call type call center from the Geographic Region drop-down list.
   You do not select a geographic region for a skill group call center.
9. To specify the hours of business operation, type the open and close times within the selected time zone.
   The format is hh:mm.
   The open and closed times represent the official time for active data analysis. During non-operational hours, summaries that draw data from the call centers (such as regional or application summaries) are calculated without that data. During non-operational hours, the call center displays gray in the Contact Center Advisor Call Centers pane and is hidden from the Workforce Advisor Call Centers pane.
10. To set the location of the call center on the map, type the decimal latitude and longitude *OR* click Globe icon. The mapping window opens (Figure 18).
    a) Click the pushpin tool.
       The pushpin displays on the map.
    b) Drag the pushpin to the correct location.
11. Click the Save Location button. The mapping window closes.

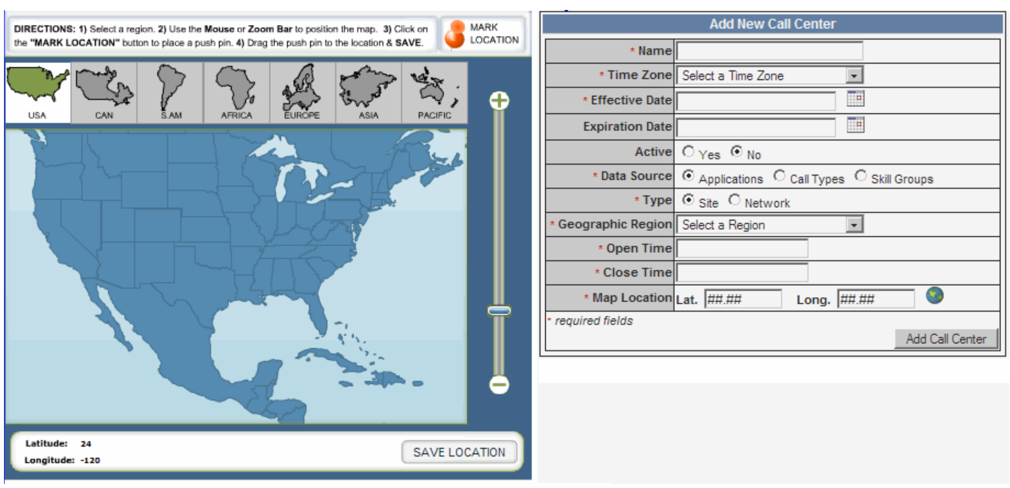


Figure 18: Call Centers page: map

12. To save the call center, click Add Call Center.
    A confirmation message displays and the call center displays in the list.

Updating a Call Center

1. On the navigation bar, select Call Centers.
   The Call Centers page displays.
2. To display the details of a call center:
   select from the list

OR
type the first few letters in the Search Existing field, click Search, and then select from the list.

3. Make edits.
   Note: Selecting No for the Active radio button, deactivates the call center and prevents it from displaying on the dashboard. Selecting Yes for the Active radio button, activates the call center.
4. To save the changes, click the Save Edits button.
   A message confirms the update.

Deleting an Application Call Center

Deleting an application call center removes it from system administration selection lists and from the map on the dashboard. Deleting an application call center automatically removes it from distribution lists andusers.

An application call center cannot be deleted until all associated peripheral gateways and contact groups are unassigned.

1. On the navigation bar, select Call Centers.
   The Call Centers page displays.
2. To display the details of a call center:
   select from the list
   OR
   type the first few letters in the Search Existing field, click Search, and then select from the list.
3. Click the Delete button.
   A confirmation window displays.
4. To confirm the deletion, click OK.
   A message confirms the deletion.

Peripheral Gateways

The **Peripheral Gateways** page (Figure 19) allows you to provide peripheral gateways meaningful, descriptive names and assign them to application call centers. A peripheral gateway is a communications interface between a call distributor and call router. Assigning peripheral gateways to a call center links the skill groups of the peripheral gateway to the call center.

Notes:

The Peripheral Gateways page is for Cisco TDM data sources only.

The peripheral gateways for call type call centers are assigned automatically and do not display in the Assignment (Call Center) drop-down list.

Assigning a Peripheral Gateway to an Application Call Center

An application call center must be active before associating a peripheral gateway.

1. To display the details of a peripheral gateway:
   select from the list
   OR
   type a few letters in the Search Existing field, click Search, and then select from the list.
2. To activate the peripheral gateway, select yes.
   An inactive peripheral gateway prevents data and alerts from displaying on the dashboard and from being included in the rollups.
3. To assign a peripheral gateway to a call center, select a call center from the Assignment drop-down list.
   Note: Changing the call center moves existing rollups to the newly selected call center. Changing the call center with existing rollups to "Select Call Center", deactivates the rollups for that call center; however, reselecting the same call center reactivates the rollups.
4. Click the Save Edits button.
   A confirmation message displays and the assignment and active status displays in the list.

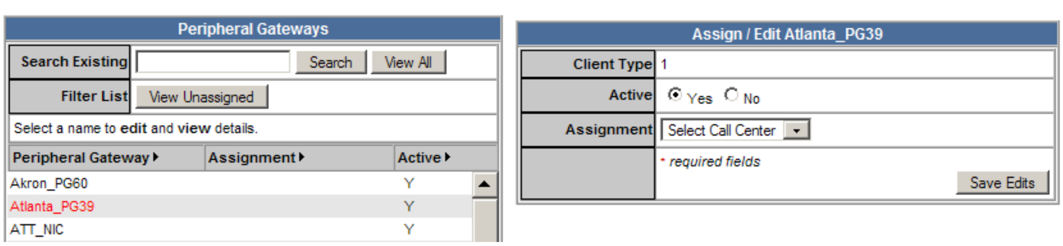


Figure 19: Peripheral Gateways page

Viewing Unassigned Peripheral Gateways

To view the list of peripheral gateways not assigned to call centers, click View Unassigned. To display the whole list of peripheral gateways, click View All.

Contact Groups

The **Contact Groups** page (Figure 20) allows you to assign types and call centers to workforce management system's forecasting entities (activities in Genesys WFM, forecast groups and staff group in Aspect eWorkforce Management, and contact types in IEX TotalView). In the *Advisors*, contact group is synonymous with the terms activity, forecast group, staff group, and contact type. You must assign types, data sources, and call centers to contact groups before configuring rollups on the Rollup | Workforce page.

Note: Workforce Advisor does not control the names and locations of the contact types from IEX Totalview; any difference, including upper and lower case, is interpreted as a different contact type.

The IEX source names and the eWFM source names must be unique.

For each contact group, you provide a:

- **Descriptive Name**: for single edit only. For multiple edits, the Descriptive Name is not available and the text Multiple Edit displays.
- **Type**: a contact group can be either a network contact group or a site contact group. Selecting a type filters the list of data sources in the Data Source drop-down list.
  Since IEX TotalView contact types are always site-specific, the corresponding Advisor Contact Group should be configured as a site contact group. Depending upon the configuration of the Aspect eWorkforce Management system, Forecast Groups may be either parent (network-level) or child (site-level) Forecast Groups, while Staff Groups may be either parent (network-level) or child (site-level) Staff Groups.
  - When child (site-level) Forecast Groups are available, the administrator should configure them as site contact groups in Workforce Advisor, ignoring the parent (network-level) Forecast Groups.
  - If only parent (network-level) Forecast Groups are available, then the administrator should configure them as network contact groups in Workforce Advisor.
  - Child (site-level) Staff Groups are always available from Aspect eWorkforce Management. These should be configured as site contact groups in Workforce Advisor. Parent (network-level) Staff Groups should be ignored.
  - For multiple edit, the Type field is not available.
- **Data Source**: Selecting a data source filters the list of call centers in the Call Center drop-down list.
- **Call Center**: Typically, the network contact groups are mapped to a call type call center and site contact groups are mapped to skill group call centers.

The Contact Groups table displays the details of each contact group, including:

- **Name**: the name of the contact group provided by the workforce management system
- **Source**: the Site ID (or the call center ID) of the contact group from the workforce management system
- **Group**: the type of contact group (for example, forecast or staff)
- **Active**: indicates whether the contact group is active or not

- **Descriptive Name**
- **Type**: indicates the type of call center associated to the contact group: site or network
- **Call Center**: the call center associated to the contact group

Assigning Contact Groups to a Type and Call Center

1. From the navigation bar, select Contact Groups.
   The Contact Groups page displays.
2. Select a contact group from the list.
   OR
   To update multiple contact groups at once:
   a) Select multiple Selected check boxes.
      A check mark displays in each selected check box.
   b) Click Edit Selected.
      The contact group details display.
3. If editing a single contact group, type a meaningful name in the Descriptive Name field.
   The descriptive name will display on the dashboard. If a descriptive name is not provided, the generated name displays on the dashboard.
   The Descriptive Name is not available for multiple edits. The descriptive name must be defined individually.
4. Select the type of contact group from the Type drop-down list.
   The Type field is not available for multiple edits.
5. Select the data source from the Data Source drop-down list.
6. To associate the contact group to a call center, select a call center from the Call Center drop-down list.
7. To save, click Save Edits.
   A confirmation message displays and the details display in the table on the left.

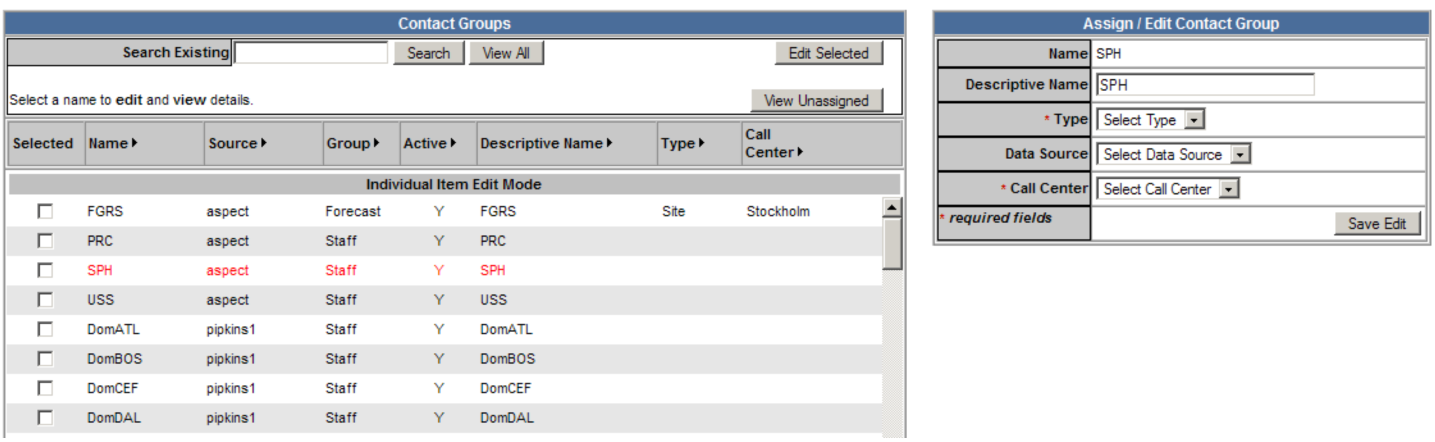


Figure 20: Contact Groups page

Updating a Contact Group

1. To display the details of a contact group:
   select from the list
   OR
   type the first few letters in the Search Existing field, click Search, and then select from the list.
2. Type a meaningful name in the Descriptive Name field.
3. If no associations exist for the contact group on the Contact Group Rollups page, select a type from the Type drop-down list.
4. Select the data source from the Data Source drop-down list.
5. To associate the contact group to a call center, select a call center from the Call Center drop-down list.
6. To save, click Save Edits.
   A confirmation message displays and the details display in the table on the left.

Application Groups

The **Application Groups** page (Figure 21) allows a system administrator to add, update and delete the summary groupings used to roll up applications on the dashboard.

Note: Application groups must be assigned to distribution lists to receive notifications generated by *Contact Center Advisor and Workforce Advisor*.

Adding a New Application Group

1. Enter a name for the application group in the Name field.
2. To indicate an application group with no current call activity should be grayed out in the Call Centers pane on the Contact Center Advisor dashboard and hidden on the Workforce Advisor dashboard, select Yes for Zero Suppress.
3. To save the new application group, click Add Application Group.
   A confirmation message displays and the application group displays in the list.

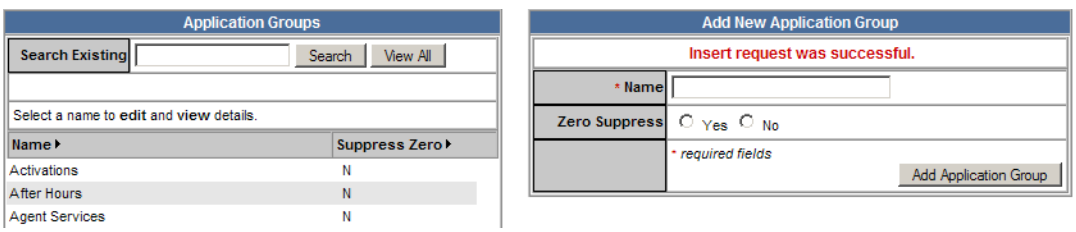


Figure 21: Application Groups page

Updating an Application Group

1. To display the details of an application group:
   select from the list
   OR
   type the first few letters in the Search Existing field, click Search, and then select from the list.
2. Update the name or the Zero Suppress option.
3. To save edits, click the Save Edits button.
   A confirmation message displays.

Deleting an Application Group

Before deleting an application group, you must remove its' assignment from call centers and rollups.

1. To display the details of an application group:
   select from the list
   OR
   type the first few letters in the Search Existing field, click Search, and then select from the list.
2. Click the Delete button.
   A confirmation page displays.
3. To confirm the deletion, click OK.

System Configuration

The **System Configuration** page allows you to control various global capabilities:

- **Contact Center Advisor/Workforce Advisor**: to configure alert behavior, as well as the application-and-skill group relationship setting (Figure 22)
- **Data Sources**: to set the update-delay threshold rule and notification distribution list (page 41)
- **Modules**: to modify the application name that displays on the dashboard tabs (page 42)

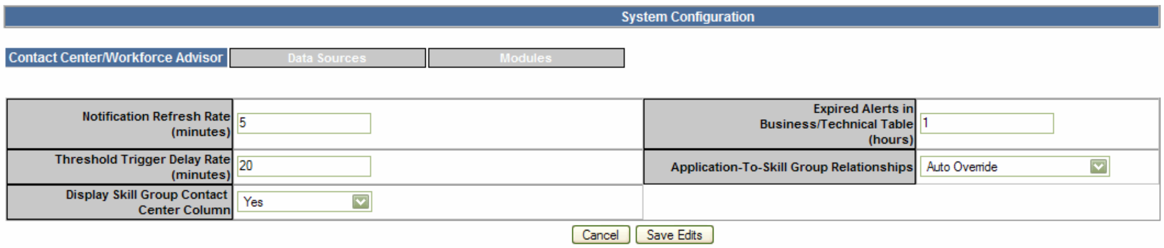


Figure 22: System Configuration page - Contact Center Advisor/Workforce Option

The details of Contact Center Advisor/Workforce Advisor system configuration include:

- **Notification Refresh Rate**: determines the frequency of distributing alert messages. The delay prevents unnecessary repetition of alert messages as the values change. Every minute, *Contact Center Advisor* and *Workforce Advisor* checks for notifiable alerts and the time the e-mail was last sent. For each alert, if the time that the e-mail was last sent is older than the notification refresh rate and the alert's priority has changed in that time, an e-mail is sent.
- **Expired Alerts in Business/Technical Table (hours)**: controls how long alerts display in the Alerts list on the dashboard. More expired alerts may be available in the database, to be used when calculating alert metrics, but are not otherwise shown in the dashboard.
- **Threshold Trigger Delay Rate**: controls how many minutes a metric’s value must exist in a state exceeding a threshold before the application triggers an alert e-mail message and displays on the map. Peripheral Gateway alerts (Cisco ICM only) and manual alerts are an exception to the threshold trigger delay rate: they display immediately.
- **Application-to-Skill Group Relationships**: determines how relationships between applications and skill groups are populated. The Application-to-Skill Group Relationships option must only be set once and *before* rollups are created. The default is Auto Override. If you have an IPCC source or configured call types call centers, the Application-to-Skill Group Relationships field must be set to Auto Override or Manual. The options are:
  - Manual: you manually assign skill groups to an application. If relationships exist at the source, they will be ignored.
  - Auto: (Cisco ICM only) the relationships between skill groups and applications are imported from the source.

- Auto Override: If you have multiple data sources, for example, Genesys and Cisco, the Application-to-Skill Group Relationships field must be set to Auto Override. For Cisco ICM, skill groups are automatically related to the application through peripheral gateways but you can assign or unassign skill groups manually.

The consequences of changing the Application-to-Skill Group Relationships option are:

- Changing Manual or Auto Override to Auto erases all manually added relationships without the ability to restore them; and thereafter, the interface will not allow you to create relationships manually.
- Changing Auto or Auto Override to Manual prevents relationships from being imported from the source and erases all automatically imported relationships. Thereafter, all relationships must be created manually from the administration module.
- Changing from Auto to Auto Override will not change the current set of the relationships. Thereafter, the administrator will be able to add more relationships manually.
- Changing from Manual to Auto Override will trigger the automatic import of the relationships that exist at the source.

- **Display Skill Group Contact Center column**: Determines whether the Skill Group Contact Center column is available in the column chooser for the Skill Groups pane, thereby controlling whether Dashboard users can see the Contact Center for a skill group. The default is to hide the column.

Data Sources Tab

The Data Sources tab (Figure 23) displays a list of the real-time data sources used in the Advisor suite.

Note: The update interval for the contact routing system queries is the frequency that the data is pulled and the dashboard refreshed. The data refresh rate is not displayed on the page. It is in the properties files and can be changed, but is separately maintained so that it is not arbitrarily changed. This approach accommodates the security concerns of your company.

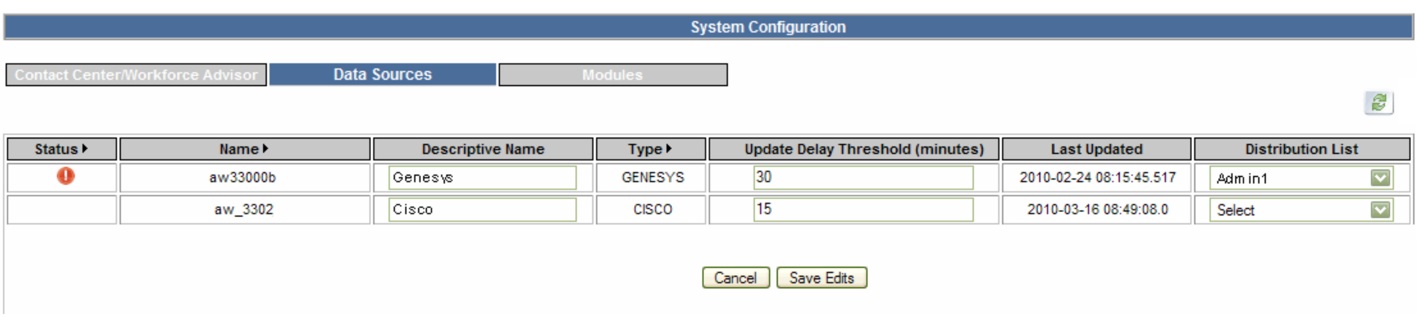


Figure 23: System Configuration page - Data Sources

The details of the Data Sources table include:

- **Status**: the current status of this data source. If a data source has exceeded the update delay threshold, then a red icon displays.

- **Name** (display only): the name of the source database. If the database is located on a separate database server, the name also includes a linked server name.
- **Descriptive Name** (required): the descriptive name for the data source.
- **Type** (display only): the underlying platform for the data source. The currently supported platforms are GENESYS and CISCO.
- **Update Delay Threshold** (required): the maximum amount of time (in minutes) allowed between the last update time of the data source and the current time. Exceeding this threshold triggers an alert. The minimum value that can be entered in this field is 1 and the maximum value is 30.
- **Last Update Time** (display only): the controller time of the last update from this data source in the time zone of the server on which the *Administration* module is running.
- **Distribution List**: the distribution list to which to send an e-mail to if the data at the source is not updated and the delay violates the delay threshold.

Modules Tab

The Modules tab (Figure 24) displays the names and URLs of individual modules of your installation. You can modify the application name that displays on the Genesys Advisor tabs that are used to switch between the applications. You can add an external Website to an Advisor tab. The URL must be completely qualified, that is, set to the full URL for the target application, for example, /www.genesyslab.com.

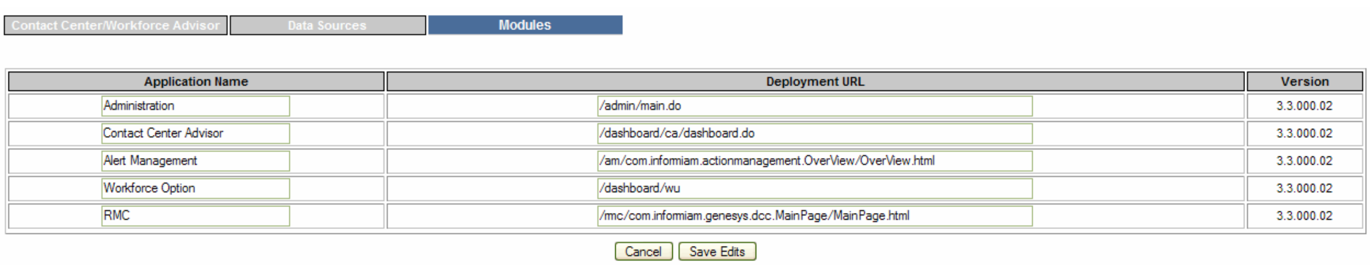


Figure 24: System Configuration page - Modules

Updating the System Configuration

The system configuration changes take effect immediately.

1. On the navigation bar, select System Configuration.
   The System Configuration page displays.
2. Update the values.
3. To save the updates to the database, click Save Edits.
   A confirmation message displays.
   OR
   To clear the changes and retain the original values, click Cancel.

Rollup

The **Rollups** page (Figure 25) allows you to define how information displays, summarizes, expands, and contracts in the Call Centers pane on the dashboard.

For *Contact Center Advisor*, you assign skill groups, an application group, reporting region, and operating unit to an application for a call center.

For *Workforce Advisor*, you assign an application group, reporting region, operating unit to a contact group; then you assign a contact group to one or more applications: the skill groups assigned to the applications are, in effect, assigned to the contact group.

Depending on how the application-to-skill groups relationship is defined in system configuration, you may map skill groups to applications manually (if manual or auto override is defined) or automatically with Cisco ICM. For call type call centers, the Application-to-Skill Group Relationships field must be set to Auto Override on the System Configuration page. For skill groups to display on the dashboard, the Application-to-Skill Group relationship must be created.

The rollups for call type call centers must be configured first to make skill groups available for the skill group call centers on the Skill Groups page.

For Cisco TDM, both base and non-base skill groups for application and call type call centers are imported. The enterprise name is used to distinguish skill groups with the same name but come from different peripheral gateways.

To sort the data in the Rollup table, click on a column heading. The arrow in the down or up position indicates which column is sorted.

Notes:

The relationships between applications and skill groups are retrieved once a day to the dashboard. Stopping and starting XMLGen will pull the relationships immediately. If a relationship is changed, you must refresh the dashboard browser.

For call type call centers, there is a 20-40 second delay for call types to display.

After assigning a skill group to a call type for one call type call center, allow the full cycle of XMLGen to run in order to prevent assigning the same skill group to a call type in another call type call center.

Navigating the Rollups page

Navigating to application and call type rollups

To navigate to the Rollups page for application or call type rollups, click Rollups from the navigation bar.

To return to the Rollups page for application or call type rollups from the context of contact group rollups, select Rollups from the navigation bar or the Contact Center Advisor tab.

Navigating to contact group rollups

To navigate to the Rollups page for contact group rollups, click Rollups from the navigation bar, select a call center and then the Workforce Option tab.

To return to the Workforce Option tab from the Contact Center Advisor tab when in the context of assigning applications to contact groups, select the Workforce Option tab.

Editing Application Rollups

For each application in a call center, select the application group, reporting region, and operating unit in which you want the application to belong.

1. From the navigation bar, select Rollups.
   The table defaults to the Contact Center Advisor tab.
2. Select a call center from the drop-down list.
   If an application call center is selected, the Applications list for the call center displays.
   If a call type call center is selected, the Call Types list for the call center displays after 20-40 seconds.
   Note: You cannot select a skill group call center.

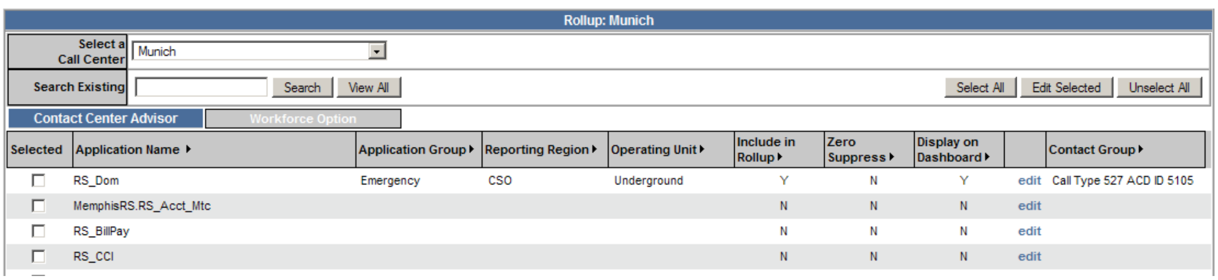


Figure 25: Rollups page: application call center

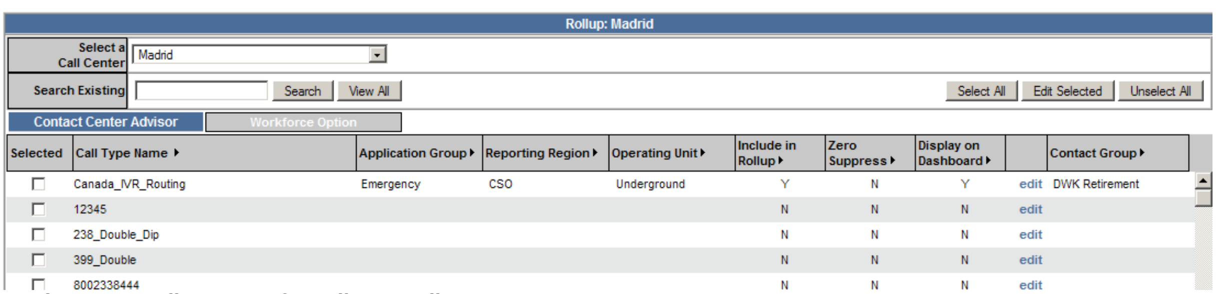


Figure 26: Rollups page for call type call centers

3. To set up the rollup for an application, click Edit
   The details window opens (Figure 27).
   OR
   To set up the rollup for multiple applications.
   a) Select multiple Selected check boxes.
      You can only select multiple applications from the same list page.
      To navigate to the next or previous page in the returned list, click next or prev; and to navigate to the first or last page in the returned list, click first or last.
   b) Click Edit Selected.
      The details window opens.

