Workforce Management Administrator's Guide

Configuring WFM Statistics for Voice Interactions

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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
Statistic Name	TotalNumberCallsEntered or WFMTotalNumberCallsEntered
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.

Table 2: Abandonment Volume

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

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Table 3: Short Abandonment Volume

Item	Description
Statistic Name	TotalNumberShortAbandons
Statistic Configuration **Option/Value pairs**	Objects = Queue, RoutePoint, GroupQueues Category = TotalNumberInTimeRange MainMask = CallAbandoned, CallAbandonedFromRinging

Item	Description
	Subject = DNAction
Comments	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
Statistic Name	TotalNumberCallsDistrib or WFMTotalNumberCallsDistrib
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.

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Table 5: Service Factor

Item	Description
Statistic Name	ServiceFactor1 or WFMServiceFactor1
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).

Table 6: Average Speed of Answer

Item	Description
Statistic Name	AverTimeBeforeAnswering or WFMAverTimeBeforeAnswering
Statistic Configuration **Option/Value pairs**	Objects = Queue, RoutePoint, GroupQueues Category = AverageTime MainMask = CallAnswered RelMask = CallAnswered Subject = DNAction
Comments	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.

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Handle Time

Table 7: Total Handle Time

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

Table 8: Interactions Handled

Item	Description
Statistic Name	TotalNumberCallsHandled or WFMTotalNumberCallsHandled

Item	Description
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.