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Genesys Engage cloud Workforce Management 8.5.1 Guide

Configuring Statistics for Activities

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Configuring Statistics for Activities

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Workforce Management in Genesys Engage cloud](#).

Use the **Activities Statistics** pane to associate statistics with selected activities. When you define a statistic, you tell WFM which statistics and which objects to monitor for each activity.

Some activities may require multiple statistics definitions, for example, you may have to define statistics for each queue or group that performs this activity.

Add and **delete** statistics for activities using the procedures in this topic.

Adding Statistics to Activities

To add statistics to an activity:

1. Select the Site that contains the activities you want to associate with statistics.
2. In the **Activities Properties** pane, select **Statistics**.
3. In the **Activity Statistics** pane, click **Add Statistics Information to activity** .
4. In the **Statistic Type** pane, configure the statistics. See [Recommended Statistics Settings](#).

Important

The **Statistics** section displays different statistic, depending on the **Type/Object** combination you choose. Statistic types are predefined and not all statistics types apply to all activity types.

Fixed staff activities do not use statistics. Therefore, if you select an activity of type **Fixed-Staff Work**, the **Statistics** pane is not displayed.

After the **Type** and **Object** are selected, the drop-down lists are enabled and you can choose statistics from the list. For a description of all of the **Types**, **Objects**, **Statistics**, and **Filter**, see [Statistics Properties](#).

5. Select a **Filter**, if necessary.
Filters are used in multi skilled contact centers to further clarify the object to be monitored.

6. Select the **Time Range(s) for Quality of Service** statistics. You can select one or two time ranges.
7. Check the **Flexible configuration mode** check box, if applicable.

Tip

This option is not available for Abandonment Volume statistics.

8. Check the **Use as average** check box, if applicable.
9. Click **Apply** .
10. After the statistic appears in the **Activity Statistics** pane, click **Save Now** . The selected statistic is now associated with the activity.
11. To add additional statistics to this same activity, click **Add Statistics Information to activity**  and continue with steps 3-7 in this procedure.

Recommended Statistics Settings

The **Statistics Option** names in this table are suggested. Use Configuration Manager to open the Stat Server application, where you can set the names for these options and the values for their objects.

Statistics Types	Statistics Options	Available Objects
Interaction Volume	TotalNumberCallsEntered (or WFMTotalNumberCallsEntered)	Queue, Interaction Queue, Routing Point, Group of Queues, and Group of Routing Points
Abandonment Volume	TotalNumberCallsAband (or WFMTotalNumberCallsAband), TotalNumberShortAbandons, TimeRange	Queue, Interaction Queue, Routing Point, Group of Queues, and Group of Routing Points
Quality of Service	ServiceFactor1 (or WFMServiceFactor1), AverTimeBeforeAnswering (or WFMAverTimeBeforeAnswering), TotalNumberCallsDistrib (or WFMTotalNumberCallsDistrib)	Queue, Interaction Queue, Routing Point, Group of Queues, and Group of Routing Points
Handle Time	TotalNumberCallsHandled (or WFMTotalNumberCallsHandled), TotalHandleTime (or WFMTotalHandleTime)	Group of Agents, Group of Places
Backlog	EmailsWaitingInQueue	Queue, Interaction Queue,

Statistics Types	Statistics Options	Available Objects
	(or WFMEmailsWaitingInQueue)	Routing Point, Group of Queues, and Group of Routing Points

Tip

Statistics for the multimedia interaction queue depend on the interaction type (for example, the e-mail, chat, backlog and open media types will have different statistics).

Deleting Statistics from Activities

To edit statistics associated with an activity:

1. In the **Activities Statistics** pane, select statistic you want to delete.
2. Click **Remove Statistics Information from activity** .
3. When the **Confirmation** dialog appears, select **Yes** to proceed or **No** to cancel the action.
4. Click **Save Now** .