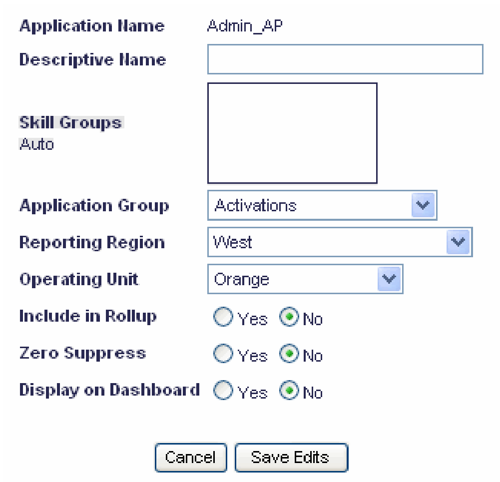


Figure 27: Rollup: edit of application call centers

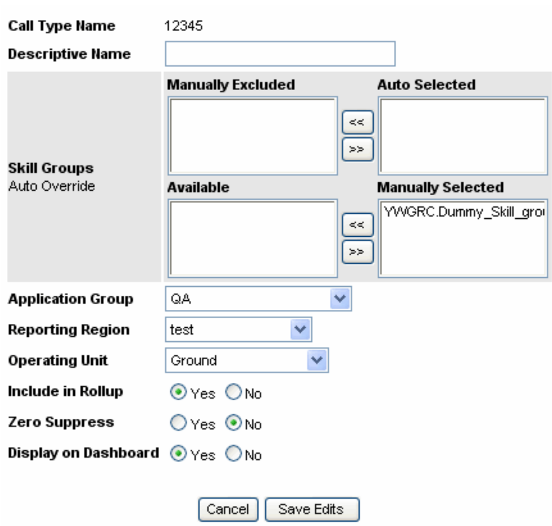


Figure 28: Rollup: edit of call type call centers

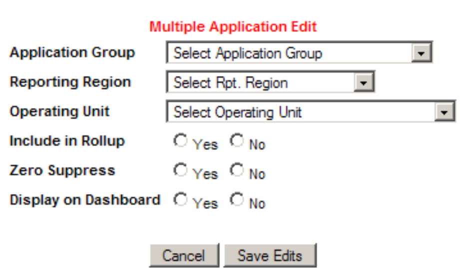


Figure 29: Rollup: edit of multiple applications

4. If setting up a rollup for one application, type a descriptive name in the Descriptive Name field.
   The descriptive name will display on the dashboard. If a descriptive name is not

provided, the generated name displays on the dashboard.
The Descriptive Name is not available for multiple edits. The descriptive name must be defined individually.

5. If in system configuration, the application-to-skill groups relationship is manual or auto override, select the skill groups for the application from the Available list and move them to the Selected list by clicking the >> button.

   Notes:
   To avoid double counting, include call types with the same names in a rollup for only one call type call center.
   For a call type call center, skill groups display after 20-40 seconds.

   Selecting skill groups is not available for multiple edits, you must edit individual applications to associate skill groups after creating the rollups (Figure 29).

   Only the skill groups from the same external data source display for the selected application.

6. Define the rollup by assigning an application group to the application and setting Include in Rollups to Yes.

   Assigning a reporting region and operating unit is necessary for the application to be used in the rollups for those regions.

   Note:
   Selecting No for Include in Rollup excludes the values from the rollup.
   For threshold violations and alerts to display on the dashboard, you must select Yes for Include in Rollup.

   Only consider selecting No for Include in Rollup and Yes for Display on Dashboard for IVR/VRU-related applications in which you want to display IVR performance in the Applications pane but not in the Call Centers pane. The IVR should handle 100% of the calls and the performance could indicate whether or not this is happening or if there may be a problem. However, including these numbers in the rollup would inflate the performance of call handling by the agents.

7. To hide an application with no current call activity (that is, calls offered and calls handled are zero) in the Applications pane on the dashboard, select Yes for Zero Suppress.
   Note: If yes is selected for Zero Suppress on the Application Groups or Regions page and no is selected for Zero Suppress on the Edit Application Rollup page, the applications do not display when no call activity exists for the application group or region.

8. Make the application/call type display on the dashboard by setting Display on Dashboard to Yes.
   This will cause the application to display when the user selects either the related call center or application group.

9. To save the rollup, click the Save Edits button.
   OR
   To save multiple rollups, click Save Multiple Edits.
   A message confirms the update.

Editing a Contact Group Rollup (for *Workforce Advisor*)

For each contact group in a call center, select the application group, reporting region, and operating unit in which you want the contact group to belong, then you assign a contact group to one or more applications: the skill groups assigned to the applications are, in effect, assigned to the contact group.

To edit a contact group rollup:

1. From the navigation bar, select Rollups.
2. Select a call center from the drop-down list.
3. Select the Workforce Option tab.
   The Workforce table displays (Figure 30).

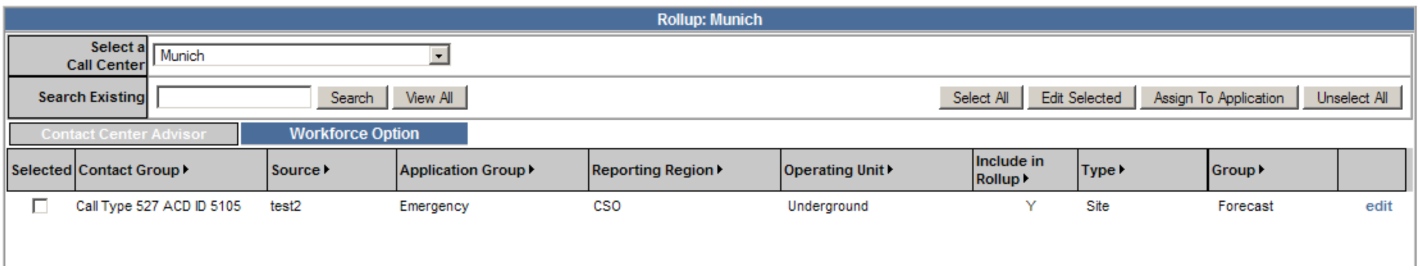


Figure 30: Rollup page for Workforce Advisor

4. To configure the rollup for a contact group, click Edit.
   The details window opens (Figure 31).
   OR
   To configure the rollup for multiple contact groups.
   a) Select multiple Selected check boxes.
      You can only select multiple contact groups from the same list page.
      To navigate to the next or previous page in the returned list, click next or prev; and to navigate to the first or last page in the returned list, click first or last.
   b) Click Edit Selected.
      The details window opens.

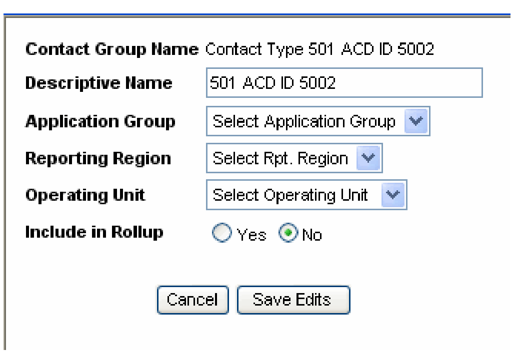


Figure 31: Rollup: edit of IEX TotalView contact groups

5. If setting up a rollup for one contact group, type a descriptive name in the Descriptive Name field.
   The descriptive name will display on the dashboard. If a descriptive name is not provided, the generated name displays on the dashboard.

The Descriptive Name is not available for multiple edits. The descriptive name must be defined individually.

6. Define the rollup by assigning an application group to the contact group and setting Include in Rollups to Yes.

   Assigning a reporting region and operating unit is necessary for the contact group to be used in the rollups for those regions.
   Note: You can associate a different application group to a contact group than is associated to an application (or call type) but typically it would be the same.

   Note: For the alerts to display on the dashboard, you must select Yes for Include in Rollup.
7. To save the rollup, click the Save Edits button.
   OR
   To save multiple rollups, click Save Multiple Edits.
   A message confirms the update.
8. To assign applications to the contact group:
   a) Click Assign to Application.
      The Contact Center Advisor Rollup page opens. The context displays “Assign Contact Groups” followed by the call center.
      The applications for the selected call center display.
   b) To assign one application to a contract group, click Edit.
      The Edit Rollup page opens (Figure 32).
      OR
      To assign multiple applications to a contract group:
      Select multiple check boxes.
      Click Edit Selected.
      The Edit Rollup page opens (Figure 33).
   c) Select a contract group from the drop-down field.
   d) To save, click Save Edits.
      The Edit Rollup page closes and the Rollups page displays.

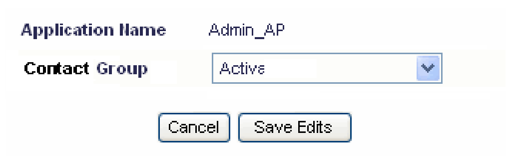


Figure 32: Single Edit Rollup page

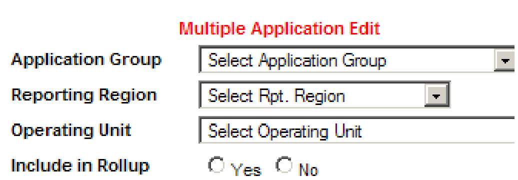


Figure 33: Multiple Edit Rollup page

Skill Groups

The **Skill Groups** page (Figure 34) allows you to determine which skill groups display in the Skill Groups pane on the dashboard. For call type call centers, only the skill groups assigned to call types on the Edit Rollup page display on the Skill Groups page.

For skill group call centers, you assign the skill groups previously assigned to a call type call center. For skill groups to be available for assignment to skill group call centers, the rollups for call type call centers must be configured first. In the Call Centers pane on the dashboard, the skill groups call centers display under the call type-network call centers to which they are related (via the skill groups). If a skill group is later removed from a call type, the association to the skill group call center is removed automatically.

The Skill Groups page also allows you to review the skill groups assigned to an application call center, call type call center, application, call type, or contact group.

Note: Only applications from the same external data source (either Cisco or Genesys) as the skill groups are available for edit.

Assigning Skill Groups to a Skill Group Call Center and Determining Which Skill Groups Can Display in the Skill Groups Pane

To assign skill groups to the skill group call center and to determine which skill groups can display in the Skill Groups pane on the dashboard:

1. From the navigation bar, select Skill Groups.
   The Skill Groups page displays.
2. Select an application or call type call center.
   The associated skill groups display in the table.
3. To filter the table by the skill groups mapped to a specific application, call type, or contact group, select one from the Select an Application/Call Type/Contact Group field.
   To display all skill groups, select All. To display only the skill groups not assigned to an application, call type, or contact group, select None.

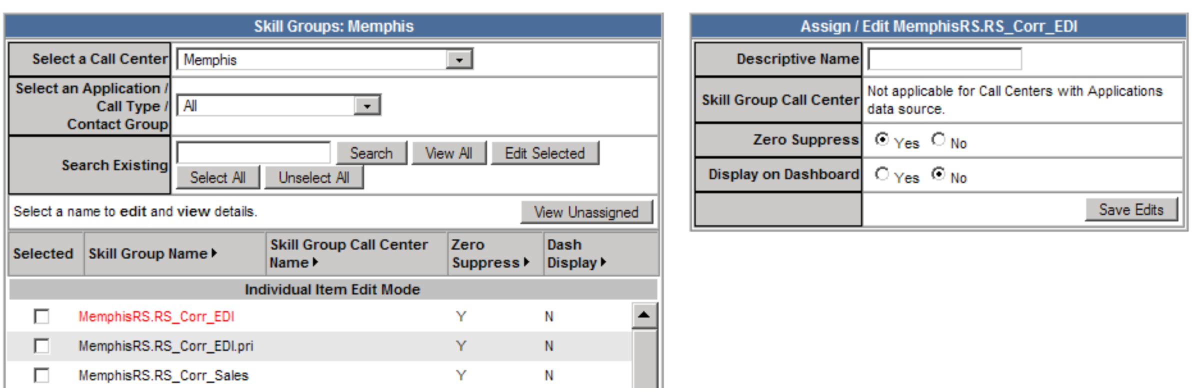


Figure 34: Skill Groups page

4. Select a skill group from the list.
   OR
   To update multiple skill groups at once:
   a) Select multiple Selected check boxes.
      A check mark displays in each selected check box (Figure 35).
   b) Click Edit Selected.
      The skill group's details display.
5. If editing a single skill group, type a descriptive name in the Descriptive Name field. The descriptive name will display on the dashboard. If a descriptive name is not provided, the generated name displays on the dashboard.
   The Descriptive Name is not available for multiple updates. The descriptive name must be defined individually.

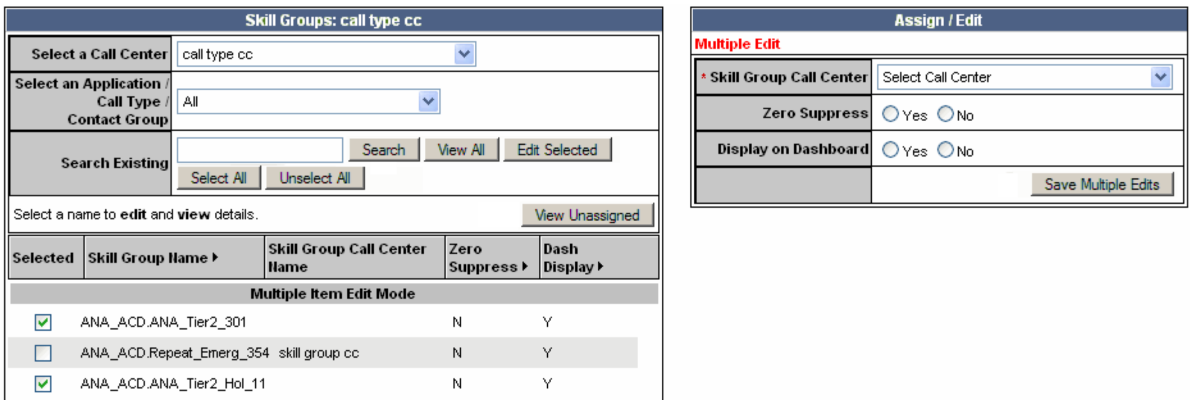


Figure 35: Skill Groups page: multiple edits page

6. To assign a skill group of a call type call center to a skill group call center, select a skill group call center from the drop-down field.
   The Skill Group Call Center drop-down field is not available for an application-site call center.
   The Contact Group drop-down list displays (Figure 36). The contact groups in the list are filtered by the selected skill group call center.

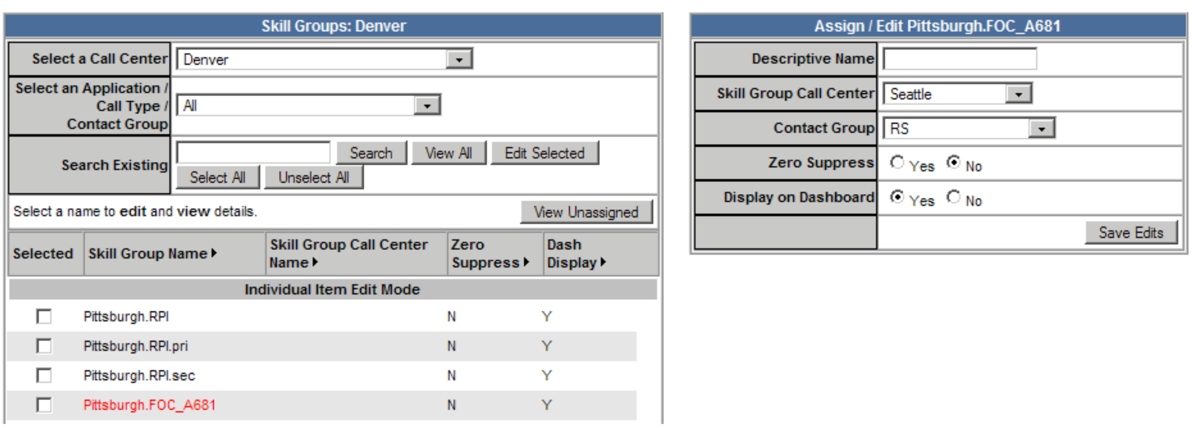


Figure 36: Skill Groups page: Contact Group drop-down list

7. If the skill groups for a call type-network call center display, select a contact group from the Contact Group drop-down field.
   The Contact Group drop-down field does not display for site call centers.
8. To prevent a skill group from displaying on the dashboard when no current call activity exists, select Yes for Zero Suppress.
   Note: If an agent is not logged in to the skill group AND calls handled are zero AND calls offered are zero, the skill group is hidden. Depending on your Workforce Advisor system configuration, logged in could be excluded from this calculation.
9. To make the skill group displayable on the dashboard, select Display on Dashboard.
10. To save a single skill group edit, click the Save Edits button.
    OR
    To save multiple skill groups, click Save Multiple Edits.
    A confirmation message displays.
11. To save, click OK.

Metrics

The **Metrics** page (Figure 37) is a table used to set suggested threshold limits for skill group, and application, and workforce (contact group) metrics, as well as the decimal precision for the dashboard.

The direction sets expectations for the range. Above means that values above the defined number trigger threshold violations. Below means that values below the defined number triggers threshold violations. Both means that values above and below the defined numbers trigger threshold violations.

Specific information for configuring each metric includes:

- **Display Name**: to set the name displayed on the dashboard. The default is the name in the Name field. To display percentages over 100 as 100+, the display name must end with %, for example, Dev% and Util%.
- **Seq Num**: to set the default order in which metrics display on the dashboard when the user logs in for the first time, or clicks Reset in a column chooser after that.
- **Min** and **Max**: validates the minimum and maximum limits of the values entered for the rule on the Thresholds pages.
- **Threshold**: determines if warning and critical threshold values can be set up for the metric. If the Threshold checkbox is selected, the metric is available on the Threshold pages. If a threshold rule was defined, clearing the Threshold check box later, deletes the threshold rule.
- **Decimal**: determines the decimal precision for the dashboard display.
- **Chart:** five application metrics can be graphed from the dashboard. Only the Now/ 5-Minute metrics can be graphed. Therefore, if the administrator selects AHT as a metric that can be graphed, the graph from the dashboard uses values for the 5-minute time interval. For each available metric, the charting options are:
  - **None**: This metric will not be graphed on the dashboard.
  - **Column**: The values of the metric are graphed using a column (or bar) chart.
  - **Line**: The values of the metric are graphed as a line on the chart.
- **Display:** to choose the metrics that display in the column chooser on the dashboard. Unless a metric is chosen for display, a sequence number and chart type cannot be assigned to it.

Metrics only used in calculations cannot be updated.

Updating a Metric

Changing the min and max values does not affect existing threshold rules. When you edit the threshold rule on the Applications or Contact Group Thresholds page, the new min and max values display in the threshold value guideline. Clicking Save Edits validates the values.

On the Workforce Advisor dashboard, changes to the decimals (metric precision) are immediate. On the Contact Center Advisor dashboard, for changes to metrics' properties to take effect, either:

- the administrator must restart XMLGen,

- users must click the Column Selection menu and the Reset button on the dashboard.

1. On the navigation bar, select Metrics.
   The Metrics page displays.
2. To update the metrics, select a tab.
3. Update the metrics.
4. To define the sequence in which the metrics display on the dashboard:
   a) Type the numbers 1-10 for application metrics in the SeqNum field.
   b) Type the numbers 1-10 for workforce metrics in the SeqNum field.
   c) Type the numbers 1-14 for skill groups metrics in the Seq Num field.
5. To save the changes, click Update.
   A confirmation message displays.

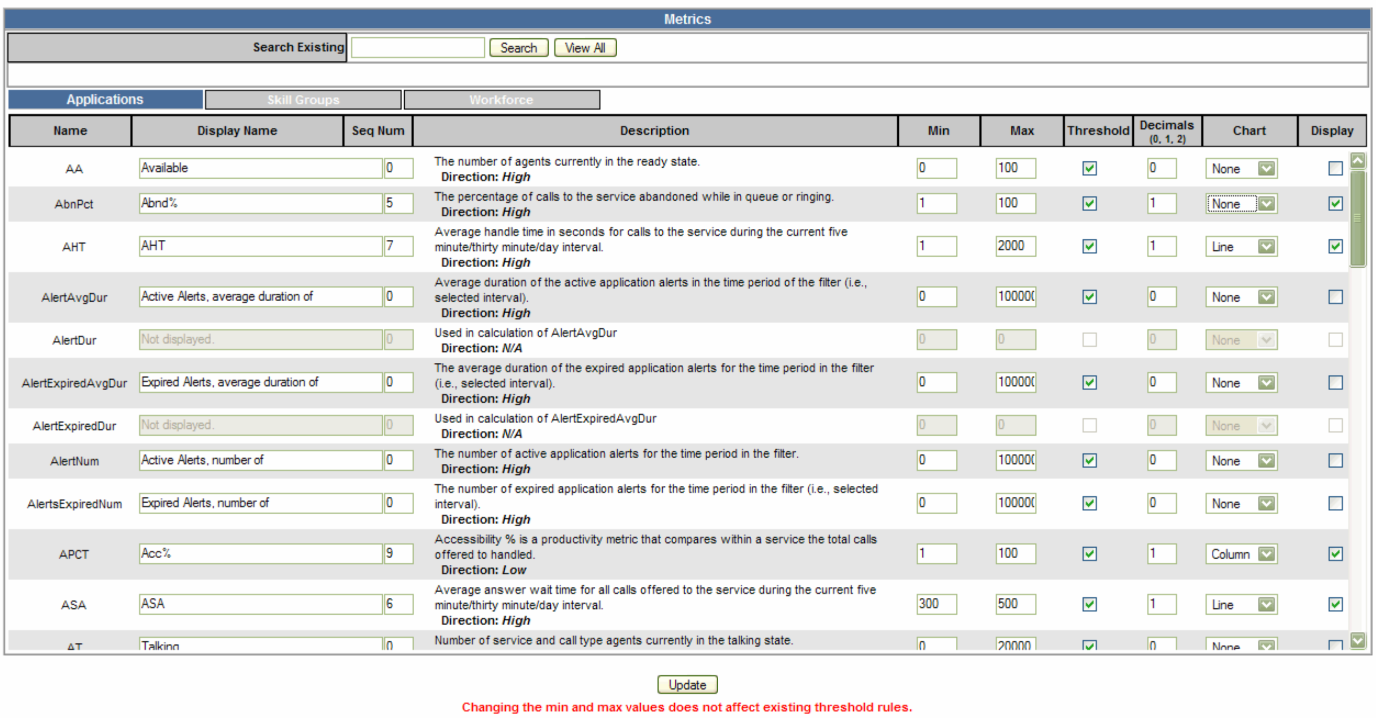


Figure 37: Metrics page

Application and Contact Group Thresholds

The **Application Thresholds** page (Figure 38) allows you to define critical (red), warning (yellow) and normal conditions for each metric and application group. Only metrics that have the Threshold check box selected on the Metrics page (Figure 37) display in the Application Thresholds list. The alerts display in the Call Centers pane, Applications pane, and on the map.

The **Contact Group Thresholds** page (Figure 39) allows you to define critical (red), warning (yellow) and normal conditions for each metric and application group. A threshold rule is configured by metric and application group, not by metric and contact group because the rollup requires application groups to determine how information displays in the Call Centers pane on the dashboard. Only metrics that have the Threshold check box selected on the Metrics page display in the Contact Group Thresholds list. The alerts display in the Call Centers pane, Contact Groups pane, and on the map.

The Application Thresholds page and the Contact Group Thresholds page display the threshold rule details including:

- **Application Group**: affected application group name
- **Metric**: display name of the affected metric
- **Threshold Values**: either the values of the configured threshold rule display or "Not Set" if the baseline threshold is not set

Note: If, on the Metrics page, a Threshold check box is cleared, the existing threshold rule is deleted automatically.

Thresholds and Notifications

A threshold violation escalates to an official alert based on persistently remaining above or below the threshold target for a specific period of time. This time is the Threshold Trigger Delay Rate and is set on the Administration System Configuration page. Two parameter settings are important for managing notifications:

- **Threshold Trigger Delay Rate**: This parameter controls how many minutes an alert must exist in a state exceeding a threshold before the application triggers an alert e-mail message and displays on the map. Peripheral Gateway alerts (Cisco ICM only) and manual alerts are an exception to the threshold trigger delay rate—they display immediately.
- **Notification Refresh Rate**: This parameter determines the frequency of distributing alert messages. The delay prevents unnecessary repetition of alert messages as the values change. Every minute, the Advisors check for notifiable alerts and the time the e-mail was last sent. For each alert, if the time that the e-mail was last sent is older than the notification refresh rate and the alert has changed priority since the last check, an e-mail is sent. While these two configuration settings are very important to the notification function, it is important to remember that how the root thresholds are set is the most important consideration.

Typically a Threshold Trigger Delay Rate would be in the 10–30 minute range and is entirely dependent upon the urgency and severity of issues. The Notification Refresh Rate may or not even be relevant. Many organizations are content to send an e-mail notification only once.

Others with critical performance targets may want to know if an alert is still active and prefer an updated e-mail sent.

Threshold levels, which drive alerts, should be set carefully and periodically reviewed for tuning requirements. If a threshold is constantly in a violated state, than it is probably set too tight for the current capabilities of the operating environment. If, when an alert is triggered, no action will be taken or, at the least, no immediate value is delivered in knowing about that alert, it may be better to remove it.

The final variable in the notification process is distribution lists. Careful understanding of the goal(s) of the notification will influence successful utilization of alert notifications. E-mail notifications should be targeted to users that really need to know about a situation regardless of their location. The users are often responsible for taking the appropriate action to address the situation so time is of the essence.

Distribution lists can be set up to finely target the desired audience. The list can be based on the type of alert (Business, Technical), the severity of the alert (warning-yellow, critical-red) and the location and/or the application group affected by the alert. All of these variables allow for finely targeted e-mail notifications to just the right audience.

