Genesys Administrator Extension Help

Statistical Days

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Statistical Days

A Statistical Day is a numerically expressed workload that a particular Agent Group is expected to handle during a particular business day.

If you are using Cost-Based Routing, use a Day Contract. A Day Contract is a special type of Statistical Day. If you are using Cost-Based Routing, a Day Contract is a Statistical Day that also includes base rates, and penalties for processing a volume over or below the expected workload. Day Contracts apply only to Volume Rate IT Contracts. Day Contracts allow the base rate to vary to accommodate volume fluctuations that may occur on different days of the week, weekends, and exception days such as holidays. Refer to the Universal Routing 8.0 Routing Application Configuration Guide for more information about Day Contracts.

Statistical Days represent the definition of a point in time, and is interpreted by the Genesys server applications that are designed with these objects and coordinate them with the actual timeline that the server is running. Depending on the behavior of the server, the definition is applied to either the local time in the server's time zone, or UTC time. The Statistical Day itself does not indicate any particular time zone.

Refer to the Universal Routing 8.0 Routing Application Configuration Guide for more information about Statistical Days.

Viewing Statistical Days

The **Statistical Days** list shows the Statistical Days that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

> ### Important
> Statistical Days that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the **Quick Filter** field.
- Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

Working with Statistical Days

To create a new Statistical Day object, click **New**. To view or edit details of an existing object, click the name of the object, or click the check-box beside an object and click **Edit**. To delete one or more objects, click the check-box beside the object(s) in the list and click **Delete**. You can also delete individual objects by clicking on the object and then clicking **Delete**. Otherwise, click **More** to perform the following tasks:

- **Clone**—Copy a Statistical Day.
- **Move To**—Move a Statistical Day to another hierarchical structure.
- Enable or disable Statistical Days.
- Create a folder, configuration unit, or site. See Object Hierarchy for more information.

Click the name of a Statistical Day to view additional information about the object. You can also set options and permissions, and view dependencies.

Procedure: Creating Statistical Day Objects

Steps

To create a Statistical Day object, choose one of the following types:

- Statistical Day
- Day Contract

Statistical Day

To create a Statistical Day, perform the following actions:

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
   - **Name**—The name of the Statistical Day. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).
   - **Type**—Select **Default** to create a Statistical Day that is not a Day Contract.
   - **Day Type**—These fields identify the calendar days to which the statistical values of the

Statistical Day apply. If **Date** is selected, you can modify the **Year**, **Month**, **Day** fields. If **Day of Week** is selected, you can modify the **Day of Week** field.

> **Important**
>
> Do not set any properties in the following section when a Statistical Day object is configured for use in a Statistical Table of the Special Day Table type.

3. **Start Time**—Start time of the Business Day. The value must be a positive number expressed in hours, minutes, and seconds from `00:00:00 AM/PM`.
4. **End Time**—End time of the Business Day. The value must be a positive number expressed in hours, minutes, and seconds from `00:00:00 AM/PM`.

> **Warning**
>
> Do not configure a Business Day that spans midnight as a single day, because it may be misinterpreted by the Routing Solution. If your Business Day starts on one day and ends on the next, you must configure it as two days, as follows:
>
> - The first Business Day starting at the overall start time and ending at `11:59 PM` of that day; and
> - The second Business Day starting at starting at `00:00 AM` of the next calendar day and ending at the overall end time.
>
> **For example**
> Assume you wish to track activity from Monday at **8:00 PM** to Tuesday at **2:00 AM**. You must explicitly create two Business Days, as follows:
>
> - The first Business Day on Monday, starting at `8:00 PM` and ending at `11:59 PM`; and
> - The second Business Day on Tuesday, starting at `00:00 AM` and ending at `2:00 AM`.

