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Genesys Engage cloud Workforce Management 8.5.1 Guide

Statistics Properties

Statistics Properties

Important

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Statistics—The statistics that you will associate with an activity.

Type—The kind of object being monitored.

- **Interaction Volume**—Defines how to retrieve the number of interactions coming into the contact center for each activity. Used for Immediate and Deferred activities.
- **Abandonment Volume**—Describes the number of interactions abandoned from the contact center for each activity. Used for Immediate activities.
- **Quality of Service**—Used to compare the actual values with the service objectives projected in the schedule for each activity. This includes statistics that track service level and average time of answer (ASA). Used for Immediate activities.
- **Handle Time**—Tracked for each activity and compared to the handle-time objectives defined in the forecast. Used for Immediate and Deferred activities.
- **Backlog**—Tracks the number of incoming interactions in the queue that are waiting for processing and have not yet been distributed to the agents. Used for Deferred activities only.

Object—The Queue, Interaction Queue, Routing Point, Group of Queues, Group of Routing Points, Group of Agents, or Group of Places being monitored.

- **Queue**—All DNs of the ACD Queue and Virtual Queue types in the site.
- **Interaction Queue**—Script objects of the Interaction Queue type.
- **Routing Point**—All DNs of the Routing Queue and Virtual Routing Point types in the site.
- **Group of Queues**—All DN Groups of the ACD Queue type in the site.
- **Group of Routing Points**—All DN Groups of the Routing Points type in the site.
- **Group of Agents**—All DN Groups of the Agent type in the site.
- **Group of Places**—All DN Groups of the Place type in the site.

Filters—Optional values that define the interactions handled by the object more precisely. Used in contact centers with multi skilled agents. In most cases, filters require installation of Genesys Universal Routing Server (URS).

Flexible Configuration Mode

The **Statistics** section of **Statistics Properties** includes a **Flexible configuration mode** setting for certain Types (such as, Quality of Service, Handle Time, Interaction Volume, and Backlog). When enabled, it supports configuration settings from a previous release of WFM or to specify more complex statistical requests

In Flexible configuration mode, if you select Interaction Volume, Handle Time, or Backlog all Object types are available rather than only those shown in **Recommended Statistics Settings**. That is, you can select objects of the types Queue, Interaction Queue, Routing Point, Group of Queues, Group of Routing Points, Group of Agents, or Group of Places.

If you select Quality of Service while in Flexible configuration mode, you can select statistics for average speed of answer alone.

If you are not in Flexible configuration mode, you must select one of these combinations:

- Service Factor, Distributed Interactions, and Time Range
- Distributed Interactions and Average Speed of Answer
- Service Factor, Distributed Interactions, Average Speed of Answer, and Time Range.

Statistics configured using **Flexible configuration mode** setting appear in the **Statistics** list with an exclamation mark icon next to them.

Important

If you select the **Flexible configuration mode** check box but do not configure any of the additional settings which then become available, the statistic is treated as if the **Flexible configuration mode** check box was cleared. No exclamation point icon appears next to the statistic in the **Statistics** list; and when you edit the statistic, the **Flexible configuration mode** check box is not selected.

Use As Average

Also in the **Statistics** section of **Statistics** properties, the **Use as average** setting tells WFM to record average values. Use it only for the Quality of Service and Handle Time statistics types.

For example, regular Handle Time statistics provide the total handle time, a number which is then divided by the number of interactions handled to produce the value that WFM uses. If you select **Use as average**, WFM simply records the total handle time and does not divide that value by the number of interactions.

Important

You can apply **Use as average** only once per activity for each statistic type.