Some organisations may prefer to distribute cautionary alerts to a small (sometimes one person) group that is responsible for the individual business unit or location affected. If the alert hits a critical state, the distribution widens and deepens to all potentially affected sites as well as up the management chain.

Distributions, like many other aspects of Advisor, will rarely perform well if kept static. The business environment changes; performance targets change; personnel change. Regular and periodic tuning is required to ensure optimal utilization of these and many other Advisor capabilities.

Genesys advises having a documented process that outlines and links the various Advisor capabilities and settings to the broader customer care operating model. A simple example of this would be to document the process flow and impact that the addition of a group of applications or contact groups would have on the Advisors. Those applications or contact groups would need to be mapped to an application group and regions (new or existing); thresholds would be set; notifications would be set.

Alert Exception Management

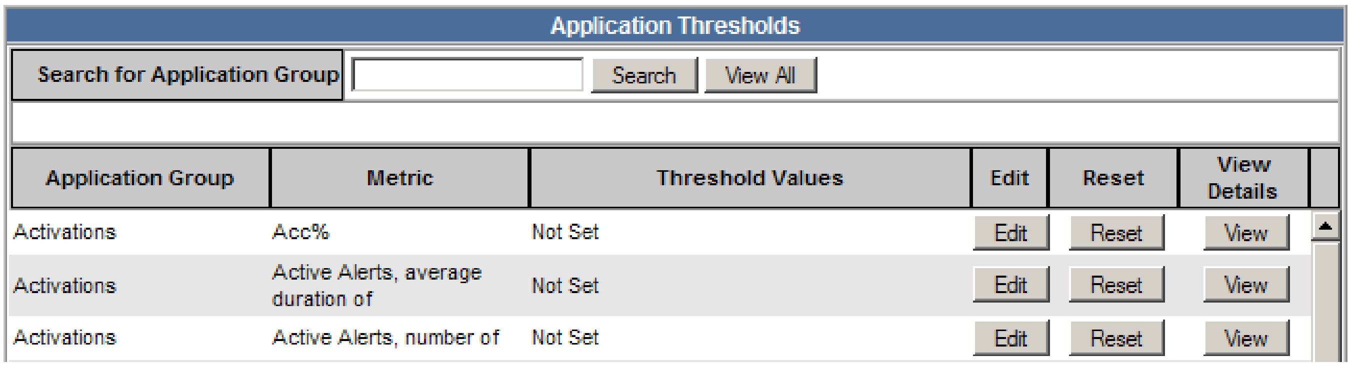
You can add time-based alternative thresholds (that is, exceptions) for the calculation of alerts to vary your performance objectives. Threshold exceptions override the normal (baseline) thresholds and substitute different thresholds for a defined time period. Exception rules can repeat daily, weekly, or monthly.

As part of the Advisor threshold and alert management capabilities, you can configure threshold exceptions. Exceptions are useful when certain periods of time perform differently than others. These differences are specific to the impact on threshold violations.

For example,even though call volume fluctuates significantly throughout the day, expected performance should be maintained throughout the day. Typically a metric target used for alerting (SL% for example) does not change just because other conditions change. However, certain conditions warrant exception usage as they are expected, understood and managed.

Many Advisor users have certain peak periods that the organization does not try and staff. For example, every Monday from 9:00 a.m. to 11:00 a.m. a call spike occurs following the weekend. Since that spike is not staffed to deliver typical SL% performance, there is a weekly expected period where normal thresholds are consistently violated. An Advisor exception threshold is useful in this case to lower the targets for SL% and thus avoid color-coded violations on the dashboard, alerts triggering to the map and the Action Management console as well as e-mail distributions going out.

Used correctly, threshold exceptions can avoid false alarms–notifying people of a problem that does not really exist. If the situation is expected, known and accepted, than there should be no reason to alert on it. Alerting should be isolated to the intended purpose of bringing attention to an issue that requires action.

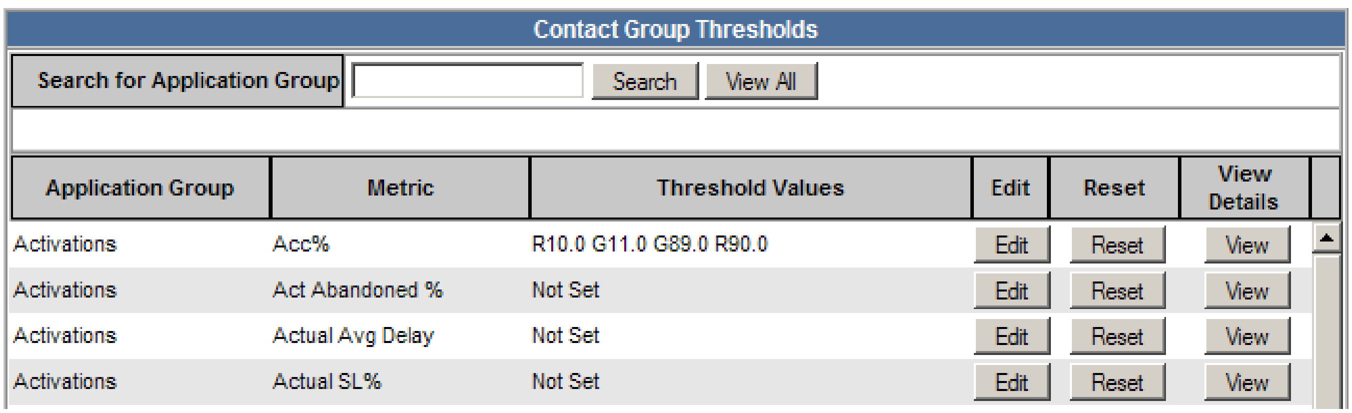


Application Thresholds

Search for Application Group | Search | View All

Application Group	Metric	Threshold Values	Edit	Reset	View Details
Activations	Acc%	Not Set	Edit	Reset	View
Activations	Active Alerts, average duration of	Not Set	Edit	Reset	View
Activations	Active Alerts, number of	Not Set	Edit	Reset	View

Figure 38: Application Thresholds page



Contact Group Thresholds

Search for Application Group | Search | View All

Application Group	Metric	Threshold Values	Edit	Reset	View Details
Activations	Acc%	R10.0 G11.0 G89.0 R90.0	Edit	Reset	View
Activations	Act Abandoned %	Not Set	Edit	Reset	View
Activations	Actual Avg Delay	Not Set	Edit	Reset	View
Activations	Actual SL%	Not Set	Edit	Reset	View

Figure 39: Contact Group Thresholds page

Adding or Updating Thresholds

You can update the values for a threshold. Depending on the metric, the value may be acceptable above or below a certain value. If for example, the threshold is defined as acceptable below 50 and unacceptable above 75 then a value between 50 and 75 triggers a warning. If the value is above 75, a critical violation is triggered. If the threshold is defined as acceptable above 75 and unacceptable below 70 then a value between 70 and 75 triggers a warning. If the value is below 70, a critical violation is triggered. In *Workforce Advisor*, if the threshold is defined as both, the threshold values are defined to trigger if the value is below or above defined values. For example, values below 10 or above 90 may trigger a red violation, values between 80 and 90 or between 10 and 20 trigger a yellow violation, and values between 20 and 88 are acceptable.

To update a threshold:

1. On the navigation bar for *Contact Center Advisor*, click Application Thresholds. For *Workforce Advisor*, click Contact Group Thresholds.
2. To update a threshold, click Edit.
   The Edit Threshold Settings page opens (for application and call type thresholds, see Figure 40; for contact group thresholds, see Figure 41).

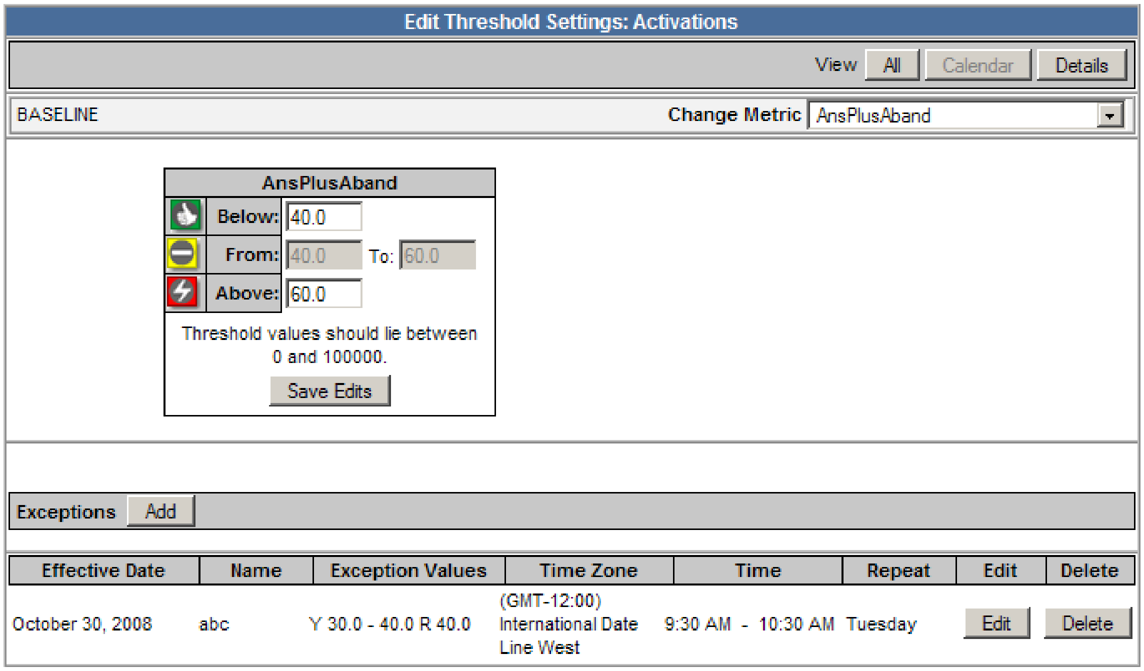


Figure 40: Edit Threshold Settings page for applications and call types

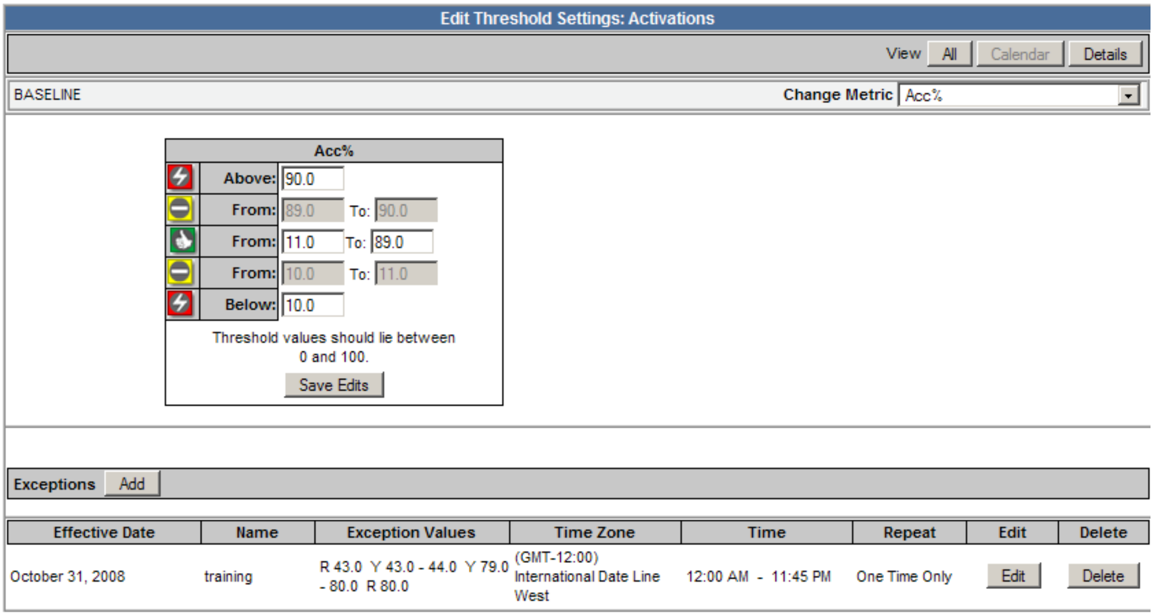


Figure 41: Edit Threshold Settings page for contact groups

3. Type the values for the critical (red) range and normal (green) range in the fields. The warning (yellow) values are filled in automatically.
4. To save the changes, click Save Edits.
   A confirmation message displays. The values display on the Thresholds page.
   To see the effect of the modified threshold on the dashboard, log out and back in.

Adding Threshold Exceptions

You can add exceptions to override baseline threshold rules. When the exception is in effect, the values for the thresholds specified in the exception are used in all calculations and display of violations.

Multiple thresholds may affect the same moment in time. In general,

- The threshold that started later and ends earlier is the one in effect.
- Non-repeating exceptions override repeating ones.

Specifically,

- If more than one threshold affects the same moment in time, the threshold that started later applies.
- If more than one threshold starts at the same time, then the one that ends the earliest applies.
- If more than one exception starts and ends at the same time, then the single instance exception supercedes the repeating exception.
- If more than one single instance exception starts and ends at the same time, then the exception created most recently applies.
- If more than one repeating exception applies, then the repeating exception created most recently applies.

The following example describes which of the multiple thresholds apply at a given period of time:

Baseline Rule and Exceptions	Time Period	Threshold Applied
• Baseline (00:00 - 24:00)	00:00 - 07:59	Baseline
• A: 1/11/2006 08:00 - 10:00; created 1/10/2006 09:00:02 AM EST	08:00 - 08:44	Exception C
• B: 1/11/2006 09:00 - 11:00; created 1/10/2006 10:00:02 AM EST	08:45 - 08:59	Exception A
• C: 1/11/2006 08:00 - 08:45; created 1/10/2006 11:00:02 AM EST	09:00 - 10:59	Exception B
• D: Repeat Weekly 09:00 - 13:00; created 1/8/2006 11:00:02 AM EST	11:00 - 12:59	Exception E
• E: Repeat Monthly 09:00 - 13:00; created 1/9/2006 09:22:13 AM EST	13:00 - 23:59	Baseline

Threshold violations are raised as soon as they exist, but not before. For instance, from 07:55 - 08:50, assume a metric value is not a violation of the baseline threshold; however, it is a warning (yellow) violation according to Exception C. Therefore, the warning violation will occur at 08:00 and persist until 08:44 (assuming that Exception A is not a violation).

To determine when alerts are generated and displayed on the map and when e-mails are sent, the threshold trigger delay begins counting when the violation is raised. If the violation disappears before the threshold trigger delay because either the actual metric came back into compliance or the threshold changed, then an alert is not raised. If the violation changes (from yellow to red or red to yellow), either because the actual metric moved or the threshold changed, the trigger delay is calculated from when the metric first passed out of compliance (into yellow or red) and the alert, if generated, reflects the current state of the violation.

For exceptions, the start and stop time fields are relative to the contact center. The time zone is used to determine the times. For example,

- for contact centers in PST, typing the start time 6:00 AM and stop time 8:00 AM is 6:00 AM to 8:00 AM PST (that is, 14:00 -16:00 GMT);
- for call centers in EST, typing the start time 6:00 AM and stop time 8:00 AM is 6:00 AM to 8:00 AM EST (that is, 11:00-13:00 GMT).

To add an exception,

1. From the Edit Threshold Settings page, click Add.
   The Add Exception page displays (Figure 42).
2. Type the values for the critical (red) range and normal (green) range in the fields.
   The warning (yellow) values are filled in automatically.
3. Type a name for the exception in the Name field.
4. Select the time zone from the drop-down field.
   The values are converted to UTC prior to saving them in the database.

5. Select when the exception starts from the Start Time drop-down list. Select the hour and 15-minute increment on a single day.
   The start time must be less than the end time and range from 00:00 – 23:45.
6. Select when the exception ends from the End Time drop-down list. Select the hour and 15-minute increment on a single day.
   The end time must be greater than the start time and range from 00:15 – 24:00.
7. Specify the date the exception applies from the Effective Date calendar.
8. Select the frequency that the exception repeats from the Repeat drop-down list. The default is One Time Only.
9. If the exception repeats weekly, select which day of the week the exception repeats.
10. If the exception repeats monthly, select which day of the month the exception repeats.
11. To save the exception, click Save Edits.
    A confirmation message displays.
    The exception displays in the table.
12. Return to the Edit Threshold Settings page by clicking the Baseline button.

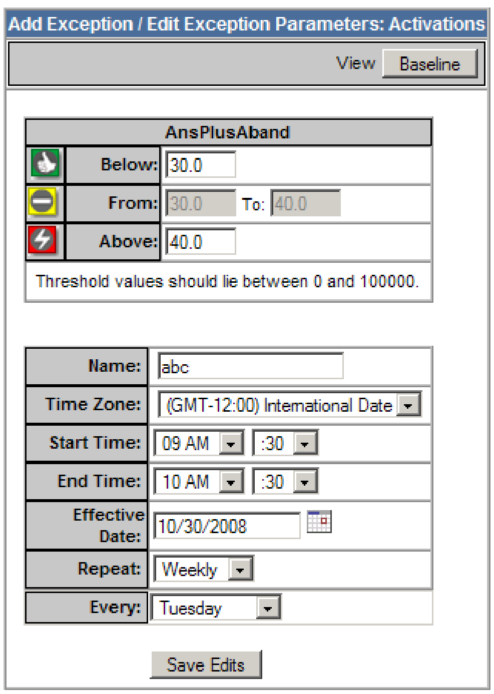


Figure 42: Application Threshold Exception page

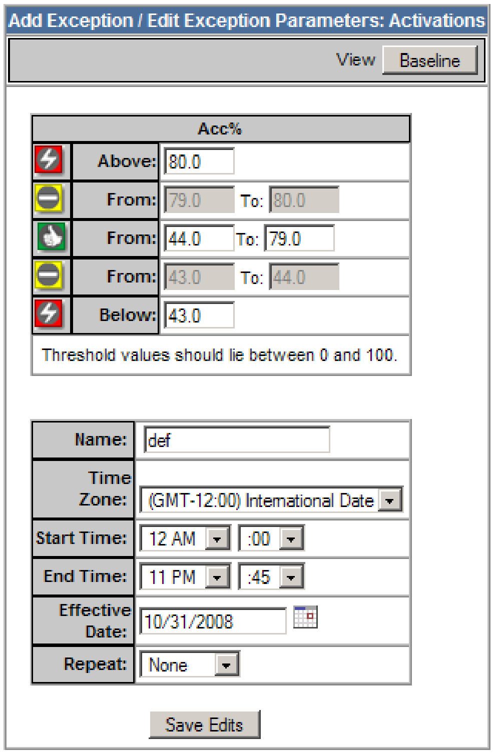


Figure 43: Contact Group Threshold Exception page

Filtering by Application Groups

On the Application Thresholds page or Contact Group Thresholds page, the Thresholds list contains a list of each application group by each metric. You can filter the list to display the metrics in a single application group.

Note: Only metrics that have the Threshold check box selected on the Metrics page (Figure 37) display in the Thresholds list.

To filter the list,

1. Type a few letters of the name in the Search for Application Group field.
2. Click Search.
   The list redisplays based on the search criteria.
   To redisplay the whole list, click View All.

Displaying Threshold Rules and Exceptions

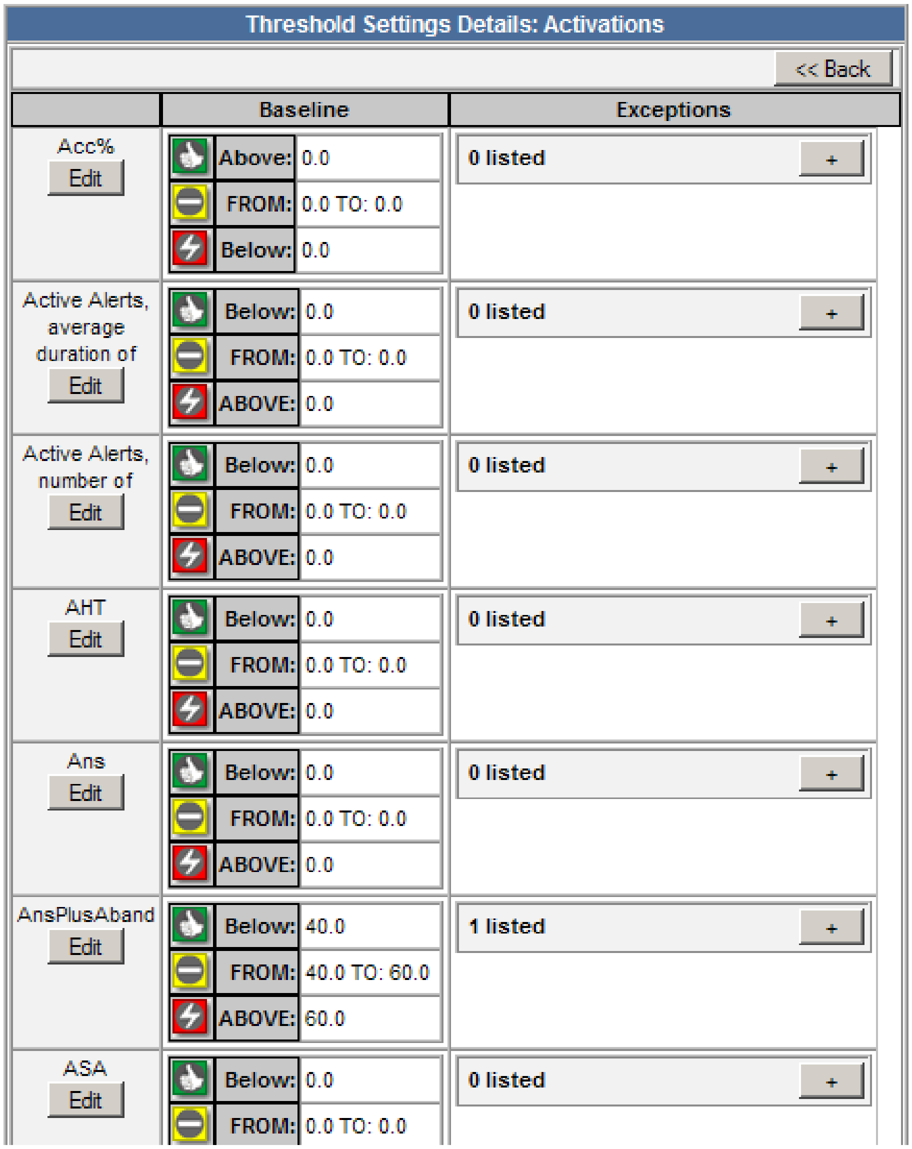
You can display the details of a single threshold rule for an application group and metric or you can display a summary of all of the baseline threshold rules and exceptions for an application group:

To display threshold rule details:

1. Navigate to the Application Thresholds or Contact Groups Thresholds page.
2. To display a single threshold rule for an application group and metric, on a row click Edit.
   The baseline details display in the top half of the Edit Threshold Settings page (Figure 40). The exceptions list displays in the bottom half.

   OR

   To display a summary of all of the baseline threshold rules and exceptions for an application group, click View.
   Alternatively, from the Edit Threshold Settings page, click Details.
   All of the baseline thresholds display in the Threshold Settings Details page (Figure 44). To display the exceptions, click the + button.
3. To return to the Application Thresholds or Contact Groups Thresholds page, click <<Back.



Threshold Settings Details: Activations

<< Back

	Baseline		Exceptions
Acc% Edit	Above:	0.0	0 listed +
	FROM:	0.0 TO: 0.0	
	Below:	0.0	
Active Alerts, average duration of Edit	Below:	0.0	0 listed +
	FROM:	0.0 TO: 0.0	
	ABOVE:	0.0	
Active Alerts, number of Edit	Below:	0.0	0 listed +
	FROM:	0.0 TO: 0.0	
	ABOVE:	0.0	
AHT Edit	Below:	0.0	0 listed +
	FROM:	0.0 TO: 0.0	
	ABOVE:	0.0	
Ans Edit	Below:	0.0	0 listed +
	FROM:	0.0 TO: 0.0	
	ABOVE:	0.0	
AnsPlusAband Edit	Below:	40.0	1 listed +
	FROM:	40.0 TO: 60.0	
	ABOVE:	60.0	
ASA Edit	Below:	0.0	0 listed +
	FROM:	0.0 TO: 0.0	

Figure 44: Threshold Setting Details page

Deleting a Baseline Threshold

You cannot delete a threshold rule if the database contains an alert created because of the rule. An alert is kept in the database for a certain period of time. The period starts at the time that is the earliest of either,

- midnight on the current day; or
- the current time less the number of hours alerts are kept for display in the Expired Alerts table in the dashboard.

The length of time expired alerts must display in the Expired Alerts table is defined on the Administration | System Configuration page in the Expired Alerts in Business/Technical Table field. Alerts that expired earlier than the start of the period are deleted. Once all the related alerts are deleted, you can delete the threshold rule.

To delete a baseline threshold:

1. From the Thresholds page for a metric, click Reset.
   The threshold values display “Not Set”.

Deleting Threshold Exceptions

To delete exceptions:

1. From the Thresholds page for a metric, click Edit.
   The Edit Threshold Settings page displays.
2. In the Exceptions table, click the Delete button on the corresponding row.
   The exception is deleted.

Alerts

The **Alerts** page (Figure 45) allows you to add an alert message manually. The alerts display, based on the users viewing rights, in the carousel and the View All Alerts table in the Map pane of Contact Center Advisor and Workforce Advisor.

If both a skill group call center and a call type call center are selected for the manual alert, two alerts display on the map, that is, if the call type call center has latitude and longitude coordinates. If both a skill group call center and a call type call center are selected for the manual alert, the call type call center alert and the skill group call center alert display in the All Alerts table. If only a skill group call center is selected, the alert for only the skill group call center displays in the All Alerts table.

Note: E-mail messages are not sent for manual alerts.

