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Performance Management Advisors Metrics Reference Guide

UI Displayed Metrics

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UI Displayed Metrics

The tables in this section show the list of source metrics displayed on the user interface. This section also shows how some of the source metrics are translated into calculated metrics which are displayed on the UI. These metrics are defined in the FA_Threshold_Patterns and FA_State_Metrics tables for performance and state metrics respectively.

The Type column defines whether the metric is sourced directly from a source metric (raw), or whether it is calculated from a set of source metrics (calc). The Calculation column states the formula used to calculate the metric using the source metric value defined for the agent. The team and supervisor calculations are based on the source metric value defined for all the agents under the respective team or the supervisor

For multimedia metrics the metric internal names contain prefixes indicating the following:

- w —web chat
- e —e-mail

Multimedia metrics (e-mail & web chat) are available only in a Genesys environment.

Metrics for Agents

The following Tables show state and performance metrics (voice and multimedia) displayed for agents.

State Metrics Displayed for Agents

The following Table shows state metrics displayed for agents.

Metric Name	Type	Calculation
CurrentState (state)	Raw	N/A
LoginTime (loginT)	Raw	N/A
TimeInCurrentState (stateT)	Raw	N/A
ReasonCode (rcode)	Raw	N/A
Current Skill Group (sg)	Raw	N/A
*Call Type (service)	Raw	N/A

Agent ID and Alert State display in the Column Chooser with other agent state metrics, but they are not source metrics. Agent ID is part of the agent information fetched when FA loads the hierarchy. Alert Status is based on the number of rule violations for an agent.

The following agent state thresholds (which you can define in the Frontline Advisor Admin) are evaluated based on the CurrentState (state) and TimeInCurrentState (stateT) source metrics:

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- AgentNotReady (ANR)
- AgentonHold (AOH)
- AgentReady (AR)
- AgentTalking (AT)
- AgentWorkNotReady (AWNR)
- AgentWorkReady (AWR)

There is not a one-to-one relationship between each agent state threshold and a source metric. The agent state thresholds apply only when the agent is in one of the preceding states. For example, when the agent is on hold, the AOH threshold is evaluated against the time the agent remains on hold. This contrasts with performance thresholds where there is a one-to-one association between threshold and metric. For example, you can specify thresholds for Average Handle Time (AHT) for an agent. That threshold is evaluated against the associated AHT source metric.

Performance Metrics Displayed for Agents

The following Table shows performance metrics (voice and multimedia) displayed for agents.

Voice

Metric Name	Type	Calculation
CallsHandled (nch)	Raw	N/A
CallsTransferred (nct)	Raw	N/A
LongestTalkTime (lth)	Raw	N/A
LongestWrapTime (lacw)	Raw	N/A
% of Time in ACD Inbound (pctACDInbound)	Calc	100*totalACD/totalLoggedIn NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
% of Time in Non-ACD Inbound (pctNonACDInbound)	Calc	100*totalNonACD/totalLoggedIn NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
% of Time in Consult (pctConsult)	Calc	100*totalConsult/totalLoggedIn
% of Time in Internal (pctInternal)	Calc	100*totalInternal/totalLoggedIn
% of Time in Outbound (pctOutbound)	Calc	100*totalOutbound/totalLoggedIn
AverageHandleTime (aht)	Calc	Talk Time + Wrap Time + Hold Time
AverageTalkTime (att)	Calc	tth/nch
AverageWrapTime (aacw)	Calc	tacw/nch
Consult Average Handle Time (avgConsult)	Calc	totalConsult/consultCalls

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Metric Name	Type	Calculation
Inbound ACD Average Handle Time (avgACDInbound)	Calc	totalACD/ACDCalls NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
Inbound Non-ACD Average Handle Time (avgNonACDInbound)1	Calc	totalNonACD/nonACDCalls NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
Internal Average Handle Time (avgInternal)	Calc	totalInternal/internalCalls
Outbound Average Handle Time (avgOutbound)	Calc	totalOutbound/outboundCalls

Web Chat

Metric Name	Type	Calculation
ChatInProgress (wInProc)	Raw	N/A
ChatAccepted (wAcpt)	Raw	N/A
ChatRejected (wRjct)	Raw	N/A
ChatPercentageRejected (wRjctPct)	Calc	(wRjct)*100/(wOffered)
ChatTimedOut (wTO)	Raw	N/A
ChatPercentageTimedOut (wTOPct)	Calc	(wTO)*100/ (wOffered)
ChatTransferred (wTxfrs)	Raw	N/A
ChatHandled (wH)	Raw	N/A
ChatOffered (wOffered)	Raw	N/A
ChatHandleTime (wHT)	Raw	N/A
ChatAverageHandleTime (wAHT)	Calc	wHT/ wH

Email

Metric Name	Type	Calculation
EmailInProgress (eInProc)	Raw	N/A
EmailAccepted (eAcpt)	Raw	N/A
EmailRejected (eRjct)	Raw	N/A
EmailPercentageRejected (eRjctPct)	Calc	(eRjct)*100/(eOffered)
EmailTimedOut (eTO)	Raw	N/A
EmailPercentageTimedOut (eTOPct)	Calc	(eTO)*100/(eOffered)
EmailTransferred (eTxfrs)	Raw	N/A

Metric Name	Type	Calculation
EmailHandled (eH)	Raw	N/A
EmailOffered (eOffered)	Raw	N/A
EmailHandleTime (eHT)	Raw	N/A
EmailAverageHandleTime (eAHT)	Calc	eHT/ eH

Metrics for Teams and Supervisors

The following Tables show state and performance metrics for teams and supervisors.

