GENESYS™

Workspace Desktop Edition Help
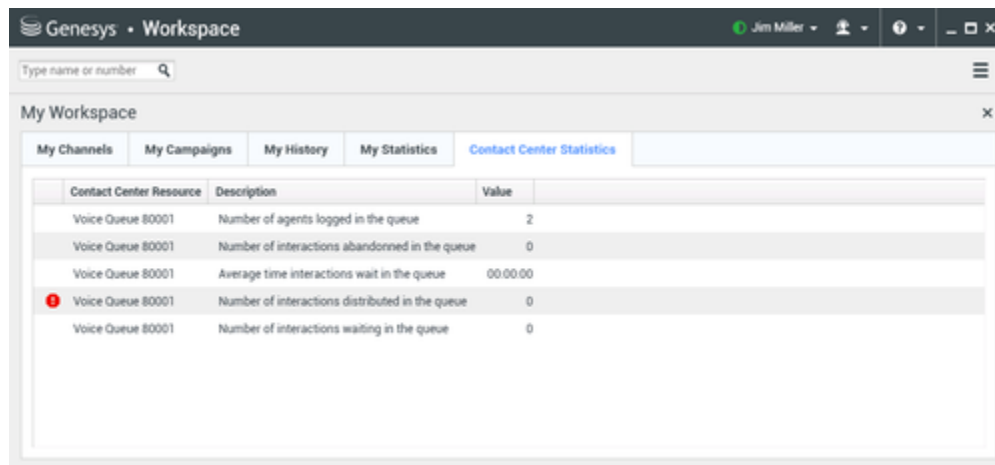
Contact Center Statistics

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Contact Center Statistics

> **Tip**
>
> Are you looking for **tutorials** to help you learn how to use this feature? Check out the Related Resources section at the bottom of this article.

The list of statistics about the Routing Points, Queues, and other contact center objects is displayed in the **Contact Center Statistics** tab of the Main Window. You can also view the contact center statistics in the Statistics Gadget.

The **Contact Center Statistics** tab displays statistics that summarize the state of various conditions that are monitored by your contact center, such as the percentage of abandoned calls, the average call-waiting time, and the number of interactions that are in queue.

The following columns of information are available for each monitored object:

- **Contact Center Resource**: The name or location of the object
- **Description**: A description of the contact center statistic
- **Value**: The value of the contact center statistic

Click column heads to change the sort order of the objects.

Right-click in the **Contact Center Statistics** view to display the **Statistics** menu.

Use the **Statistics** menu to do the following:

- Show or hide statistics
- Show only alerting statistics or show all statistics

> **Tip**
> Your Key Performance Indicators (KPIs) are displayed in the My Statistics tab.

Related Resources

The *Workspace Desktop Edition User's Guide* (English only) provides detailed lessons for using all the features of Workspace. You might find the following lessons useful:

- View KPIs And Statistics

Related topics

- My Workspace
- Statistics Gadget
- Components, Features, and Controls

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