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Workforce Management Administrator's Guide

WFM Statistics: Recommended Settings

WFM Statistics: Recommended Settings

This topic provides recommendations for configuring statistics for Genesys Stat Server, Voice Interactions, and Genesys eServices (Multimedia) Interactions, in the following sections:

- [Configuring Stat Server Statistics](#)
- [Configuring Statistics for Voice Interactions](#)
- [Configuring WFM Statistics for eServices \(Multimedia\) Interactions](#)
- [Procedures](#)
- [Tables: Recommended Stat Server Statistics](#)

Configuring Stat Server Statistics

You configure the Stat Server statistics that WFM Data Aggregator tracks and records using the WFM Configuration Utility. Therefore, you must configure certain Stat Server settings required by WFM before launching the WFM Configuration Utility and completing the WFM Data Aggregator configuration.

If you use the WFM Data Aggregator Configuration Wizard (instead of performing a manual installation and configuration) and you select the Wizard's Add WFM Statistics option, the Wizard completes all the necessary Stat Server configuration. In this case, the statistics have the variant names (starting with WFM) listed in parentheses in the Statistic Name rows of the Stat Server Statistics Settings tables beginning with [Table 1](#) in the section [Configuring Statistics for Voice Interactions](#).

Important

The Wizard only adds the voice statistics described in [Table 1](#) on this page and Tables 1-6 in [Configuring Statistics for Voice Interactions](#), not the Genesys eServices (Multimedia) statistics. You must configure most eServices statistics manually in Stat Server. See details in Tables 1-16 in [Configuring WFM Statistics for eServices \(Multimedia\) Interactions](#) and Tables 1-12 in [Statistics For iWD Interactions](#).

In addition, you must locate or configure in Configuration Manager the necessary Stat Server statistics for tracking WFM activities, so they will be available when configuring WFM Data Aggregator statistics in the WFM Configuration Utility.

Warning

You must restart Stat Server after configuration changes.

You must configure two parameters in Stat Server: `TimeProfile` and `TimeRange`.

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TimeProfile

WFM Data Aggregator uses `TimeProfile` to order statistics for WFM activities from Stat Server based on a specific interval of time. This time interval is configured in Stat Server as `TimeProfile`.

If you use the WFM Data Aggregator Configuration Wizard instead of performing a manual installation and configuration, and select the Wizard's `Add WFM Statistics` option, the Wizard completes all the necessary time profile configuration. In this case, the time profiles have these variant names (starting with WFM), such as:

- `WFMPProfile,Growing=0:00+0:15`
- `WFMTIMEProfile,Growing=0:00+0:15`

To configure the time profile, check the `TimeProfiles` section on the `Options` tab of the Stat Server Application object. If it does not exist, create this section.

After locating or creating this section, add the options:

- `WFMPProfile,Growing=0:00+0:15`
- `TimeProfileName,Growing=0:00+0:15`

`TimeProfileName` indicates the name of the time profile to be used. The `0:15` parameter indicates that the request statistics are based on 15-minute intervals.

Important

A 15-minute interval is the only timestep currently supported.

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TimeRange

WFM Data Aggregator uses `TimeRange` to request that the service-factor statistics be calculated, based on the specified time interval. Usually, service factor is calculated as `X%` of calls answered in `Y` seconds. The `Y` seconds must be configured as the `TimeRange` parameter.

After you configure the time range, Stat Server uses it by default and returns the value for any service-factor statistic as `X%` of calls answered in `[TimeRange]` seconds. To configure the time range, check for the `TimeRanges` section of the Stat Server Application object. If it does not exist, create this section.

If you use the WFM Data Aggregator Configuration Wizard instead of performing a manual installation and configuration, and select the Wizard's `Add WFM Statistics` option, the Wizard creates the necessary time range configuration. In this case, the time ranges have these variant names (starting

with WFM):

- `WFMTIMERange10=0-10`
- `WFMTIMERange15=0-15`
- `WFMTIMERange20=0-20`
- `WFMTIMERange30=0-30`
- `WFMTIMERange60=0-60`
- `WFMTIMERange90=0-90`

After locating or creating this section, add these options:

- `TimeRange10=0-10`
- `TimeRange15=0-15`
- `TimeRange20=0-20`
- `TimeRange30=0-30`
- `TimeRange60=0-60`
- `TimeRange90=0-90`

In this case, 10, 15, 20, and so on, represent the Y seconds portion of the service factor calculation described above.

You can configure multiple time ranges for multiple service-level goals. A Customer Service goal of 80 percent of calls answered in 30 seconds and a Corporate Customer Service goal of 90 percent of calls answered in 10 seconds is configured as follows:

- `CustTimeRange '0-30'`
- `CorpTimeRange '0-10'`

After you configure TimeRange statistic, use this option when configuring the Stat Server request in the WFM Configuration Utility.

Important

After restarting Stat Server, be certain that during initialization the TimeProfile and TimeRange statistics proceed successfully. See the Stat Server documentation for more details.

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Procedures

Click the red arrow to see a list of procedures related to the topics on this page.

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| - | Locating Preconfigured Stat Server Statistics in Configuration Manager=

Purpose: To locate preconfigured Stat Server statistics.

Start of Procedure

1. Click the plus sign (+) next to Environment in the Configuration Manager tree view.
2. Click Applications.
The list of available Applications appears in the right-hand pane of the window.
3. Double-click the Stat Server Application object.
The Properties window appears, containing several tabs.
4. Click the Options tab.
The preset statistics are listed on the Options tab.
5. Scroll through the list to determine which statistics (from those discussed in this chapter) are already available, and which ones you need to create.