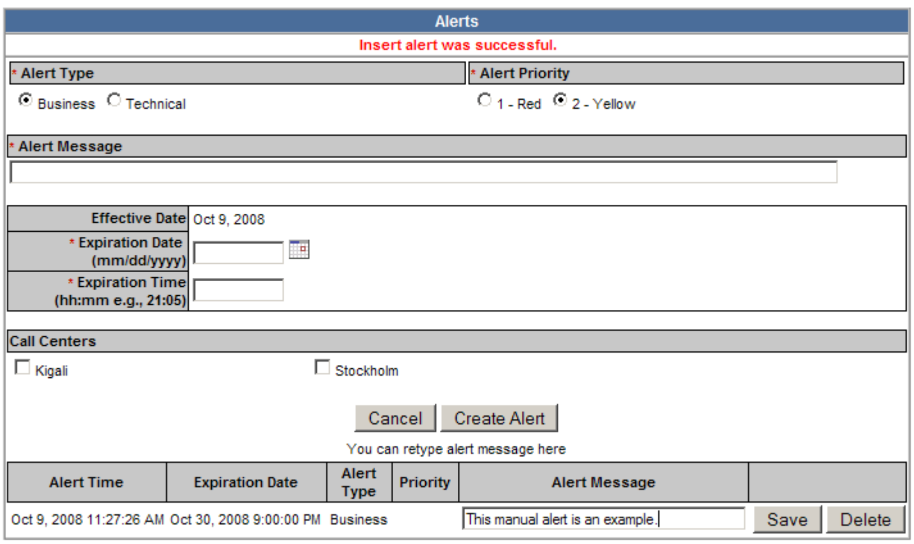


Figure 45: Alerts page

Adding a Manual Alert

1. Choose the alert type: business alert (B) or technical alert (T).
2. Choose the alert priority: 1 - critical red and 2 - warning yellow.
3. Enter the text of the alert message.
   The text displays in the Alerts list on the dashboard.
   Note: The text should be no longer than 24 characters to display properly on the carousel.
4. To determine the duration of the displayed message, type the expiration date and the expiration time.
   Use the 24-hour clock relative to the eastern time zone.
5. To choose the affected call centers, select the associated check boxes.
6. To add the alert, click Save Edits.
   A confirmation message displays. The alert displays in the Alerts list.

Updating a Manual Alert

1. Type the updated message. You can only update the message.
2. Click the Save Edits button when complete.
   A message confirms the update.

Deleting a Manual Alert

Deleting a manual alert removes it from the Alerts list and from the dashboard.

1. Click the Delete button beside the alert to be deleted.
   A confirmation window displays.
2. To confirm the deletion, click OK.
   A message confirms the deletion.

Users

The **Users** page (Figure 46) allows you to add or maintain users as well as specify their authority to view specific call centers and application groups. Users with the admin role can add users and other administrators. Users with the user role can use the dashboard as set up by the administrator.

You also configure the modules a user has access to, including:

- *Contact Center Advisor*
- *Workforce Advisor*: The check box is available if the Contact Center Advisor is installed.
- *Administration*
- *Alert Management*: Users with access to either *Contact Center Advisor* or *Workforce Advisor* automatically have access to Alert Management.
- *Resource Management:* If installed, the check box is available if either the Contact Center Advisor or Workforce Advisor check boxes are selected.
    - If Contact Center Advisor, Workforce Advisor and Resource Management are selected, unselecting Contact Center Advisor and Workforce Advisor unselects Resource Management automatically.
    - If only Contact Center Advisor and Resource Management are selected, unselecting Contact Center Advisor unselects Resource Management automatically.
    - If only Workforce Advisor and Resource Management are selected, unselecting Workforce Advisor unselects Resource Management automatically.
- *External Website:* If a URL is defined on the System Configuration page, the check box displays and is available for selection.

Once authenticated, the user can switch between the modules by selecting an application's tab.

Note:

Only users and contacts that are added to a distribution list receive e-mail notifications.

Only the information and alerts for the call centers and application groups a user is assigned to display on the dashboard. The user permissions are the intersection of call centers and application groups. The Enterprise Performance summary and regional summaries are not filtered by the user's assignment to call centers or application groups.

When the Advisor's authentication system is delegated to an LDAP server, it is a prudent system policy to delete the user from the Advisor's administration component after the user is removed from LDAP. A removed user will not be able to gain access to the system, but the permissions assigned to the original user would be inherited by the new one that shares the same user name.

Adding a User

Adding a user adds a contact which can be added to a distribution list.

1. On the navigation bar, select Users.
   The Users page displays.
2. Complete the required fields:
   - First Name: the user's given name
   - Last Name: the user's family name
   - User Name: must contain more than three characters.
   - Password: must contain 3 to 18 characters
   - Effective Date: To define the duration of the user's access, click the calendar icon and select the effective and expiration dates.
     The expiration date is optional.
   - Validation Question and Validation Answer: informational only and not currently validated.
   - Role: Select either the admin role or user role from the drop-down list. The default is user.
   - Module Access: To select the applications the user can access, select the Module Access check boxes.
     The admin role is permitted to access both the System Administration module and the dashboards. The user role is only permitted to access dashboards.

     Note: An administrator for Frontline Advisor must also be an administrator for Contact Center Advisor.
   - E-mail: the e-mail address is used to send alert notifications
3. Click the Add User button
   OR
   To assign call centers/application groups, click the assign link.
   Clicking the assign link saves the user.

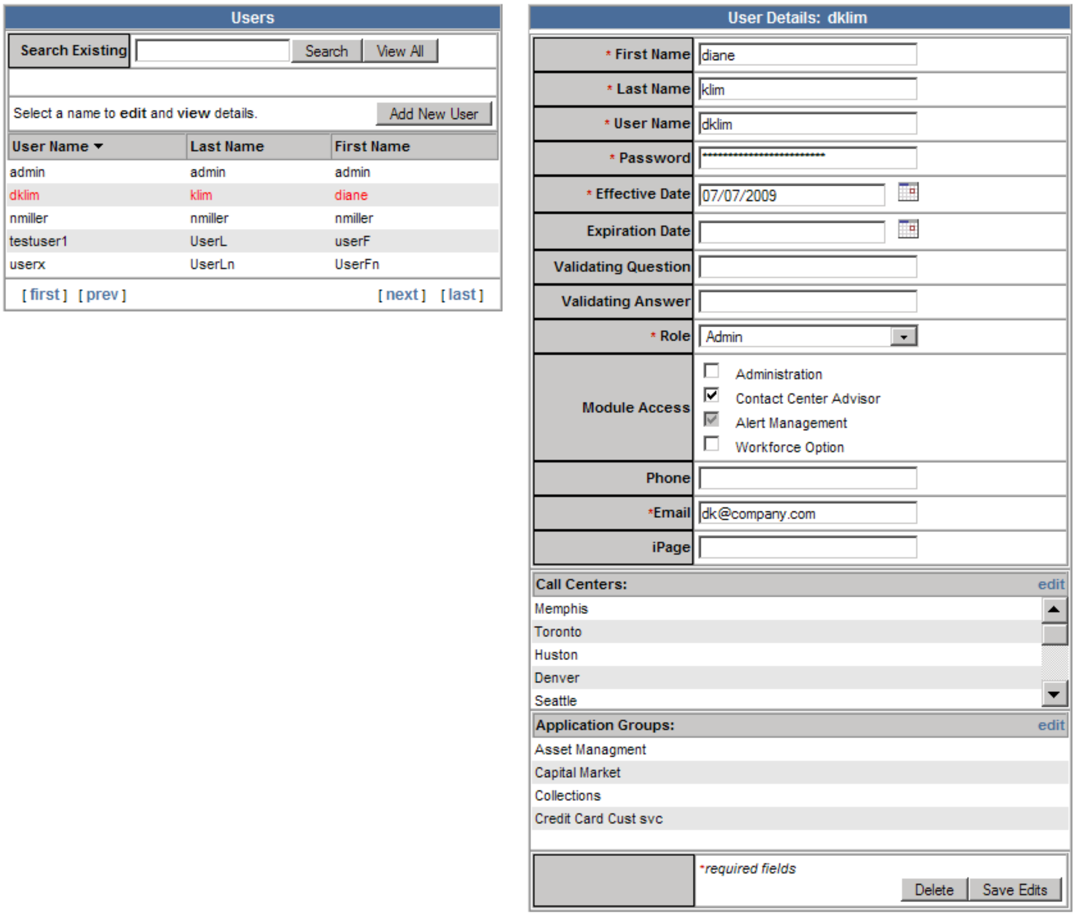


Figure 46: Users page

Assigning Call Centers to a User

Assigning call centers and application groups to a user filters the dashboard view so the user only sees authorized information. The Enterprise Performance summary and regional summaries are not filtered by the user's assignment to call centers or application groups.

Note: The skill group call center displays in the Assign dialogue after the skill groups are mapped to the skill group call centers on the Skill Groups page (see “Assigning Skill Groups to a Skill Group Call Center and Determining Which Skill Groups Can Display in the Skill Groups Pane” on page 49.). If the skill group call center is later unassigned from all of the skill groups of a call type call center, the user is disassociated from the skill group call center.

1. Display the details of the user
   OR
   if you just added the user, click the Assign link.
   The call center list window displays (Figure 47).
2. Select individual call centers or select the Select All check box.
   If you select individual call centers, you must assign manually any call centers added in the future. Selecting the Select All check box assigns all existing call centers and automatically assigns any added in the future.

If you select a skill group call center, you must select the associated call type call center.

3. To save the call centers, click the Save Changes button.
   A confirmation message displays and the call centers are added to the list.

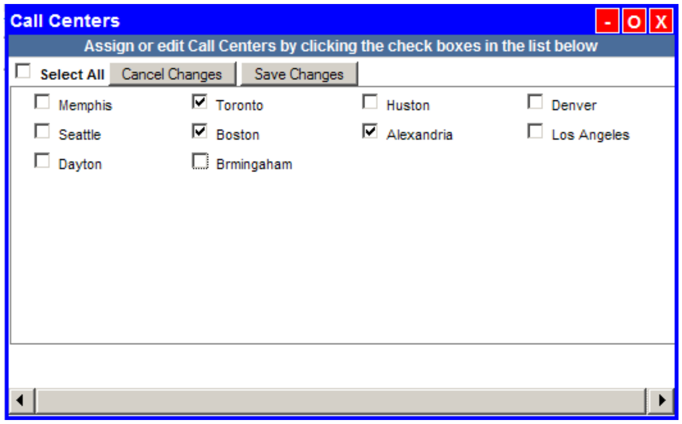


Figure 47: Users page: assign/edit call centers

Assigning Application Groups to a User

Assigning call centers and application groups to a user filters the dashboard view so the user only sees authorized information. The Enterprise Performance summary and regional summaries are not filtered by the user's assignment to call centers or application groups.

1. To assign application groups, click the Edit link in the Application Groups section.
   The Application Groups window opens (Figure 48).
2. Select individual application groups or select the Select All check box.
   If you select individual application groups, you must assign manually any application groups added in the future. Selecting the Select All check box assigns all existing application groups and automatically assigns any added in the future.
3. To save the application groups, click the Save Changes button.
   A confirmation message displays and the application groups are added to the list.

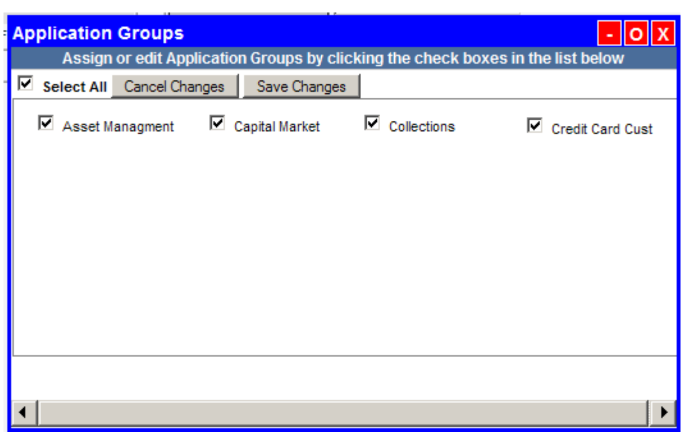


Figure 48: Users page: assign/edit application groups

Updating the Profile of a User

4. On the navigation bar, select Users.
   The Users page displays.
5. To display the details of a user:
   select from the list
   OR
   type the first few letters in the Search Existing field, click Search, and then select from the list.
   To navigate to the next or previous page in the returned list, click next or prev; and to navigate to the first or last page in the returned list, click first or last.
6. Complete edits.
7. To save the edits, click the Save Edits button.
   A confirmation message displays.

Deleting a User

Delete a user to remove access to the *Advisors*. Because adding a user automatically adds a contact, deleting either one automatically deletes the other and removes the contact from distribution lists. Note that you can provide an expiration date instead of deleting a user to avoid the need to reenter the user's information in the future.

1. From the *Administration* module, select Users on the navigation bar.
   The Users page displays.
2. To display the details of a user:
   select from the list
   OR
   type the first few letters in the Search Existing field, click Search, and then select from the list.
   To navigate to the next or previous page in the returned list, click next or prev; and to navigate to the first or last page in the returned list, click first or last.
3. Click the Delete button.
   A confirmation window displays.
4. To confirm the deletion, click OK.
   A message confirms the deletion.

Contacts

The Contacts page (Figure 49) allows you to add and update contact profiles. Add contacts to make them available for inclusion in a distribution list or to assign to actions on key action reports. Only contacts added to a distribution list receive notifications*.* Contacts do not have access to *Contact Center Advisor and the Workforce Advisor*. Users have access.

Adding a New Contact

1. On the navigation bar, select Contacts.
   The Contacts page displays.
2. Complete the fields.
3. To save the contact, click the Add Contact button.
   A confirmation message displays and the contact displays in the list.

Figure 49: Contacts page: add

Updating the Profile of a Contact

1. On the navigation bar, select Contacts.
   The Contacts page displays.
2. To display the details (Figure 50) of a contact:
   select from the list
   OR
   type the first few letters in the Search Existing field, click Search, and then select from the list.
   To navigate to the next or previous page in the returned list, click next or prev; and to navigate to the first or last page in the returned list, click first or last.
3. Make edits.

4. To save the updates, click the Save Edits button.
   A message confirms the update.

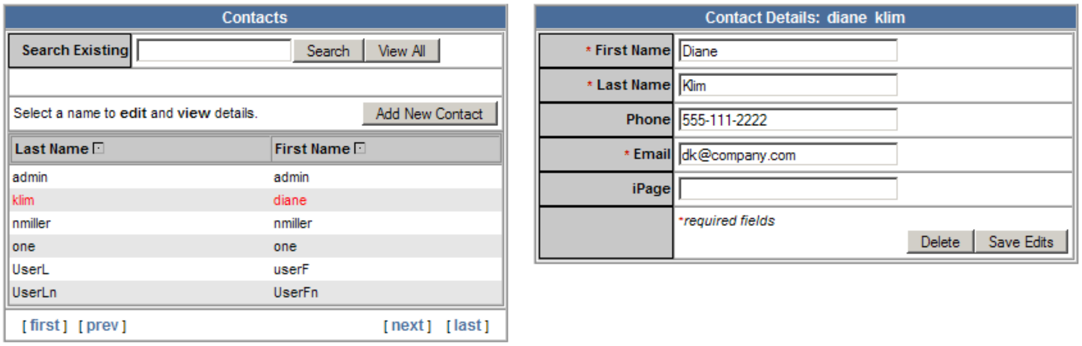


Figure 50: Contacts page: edit/delete

Deleting a Contact

Deleting a contact automatically removes it from the distribution list it was included in. Deleting a contact automatically deletes the corresponding user.

1. On the navigation bar, select Contacts.
   The Contacts page displays.
2. To display the details of a contact:
   select from the list
   OR
   type the first few letters in the Search Existing field, click Search, and then select from the list.
   To navigate to the next or previous page in the returned list, click next or prev; and to navigate to the first or last page in the returned list, click first or last.
3. Click the Delete button.
   A confirmation window (Figure 51) displays.
4. To confirm the deletion, click OK.
   A message confirms the deletion.

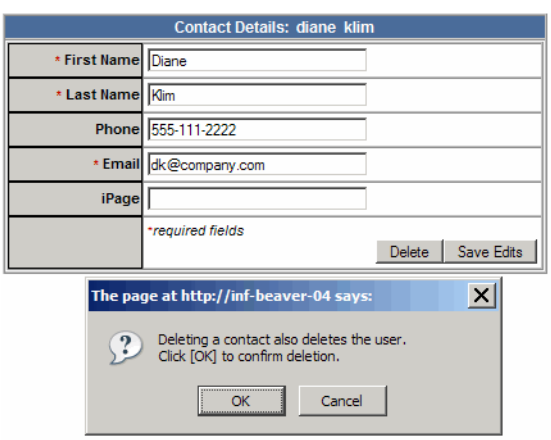


Figure 51: Contacts page: delete

Distribution Lists

Contact Center Advisor and Workforce Advisor have the ability to generate and distribute e-mail notifications to specified **distribution lists** (Figure 52). These lists are associated with a specific type of alert. The types are T1and T2 for technical alerts,and B1 and B2 for business alerts. (For more information about alerts, see “Alerts” on page 65.) When the alert occurs, the message notification is delivered to all contacts contained in the list.

Note: Call centers and application groups must be assigned to distribution lists in order for contacts to receive e-mail notifications about alerts about objects associated with the call centers or application groups. It is not necessary to assign a call center or application group to a distribution list used to distribute alerts about an external source system exceeding its update delay threshold.

Adding a Distribution List

1. On the navigation bar, select Distribution Lists.
   The Distribution Lists page displays.
2. Enter the name of the distribution list.
3. To select the effective date, click the calendar icon.
4. To set the activation of the distribution list, select Yes or No.
   The default is Yes.

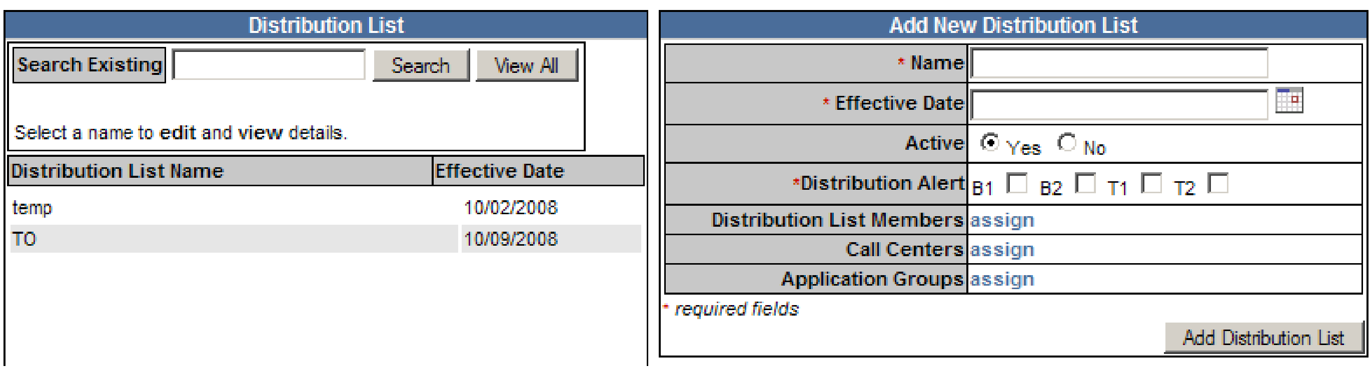
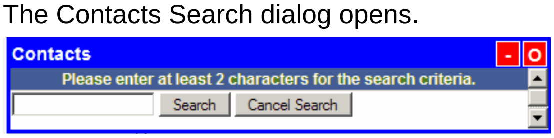


Figure 52: Distribution Lists page: add

5. Select the distribution alert type.
6. To select the distribution list members:
   a) Click Assign from the section.
      The Contacts Search dialog opens.



   b) Type at least two characters of the last name.

c) Click Search.
A list of names displays.

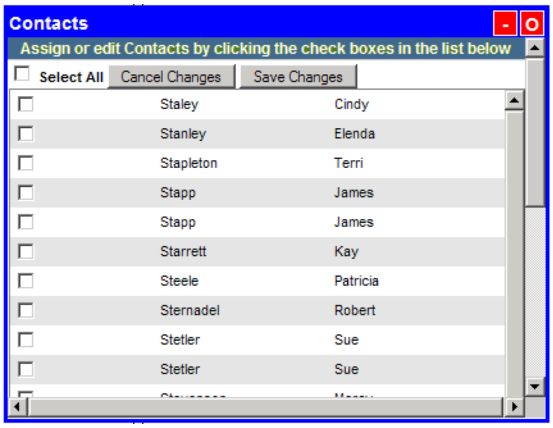


Figure 53: Distribution List: Contacts List

7. Select individual contacts or the Select All check box.
   If you select individual distribution list members, you must assign manually any members added in the future. Selecting the Select All check box assigns all existing distribution list members and automatically assigns any added in the future.
8. To select the affected call centers, click Assign from the section, select individual call centers or the Select All check box, and click Save Changes.
   If you select individual call centers, you must assign manually any call centers added in the future. Selecting the Select All check box assigns all existing call centers and automatically assigns any added in the future.
   Note: When assigning a network call center, also add its related skill group call centers; otherwise, it is possible to receive an e-mail for an assigned network call center and an unassigned skill group call center.
9. To select the affected application groups, click Assign from the section, select individual application groups or the Select All check box, and click Save Changes.
   If you select individual application groups, you must assign manually any application groups added in the future. Selecting the Select All check box assigns all existing application groups and automatically assigns any added in the future.
10. Click the Add Distribution List button.
    A confirmation message displays.

Updating a Distribution List

1. On the navigation bar, select Distribution Lists.
   The Distribution Lists page displays.
2. To display the details of a distribution list:
   select from the list
   OR
   type the first few letters of the name in the Search Existing field, click Search, and then select from the list.
3. Make edits.
4. To save the updates, click the Save Edits button.
   A message confirms the update.

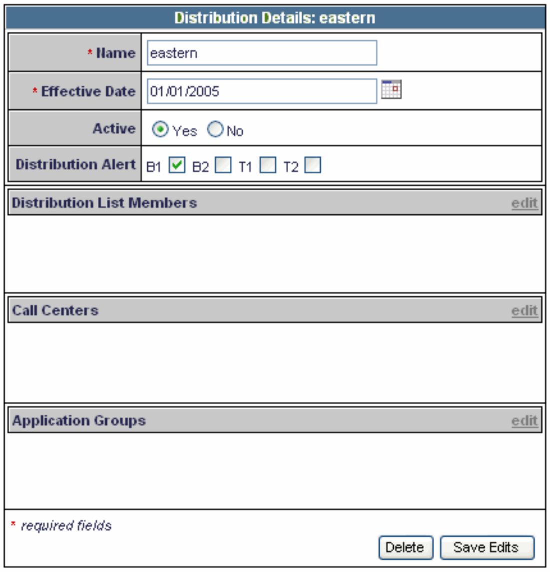


Figure 54: Distribution Lists page: edit/delete

Deleting a Distribution List

Delete a distribution list to stop subsequent alert notifications. Note that you can deactivate a distribution list instead of deleting it to avoid the need to reenter it in the future.

1. On the navigation bar, select Distribution Lists.
   The Distribution Lists page displays.
2. To display the details of a distribution list:
   select from the list
   OR
   type the first few letters in the Search Existing field, click Search, and then select from the list.
3. Click the Delete button.
   A confirmation window (Figure 55) displays.
4. To confirm the deletion, click OK.
   A message confirms the deletion.

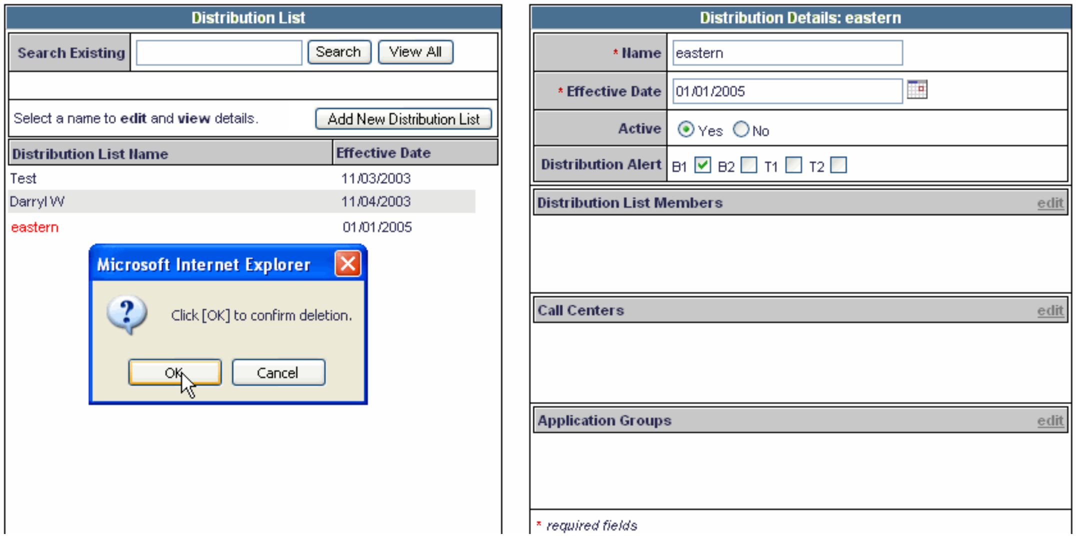


Figure 55: Distribution Lists: add/delete

Alert Causes

Users record the alert cause when creating a key action report. They may select the cause from the Alert Cause drop-down list or enter a new cause. In addition, users can suggest that the entered cause be added to the drop-down list for future use. The alert causes are maintained on the Alert Causes page (Figure 56) in the Administration component.

The details of an alert cause include:

- **Name**: the name of the alert cause. The name must be unique and is not case sensitive. If the name is modified, it will change on existing key action reports.
- **Author** (display only): the user name of the person who created the cause on the Alert Causes page or on a key action report.
- **Display Order** (optional): the location of the cause in the Causes drop-down list on the Action Management page. Causes without a sequence number display in alphabetical order. The range of the display order is 30.
- **Approved**: the status of the cause is either approved or unapproved. When added from the Alert Causes page, the Approved check box is automatically selected. When suggested from the Action Management page, the Approved check box is unselected (unapproved).

