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Workspace Desktop Edition Deployment Guide

Section KPI Name

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Each KPI that you want to define and use must have its own section defined in the Interaction Workspace Application object in the Configuration Database.



Note: KPIs are not part of the XML metadata file because they are not composed of fixed section names.

Defining a KPI Section

Use Genesys Administrator to define a new section at the level at which you want the KPI to be displayed. Use the KPI name as the name of the section. Define the values that are to be displayed for the KPI as the Options and Values of the Section. For example, for the TotalTalkStatusTime KPI, define a section that is named TalkTime, and then define a set of Options and specify values for those options. The Table - **Sample Options and Values for the KPI Section** provides a sample of Option names and values that you might define for this KPI.

Sample Options and Values for the KPI Section

Option	Value
statistic-name	TotalTalkStatusTime
period	OneMinute
target-value	40
warning-level-low (optional)	
warning-level-high (optional)	
error-level-low (optional)	
error-level-high (optional)	
worst-value-low (optional)	0
worst-value-high (optional)	
description	Total talk time for the agent
evaluation-display	Evaluation

Displaying KPIs

Interaction Workspace enables you to display the KPIs that you have defined on the Application object at one or more of the following levels:

- **Application level** -- Display KPI to all agents.
- **Tenant level** -- Display KPI to all the agents of the Tenant.
- **Agent Group level** -- Display KPI to all the agents of the Agent Group.
- **Agent level** -- Display KPI to the agent.

To display a KPI at a specific level, define and configure the `kpi.displayed-KPIs` option in the `interaction-workspace` section of the level. The value of this option is a comma-separated list of KPI sections that are to be displayed.

Setting the Warning, Error, and Worst Levels

Interaction Workspace provides eight non-mandatory options that you can use to define low and/or high levels of warning and error and low and/or high levels of worst values. Some statistics are in an error state when they are below a certain value, while others are in an error state when they are above a certain value; for some statistics both a lower error threshold and a higher error threshold are required. The following non-mandatory options enable you to set a low and high threshold for a statistic:

- `error-level-low`--Values below this value are in an error state for the statistic.
- `error-level-high`--Values above this value are in an error state for the statistic.

Some statistics are in a warning state when they are below a certain value, while others are in a warning state when they are above a certain value; for some statistics both a lower warning threshold and a higher warning threshold are required. The following non-mandatory options enable you to set a low and high threshold for a statistic:

- `warning-level-low`--Values below this value are in a warning state for the statistic.
- `warning-level-high`--Values above this value are in a warning state for the statistic.

Use the error and warning options to specify ranges that are most suitable for the statistic. Some statistics are performance based. The agent's result is compared to a target value to determine the agent's level of performance. Some statistics require a lower worst value and some require a higher worst value. For some statistics, both a lower and a higher worst value are required.

- `worst-value-low`--Values below this value result in a negative evaluation for the KPI.
- `worst-value-high`--Values above this value result in a negative evaluation for the KPI.
- `target-value`--The target value to be reached by the agent.
- `evaluation-display`--Specifies which value is displayed to the agent, a performance indicator or the raw statistic in the format of the statistic (for example, number, date, or percentage). If the option is set to `Result`, the actual statistic value is displayed. If the option is set to `Evaluation`, the performance of the agent is calculated by using the following formulae:

If the statistic value is lower than the target value, the following evaluation is applied: $\text{Agent Performance} = (\text{Agent Result} - \text{worst-value-low}) / (\text{Target Value} - \text{worst-value-low}) \times 100$ or: If the statistic value is higher than the target value, the following evaluation is applied: $\text{Agent Performance} = (\text{worst-value-high} - \text{Agent Result}) / (\text{worst-value-high} - \text{Target Value}) \times 100$