End of Procedure

Next Steps:

- Complete the [Creating New Stat Server Statistics](#) for each statistic you need to create.
- Complete the [Entering Settings for New Statistics](#) for each new statistic.

| - | Creating New Stat Server Statistics=

Purpose: To create new Stat Server statistics.

Prerequisite: The statistics that WFM requires are not in the preset list.

Start of Procedure

1. On the Stat Server Option tab, click the Create New Section/Option icon.
The Add Statistic window appears.
2. Enter a statistic name from the Stat Server Statistics Settings tables starting with Tables 1 in [Configuring Statistics for Voice Interactions](#).
3. Click OK.
The new statistic appears in the Option tab of the Statistics list.

Important

Certain Genesys eServices (Multimedia) statistics require additional configuration. For more details, see [Tables 13-27](#).

End of Procedure

Next Steps:

- Complete the procedure [Entering Settings for New Statistics](#) for each new statistic.

|-| Entering Settings for New Statistics=

Summary: After you create new statistics, you must configure each to attach the correct properties to each. You can create one or more separate requests for each activity.

For example, if an activity named CustomerCare is handled by two different queues, the interaction volume can be obtained by creating a separate request to Stat Server for the TotalNumberCallsInbound statistic for each queue. WFM Data Aggregator automatically sums these results to calculate the total number of CustomerCare interactions.

Warning

Stat Server statistics are used to collect historical data. It is critical that the statistic requests be configured correctly.

Purpose: To configure the new statistics just created.

Prerequisite: You have completed the [Creating New Stat Server Statistics](#).

Start of Procedure

1. Double-click a new statistic.
The Properties window appears, but is blank.
2. In the Properties window, right-click in the blank area and, from the shortcut menu, select New. The Edit Option dialog box opens.
3. Enter four option names and values for each new statistic.
4. In the Option Name box, enter an option name from [Table 1: Recommended Stat Server Statistics](#).
5. In the Option Value box, enter the corresponding option value.

Important

Enter the option values exactly as shown in [Table 1: Recommended Stat Server Statistics](#).

6. Click OK.
The new settings appear in the Properties window.
7. Repeat Steps 1–5 until you have defined properties for all four options.
8. After entering all the required properties, click OK.
9. To create the next statistic, click the Create New Section/Options icon again.
10. Continue the procedure until you have created all the recommended statistics.
11. Click OK.

End of Procedure

If you need more information about Stat Server statistics, see the Stat Server documentation.

If you need more information about Stat Server statistics, see the Stat Server documentation. You can copy-and-paste a generic set of these recommended statistics, in the topic [Using Copy-and-Paste Format for Statistics](#).

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Tables: Recommended Stat Server Statistics

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Interaction Volume

Item	Description
Statistic Name	TotalNumberCallsEntered
Statistic Configuration Option/Value pairs	Objects = Queue, RoutePoint, GroupQueues Category = TotalNumber MainMask = CallEntered Subject = DNAction
Comments	Predefined. Collects the number of interactions that enter the object.

Abandonment Volume

Item	Description
Statistic Name	TotalNumberCallsAband
Statistic Configuration	Objects = Queue, RoutePoint, GroupQueues

Item	Description
Option/Value pairs	Category = TotalNumber MainMask = CallAbandoned Subject = DNAction
Comments	Predefined. Collects the number of interactions abandoned while waiting in the object.
Statistic Name	TotalNumberShortAbandons
Statistic Configuration Option/Value pairs	Objects = Queue, RoutePoint, GroupQueues Category = TotalNumberInTimeRange MainMask = CallAbandoned, CallAbandonedFromRinging Subject = DNAction
Comments	Predefined. Collects the number of interactions abandoned while waiting in the object.

Quality of Service

Item	Description
Statistic Name	ServiceFactor1
Statistic Configuration Option/Value pairs	Objects = Queue, RoutePoint, GroupQueues Category = ServiceFactor1 MainMask = CallAnswered, CallAbandoned, CallAbandonedFromRinging Subject = DNAction
Comments	Predefined. You must configure a time range to use this statistic. Reports the percentage of interactions answered by agents within the time range. Calculated as interactions answered divided by total interactions (answered + abandoned).
Statistic Name	TotalNumberCallsDistrib
Statistic Configuration Option/Value pairs	Objects = Queue, RoutePoint, GroupQueues Category = TotalNumber MainMask = CallDistributed Subject = DNAction
Comments	Predefined. Reports the number of interactions distributed to other objects from the specified object.
Statistic Name	AverTimeBeforeAnswering
Statistic Configuration Option/Value pairs	Objects = Queue, RoutePoint, GroupQueues Category = AverageTime MainMask = CallAnswered Subject = DNAction

Item	Description
Comments	Not predefined. Reports the average time an interaction range before being answered. Calculated as a ratio of total wait time for interactions to be answered divided by the number answered. Only interactions answered during the current time interval are counted.

Handle Time

Item	Description
Statistic Name	TotalHandleTime
Statistic Configuration Option/Value pairs	Objects = Agent, Place, GroupAgents, GroupPlaces Category = TotalAdjustedTime MainMask = CallInbound, CallOutbound, AfterCallWork Subject = DNAction
Comments	Predefined. Reports the total time an agent spent handling inbound or outbound interactions and doing offline or after call work.
Statistic Name	TotalNumberCallsHandled
Statistic Configuration Option/Value pairs	Objects = Agent, Place, GroupAgents, GroupPlaces Category = TotalNumber MainMask = CallInbound, CallOutbound Subject = DNAction
Comments	Not predefined. Reports the number of inbound and outbound interactions that ended during a specific timestep.

You can copy-and-paste a generic set of these recommended statistics, in the topic, "[Using Copy-and-Paste Format for Statistics](#)".

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