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Best Practice Overview

Reporting

12/17/2025

Reporting

iWD Statistics in CCPulse+

You can display performance statistics that are related to iWD Departments and Processes, through CCPulse+. These statistics are sourced from the iWD Data Mart. No agent performance metrics from the iWD Data Mart are fed to Stat Server and therefore, to CCPulse+. However, you can use the standard Stat Server and CCPulse+ agent metrics such as Average Handle Time, Total Login Time, Total Talk Time, and so on. All of these agent status-related statistics will be applicable to iWD work item handling as well. For Average Handle Time, you can apply filters, including filtering by media type or any other attached data key-value pair such as iWD Department or Process.