State Metrics for Teams and Supervisors

Metric Name	Type	Calculation
AgentsInLoggedState (Logged)	Calc	COUNT(Agents in the team) where state=1 (Logged In)
AgentsInNotReadyState (Not Ready)	Calc	COUNT(Agents in the team) where state=113 (Not Ready)
AgentsInReadyState (Ready)	Calc	COUNT(Agents in the team) where state=115 (Ready)
AgentsInTalkingState (Talking)	Calc	COUNT(Agents in the team) where state=107 (Talking)
AgentsInAfterCallWorkState (Wrap)	Calc	COUNT(Agents in the team) where state=117 (After call work)
AgentsInHoldState (Hold)	Calc	COUNT(Agents in the team) where state=110 (Hold)
TotalNumberOfAgents (Total)	Calc	COUNT(Agents in the team)

Performance Metrics for Teams and Supervisors

The following Tables shows performance metrics (voice and multimedia) for teams and supervisors.

Voice

Metric Name	Type	Calculation (Using Source Metrics)
% of Time in ACD Inbound (pctACDInbound)	Calc	100*totalACD/totalLoggedIn NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
% of Time in Non-ACD Inbound (pctNonACDInbound)	Calc	100*totalNonACD/totalLoggedIn NOTE: Dependent on filtered agent-level metrics. This metric is disabled by

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Metric Name	Type	Calculation (Using Source Metrics)
		default.
% of Time in Consult (pctConsult)	Calc	$100 * \text{totalConsult} / \text{totalLoggedIn}$
% of Time in Internal (pctInternal)	Calc	$100 * \text{totalInternal} / \text{totalLoggedIn}$
% of Time in Outbound (pctOutbound)	Calc	$100 * \text{totalOutbound} / \text{totalLoggedIn}$
CallsHandled (tnch)	Calc	$\text{SUM}(\text{nch})$
CallsTransferred (tnct)	Calc	$\text{SUM}(\text{nct})$
Consult Average Handle Time (avgConsult)	Calc	$\text{totalConsult} / \text{consultCalls}$
Inbound ACD Average Handle Time (avgACDInbound)	Calc	$\text{totalACD} / \text{ACDCalls}$ NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
Inbound Non-ACD Average Handle Time (avgNonACDInbound)1	Calc	$\text{totalNonACD} / \text{nonACDCalls}$ NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
Internal Average Handle Time (avgInternal)	Calc	$\text{totalInternal} / \text{internalCalls}$
LongestTalkTime (tltt)	Calc	$\text{MAX}(\text{ltt})$
LongestWrapTime (tlacw)	Calc	$\text{MAX}(\text{lacw})$
Outbound Average Handle Time (avgOutbound)	Calc	$\text{totalOutbound} / \text{outboundCalls}$
AverageHandleTime (taht)	Calc	$\text{SUM}(\text{tht}) / \text{SUM}(\text{nch})$
AverageTalkTime (tatt)	Calc	$\text{SUM}(\text{ttt}) / \text{SUM}(\text{nch})$
AverageWrapTime (taacw)	Calc	$\text{SUM}(\text{tacw}) / \text{SUM}(\text{nch})$

Web Chat

Metric Name	Type	Calculation (Using Source Metrics)
ChatInProgress (team_wInProc)	Calc	$\text{SUM}(\text{wInProc})$
ChatAccepted (team_wAcpt)	Calc	$\text{SUM}(\text{wAcpt})$
ChatRejected (team_wRjct)	Calc	$\text{SUM}(\text{wRjct})$
ChatPercentageRejected (team_wRjctPct)	Calc	$\text{SUM}(\text{wRjct}) * 100 / \text{SUM}(\text{wOffered})$
ChatTimedOut (team_wTO)	Calc	$\text{SUM}(\text{wTO})$
ChatPercentageTimedOut (team_wTOPct)	Calc	$\text{SUM}(\text{wTO}) * 100 / \text{SUM}(\text{wOffered})$

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Metric Name	Type	Calculation (Using Source Metrics)
ChatTransferred (team_wTxfrs)	Calc	SUM(wTxfrs)
ChatHandled (team_wH)	Calc	SUM(wH)
ChatOffered (team_wOffered)	Calc	SUM(wOffered)
ChatHandleTime (team_wHT)	Calc	SUM(wHT)
ChatAverageHandleTime (team_wAHT)	Calc	SUM(wHT)/SUM(wH)

Email

Metric Name	Type	Calculation (Using Source Metrics)
EmailInProgress (team_eInProc)	Calc	SUM(eInProc)
EmailAccepted (team_eAcpt)	Calc	SUM(eAcpt)
EmailRejected (team_eRjct)	Calc	SUM(eRjct)
EmailPercentageRejected (team_eRjctPct)	Calc	$SUM(eRjct)*100/SUM(eOffered)$
EmailTimedOut (team_eTO)	Calc	SUM(eTO)
EmailPercentageTimedOut (team_eTOPct)	Calc	$SUM(eTO)*100/SUM(eOffered)$
EmailTransferred (team_eTxfrs)	Calc	SUM(eTxfrs)
EmailHandled (team_eH)	Calc	SUM(eH)
EmailOffered (team_eOffered)	Calc	SUM(eOffered)
EmailHandleTime (team_eHT)	Calc	SUM(eHT)
EmailAverageHandleTime (team_eAHT)	Calc	$SUM(eHT)/SUM(eH)$