5. **Min Value**—A statistical value that represents the minimum expected workload for the whole day.
6. **Max Value**—A statistical value that represents the maximum expected workload for the whole day. This value cannot be less than the setting for **Statistical Values Minimum**.
7. **Target Value**—A statistical value that represents the target workload for the whole day. The Target Value cannot be less than the setting for the Statistical Values Minimum or greater than the setting for the Statistical Values Maximum. This property is reserved for future use.
8. **Interval Length (Min)**—The Statistical Interval in minutes. This parameter is used to break up the Statistical Day into smaller time slots that allow a model for load distribution throughout the day. This value must be a multiple of 5. Once you set the value, you cannot change it.

9. **Tenant**—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.
10. **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
11. In the **Intervals** tab, specify the statistical intervals. Refer to the Statistical Intervals tab, above, for more information.
12. Click **Save**.

Day Contract

To create a Day Contract, perform the following actions:

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click the **Browse** button to select a value from a list:
   - **Name**—The name of the Statistical Day. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).
   - **Type**—Select **Day Contract** to create a Statistical Day that is a Day Contract.
   - **Day Type**—These fields identify the calendar days to which the statistical values of the Statistical Day apply. If **Date** is selected, you can modify the following fields: **Year**, **Month**, **Day**. If **Day of Week** is selected, you can modify the **Day of Week** field.
   - **Start Time**—Start time of the Business Day. The value must be a positive number expressed in hours, minutes, and seconds from `00:00:00 AM/PM`.
   - **End Time**—End time of the Business Day. The value must be a positive number expressed in hours, minutes, and seconds from `00:00:00 AM/PM`.
   - **Interval Length (Min)**—A list of statistical intervals.
   - **Forecast Allowance (%)**—The percentage of the forecasted volume of routed interactions for this Volume Period that can be over- or underestimated without incurring a penalty. This allowance applies throughout the whole day, including intervals. The value must be a positive value.
   - **Under Forecast Allowance (%)**—The percentage of the forecasted volume of routed interactions for this Volume Period that must be exceeded to avoid a penalty for forecasting too high.
   - **Over Forecast Allowance (%)**—The percentage of the forecasted volume of routed interactions for this Volume Period that cannot be exceeded to avoid a penalty for forecasting too low.
   - **Flat Rate**—If selected, the Flat Rate to be applied during this Volume Period.
3. In the **Volume Period** tab, click **Add**. In the pop-up window, enter the following information:

- **Volume Period**—The interval number. The first interval is numbered 1 and is always counted from the start time of the Business Day.
- **Forecasted Volume**—The volume of interactions expected within the time period.
- **Base Rate**—The total cost of all interactions expected within the time period.
- **Penalty For Interaction For Over Forecast**—The additional cost, per interaction, for exceeding the forecasted interaction volume beyond that allowed by the Forecast Allowance Penalty. In effect, this is a penalty for forecasting too low.
- **Penalty For Interaction For Under Forecast**—The additional cost, per interaction, for not achieving the forecasted interaction volume beyond that allowed by the Forecast Allowance Penalty. In effect, this is a penalty for forecasting too high.

Refer to the Universal Routing 8.0 Routing Application Configuration Guide for more information.

4. Click **Save**.

Statistical Intervals

Use a Statistical Interval to associate each Statistical Interval with certain Statistical Values. For each interval, specify values representing the expected load during that interval. The value must be numeric and unique within the statistical field. When you are configuring a Statistical Day object for use in a Statistical Table of the Capacity Table type, specify:

- Statistical Value 1—A number of agents.
- Statistical Value 2—An average handling time.

When you are configuring a Statistical Day object for use in a Statistical Table of the Quota Table type, specify:

- Statistical Value 1—A statistical value that represents the minimum expected workload for the interval.
- Statistical Value 2—A statistical value that represents the target workload for the interval. This value cannot be less than the setting for the Statistical Value 1 or greater than the setting for the Statistical Value 3.
- Statistical Value 3—A statistical value that represents the maximum expected workload for the interval. This value cannot be less than the setting for the Statistical Value 1.