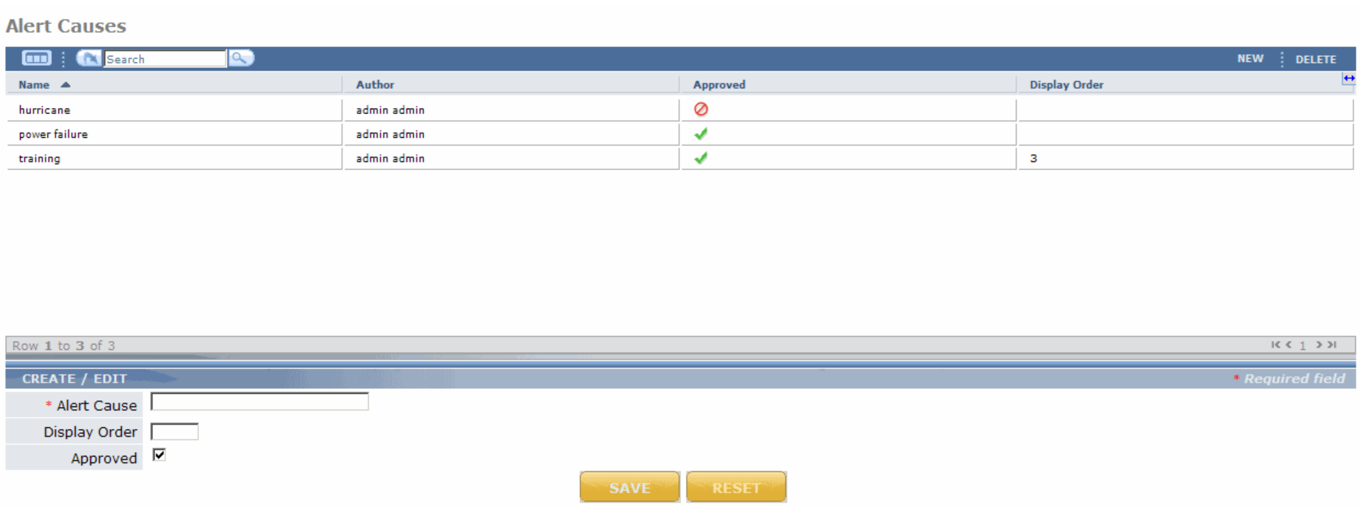


Figure 56: Admin | Alert Causes page

From the Alert Causes page, you can

- Add a new alert cause to be available in the Alert Cause drop-down list on the Action Management page. Select Alert Causes on the navigation bar and follow "Adding a new item" on page 100.
- Approve an alert cause, see "Approving or rejecting an alert cause" on page 79.
- Edit an alert cause. Select Alert Causes on the navigation bar and follow "Editing an item" on page 101.
- Delete one or more alert causes that are not used and not included in a key action report. Select Alert Causes on the navigation bar and follow "Deleting an item" on page 101 or "Deleting multiple items" on page 101.

Approving or rejecting an alert cause

On the Action Management page, users may enter new alert causes and suggest that they are added to the drop-down list. The suggested causes display in the Alert Causes table on the Administration | Alert Causes page? The causes suggested by a user are initially unapproved.

1. To add an unapproved cause to the drop-down list on the Action Management page:
   a) Highlight a row for an unapproved cause in the Alert Causes table.
   The details display in the details section.
   b) Select the Approved check box.
   c) Click Save.
   The approved cause displays in the table with a check mark.
2. To leave a cause off the drop-down list on the Action Management page:
   a) Highlight a row for an approved cause in the Alert Causes table.
   The details display in the details section.
   b) Clear the Approved check box.
   c) Click Save.
   The unapproved cause displays in the table with the symbol, ⊘.

Key Actions

Users record the key action taken to resolve the violations when creating a key action report. They may select the key action from the Key Action drop-down list or enter a new key action. In addition, users can suggest that the entered key action be added to the drop-down list for future use. The table of key actions is maintained on the Key Actions page (Figure 57) in the Administration component.

The details of a key action include:

- **Name**: the name of the key action. The name must be unique and is not case sensitive. If the name is modified, it will change on existing key action reports.
- **Author**: the user name of the person who created the key action on the Key Actions page or on a key action report. The author is display only.
- **Metric** (optional): the metric to which the key action applies. A key action associated to a metric is available on the Action Management page only if the metric matches one of the alerts for the key action report. Key actions without a defined metric are available on the Action Management page for all alerts.

  The metric cannot be changed if it's included in a key action report but it can always be removed. Only the metrics that can have a threshold rule display in the drop-down list. The drop-down lists the display names of the metrics within metric type.

  If the key action is suggested from the Action Management page, the metric defaults to unselected.
- **Metric Type**: identifies the metric as either an application/call type or contact group metric
- **Display Order**: the location of the key action in the Key Actions drop-down list on the Action Management page. Key actions without a sequence number display in alphabetical order. The range of the display order is 30.
- **Approved**: the status of the key action is either approved or unapproved. When added from the Key Actions page, the Approved check box is automatically selected. When suggested from the Action Management page, the Approved check box is unselected (unapproved).

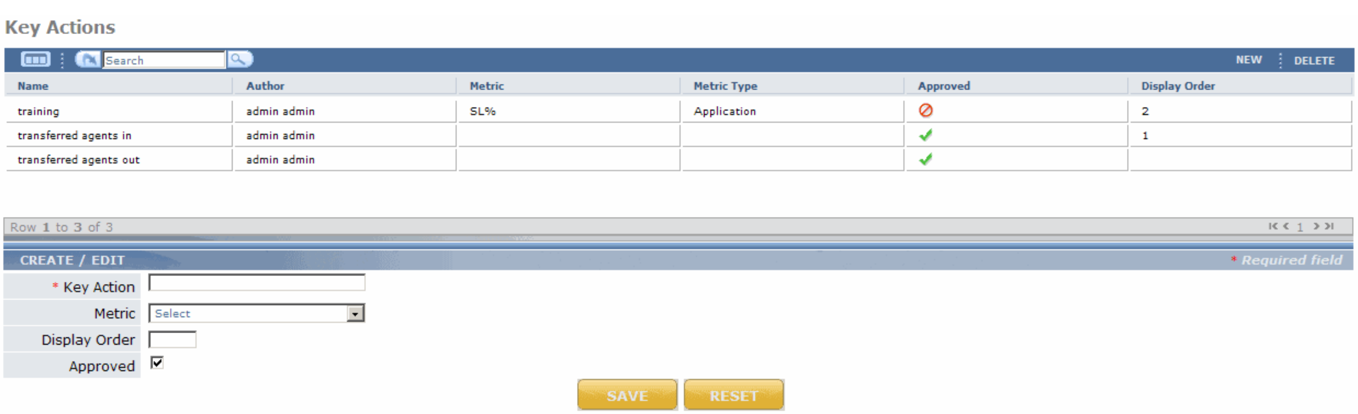


Figure 57: Admin | Key Actions page

From the Key Actions page, you can:

- Add a new key action to be available in the Key Action drop-down list on the Action Management page. Select Key Actions on the navigation bar and follow “Adding a new item” on page 100.
- Approve key actions, see “Approving or rejecting a key action” on page 81.
- Edit a key action. Select Key Actions on the navigation bar and follow “Editing an item” on page 101.
- Delete one or more key actions that are not used and not included in a key action report. Select Key Actions on the navigation bar and follow “Deleting an item” on page 101 or “Deleting multiple items” on page 101.

Approving or rejecting a key action

On the Action Management page, users may enter new key actions and suggest that they are added to the drop-down list. The suggested key actions display in the Key Actions table on the Administration | Key Actions page? The key actions suggested by a user are initially unapproved.

1. To add an unapproved key action to the drop-down list on the Action Management page:
   a) Highlight a row for an unapproved key action in the Key Actions table.
   The details display in the details section.
   b) Select the Approved check box.
   c) Click Save.
   The approved key action displays in the table with a check mark.

2. To leave a key action off the list on the Action Management page:
   a) Highlight a row for an approved key action in the Key Actions table.
   The details display in the details section.
   b) Clear the Approved check box.
   c) Click Save.
   The unapproved key action displays in the table with the symbol, ⊘.

Notification Templates

Notification templates provide standard content for e-mails describing the directives and actions taken from Resource Management. Notification templates are preconfigured messages that users can send to affected agents (and users) on notification lists. Administrators maintain notification templates from the Administration Notification Templates page. Templates can also be created dynamically (while using Resource Management); however, they must be managed from the Notification Templates page.

From the Notification Templates page, you can:

- add a notification template. See “Adding a new item” on page 99.
  If you have permission, you can create up to 50 distinct templates.
- delete a notification template that is no longer used. See “Deleting an item” on page 100
- update an existing notification template. See “Editing an item” on page 100
- reset the updates to a notification template before it is saved. See “Resetting the details for an item” on page 100.

Notification templates are comprised of the name of the template and its contents. The skills change statement is one of the following:

- The following skills have been added: <list skill name and level>
- The level of the following skills have been changed: <list skill name and new level>
- The following skills have been removed: <list skill name>
- The default e-mail formats of the notification templates include:

Action	Target Object	E-mail Subject	E-mail Body
Status Change	Agent	Notification of Status Change	Your status has been changed to <new status inserted here> Additional Comments: <insert any comments entered by the user – this is what is displayed in the message textbox>
Status Change	Supervisor	Notification of Status Change	The status of the listed agents in agent group <insert agent group name here> has been changed to <insert new status here>. Additional Comments: <insert any comments entered by the user – this is what is displayed in the message textbox> Agents Affected: <insert list of agents from this agent group here>

Action	Target Object	E-mail Subject	E-mail Body
Status Change	Users on Notification List	Notification of Status Change	The status of the listed agents in agent group <insert agent group name here> has been changed to <insert new status here>. Additional Comments: <insert any comments entered by the user – this is what is displayed in the message textbox> Agents Affected: <insert list of agents from this agent group here>
Skill Change	Agent	Notification of Skill Change	Your skills have been changed. <Insert statement about how skills have been changed – see description after table>. Additional Comments: <insert any comments entered by the user – this is what is displayed in the message textbox>
Skill Change	Supervisor	Notification of Skill Change	The skills of the listed agents in agent group <insert agent group name here> have been changed. <Insert statement about how skills have been changed – see description after table>. Additional Comments: <insert any comments entered by the user – this is what is displayed in the message textbox> Agents Affected: <insert list of agents from this agent group here>
Skill Change	Users on Notification List	Notification of Skill Change	The skills of the included agents have been changed. <Insert statement about how skills have been changed – see description after table>. Additional Comments sent to Agent: <insert any comments entered by the user – this is what is displayed in the message textbox> Additional Comments: <insert the additional comments entered for the notification lists here> Agents Affected: <insert list of agents here>
General Notification	Agent	<title of template that is used>	Message From the Operator: <insert any comments entered by the user – this is what is displayed in the message textbox>

Notification Lists

Notification lists are used to inform groups of users within an organization about changes being made to the agents or resources. The notification lists are simply a collection of e-mail addresses. Administrators maintain the e-mail addresses from the Notification Lists page on the Administration module. These addresses are linked to the actions of Resource Management.

From the Notification Lists page, you can:

- view the e-mail addresses on a notification list by selecting a single row in the table. The row expands to show the e-mail addresses.
  - delete an e-mail address. See “Deleting an e-mail address from the list” on page 85.
  - search for an e-mail address. See “Searching for a row with text” on page 101
- add a notification list. See “Adding a notification list” on page 84.
- delete a notification list that is no longer used. See “Deleting an item” on page 100.
- update an existing notification list. See “Editing a notification list” on page 84.
- reset the updates to a notification list before it is saved. See “Resetting the details for an item” on page 100.

Adding a notification list

To add a notification list:

1. On the navigation bar, click Notification Lists.
   The Notification Lists page displays.
2. Click New.
   The Add/Edit Notification List page displays.
3. Type a name for the notification list.
4. To add an e-mail address, type one in the Add E-mail field and click Add.
5. Click Save.
   The Notification Lists page displays.

Editing a notification list

To update a notification list:

1. On the navigation bar, click Notification Lists.
2. Select a notification list name in the table.
   The Add/Edit Notification List page displays. The details display in the User’s E-mail section.
3. Update the name of the notification list.
4. To add a new e-mail address, type one in the Add E-mail field and click Add.
5. Click Save.
   The Notification Lists page displays.

Deleting an e-mail address from the list

1. Beside an e-mail address, click Delete ( ).
   A confirmation dialog displays: “Do you want to delete the selected item?” with Yes/No buttons.
2. Click Yes. The item is removed from the table.
   Click No. The confirmation dialog closes and the item remains in the table.

Genesys Adapter

The Genesys Configuration pages are available if you have a configured Genesys data source. Typically, there will only be one Genesys Adapter instance for each Contact Center Advisor instance; however, in some cases, multiple Genesys Adapters could be employed to harvest information from multiple Genesys environments or to balance the load by harvesting different sets of information from the same environment.

The three Genesys adapter configuration pieces include:

- Manage Genesys adapters—See “Managing Genesys Adapters” on page 86.
- Configuring Genesys objects—See “Configuring Genesys Objects” on page 90.
- Configuring service level thresholds per queue—See “Managing Service Level Thresholds” on page 97.

Managing Genesys Adapters

The Genesys Configuration page (Figure 58) allows you view and maintain the list of Genesys Adapters. To view and maintain all of their agent group, queue, and filter combinations, see “Configuring Genesys Objects” on page 90.

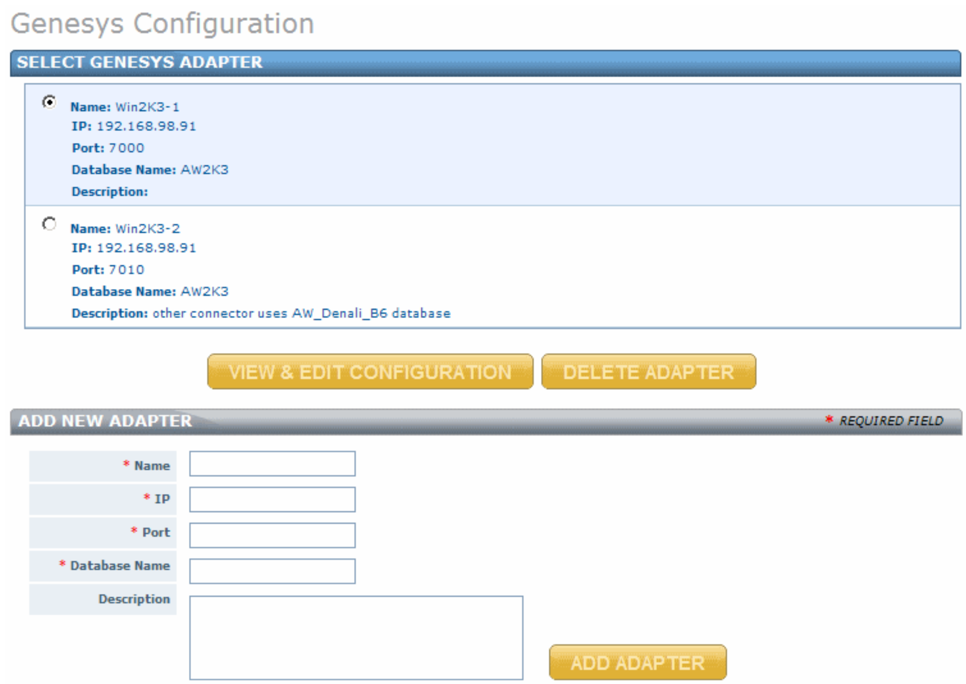


Figure 58: Genesys Adapters List page

From the list the Genesys Adapters, you can:

- add a Genesys Adapter, see “Adding a Genesys Adapter” on page 87
- deleting a Genesys Adapter from the list, see “Deleting a Genesys Adapter” on page 88

- view agent group, queue, and filter combinations on the View Genesys Configuration page. Only one Genesys Adapter can be viewed or edited at a time.

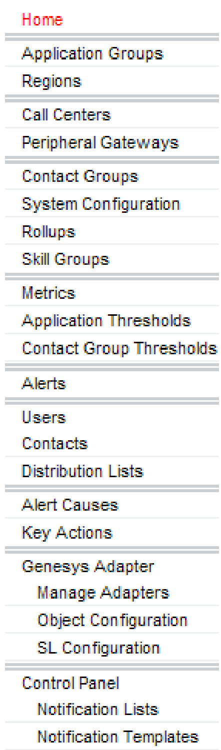


Figure 59: Navigation bar

Adding a Genesys Adapter

Configuring a new instance of the Genesys Adapter does not mean that a new instance of it will be installed; it is assumed that any Genesys Adapters configured on this page are already installed and running.

To configure a new Genesys Adapter for this Contact Center Advisor instance:

1. On the navigation bar, click Genesys Adapter: Manage Adapters.
   The list of the Genesys Adapters that contribute information to this instance of Contact Center Advisor display.
2. Complete the details the Add New Adapter section:
   - **IP** (required): the IP address of the server that the Genesys Adapter instance is installed on
   - **Port** (required): port the Genesys Adapter is running on
   - **Name** (required): a unique name for this instance of the Genesys Adapter
   - **Database Name** (required): the name of the database schema populated by this instance
   - **Description** (optional): a short description of this instance of the Genesys Adapter
3. Click Add Adapter.
   A confirmation dialog box displays to confirm the action.

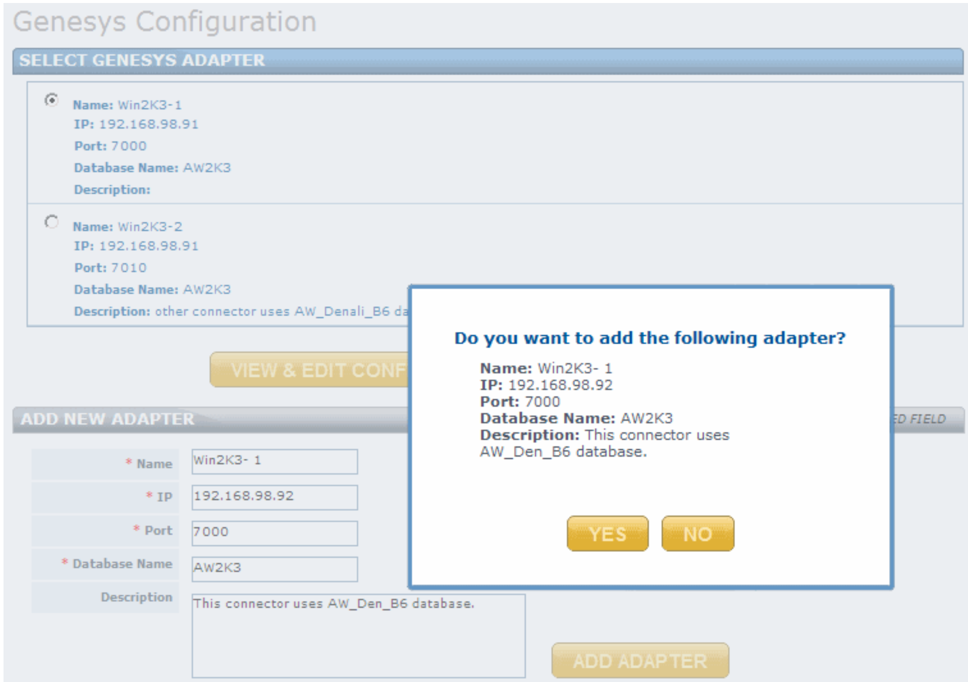


Figure 60: Add Genesys Adapter Confirmation

4. Click Yes.
   The new Genesys Adapter displays in the list of existing Adapters.

   OR

   Click No.
   The information you entered remains in the Add New Adapter section but the item is not saved.

Deleting a Genesys Adapter

You can remove a Genesys Adapter instance from the list. However, removing an instance does not remove the queue/filter and agent group/filter combinations that are stored within that Genesys Adapter. The advantage is that you can add a Genesys Adapter instance that was deleted from this list accidentally or that you want to add back into the mix later.

To delete a Genesys Adapter instance:

1. Select a Genesys Adapter from the list.
1. Click Delete Adapter.
   A confirmation dialog box displays to confirm the action.

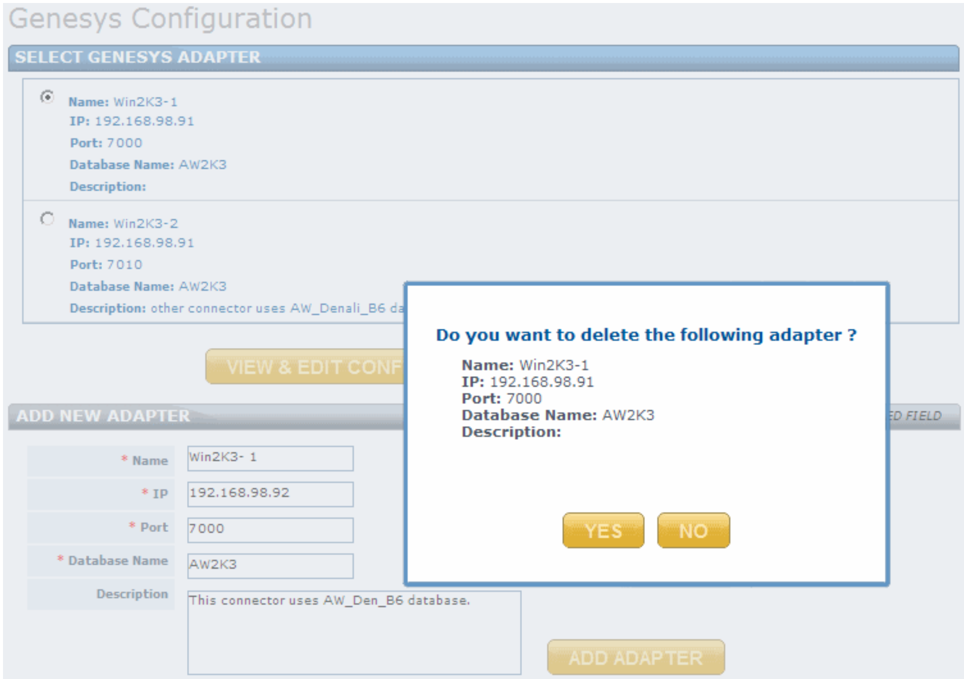


Figure 61: Delete Genesys Adapter Confirmation

2. Selecting Yes.
   The Genesys Adapter is removed from the list.

   OR

   Selecting No.
   No action is taken.

Configuring Genesys Objects

You can view and maintain the agent group, queue, and filter combinations for each Genesys Adapter. Three views are available to work with:

- agent groups and queues associated with a filter, “Agent Groups & Queues by Filter” on page 90
- filters associated with an agent group, see “Filter by Agent Groups” on page 91
- filters associated with a queue, see “Filter by Queues” on page 92

From the Genesys Configuration page, you can:

- view the combinations of agent groups, queues, and filters, see “Viewing the associations of Agent Groups, Queues, and Filter” on page 92.
- edit the agent group, queue, and filter combinations from any view, see “Editing the associations of Agent Groups, Queues, and Filter” on page 93
- search each listbox, see “Searching for a row with text” on page 102. To clear the search, see“Displaying all rows in a table” on page 102.

Agent Groups & Queues by Filter

The Agent Groups & Queues by Filter view displays the agent groups and queues associated with a given filter (Figure 62). The filters in the configuration server for the selected Genesys Adapter display on the left. When you select a filter, the associated agent groups display on the upper right and the associated queues display on the lower right list.

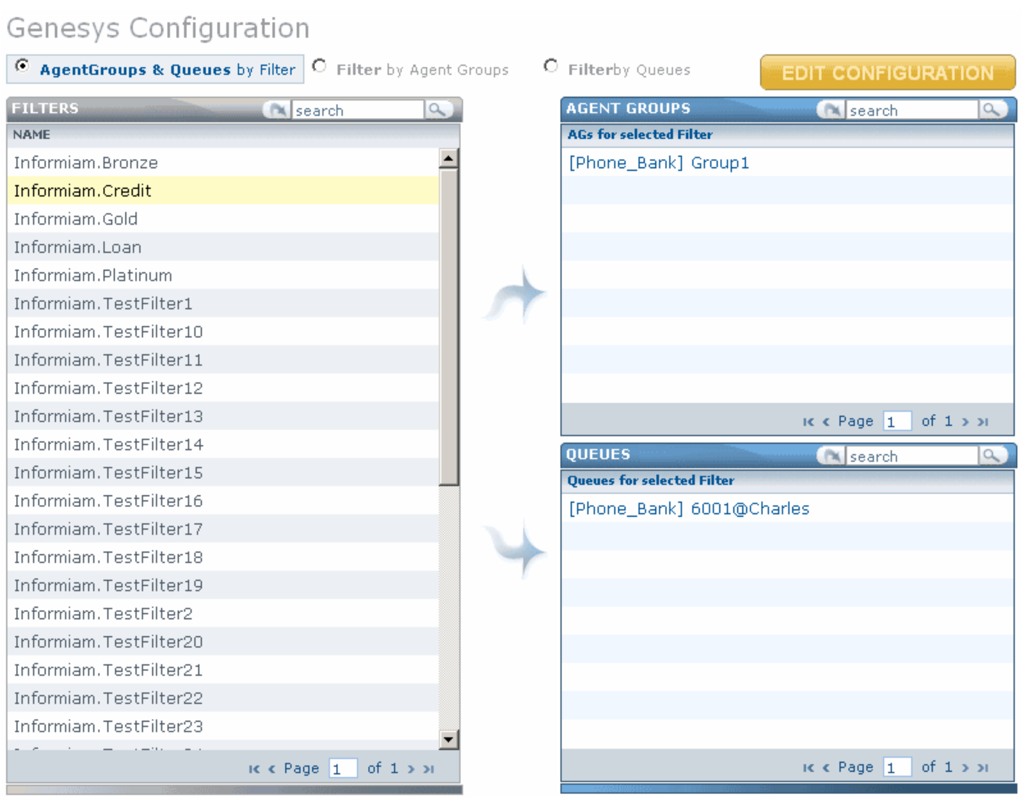


Figure 62: Agent Groups & Queues by Filter

Filter by Agent Groups

The Filter by Agent Groups view displays the filters associated with a given agent group (Figure 63). The agent groups in the configuration server for the selected Genesys Adapter display on the left. When you select an agent group, the associated filters display on the right.

