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# Workforce Management Administrator's Guide

Configuring WFM Statistics for Voice Interactions

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# Configuring WFM Statistics for Voice Interactions

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

**Table 1:** Interaction Volume

| Item  | Description  |
|---|--|
| <b>Statistic Name</b>                                       | TotalNumberCallsEntered<br>or<br>WFMTotalNumberCallsEntered<br>(if you used the WFM Data Aggregator Configuration Wizard to configure Stat Server) |
| <b>Statistic Configuration</b><br><b>Option/Value pairs</b> | Objects = Queue, RoutePoint, GroupQueues<br>Category = TotalNumber<br>MainMask = CallEntered<br>Subject = DNAction                                 |
| <b>Comments</b>   | Predefined. Collects the number of interactions that enter the object.   |

**Table 2:** Abandonment Volume

| Item  | Description  |
|---|--|
| <b>Statistic Name</b>                                       | TotalNumberCallsAband<br>or<br>WFMTotalNumberCallsAband  |
| <b>Statistic Configuration</b><br><b>Option/Value pairs</b> | Objects = Queue, RoutePoint, GroupQueues<br>Category = TotalNumber<br>MainMask = CallAbandoned<br>Subject = DNAction |
| <b>Comments</b>   | Predefined. Collects the number of interactions abandoned while waiting in the object.                               |

[Back to Top](#)

**Table 3:** Short Abandonment Volume

| Item                           | Description                              |
|--------------------------------|--|
| <b>Statistic Name</b>          | TotalNumberShortAbandons                 |
| <b>Statistic Configuration</b> | Objects = Queue, RoutePoint, GroupQueues |

| Item                      | Description  |
|---------------------------|--|
| <b>Option/Value pairs</b> | Category = TotalNumberInTimeRange<br>MainMask = CallAbandoned, CallAbandonedFromRinging<br>Subject = DNAction  |
| <b>Comments</b>           | Predefined. Collects the number of interactions abandoned within a configurable time period—typically a few seconds—while waiting in the object. Short Abandons are usually considered to be wrong numbers or similar, and are typically excluded when computing statistics. |

## Quality of Service

**Table 4:** Distributed Interactions

| Item  | Description  |
|---|--|
| <b>Statistic Name</b>                                       | TotalNumberCallsDistrib<br>or<br>WFMTotalNumberCallsDistrib  |
| <b>Statistic Configuration</b><br><b>Option/Value pairs</b> | Objects = Queue, RoutePoint, GroupQueues<br><br>Category = TotalNumber<br>MainMask = CallDistributed<br>Subject = DNAction |
| <b>Comments</b>   | Predefined. Reports the number of interactions distributed to other objects from the specified object.                     |

[Back to Top](#)

**Table 5:** Service Factor

| Item  | Description   |
|---|---|
| <b>Statistic Name</b>                                       | ServiceFactor1<br>or<br>WFMServiceFactor1   |
| <b>Statistic Configuration</b><br><b>Option/Value pairs</b> | Objects = Queue, RoutePoint, GroupQueues<br><br>Category = ServiceFactor1<br>MainMask = CallAnswered, CallAbandoned,<br>CallAbandonedFromRinging<br>Subject = DNAction                          |
| <b>Comments</b>   | 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 |

| Item | Description                                   |
|------|---|
|      | by total interactions (answered + abandoned). |

**Table 6:** Average Speed of Answer

| Item  | Description   |
|---|---|
| <b>Statistic Name</b>                                       | AverTimeBeforeAnswering<br>or<br>WFMAverTimeBeforeAnswering   |
| <b>Statistic Configuration</b><br><b>Option/Value pairs</b> | Objects = Queue, RoutePoint, GroupQueues<br>Category = AverageTime<br>MainMask = CallAnswered<br>RelMask = CallAnswered<br>Subject = DNAction   |
| <b>Comments</b>   | Not predefined. Reports the average time an interaction rang 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. |

[Back to Top](#)

## Handle Time

**Table 7:** Total Handle Time

| Item  | Description  |
|---|--|
| <b>Statistic Name</b>                                       | TotalHandleTime<br>or<br>WFMTotalHandleTime  |
| <b>Statistic Configuration</b><br><b>Option/Value pairs</b> | Objects = Agent, Place, GroupAgents,<br>GroupPlaces<br>Category = TotalAdjustedTime<br>MainMask = CallInbound, CallOutbound,<br>OfflineWorkType1<br>Subject = DNAction |
| <b>Comments</b>   | Predefined. Reports the total time an agent spent handling inbound or outbound interactions and doing offline work.  |

**Table 8:** Interactions Handled

| Item  | Description   |
|---|---|
| <b>Statistic Name</b>                                       | TotalNumberCallsHandled<br>or<br>WFMTotalNumberCallsHandled   |
| <b>Statistic Configuration</b><br><b>Option/Value pairs</b> | Objects = Agent, Place, GroupAgents,<br>GroupPlaces<br>Category = TotalNumber<br>MainMask = CallInbound, CallOutbound<br>Subject = DNAction |
| <b>Comments</b>   | Not predefined. Reports the number of inbound and outbound interactions that ended during a specific timestep.                              |