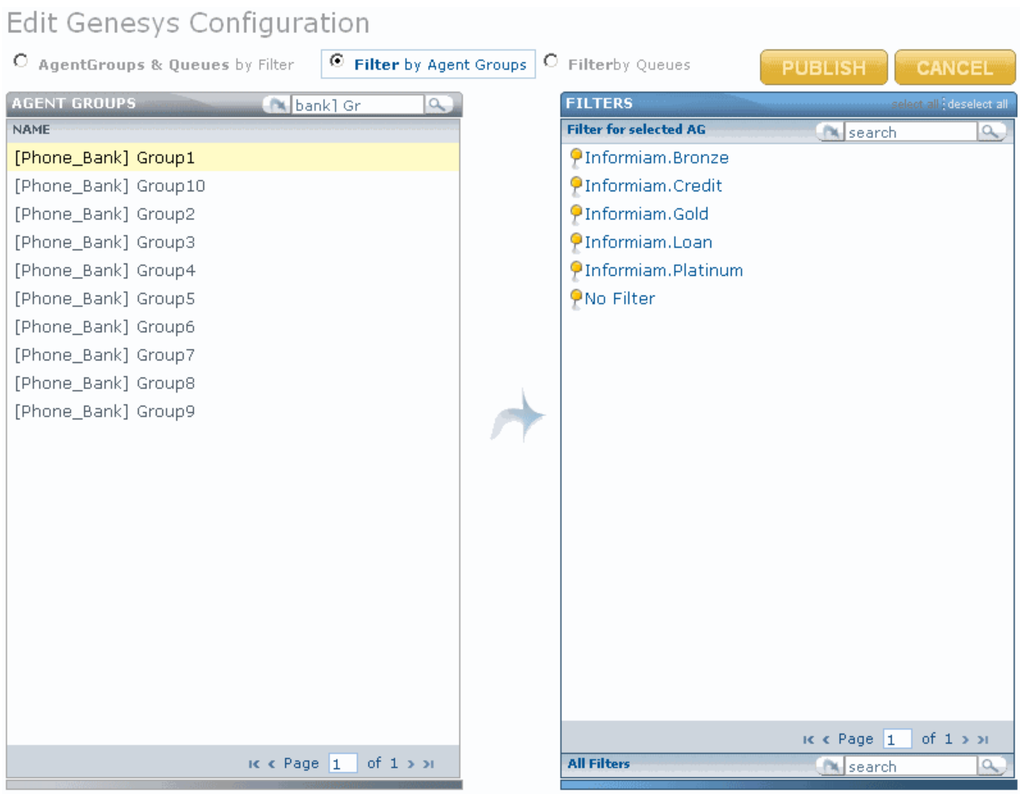


Figure 63: Filter by Agent Groups

Filter by Queues

The Filter by Queues view displays the filters are associated with a given queue (Figure 64). The queues in the configuration server for the selected Genesys Adapter display on the left. When you select a queue, the associated filters display on the right.

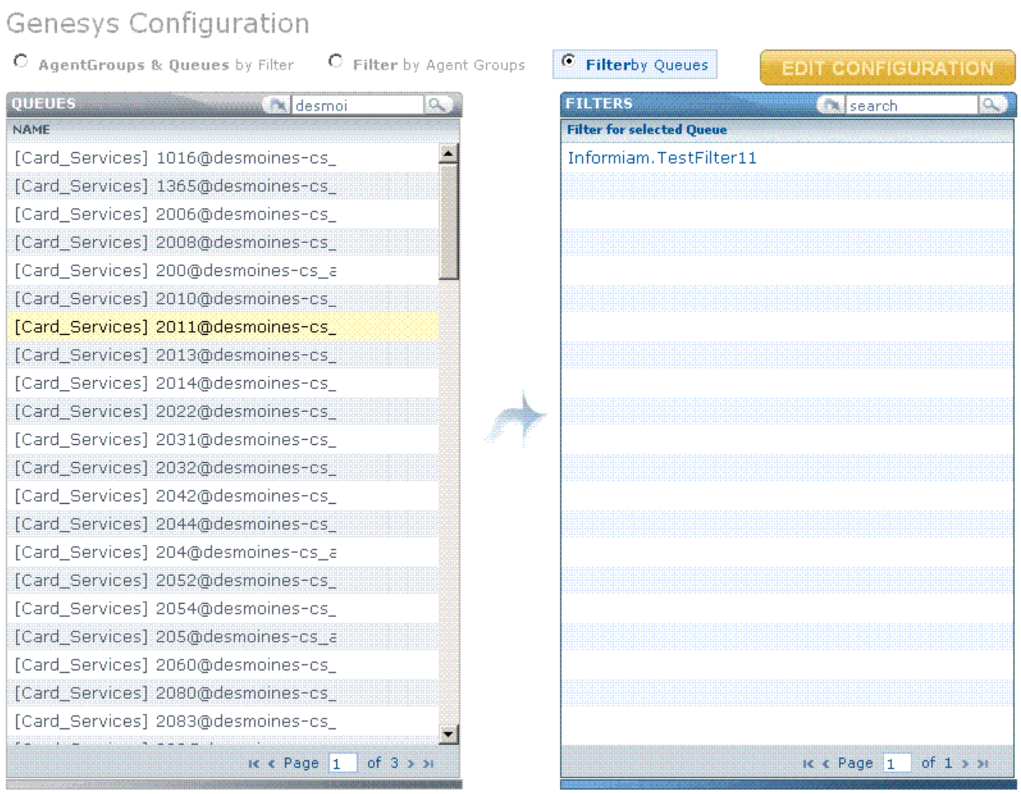


Figure 64: Filter by Queues

Viewing the associations of Agent Groups, Queues, and Filter

1. From the list of Genesys Adapters, select a Genesys Adapter radio button.
2. Click View & Edit Configuration.
   The View & Edit Genesys Configuration page displays the current configuration. The default view is Agent Groups & Queues by Filter.
3. To change the view, select from one of the three radio buttons: Agent Groups & Queues by Filter, Filter by Agent Groups, or Filter by Queues.
   The View Genesys Configuration page displays the current configuration.

Editing the associations of Agent Groups, Queues, and Filter

You can associate filters with agent groups and queues, or remove associations if required.

The layout of the edit pages is very similar to that of the view pages except that in edit mode the listboxes on the right have two sections: one for all of the available items retrieved from the Genesys Config Server and one for the selected (or associated) items (see Figure 65 through Figure 68). To expand one of the two sections, simply click the toolbar for that section. Note that only one of the sections can be expanded at a given time.

You can switch between the edit views while making changes. Changes made in one view are reflected in the other views. For example, in the Filter by Agent Groups view, if you associate an agent group with a filter; then switch to the Agent Groups & Queues by Filter view, selecting that filter will display the newly associated agent group in the Selected section.

You edit the associations of items in the listbox(es) on the right to those items in the listbox on the left.

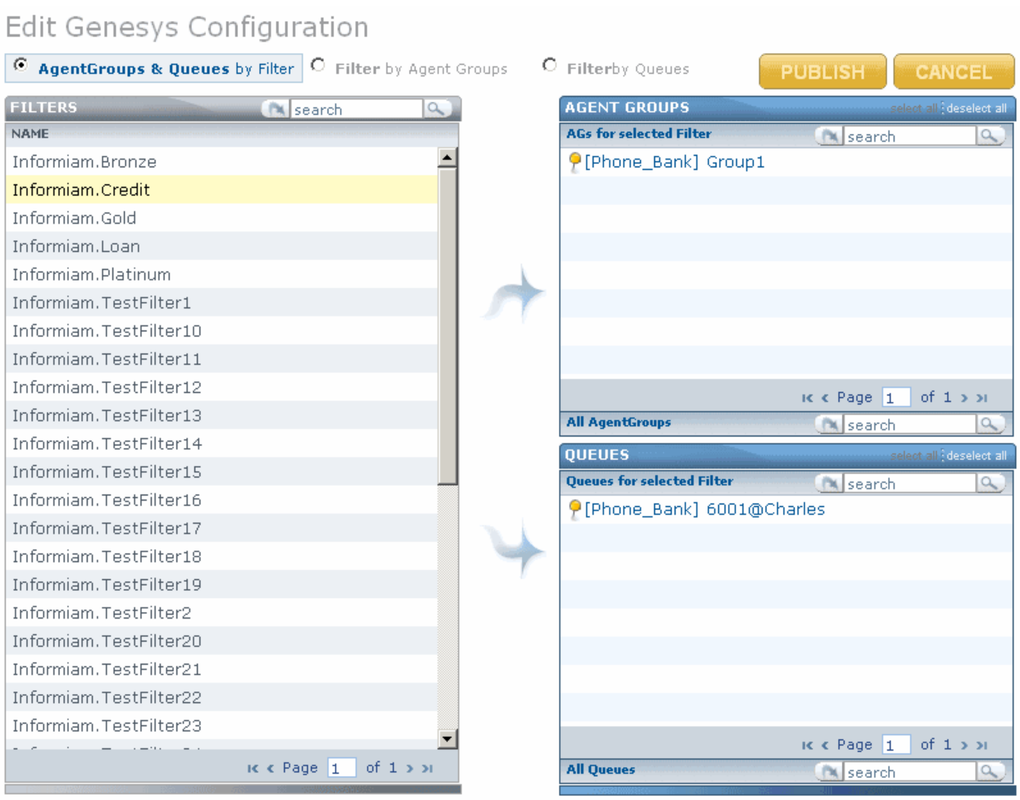


Figure 65: Agent Groups & Queues by Filter: selected items

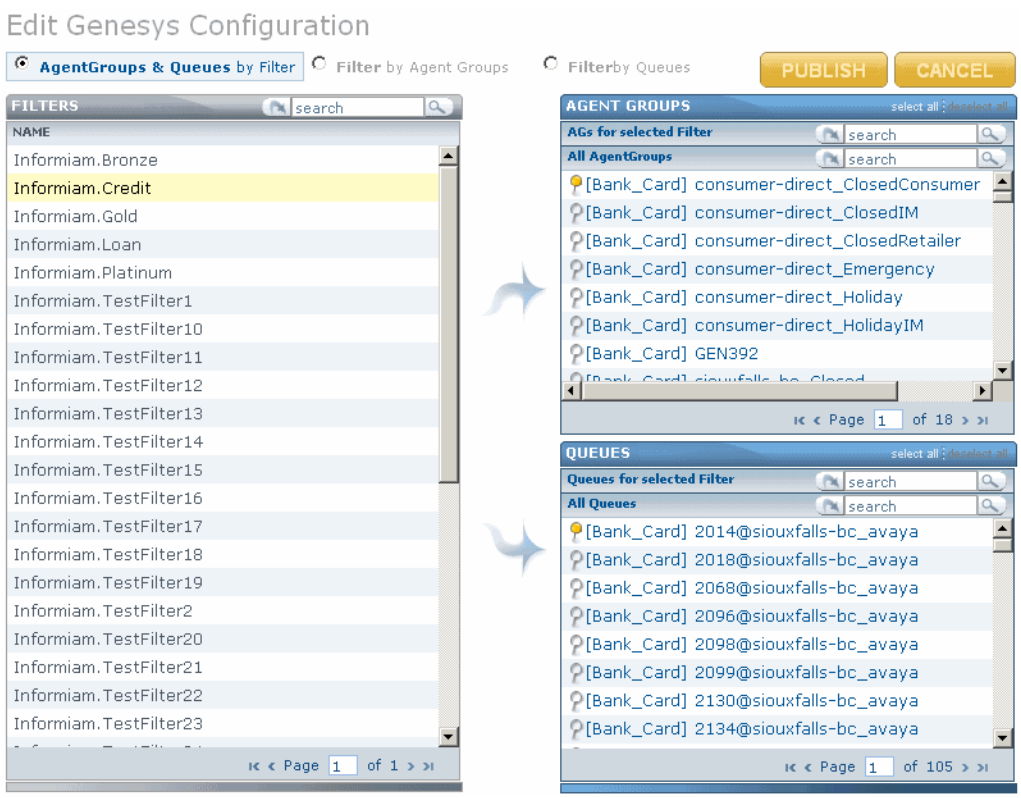


Figure 66: Agent Groups & Queues by Filters: all section is expanded

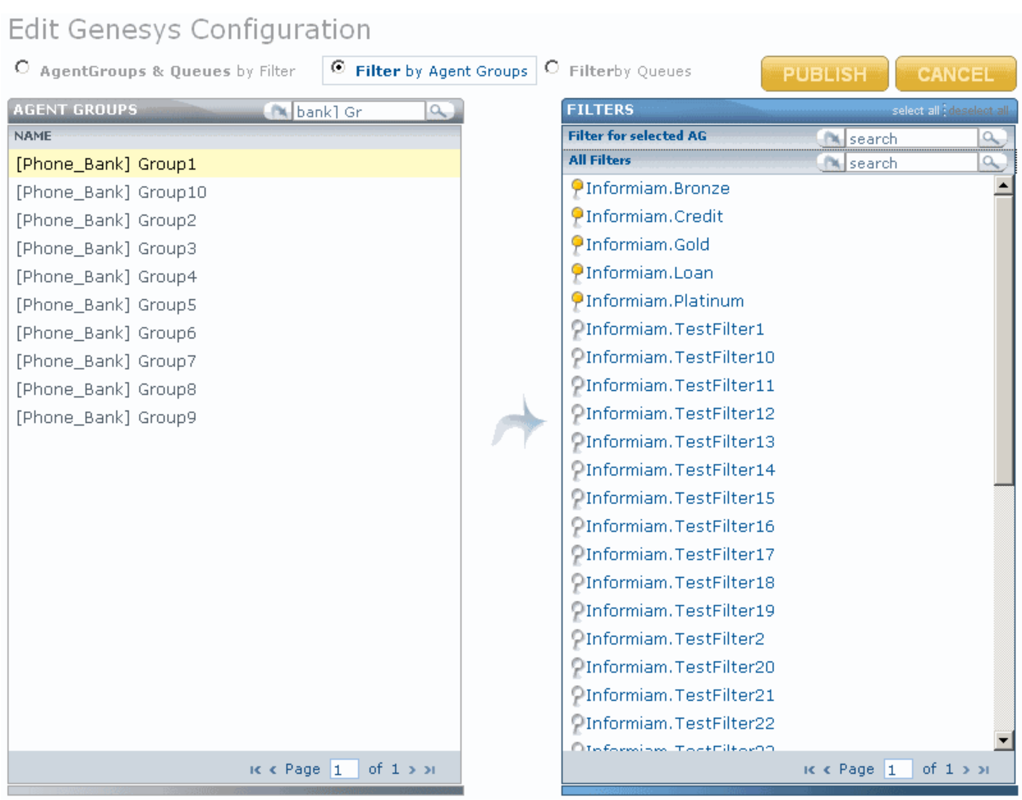


Figure 67: Filter by Agent Groups: selected items and all items sections

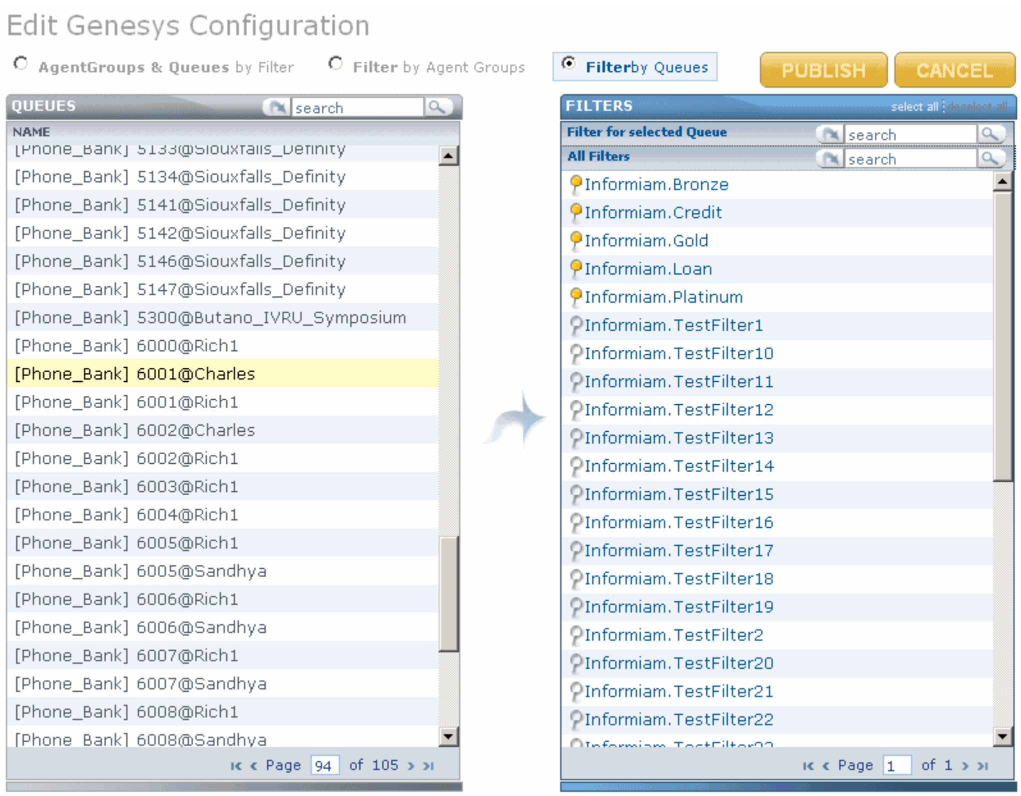


Figure 68: Filter by Queues: selected items and all items sections

To edit the associations:

1. Select your view, see "Viewing the associations of Agent Groups, Queues, and Filter" on page 92.
   The View & Edit Genesys Configuration page displays.
2. Click Edit.
3. Select an item from the listbox on the left.
   The selected associations display in the selected section of the listbox on the right.

   Note: To navigate to the next or previous page, click > or <; and to navigate to the first or last page, click |< or >|. Selecting a new filter in the listbox on the left, resets the listboxes on the right to page 1.
4. To add individual associations, click the pins next to items in the "all" section of a listbox on the right.
   OR
   To associate all of the items to the selected filter, click the select all button at the top of the listbox.
   The items display in the selected section of the listbox. The items display in both the selected and all sections. A selected pin is yellow.

   Note: To navigate to the next or previous page, click > or <; and to navigate to the first or last page, click |< or >|. Selecting a new filter in the listbox on the left, resets the listboxes on the right to page 1.
5. To remove individual associations, click yellow-pinned items in the selected section of the listbox on the right.

OR
To remove all of the items from the selected filter, click the deselect all button at the top of the listbox
The items are removed from the selected section. The items display in the all section. A unselected pin is white.

6. To save your changes, click Publish.
   A confirmation dialog displays for you confirm that you are done with your changes and want to publish them out to the Genesys Adapter (Figure 69).
   OR
   To discard your changes, click Cancel.
   The edit page closes and the view page displays.

7. To publish your changes, click Proceed.
   A confirmation message displays.

Figure 69: Publish

Configuring Service-Level Thresholds Per Queue

You can set a time threshold for the service-level metric on a per-queue basis. This setting is translated to a time range for the service-level statistics associated with that queue.

Selecting an Adapter Instance

Before you edit any object details, you must first select the Adapter you want to work with, and confirm your selection.

Managing Service Level Thresholds

The All Queues table lists all of the queue-filter combinations that were selected in the Objects Configuration subsection for this Adapter. This view reflects the current set of objects that the Adapter instance is monitoring.

The Selected Queues table is empty.

Both tables display three sortable columns:

- **Name**: The name of the queue.
- **Filter**: The name of the filter that is applied to the queue.
- **SL Time Threshold**: The threshold that is applied to all of the service-level metrics for this queue-filter combination. This value is in seconds.

Default SL Time Threshold

When a new queue-filter combination is selected for monitoring from the Objects Configuration subsection, the default SL Time Threshold is 20 seconds.

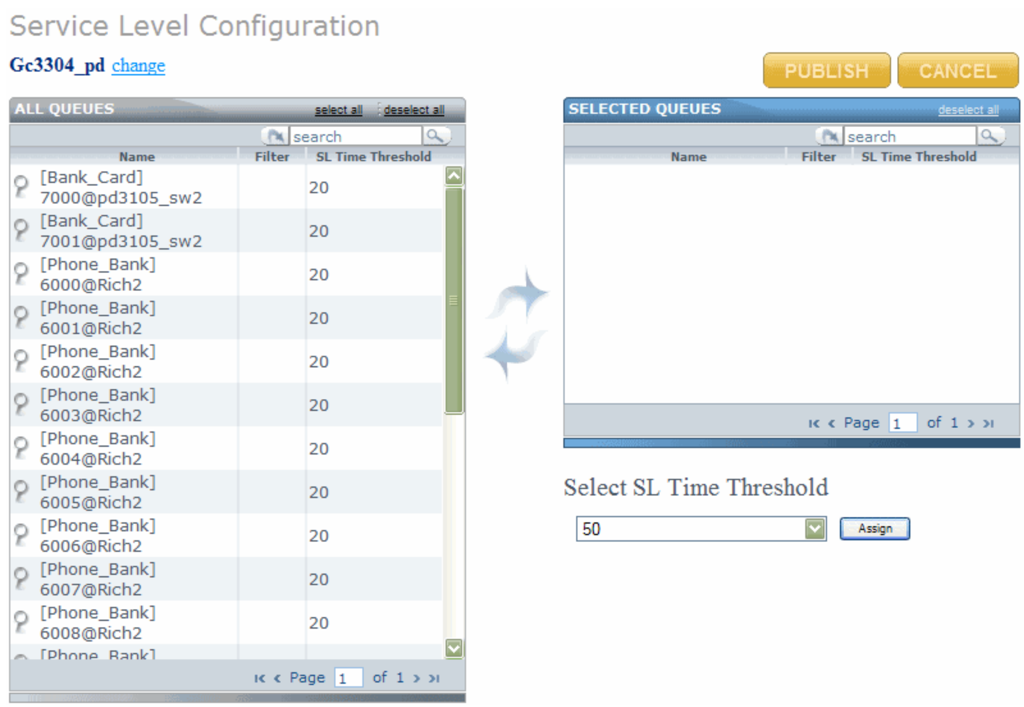


Figure 1: Service Level Configuration

Changing a Time Service-Level Threshold

1. Select a Genesys Adapter from the list.
2. Select the queue(s) in the All Queues table, by using standard selection mechanisms. The selected queues move to the Selected Queue table.
3. Assign a service-level time threshold to the selected queue(s) by selecting the time from the drop-down list and clicking Assign.
4. The possible threshold values shown in the drop-down list come from the Genesys Adapter and are the ones that are configured on the associated Stat Server.
5. Click Publish to update the changes to the database, and confirm when prompted, or click Cancel to reset the values to the original state.

Generic Actions

Contact Center Advisor and Workforce Advisor version 3.0 introduces a new and improved user interface. The new interface is used in the Alert Management module, on the Action Management page, and in the administration module on the Alert Causes page and Key Actions page. Changes to the user interface include:

- filtering rows in a table by text, a time scale, and a date filter
- paging through a table
- deleting items
- a column chooser for tables, including reordering columns
- persisting settings from session to session

The generic procedures include:

- "Adding a new item" on page 99
- "Editing an item" on page 100
- "Deleting an item" on page 100 and "Deleting multiple items" on page 100
- "Resetting the details for an item" on page 100
- "Searching for a row with text" on page 101, including
    - "Filtering by the time scale (Option 1)" on page 9
    - "Filtering by specifying dates (Option 2)" on page 9
    - "Displaying all rows in a table" on page 101
- Display options
    - "Sorting rows" on page 101
    - "Choosing which columns display in a table" on page 101
    - "Reordering columns" on page 101
    - "Refreshing the data in a table" on page 101
    - "Increasing and decreasing a column width" on page 102
    - "Resizing the panes" on page 102
    - "Persisting settings from session to session" on page 102

Adding a new item

To add a new item:

1. If the details section is not empty, click 

.
A blank form displays in the details section. No row is highlighted in the table.
2. Add the details.
The Save button enables.
3. Click Save.
The new item displays in the table highlighted, visible, and according to the currently selected sort order.

Editing an item

1. Click a row in the table.
   The row is highlighted. The details display in the details section.
2. Edit the details.
   The Save button enables.
3. Click Save.
   The edited item displays in the table highlighted, visible, and according to the currently selected sort order.

Deleting an item

You can delete an item from a table if it is not used elsewhere. Some items cannot be deleted, such as peripheral gateways, contact groups, metrics, applications, and skill groups. All other items can be deleted.

1. In the table, highlight a row.
   The details display in the details section.
   The DELETE (Ctrl D) enables.
2. Click DELETE.
   A confirmation dialog displays: "Do you want to delete the selected item?" with Yes/No buttons.
3. Click Yes. The item is removed from the table.
   Click No. The item remains until another row is selected or NEW is clicked.

Deleting multiple items

You can delete multiple items from a table if they are not used elsewhere. You can select all items in the currently displayed view to delete them.

1. Select multiple rows using Ctrl/click for individual rows or Shift/click for contiguous rows.
   The DELETE (Ctrl D) enables.
2. Click DELETE. A confirmation dialog displays: Do you want to delete the selected items? with Yes/No buttons.
3. Click Yes. The items are removed removed from the table.
   Click No. The deletion is cancelled.

Resetting the details for an item

1. To cancel the edits in the details section, click Reset.
   The last saved values redisplay.

Searching for a row with text

To focus on specific information in a table, search the rows of the table by text.

Search any text string in the table.

1. Type text in the Search field (Search).
   The Search field is not case sensitive and will search for characters within a word, for example, “Form” will result in rows with Informiam.
2. Click Search ( ).
   The table displays the rows with matching search criteria.

Displaying all rows in a table

To clear the search, click the View All icon ( ). All rows display.

Sorting rows

By default, the table is sorted alphabetically by the name of the item. To sort the rows in a table in ascending or descending order, click a column heading. You can only sort the table by a single column. Sorting applies to the entire table and sort arrows indicate the direction.

If a row in the table is edited and saved, the table refreshes, maintains the sort order, and the row is highlighted.

Choosing which columns display in a table

You can choose to display or hide any of the columns in a table; however, the name always displays.

To choose which columns to display in the table:

1. Click Column Chooser ( ).
   The Available Columns window opens.
2. Select or clear the items' check boxes. Selecting All selects all items in the next level.
3. Click Display Columns.
   The selected columns display in the table.
   or

   Click to cancel the edited column selections and close the Available Columns window.

Reordering columns

To reorder the columns, in the Available Columns window, select individual or multiple columns and click the Up or Down button then click Display Columns.

Refreshing the data in a table

To refresh the table, click Refresh (F5,). Refresh is always enabled. Refreshing preserves the

- relative sizes of the upper and lower panes

- selected columns
- column sizes and positions
- sort order
- scrolled position

Increasing and decreasing a column width

To adjust the width of individual columns, drag the edge of the column.

Resizing the panes

The splitter provides the ability to increase the size of a pane to view more columns in a table or to view more easily an item with many details.

Move a splitter to resize the panes.

Persisting settings from session to session

Logging in and out retains the time interval, selected columns, column sequence, column sorting, column widths, row expansions, the location of the splitter, the grouping, the view, and the last selected module tab.

The preferences are stored with the users credentials.

Logging Out

To log out of the Genesys Advisor (Figure 1), click the Log Out button.
OR
To access another module, select another tab.

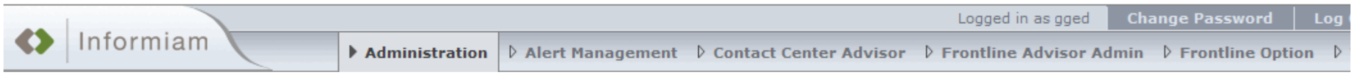


Figure 1: Genesys Advisor

Appendix A: Contact Center Advisor Metrics

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Abandon	Cabn	Number of calls abandoned while in queue or ringing during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: CallsAbandQTo5 CallsAbandQHalf CallsAbandQToday Genesys: RouterCallsAbandQTo5 RouterCallsAbandQHalf RouterCallsAbandQToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Count
Abandoned %	AbnPct	The percentage of calls to the application abandoned while in queue or ringing.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services: 100*(CallsAbandQTo5/ CallsOfferedTo5) 100*(CallsAbandQHalf/ CallsOfferedHalf) 100*(CallsAbandQToday/ CallsOfferedToday) Genesys/Cisco Call Types: 100*(RouterCallsAbandQTo5/ CallsOfferedTo5) 100*(RouterCallsAbandQHalf / CallsOfferedHalf) 100*(RouterCallsAbandQToday/ CallsOfferedToday)	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Percent
Acc%	APCT	Accessibility % is a productivity metric that compares within an application the total calls offered to handled.	Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	100*(CallsAnsweredTo5 / CallsOfferedTo5) 100*(CallsAnsweredHalf / CallsOfferedHalf) 100*(CallsAnsweredToday / CallsOfferedToday)	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Below	Percent
Ans	CA	Number of calls answered by agents during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	CallsAnsweredTo5 CallsAnsweredHalf CallsAnsweredToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
AnsPlusAband	CaPlsCabn	The sum of the calls answered and the calls abandoned during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services: CallsAnsweredTo5+ CallsAbandQTo5 CallsAnsweredHalf+ CallsAbandQHalf CallsAnsweredToday+ CallsAbandQToday Genesys/Cisco Call Types: CallsAnsweredTo5+ RouterCallsAbandQTo5 CallsAnsweredHalf+ RouterCallsAbandQHalf CallsAnsweredToday+ RouterCallsAbandQToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Count
Available	AA	The number of agents currently ready and waiting for a call from this application (derived from the skill groups to which it is mapped).	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [3 ("Ready") OR 115 ("WaitForNextCall")] WHERE AgentId from Skill Groups associated with the applications (service(s)/call type(s))	Point in Time	Above	Count
Available%	AvailPCT	The percentage of available agents over staffed.	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	Avail/Staffed *100	Point in Time	Above	Percent
Average After Call Work (AvgACW)	AvgACW	Work that is required of an agent immediately following an inbound call in seconds during the current selected interval. This 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.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: (HandleTimeTo5 - TalkTimeTo5 - HoldTimeTo5) / CallsHandledTo5 (HandleTimeHalf - TalkTimeHalf - HoldTimeHalf) / CallsHandledHalf (HandleTimeToday - TalkTimeToday - HoldTimeToday) / CallsHandledToday Genesys: For all unique skill groups related to the application(s) in scope: ACWTimeTo5 / CallsHandledTo5 ACWTimeHalf / CallsHandledHalf ACWTimeToday / CallsHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Seconds

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Average Delay (AvgDly)	AvgDL	Average delay for calls currently in queue for the application.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	AvgDelayQNow (ICM calculates to the end of the five-minute interval.) Cisco Services: CallsQNowTime/CallsQNow at any level Genesys/Cisco Call Types: RouterCallsQNow/ RouterCallsQNowTime	Point in Time	Above	Seconds
Average Handle Time (AHT)	AHT	Average handle time in seconds for calls to the application during the selected interval.	Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	HandleTimeTo5 / CallsHandledTo5 HandleTimeHalf / CallsHandledHalf HandleTimeToday / CallsHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Seconds
Average Speed to Answer (ASA)	ASA	Average answer wait time for calls offered to the application during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	AnswerWaitTimeTo5 / CallsAnsweredTo5 AnswerWaitTimeHalf / CallsAnsweredHalf AnswerWaitTimeToday / CallsAnsweredToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Seconds
Average Talk Time (ATT)	ATT	Average talk time in seconds for calls to the application ending during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	TalkTimeTo5 / CallsHandledTo5 TalkTimeToHalf / CallsHandledHalf TalkTimeToday / CallsHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Seconds
Calls*	CIN	Number of incoming calls currently in progress. NOTE: When Genesys Queues/Virtual Queues or Cisco Call Types, this is calculated from the associated unique skill groups.	Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services: CallsInNow Genesys/Cisco Call Types: For all unique skill groups related to the application(s) in scope: Sum (SGRT.TalkingIn)	Point in Time	Above	Count
CallsProg*	CP_C	Number of inbound and outbound calls currently being handled for the application.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: CallsInProgress Genesys: For all unique skill groups related to the application(s) in scope: Sum (SGRT.TalkingIn + SGRT.TalkingOut)	Point in Time	N/A	Count
DateTime	DateTime	Central controller date and time that this data last updated. Used to calculate longest queue and longest wait time.					

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
ExpDelay	ED	Predicted maximum delay for any new call added to the service queue. This is valid only if no agents are available.	Cisco ICM Services/~~Call Types~~, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues	Max(ExpectedDelay) (ICM calculates to the end of the five-minute interval.)	Point in Time	Above	Seconds
Handle Time (HT)	HT	Total handle time in seconds for calls to the application ending during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	HandleTimeTo5 HandleTimeHalf HandleTimeToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Seconds
Handled	CH	Number of calls handled during the current five minute/thirty minute/day interval.	Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	CallsHandledTo5 CallsHandledHalf CallsHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A	Count
Hold/Other	HOLDOTHER	The number of agents in the Hold/Other state.	Aspect eWFM, IEX TotalView, Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [10 ("CallOnHold") OR 110 ("CallOnHold")] WHERE AgentId from Skill Groups associated with the applications (service(s)/call type(s))	Point in Time	Above	Count
LongAvail*	LAA	Time in seconds that the longest available agent for the application has been available.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: Sum (DateTime – LongestAvailAgent) Genesys: For all unique skill groups related to the application(s) in scope: Max (Sum (DateTime – SGRT.LongestAvailAgent))	Point in Time	Above	Seconds
LongQueue	LCQ	Time in seconds that the longest call has been in queue for the application.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services: DateTime – LongestCallQ (ICM calculates LongestCallQ to the end of the five-minute interval.) Genesys/Cisco Call Types: DateTime – RouterLongestCallQ	Point in Time	Above	Seconds
NotReady	NOT_READY_APP	Sum of agents in the Not Ready and Work Not Ready state for the application.	Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [2 ("NotReady") OR 5 ("WorkNotReady") OR 113 ("NotReadyForNextCall")] WHERE AgentId from Skill Groups associated with the applications (service(s)/call type(s))	Point in Time	Above	Count
Offer	COf	Number of incoming calls offered to the application during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	CallsOfferedTo5 CallsOfferedHalf CallsOfferedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Outbound	COT	Number of outbound calls by agents during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	CallsOutTo5 CallsOutHalf CallsOutToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A	Count
QDep%	QD	Queue depth is a ratio of the number of waiting calls over the number of staffed agents in the respective skill group(s).	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	Cisco Services: SRT.CallsQNow / ∑ mapped(SGRT.LoggedOn) SRT.CallsQNow / Count(Distinct ASGRT.AgentId) Where AgentID are IDs of agents from Agent_Skill_Group_Real_Time table (ASGRT) that are logged in to zero or more skill groups related to a service. Genesys Queues/Cisco Call Types: RouterCallsQNow / ∑ mapped(SGRT.LoggedOn) RouterCallsQNow / Count(Distinct ASGRT.AgentId)		Above	Percent
QPastSL	SLCH	Number of calls to the application currently queued for longer than the service-level threshold.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	ServiceLevelCallsQHeld	Point in Time	Above	Count
Queue	CQ	Number of calls in queue for the application now at the peripheral gateway.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services: CallsQNow Genesys/Cisco Call Types: RouterCallsQNow	Point in Time	N/A	Count
Service Level %	SL	The number of calls answered prior to the threshold divided by the number of calls that had a service-level event. This treats the abandoned calls as though they were answered after the threshold.	Cisco ICM Services/Call Types	Cisco ICM/IPCC: (ServiceLevelcallsto5 / ServiceLevelCallsOfferedTo5) * 100 Repeat for ToHalf and Today	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Below	Percent
SL% (Plus Aband)	SlPlsSlAbn	The number of calls answered prior to the threshold plus the number of calls abandoned prior to the threshold, all divided by the number of calls that had a service-level event. This treats the abandoned calls as though they were answered prior to the threshold.	Cisco ICM Services/Call Types	Cisco ICM/IPCC: ((ServiceLevelcallsto5 + ServiceLevelAbandTo5) / ServiceLevelCallsOfferedTo5) * 100 Repeat for ToHalf and Today	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Below	Percent

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Staffed	Staffed	The number of agents logged on in zero or more skill groups assigned to take calls in an application.	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues	Count(Distinct ASGRT.AgentId) Where AgentID are IDs of agents from Agent_Skill_ Group_Real_Time table (ASGRT) that are logged in to the skill groups related to a service and that are in any of the following states: 1 = Logged On, 2 = Not Ready, 3 = Ready, 4 = Talking 5 = Work Not Ready 6 = Work Ready, 7 = Busy Other 8 = Reserved, 9 = Unknown 10 = Call On Hold, 11 = Active 12 = Paused, 14 = Not Active 103 = LoggedIn 104 = OnHook 105 = CallConsult 106 = CallDialing 107 = CallInbound 108 = CallInternal 109 = CallOutbound 110 = CallOnHold 111 = CallRinging 112 = CallUnknown 113 = NotReadyForNextCall 114 = OffHook 115 = WaitForNextCall 117 = AfterCallWork The relationship is derived from the ServiceMember table.	Point in Time	N/A	Count
Talking*	AT	Number of application and call type agents currently in the talking state. NOTE: The number of agents talking is not directly applicable to Genesys Queues/Virtual Queues. However, since Genesys Queues/Virtual Queues arrive to Contact Center Advisor as call types, this number will be calculated from the count of unique agent IDs in the talking state.	Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	For Services: AgentsTalking For Call Types: COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [4 ("Talking") OR 107 ("CallInbound") OR 112 ("CallUnknown") OR 109 ("CallOutbound") OR 105 ("CallConsult") OR 108 ("CallInternal")] WHERE AgentId from Skill Groups associated with the applications (service(s)/call type(s))	Point in Time	N/A	Count
TransOut (not enhanced for Genesys)	TOC	Number of calls transferred out of the application during the selected interval. NOTE: Not applicable to Genesys Queues/Virtual Queues.	Cisco Services	TransferOutCallsTo5 TransferOutCallsHalf TransferOutCallsToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Number of Active Alerts	AlertNum	The number of active application alerts for the time period in the filter.	Threshold violation alerts		5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Count
Average duration of Active Alerts	AlertAvgDur	Average duration of the active application alerts in the time period of the filter (i.e., selected interval).	Threshold violation alerts	Calculate the duration from the time the alert began to the end of the time period in the filter.	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Minutes
Number of Expired Alerts	AlertsExpiredNum	The number of expired application alerts for the time period in the filter (i.e., selected interval).	Threshold violation alerts		5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Count
Average duration of Expired Alerts	AlertExpiredAvgDur	The average duration of the expired application alerts for the time period in the filter (i.e., selected interval).	Threshold violation alerts		5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Minutes

*** This metric is derived from skill groups and the Agent Skill Group Real Time table. It is not possible to distinguish the values per call type. In the Applications pane, the value for this metric will be the same for each call type that has the same skill groups assigned to them.**

Appendix B: Workforce Advisor Metrics

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Actual Abandoned	ABAND	Number of actual offered contacts abandoned.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: CallsAbandQTo5 CallsAbandQHalf CallsAbandQToday Genesys: RouterCallsAbandQTo5 RouterCallsAbandQHalf RouterCallsAbandQToday	30 Min (since start of current half-hour)	N/A	Count
ACC %	ACSBLT_WU	Accessibility % is a productivity metric that compares within an application the total calls offered to handled.	Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services: 100*(CallsAbandQTo5/CallsOfferedTo5) 100*(CallsAbandQHalf/CallsOfferedHalf) 100*(CallsAbandQToday/CallsOfferedToday) Genesys/Cisco Call Types: 100*(RouterCallsAbandQTo5/CallsOfferedTo5) 100*(RouterCallsAbandQHalf /CallsOfferedHalf) 100*(RouterCallsAbandQToday/CallsOfferedToday)	30 Min (since start of current half-hour)	Below	Percent
Act Pos Staffed	APS	The number of agents that actually worked.	Calculated	STFT/5	30 Min (since start of current half-hour)	N/A	Count
Actual Abandoned %	ABANDPCT	Percentage of offered contacts that were abandoned.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	100*(ABAND/ANCO)	30 Min (since start of current half-hour)	Convergence	Percent
Actual AHT	AAHT	Actual average handle time for the contacts handled.	Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	HandleTimeTo5 / CallsHandledTo5 HandleTimeHalf / CallsHandledHalf HandleTimeToday / CallsHandledToday	30 Min (since start of current half-hour)	N/A	Seconds

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Actual ASA	AASA	Actual average delay between the time a contact is received by the media server and the time it is answered by an agent based.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: (CallsHandledHalf * AnswerWaitTimeHalf / CallsAnsweredHalf) / CallsHandledHalf Genesys: (Sum(CallsHandledHalf) * AnswerWaitTimeHalf / CallsAnsweredHalf) / Sum(CallsHandledHalf) Where Sum(CallsHandledHalf) is the sum of this metric from a unique set of Skill Groups associated with the contact group.	30 Min (since start of current half-hour)	Convergence	Seconds
Actual NCH	ANCH	Number of actual contacts handled.	Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	CallsHandledHalf	30 Min (since start of current half-hour)	N/A	Count
Actual NCO	ANCO	Number of actual contacts offered.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Media Server Import: ICM: CallsOfferedHalf	30 Min (since start of current half-hour)	N/A	Count
Actual SL%	ASL	Actual percentage of offered contacts answered within the acceptable delay.	Cisco ICM Services/Call Types	CISCO ICM/IPCC:[(CallsOfferedHalf * ServiceLevelCallsHalf) / (ServiceLevelCallsOfferedHalf)] / CallsOfferedHalf * 100	30 Min (since start of current half-hour)	Convergence	Percent
Actual Staffed Time	STFT	Total amount of available time, where available time includes talk, wrap, and ready/available.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Media Server Import: ICM: Skill_Group_Real_Time.LoggedOnTimeTo5 - Skill_Group_Real_Time. NotReadyTimeTo5	30 Min (since start of current half-hour)	N/A	Minutes
AnsPlusAband	ANSPLSABND_WU	The sum of the calls answered and calls abandoned.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	CallsAnsweredHalf + ABAND	30 Min (since start of current half-hour)	Above	Count
Available	AA_WU	The number of agents currently ready and waiting for a call from this contact group (derived from the skill groups to which it is mapped).	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [3 ("Ready") OR 115 ("WaitForNextCall")] WHERE AgentId from Skill Groups associated with the service(s)/call type(s) associated with the contact group(s)	Point in Time	Convergence	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Available%	AVAILPCT_WU	The percentage of available agents divided by staffed.	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	Avail/Staffed *100	Point in Time	Convergence	Percent
Date	DATE		IEX TotalView, Cisco ICM Services/Call Types	IEX: CTActiveForecast.date / ICM: DateTime		N/A	
Dev from Required	REQDEV	The amount the actual staff deviated from the required staff.	Calculated	APS-REQ	30 Min (since start of current half-hour)	Convergence	Count
Dev from Sched	SCHDEV	The amount the actual staff deviated from the scheduled staff.	Calculated	APS-SCH	30 Min (since start of current half-hour)	Convergence	Count
Elapsed Fore NCO	CFNCO	Current forecast of the volume of contacts offered from the start of the current 30-minute interval to now.	Aspect eWFM, IEX TotalView	FNCO / IntervalLength * IntervalElapsed	30 Min (since start of current half-hour)	N/A	Count
Fore AHT Dev	AAHTDEV	The amount by which the actual AHT deviates from the forecast AHT.	Calculated	AAHT - FAHT	30 Min (since start of current half-hour)	Convergence	Seconds
Fore AHT Dev%	AAHTDEVPCT	The percentage by which the actual AHT deviates from the forecast AHT.	Calculated	(AAHT - FAHT) / FAHT	30 Min (since start of current half-hour)	Convergence	Percent
Fore ASA	FASA	Forecast of the average delay between the time a contact is received by the media server and the time it is answered by an agent based. This field may be blank if either the application group is a “parent” for other application groups in a multi-site configuration where the contact routing is by allocation percentages (as opposed to call-by-call routing). This field will also be blank if the staffing basis for the corresponding entity in WFM is workload.	Aspect eWFM, IEX TotalView	WFM Import: IEX: CTActiveForecast.fcstASA / eWFM: FG.RDELAY SEC (Revised Calculated Average Delay 1: Seconds) (N/A for SG)	Seconds	Convergence	
Fore NCO Dev	FNCODEV	The amount by which the actual NCO deviates from the forecast NCO.	Calculated	ANCO - CFNCO	30 Min (since start of current half-hour)	Convergence	Count
Fore NCO Dev%	FNCODEVPCT	Percentage by which the actual contacts offered deviates from the revised forecast volume.	Calculated	(ANCO-CFNCO) / CFNCO	30 Min (since start of current half-hour)	Convergence	Percent
Forecast AHT	FAHT	Current forecast of the average handle time.	Aspect eWFM, IEX TotalView	WFM Import: IEX: CTActiveForecast.fcstAHT / eWFM: FG.RAHT (Revised Forecast AHT) (N/A for SG)	30 Min (since start of current half-hour)	N/A	Seconds
Forecast NCO	FNCO	Current forecast of the volume of contacts offered for the entire interval.	Aspect eWFM, IEX TotalView	WFM Import: IEX: CTActiveForecast.fcstContactsReceived / eWFM: FG.RVOL (Revised Forecast Volume) (N/A for SG)	30 Min (since start of current half-hour)	N/A	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Forecast SL%	FSL	Forecast of the percentage of offered contacts answered within the acceptable delay. This field may be blank if either the application group is a "parent" for other application groups in a multi-site configuration where the contact routing is by allocation percentages (as opposed to call-by-call routing). This field will also be blank if the staffing basis for the corresponding entity in WFM is workload.	Aspect eWFM, IEX TotalView	WFM Import: IEX: CTActiveForecast.fcstSLPct / eWFM: FG.RSL (N/A for SG) (Revised Calculated Service Level Percent 2)	30 Min (since start of current half-hour)	Convergence	Percent
Hold/Other	HOLDOTHER_WU	The number of agents in the Hold/Other state.	Aspect eWFM, IEX TotalView, Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [10 ("CallOnHold") OR 110 ("CallOnHold")] WHERE AgentId from Skill Groups associated with the contact groups.	Point in Time	Convergence	Count
Identifier	ID	Identifier of the entit(ies) in the source system that is associate with the application group.	IEX TotalView, Cisco ICM Services/Call Types	IEX: CTActiveForecast.custId + CTActiveForecast.ctId / ICM: CallTypeID or SkillTargetID		N/A	
Interval	INTVL	Start time of the interval.	IEX TotalView, Cisco ICM Services/Call Types	IEX: CTActiveForecast.period / ICM: DateTime		N/A	
Net Staff	NET	The number of scheduled staff over or under the number of staff required (including unproductive).	Calculated	SCH-REQ	30 Min (since start of current half-hour)	Convergence	Count
NotReady	NOTREADY_WU	Sum of agents in the Not Ready and Work Not Ready state for the application associated to the contact group.	Cisco ICM Services/Call Types Cisco Services Cisco Call Types Genesys Virtual Queues	(DISTINCT ASGRT.AgentID) WHERE AgentState = [2 ("NotReady") OR 5 ("WorkNotReady") OR 113 ("NotReadyForNextCall")] WHERE AgentId from Skill Groups associated with the applications (service(s)/call type(s))	Point in Time	Convergence	Count
Required Adherence (APS)	REQDEVPCT	The amount the actual staff deviated from the required staff as a percentage.	Calculated	APS/REQ*100	30 Min (since start of current half-hour)	Convergence	Percent
Required Adherence (Staffed)	REQADH_WU	The amount the staff deviated from the required staff as a percentage.	Calculated	STF_WU/REQ*100	30 Min (since start of current half-hour)	Convergence	Percent
Required Staff	REQ	The number of staff required to handle the forecast workload based on the current forecast.	Aspect eWFM, IEX TotalView	WFM Import: IEX: CTActiveForecast.fcstReq / eWFM: FG.FGRREQ (Forecast Group's Revised Required without Unproductive) or SG.SGRREQ (Staff Group's Revised Required without Staff Adjustments and Unproductive)	30 Min (since start of current half-hour)	N/A	Count
Scheduled Adherence (APS)	SCHDEVPCT	The amount the actual staff deviated from the scheduled staff as a percentage.	Calculated	APS/SCH*100		Convergence	Percent
Scheduled Adherence (Staffed)	SCHADH_WU	The amount the staff deviated from the scheduled staff as a percentage.	Calculated	STF_WU/SCH*100		Convergence	Percent

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Scheduled Staff	SCH	Tally of agents scheduled to work in this business group.	Aspect eWFM, IEX TotalView	WFM Import: IEX: CTActiveForecast.schedOpen / eWFM: FG.RSCH (Forecast Group's Revised Scheduled without Staff Adjustments and Unproductive) or SG.SGRSCH (Staff Group's Revised Scheduled without Staff Adjustments)	30 Min (since start of current half-hour)	N/A	Count
SL(Plus Aband)%	SLPLSLSABN_WU	The number of calls answered prior to the threshold plus the number of calls abandoned prior to the threshold, all divided by the number of calls that had a service-level event. This treats these abandoned calls as though they were answered prior to the threshold.	Cisco ICM Services/Call Types	[sum(ServiceLevelCallsHalf) + sum(ServiceLevelAbandHalf)] / sum(ServiceLevelCallsOfferedHalf) * 100%	30 Min (since start of current half-hour)	Convergence	Percent
Staffed	STF_WU	The number of agents logged on in zero or more skill groups assigned to take calls in the application(s) associated to the contact group. Expanded to account for the agent states from Genesys.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentId from Skill Groups associated with the service(s)/call type(s) associated with the contact group(s) WHERE AgentState INLIST 1 = Logged On, 2 = Not Ready 3 = Ready, 4 = Talking 5 = Work Not Ready 6 = Work Ready, 7 = Busy Other 8 = Reserved, 9 = Unknown 10 = Call On Hold, 11 = Active 12 = Paused, 14 = Not Active 103 = LoggedIn 104 = OnHook 105 = CallConsult 106 = CallDialing 107 = CallInbound 108 = CallInternal 109 = CallOutbound 110 = CallOnHold 111 = CallRinging 112 = CallUnknown 113 = NotReadyForNextCall 114 = OffHook 115 = WaitForNextCall 117 = AfterCallWork The relationship is derived from the ServiceMember table.	Point in Time	N/A	Count
Time zone	TZ	Time zone of the start time of the interval.	IEX TotalView, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	IEX: CTActiveForecast.TZ / ICM: DateTime		N/A	
Number of Active Alerts	AlertNum	The number of active contact group alerts for the time period in the filter.	Threshold violation alerts		30 Min (since start of current half-hour)	Above	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Average duration of Active Alerts	AlertAvgDur	Average duration of the active contact group alerts in the time period of the filter (i.e., selected interval).	Threshold violation alerts	Calculate the duration from the time the alert began to the end of the time period in the filter.	30 Min (since start of current half-hour)	Above	Minutes
Number of Expired Alerts	AlertsExpiredNum	The number of expired contact group alerts for the time period in the filter (i.e., selected interval).	Threshold violation alerts		30 Min (since start of current half-hour)	N/A	Count
Average duration of Expired Alerts	AlertExpiredAvgDur	The average duration of the expired contact group alerts for the time period in the filter (i.e., selected interval).	Threshold violation alerts		30 Min (since start of current half-hour)	Above	Minutes

Appendix C: Skill Group Metrics

Name	Internal Nar	Description	Source Type	Definition (Formula)	Interval/Time Profile	Unit	Totals and Averages
AHT	S_AHT	Average handle time in seconds for calls counted as handled by the skill group during the current five-minute interval. ICM calculation of HandledCallsTimeTo5 divided by CallsHandledTo5.	Aspect eWFM, Cisco ICM Skill Groups, Genesys Agent Groups	AvgHandledCallsTimeTo5	5 Min (rolling/sliding)	Seconds	AvgHandledCallsTimeTo5/number of skill groups average weighted by CallsHandledTo5, i.e., sum(AvgHandledCallsTimeTo5 * CallsHandledTo5) / sum(CallsHandledTo5)
ASA	S_ASA	Average answer wait time for all calls offered to the skill group during the current five-minute interval.	Cisco ICM Skill Groups, Genesys Agent Groups	AnswerWaitTimeTo5/ CallsAnsweredTo5	5 Min (rolling/sliding)	Seconds	sum(AnswerWaitTimeTo5) / sum(CallsAnsweredTo5)
Available	Av	The number of agents currently in the Available state.	Cisco ICM Skill Groups, Genesys Agent Groups	Avail	Point in Time	Count	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [3 ("Ready") OR 115 ("WaitForNextCall")] WHERE AgentId from skill groups associated with the applications (service(s)/call type(s))
AvgACW	AvgACW_S	Work that is required of an agent immediately following an inbound call in seconds. This 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.	Cisco ICM Skill Groups, Genesys Agent Groups	Cisco Sum(SGRT.WorkReadyTimeTo5 + SGRTWorkNotReadyTimeTo5) / SGRT.CallsHandledTo5 Genesys SGRT.WorkReadyTimeTo5 / SGRT.CallsHandledTo5	5 Min (rolling/sliding)	Seconds	Cisco Sum(SGRT.WorkReadyTimeTo5 + SGRTWorkNotReadyTimeTo5) / SGRT.CallsHandledTo5 Genesys SGRT.WorkReadyTimeTo5 / SGRT.CallsHandledTo5
AvgTalk	AvtT	Average talk time in seconds for calls counted as handled by the skill group during the current five-minute interval. ICM calculation of HandledCallsTalkTimeTo5 divided by CallHandledTo5.	Cisco ICM Skill Groups, Genesys Agent Groups	AvgHandledCallsTalkTimeTo5	5 Min (rolling/sliding)	Seconds	average weighted by CallsHandledTo5, i.e., sum(AvgHandledCallsTalkTimeTo5 * CallsHandledTo5) / sum(CallsHandledTo5)

Name	Internal Nar	Description	Source Type	Definition (Formula)	Interval/Time Profile	Unit	Totals and Averages
BusyOther	BO	Number of agents currently busy on other skill groups with respect to this skill group.	Aspect eWFM, Cisco ICM Skill Groups, Genesys Agent Groups	BusyOther For Agent Real Time data, this state must be assigned to each agent/skill group record once any other skill group agent state changes to the one of the following: Genesy: 105="CallConsult" 106="CallDialing" 107="CallInbound" 108="CallInternal" 109="CallOutbound" 110="CallOnHold" 111="CallRinging" 112="CallUnknown" 114="OffHook" 117="AfterCallWork"	Point in Time	Count	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [7 ("BusyOhter")] WHERE AgentId from skill groups associated with the applications (service(s)/call type(s))
Calls Offered	O	The number of calls offered during the current five-minute interval.	Cisco ICM Skill Groups, Genesys Agent Groups	CallsOfferedTo5	5 Min (rolling/sliding)	Count	sum(CallsOfferedTo5)
DateTime	DateTime	Central controller date and time that this data last updated. Used to calculate longest queue and longest wait time					
Handled	Ha	Number of calls handled during the current five-minute interval.	Cisco ICM Skill Groups, Genesys Agent Groups	CallsHandledTo5	5 Min (rolling/sliding)	Count	sum(CallsHandledTo5)
Hold	H	The number of agents that have all active calls on hold. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.	Cisco ICM Skill Groups, Genesys Agent Groups	Hold	Point in Time	Count	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [10 ("CallOnHold") OR 110 ("CallOnHold")] WHERE AgentId from skill groups associated with the applications (service(s)/call type(s))
LoggedIn	LO	Number of agents that are currently logged on in zero or more skill groups assigned to take calls in an application. This count is updated each time an agent logs on and each time an agent logs off.	Cisco ICM Skill Groups, Genesys Agent Groups	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentId from Skill Groups associated with the applications (service(s)/call type(s)) Genesys: LoggedOn	Point in Time	Count	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentId from Skill Groups associated with the applications (service(s)/call type(s))

Name	Internal Nar	Description	Source Type	Definition (Formula)	Interval/Time Profile	Unit	Totals and Averages
LongAvail	LA	Time that the longest available agent for this skill group has been available.	Cisco ICM Skill Groups, Genesys Agent Groups	max((DateTime -LongestAvailAgent) * 24 * 60 * 60)	Point in Time	Seconds	max((DateTime - LongestAvailAgent) * 24 * 60 * 60)
LongQueue (not enhanced for Genesys)	LQ	Time that the longest call has been in queue for this skill group.	Cisco ICM Skill Groups	max((DateTime - LongestCallQ) * 24 * 60 * 60) at any level	Point in Time	Seconds	max((DateTime - LongestCallQ) * 24 * 60 * 60) at any level
NotReady	NR	Number of agents in the Not Ready or Work Not Ready state for the skill group.	Cisco ICM Skill Groups, Genesys Agent Groups	Cisco SGRT.NotReady + SGRT.WorkNotReady Genesys SGRT.NotReady	Point in Time	Count	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [2 ("NotReady") OR 5 ("WorkNotReady") OR 113 ("NotReadyForNextCall")] WHERE AgentId from skill groups associated with the applications (service(s)/call type(s))
Queue (not enhanced for Genesys)	Q	Number of calls currently queued to the skill group.	Cisco ICM Skill Groups	CallsQueuedNow		Count	sum(QueueSGa + QueueSGb +… QueueSGn)
Ready	R	Number of agents in the Ready state for the skill group	Cisco ICM Skill Groups, Genesys Agent Groups	Ready		Count	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState != [2 ("NotReady")] AND AgentState !=[5 ("WorkNotReady")] AND AgentState !=[0 ('LoggedOff')] AND AgentState != [113 ("NotReadyForNextCall")] AND AgentState !=[101 ('NotMonitored')] AND AgentState !=[102(' Monitored')] WHERE AgentId from skill groups associated with the applications (service(s)/call type(s))
TalkIn	TI	Number of agents in the skill group currently talking on inbound calls.	Cisco ICM Skill Groups, Genesys Agent Groups	TalkingIn			sum(TalkInSGa + TalkInSGb +… TalkInSGn)

Name	Internal Nar	Description	Source Type	Definition (Formula)	Interval/Time Profile	Unit	Totals and Averages
Talking	T	The number of calls currently associated with this skill group.	Cisco ICM Skill Groups, Genesys Agent Groups	Cisco TalkingIn + TalkingOut + TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut Genesys TalkingIn + TalkingOut + TalkingOther			sum(TalkingSGa + TalkingSGb +… TalkingSGn)
TalkOut	TIkO	Number of agents in the skill group currently talking on outbound calls.	Cisco ICM Skill Groups, Genesys Agent Groups	TalkingOut			sum(TalkOutSGa + TalkOutSGb +… TalkOutSGn)
Util%	U	Percentage of Ready time that agents in the skill group spent talking or doing call work during the current five-minute interval. This is the percentage of time agents spend working on calls versus the time agents were ready.	Cisco ICM Skill Groups, Genesys Agent Groups	Cisco: PercentUtilizationTo5*100% Genesys: PercentUtilizationTo5	5 Min (rolling/sliding)	Percent	Weighted Avg by NCH
Wrap	W	Number of agents in the skill group in the Work Ready and Work Not Ready states.	Cisco ICM Skill Groups, Genesys Agent Groups	Cisco WorkReady + WorkNotReady Genesys WorkReady	5 Min (rolling/sliding)	Count	Sum(WrapSGa + WrapSGb +… WrapSGn)

Appendix D: Alert Metrics

Name	Internal Name	Description	Source Type
Action Taken	AlertActionTaken		
Business Priority 1 Alerts	AlertB1		
Business Priority 2 Alerts	AlertB2		
Cause	AlertCause		
Duration	ViolationDuration	If the alert is inactive, use the start time minus the real end time. If the alert is active, use the start time minus the current time. The format is hh:mm:ss.	Calculated
End Date	AlertEndDate	The date when the alert expired.	
End Time	AlertEndTime	The time when the alert expired.	
Max Violation		The highest or lowest value of the violation	Calculated
Start Date	AlertStartDate	• For an alert, the start date is when the alert actually started, even if that's before the time period in the user's filter. • For a key action report, display the Key Action Date from the Action Management page.	
Start Time	AlertStartTime	• From the carousel; the time when the alert was triggered (hh:mm:ss) • For a key action report, display the Key Action Time from the Action Management page.	
Success Rating	AlertSuccessRating	The value from the Success Rating drop-down list on the Alert Management page. (3, 2, 1, 0, -1, -2, or -3) If multiple key actions exist show the highest success rating of all of the key actions.	
Success Time	AlertSuccessTime	The violation end time and date minus the key action start time and date, where the key action has a success rating greater than 0 (i.e. equal to 1 or 2). The format is hh:mm:ss.	Calculated
Technical Priority 1 Alerts	AlertT1	An alert row displays T1 or dashes.	
Technical Priority 2 Alerts	AlertT2	An alert row displays T2 or dashes.	

Name	Internal Name	Description	Source Type
Threshold		This column displays the acceptable value used to calculate the max violation. In WU, the acceptable value is a range so use the closest acceptable value. For example, if the acceptable range is 20-30 and the max violation is 40, display 30.	
Value at Max Violation		The worst metric value used to calculate the max violation.	

Appendix E: Stat Server Metric Definitions

The following table shows all the Genesys Stat Server metrics supported by this release of the Genesys Adapter and their definitions.

Metric ID	Stat Server Metric Name	Definition	Conversion Type
1	Informiam.AverHandleStatusTime	Category=AverageTime	None
		MainMask=CallInbound, CallOutbound, AfterCallWork	
		Objects=Agent, Place, GroupAgents, GroupPlaces	
		RelMask=CallInbound, CallOutbound	
		Subject=AgentStatus	
2	Informiam.AverTalkStatusTime	Category=AverageTime	None
		MainMask=CallInbound, CallOutbound	
		Objects=Agent, Place, GroupAgents, GroupPlaces	
		RelMask=CallInbound, CallOutbound	
		Subject=AgentStatus	
3	Informiam.CallsAnswered	Category=TotalNumber	None
		MainMask= CallAnsweredInbound, CallAnsweredUnknown	
		Objects=Agent, Place, GroupAgents, GroupPlaces	
		Subject=DNAction	
4	Informiam.CallsOffered	Category=TotalNumber	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		MainMask=CallAnsweredInbound, CallAnsweredUnknown, CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	
5	Informiam.CurrAgentsLoggedIn	Category=CurrentNumber MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
6	Informiam.Current_Calls_Inbound	Category=CurrentNumber Description=Current number of inbound calls being handled. MainMask=CallInbound Objects=Agent, GroupAgents, GroupPlaces, Place Subject=AgentStatus	None
7	Informiam.Current_Calls_Other	Category=CurrentNumber MainMask=CallUnknown, CallInternal, CallConsult Objects=GroupAgents, GroupPlaces Subject=DNAction	None
8	Informiam.Current_Calls_Outbound	Category=CurrentNumber Description=Current number of outbound calls being handled.	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		MainMask=CallOutbound Objects=Agent, GroupAgents, GroupPlaces, Place Subject=AgentStatus	
9	Informiam.CurrentAgentState	Category=CurrentState MainMask=* Objects=Agent Subject=AgentStatus	agentStateMapping
10	Informiam.CurrentReadyAgents	Category=CurrentNumber MainMask=*, ~NotReadyForNextCall, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
11	Informiam.CurrMaxCallWaitingTime	Category=CurrentMaxTime MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
12	Informiam.CurrNumberACWStatuses	Category=CurrentNumber MainMask=AfterCallWork Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
13	Informiam.CurrNumberHoldStatuses	Category=CurrentNumber MainMask=CallOnHold Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
14	Informiam.CurrNumberNotReadyStatuses	Category=CurrentNumber MainMask=NotReadyForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
15	Informiam.CurrNumberReadyStatuses	Category=CurrentNumber MainMask=WaitForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
16	Informiam.CurrNumberWaitingCalls	Category=CurrentNumber Description=Current Number of Calls waiting in Queue Formula=DCID MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
17	Informiam.CurrTotalLoginTime	Category=CurrentContinuousTime MainMask=*, ~LoggedOut Objects=Agent Subject=AgentStatus	None
18	Informiam.Interactions_Processed	Category=TotalNumber MainMask=InteractionHandling Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action	None
109	Informiam.Login_Timestamp	Category=CurrentContinuousTime	timestamp

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		MainMask=*, ~LoggedOut Objects=Agent Subject=AgentStatus	
105	Informiam.Longest_ACWCall	Category=MaxTime MainMask=AfterCallWork Objects=Agent Subject=DNAction	None
19	Informiam.LongestAvailAgent	Category=CurrentMaxTime MainMask=WaitForNextCall Objects=GroupAgents Subject=AgentStatus	None
102	Informiam.Longest_Call	Category=MaxTime MainMask=CallInbound, CallUnknown Objects=Agent Subject=DNAction	None
107	Informiam.Reason_Code	Category= CurrentStateReasons MainMask=* Objects=Agent Subject=DNAction	None
20	Informiam.ServiceLevelAband	Category=TotalNumberInTimeRange MainMask=CallAbandoned Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
21	Informiam.ServiceLevelAnswered	Category=TotalNumberInTimeRange MainMask=CallAnswered	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	
22	Informiam.ServiceLevelCallsOnHold_Current	Category=CurrentNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
23	Informiam.ServiceLevelCallsOnHold_Total	Category=TotalNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
100	Informiam.Time_CurrState	Category=CurrentTime MainMask=* Objects=Agent Subject=AgentStatus	None
106	Informiam.Total_ACW_Calls_inTRange	Category=TotalNumberInTimeRange MainMask=AfterCallWork Objects=Agent Subject=DNAction	None
112	Informiam.Interactions_Processed_inTRange	Category=TotalNumberInTimeRange MainMask=CallInbound Objects=Agent Subject=Action	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
24	Informiam.Total_ACW_Time	Category=TotalTime MainMask=AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	None
25	Informiam.Total_Calls_Abandoned	Category=TotalNumber Description=Total number of new calls abandoned MainMask=CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown, CallAbandonedInbound, CallAbandonedUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAction	None
26	Informiam.Total_Calls_Answered	Category=TotalNumber Description=Total number of new calls answered Formula=DCID MainMask=CallAnsweredInbound, CallAnsweredUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAction	None
27	Informiam.Total_Calls_Inbound	Category=TotalNumber Description=Total number of new calls distributed Formula=DCID MainMask=CallEnteredInbound, CallEnteredUnknown	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		Objects=GroupQueues, Queue, RoutePoint Subject=DNAction	
108	Informiam.Total_Calls_On_Hold	Category=TotalNumber MainMask=CallOnHold Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	None
101	Informiam.Total_Calls_Transferred	Category=TotalNumber MainMask=CallTransferMade Objects=Agent Subject=Action	None
104	Informiam.Total_Handle_Time	Category=TotalTime MainMask= CallInbound, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action	None
28	Informiam.Total_Talk_Time	Category=TotalTime MainMask=CallInbound, CallUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	None
29	Informiam.Total_Time_To_Answer	Category=TotalTime Description=Total time to answer MainMask=CallAnswered Objects=GroupQueues,Queue,RoutePoint Subject=DNAction	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
30	Informiam.Total_Time_To_Answer_Agents	Category=TotalTime	None
		MainMask=OrigDNCallWait	
		Objects= GroupAgents, GroupPlaces	
		Subject=DNAction	
31	Informiam.Total_Time_Waiting_Calls	Category=CurrentTime	None
		Description=Total time for calls waiting in queue	
		MainMask=CallWait	
		Objects=GroupQueues, Queue, RoutePoint	
		Subject=DNAction	
32	Informiam.Utilization	Category=RelativeTime	None
		MainMask=CallInbound, CallOutbound, AfterCallWork	
		Objects=Agent, Place, GroupAgents, GroupPlaces	
		RelMask=*, ~NotReadyForNextCall, ~LoggedOut	
		Subject=AgentStatus	
80	Informiam.Total_LoggedIn_Time	Category=TotalTime	None
		MainMask=*, ~LoggedOut, ~NotMonitored	
		Objects=GroupAgents, GroupPlaces	
		Subject=AgentStatus	
81	Informiam.Total_NotReady_Time	Category=TotalTime	None
		MainMask=NotReadyForNextCall	

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		Objects=GroupAgents, GroupPlaces Subject=AgentStatus	
82	Informiam.Queue_Calls_Handled	Category=TotalNumber MainMask=CallReleased Objects=Queue, GroupQueues, RoutePoint Subject=DNAction	None
83	Informiam.Queue_Talk_Time	Category=TotalTime MainMask=CallReleased Objects=Queue, GroupQueues, RoutePoint Subject=DNAction	None
84	Informiam.Queue_Handle_Time	Category=TotalTime MainMask=CallReleased, ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAction	None
85	Informiam.Queue_After_Call_Work_Time	Category=TotalTime MainMask= ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAction	None
86	Informiam.CurrentAgentMembersLoggedIn	Category=CurrentState MainMask=LoggedIn Objects=GroupAgents Subject=DNAction	addAgentsToGroup
87	Informiam.Queue_Outbound_Calls	Category=TotalNumber MainMask=CallEnteredOutbound Objects=Queue, GroupQueues, RoutePoint Subject= DNAction	None
88	Informiam.Queue_Expected_Wait_Time	Category=ExpectedWaitTime	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		MainMask=CallWait	
		Objects=GroupQueues, Queue, RoutePoint	
		RelMask=CallDistributed, CallAbandoned	
		Subject=DNAction	

Appendix F: Time Ranges and Time Profiles

The following table shows all the time profiles included in the installation of the Genesys Adapter.

Time Profile Name	Time Profile Definition/Value	Description
Last30MinsGrowing,Growing	00:00+00:30	Statistics will reflect all activity that has happened since the last half hour point. For example, it will reflect all activity since 12:30, 1:00, or 1:30. The statistic resets to 0 at the start of every hour and at 30 minutes past the hour.
Last5Mins,Sliding	300:10:00	Statistics will reflect all activity that has happened in the last 5 minutes. The statistical value within the stat server will be “sampled” (i.e. updated) every 10 seconds.
OneDay,Growing	0:00	Statistics will reflect all activity that has happened since midnight. The statistic resets to 0 at midnight.
Last10Mins,Sliding	600:10:00	Statistics will reflect all activity that has happened in the last 10 minutes. The statistical value within the stat server will be “sampled” (i.e. updated) every 10 seconds.
Last20Mins,Sliding	1200:10:00	Statistics will reflect all activity that has happened in the last 20 minutes. The statistical value within the stat server will be “sampled” (i.e. updated) every 10 seconds.
Last30Mins,Sliding	1800:10:00	Statistics will reflect all activity that has happened in the last 30 minutes. The statistical value within the stat server will be “sampled” (i.e. updated) every 10 seconds.
Last40Mins,Sliding	2400:10:00	Statistics will reflect all activity that has happened in the last 40 minutes. The statistical value within the stat server will be “sampled” (i.e. updated) every 10 seconds.
Last60Mins,Sliding	3600:10:00	Statistics will reflect all activity that has happened in the last 60 minutes. The statistical value within the stat server will be “sampled” (i.e. updated) every 10 seconds.

The following table shows all the time ranges included in the installation of the Genesys Adapter.

Time Range Name	Time Range Definition/Value	Description
LessThan20Secs	20-Jan	The statistic measures events that last less than 20 seconds.
GreaterThan20Secs	20-9999999	The statistic measures events that last more than 20 seconds.
LessThan10Secs	10-Jan	The statistic measures events that last less than 10 seconds.
LessThan5Mins	1-300	The statistic measures events that last less than 5 minutes.
GreaterThan45Ssecs	45-9999999	The statistic measures events that last more than 45 seconds.
GreaterThan8Mins	480-9999999	The statistic measures events that last more than 8 minutes.
LessThan40Secs	Jan-40	The statistic measures events that last less than 40 seconds.
GreaterThan40Secs	40-9999999	The statistic measures events that last more than 40 seconds.
LessThan45Secs	Jan-45	The statistic measures events that last less than 45 seconds.
GreaterThan45Secs	45-9999999	The statistic measures events that last more than 45 seconds.
LessThan60Secs	Jan-60	The statistic measures events that last less than 60 seconds.
GreaterThan60Secs	60-9999999	The statistic measures events that last more than 60 seconds.

Appendix G: Agent Group Metrics

The following tables show the list of all Informiam metrics retrieved for Contact Center Advisor/Workforce Advisor for this release. This includes all metrics defined for previous releases as well as changes made in this release.

Informiam Metric	Stat Server Metric	Time Profile	Time Range	Filtered
AnswerWaitTimeTo5	Informiam.Total_Time_To_Answer_Agents	Last5Mins	N/A	Yes
Avail	Informiam.CurrNumberReadyStatuses	CollectorDefault	N/A	No
AvgHandledCallsTalkTimeTo5	Informiam.AverTalkStatusTime	Last5Mins	N/A	Yes
AvgHandledCallsTimeTo5	Informiam.AverHandleStatusTime	Last5Mins	N/A	Yes
CallsAnsweredTo5	Informiam.CallsAnswered	Last5Mins	N/A	Yes
CallsHandledHalf	Informiam.Interactions_Processed	Last30MinsGrowing	N/A	Yes
CallsHandledTo5	Informiam.Interactions_Processed	Last5Mins	N/A	Yes
CallsHandledToday	Informiam.Interactions_Processed	OneDay	N/A	Yes
CallsOfferedTo5	Informiam.CallsOffered	Last5Mins	N/A	Yes
Hold	Informiam.CurrNumberHoldStatuses	CollectorDefault	N/A	Yes
LoggedOn	Informiam.CurrAgentsLoggedIn	CollectorDefault	N/A	No
LoggedOnTimeTo5	Informiam.Total_LoggedIn_Time	Last5Mins	N/A	No
LongestAvailAgent	Informiam.LongestAvailAgent	CollectorDefault	N/A	No
NotReady	Informiam.CurrNumberNotReadyStatuses	CollectorDefault	N/A	No
PercentUtilizationTo5	Informiam.Utilization	Last5Mins	N/A	No
Ready	Informiam.CurrentReadyAgents	CollectorDefault	N/A	No
TalkingIn	Informiam.Current_Calls_Inbound	CollectorDefault	N/A	Yes
TalkingOther	Informiam.Current_Calls_Other	CollectorDefault	N/A	No
TalkingOut	Informiam.Current_Calls_Outbound	CollectorDefault	N/A	No
TalkTimeHalf	Informiam.Total_Talk_Time	Last30MinsGrowing	N/A	Yes
TalkTimeTo5	Informiam.Total_Talk_Time	Last5Mins	N/A	Yes
TalkTimeToday	Informiam.Total_Talk_Time	OneDay	N/A	Yes
WorkReady	Informiam.CurrNumberACWStatuses	CollectorDefault	N/A	No
WorkReadyTimeHalf	Informiam.Total_ACW_Time	Last30MinsGrowing	N/A	No
WorkReadyTimeTo5	Informiam.Total_ACW_Time	Last5Mins	N/A	No
WorkReadyTimeToday	Informiam.Total_ACW_Time	OneDay	N/A	No

Queue Metrics

Informiam Metric	Stat Server Metric	Time Profile	Time Range	Filtered
ACWTimeHalf	Informiam.Queue_After_Call_Work_Time	Last30MinsGrowing	N/A	Yes
ACWTimeTo5	Informiam.Queue_After_Call_Work_Time	Last5Mins	N/A	Yes
ACWTimeToday	Informiam.Queue_After_Call_Work_Time	OneDay	N/A	Yes
AnswerWaitTimeHalf	Informiam.Total_Time_To_Answer	Last30MinsGrowing	N/A	Yes
AnswerWaitTimeTo5	Informiam.Total_Time_To_Answer	Last5Mins	N/A	Yes
AnswerWaitTimeToday	Informiam.Total_Time_To_Answer	OneDay	N/A	Yes
CallsAnsweredHalf	Informiam.Total_Calls_Answered	Last30MinsGrowing	N/A	Yes
CallsAnsweredTo5	Informiam.Total_Calls_Answered	Last5Mins	N/A	Yes
CallsAnsweredToday	Informiam.Total_Calls_Answered	OneDay	N/A	Yes
CallsHandledHalf	Informiam.Queue_Calls_Handled	Last30MinsGrowing	N/A	Yes
CallsHandledTo5	Informiam.Queue_Calls_Handled	Last5Mins	N/A	Yes
CallsHandledToday	Informiam.Queue_Calls_Handled	OneDay	N/A	Yes
CallsOfferedHalf	Informiam.Total_Calls_Inbound	Last30MinsGrowing	N/A	Yes
CallsOfferedTo5	Informiam.Total_Calls_Inbound	Last5Mins	N/A	Yes
CallsOfferedToday	Informiam.Total_Calls_Inbound	OneDay	N/A	Yes
CallsOutTo5	Informiam.Queue_Outbound_Calls	Last5Mins	N/A	Yes
CallsOutHalf	Informiam.Queue_Outbound_Calls	Last30MinsGrowing	N/A	Yes
CallsOutToday	Informiam.Queue_Outbound_Calls	OneDay	N/A	Yes
ExpectedDelay	Informiam.Queue_Expected_Wait_Time	Last5Mins	N/A	Yes
HandleTimeHalf	Informiam.Queue_Handle_Time	Last30MinsGrowing	N/A	Yes
HandleTimeTo5	Informiam.Queue_Handle_Time	Last5Mins	N/A	Yes
HandleTimeToday	Informiam.Queue_Handle_Time	OneDay	N/A	Yes
RouterCallsAbandQHalf	Informiam.Total_Calls_Abandoned	Last30MinsGrowing	N/A	Yes
RouterCallsAbandQTo5	Informiam.Total_Calls_Abandoned	Last5Mins	N/A	Yes
RouterCallsAbandQToday	Informiam.Total_Calls_Abandoned	OneDay	N/A	Yes
RouterCallsQNow	Informiam.CurrNumberWaitingCalls	CollectorDefault	N/A	Yes
RouterCallsQNowTime	Informiam.Total_Time_Waiting_Calls	CollectorDefault	N/A	Yes
RouterLongestCallQ	Informiam.CurrMaxCallWaitingTime	CollectorDefault	N/A	Yes
ServiceLevelAbandHalf	Informiam.ServiceLevelAband	Last30MinsGrowing	LessThan20Secs	Yes
ServiceLevelAbandTo5	Informiam.ServiceLevelAband	Last5Mins	LessThan20Secs	Yes
ServiceLevelAbandToday	Informiam.ServiceLevelAband	OneDay	LessThan20Secs	Yes

Informiam Metric	Stat Server Metric	Time Profile	Time Range	Filtered
ServiceLevelCallsHalf	Informiam.ServiceLevelAnswered	Last30MinsGrowing	LessThan20Secs	Yes
ServiceLevelCallsTo5	Informiam.ServiceLevelAnswered	Last5Mins	LessThan20Secs	Yes
ServiceLevelCallsToday	Informiam.ServiceLevelAnswered	OneDay	LessThan20Secs	Yes
ServiceLevelCallsOnHoldHalf	Informiam.ServiceLevelCallsOnHold_Total	Last30MinsGrowing	GreaterThan20Secs	Yes
ServiceLevelCallsOnHoldTo5	Informiam.ServiceLevelCallsOnHold_Total	Last5Mins	GreaterThan20Secs	Yes
ServiceLevelCallsOnHoldToday	Informiam.ServiceLevelCallsOnHold_Total	OneDay,Growing	GreaterThan20Secs	Yes
ServiceLevelCallsQHeld	Informiam.ServiceLevelCallsOnHold_Current	CollectorDefault	GreaterThan20Secs	Yes
TalkTimeHalf	Informiam.Queue_Talk_Time	Last30MinsGrowing	N/A	Yes
TalkTimeTo5	Informiam.Queue_Talk_Time	Last5Mins	N/A	Yes
TalkTimeToday	Informiam.Queue_Talk_Time	OneDay	N/A	Yes

Agent Statistics				
Informiam Metric	**Stat Server Metric**	**Time Profile**	**Time Range**	**Filtered**
AgentState	Informiam.CurrentAgentState	CollectorDefault	N/A	No
DateTimeLogin	Informiam.Informiam.CurrTotalLoginTime	CollectorDefault	N/A	No