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# Workforce Management Administrator's Guide

Configuring WFM Statistics for eServices (Multimedia) Interactions

# Configuring WFM Statistics for eServices (Multimedia) Interactions

The recommendations in this topic only describe how to configure statistics, based on Interaction Queues. If you want to copy-and-paste a generic set of these recommended statistics, see [Using Copy-and-Paste Format for Statistics](#).

See recommended statistics for:

- [Chat Interactions](#)
- [E-mail Interactions](#)
- [iWD Interactions](#)

## Statistics For Chat Interactions

This section contains recommended statistics for Genesys eServices (Multimedia) statistics for chat interactions.

**Table 1:** Interaction Volume

Item	Description
<b>WFM statistic object type</b>	Interaction queue
<b>ConfigServer object type</b>	Script
<b>Statistic name</b>	<name is user-definable>
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	AggregationType = Total  Category = JavaCategory Description = The total number of interactions of the specified media type that entered this staging area during the specified period. JavaSubCategory = eServiceInteractionStat.jar:OMQ Total Entered MediaType = chat Objects = StagingArea
<b>Statistic created by</b>	Must be configured manually.

**Table 2:** Abandonment Volume

Item	Description
<b>WFM statistic object type</b>	Interaction queue
<b>ConfigServer object type</b>	Script
<b>Statistic name</b>	Chat_Total_Abandoned_From_Queue

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Item	Description
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	AggregationType = Total  Category = JavaCategory Description = The total number of email interactions abandoned. JavaSubCategory = eServiceInteractionStat.jar:OMQ Total Abandoned MediaType = chat Objects = StagingArea
<b>Statistic created by</b>	Must be configured manually.

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## Quality of Service

**Table 3:** Average Speed of Answer

Item	Description
<b>WFM statistic object type</b>	Interaction queue
<b>ConfigServer object type</b>	Script
<b>Statistic name</b>	<name is user-definable>
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	AggregationType = Total  Category = JavaCategory JavaSubCategory = eServiceInteractionStat.jar:OMQ Average Waiting Time MediaType = chat Objects = StagingArea
<b>Statistic created by</b>	Must be configured manually.

**Table 4:** Distributed Interactions

Item	Description
<b>WFM statistic object type</b>	Interaction queue
<b>ConfigServer object type</b>	Script
<b>Statistic name</b>	<name is user-definable>
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	AggregationType = Total  Category = JavaCategory JavaSubCategory = eServiceInteractionStat.jar:OMQ Total Distributed MediaType = chat Objects = StagingArea
<b>Statistic created by</b>	Must be configured manually.

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## Handle Time

**Table 5:** Total Handle Time

Item	Description
<b>WFM statistic object type</b>	GroupAgents, GroupPlaces
<b>ConfigServer object type</b>	GroupAgents, GroupPlaces
<b>Statistic name</b>	Interactions_Processing_Time
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	Category = TotalTime  Description = The total amount of time that this resource spent handling interactions during the specified period. MainMask = InteractionHandling Objects = Agent, GroupAgents, GroupPlaces, Place Subject = AgentStatus
<b>Statistic created by</b>	Genesys eServices (Multimedia) Wizard
<b>Filter</b>	<name is user-definable>
<b>Filter configuration</b>	MediaType=chat & PairExists("Queue",X)
<b>Filter created by</b>	Must be configured manually. X is the name of the interaction queue.

**Table 6:** Interactions\_Handled

Item	Description
<b>WFM statistic object type</b>	GroupAgents, GroupPlaces
<b>ConfigServer object type</b>	GroupAgents, GroupPlaces
<b>Statistic name</b>	Interactions_Processed
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	Category = TotalNumber  Description = The total number of interactions that were handled by this resource during the specified period. MainMask = InteractionHandling Objects = Agent, GroupAgents, GroupPlaces, Place Subject = AgentStatus
<b>Statistic created by</b>	Genesys eServices (Multimedia) Wizard
<b>Filter</b>	<name is user-definable>
<b>Filter configuration</b>	MediaType=chat & PairExists("Queue",X)
<b>Filter created by</b>	Must be configured manually. X is the name of the interaction queue.

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## Statistics For E-Mail Interactions

This section contains recommended statistics for Genesys eServices (Multimedia) statistics for email interactions.

**Table 7:** Interaction Volume

Item	Description
<b>WFM statistic object type</b>	Interaction queue
<b>ConfigServer object type</b>	Script
<b>Statistic name</b>	IxnQueue_Email_Entered
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	AggregationType = Total  Category = JavaCategory Description = Total number of email interactions that entered the queue. JavaSubCategory = eServiceInteractionStat.jar:EQR Total Entered Objects = StagingArea
<b>Statistic created by</b>	Genesys eServices (Multimedia) Wizard.

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## Handle Time

**Table 8:** Total Handle Time

Item	Description
<b>WFM statistic object type</b>	GroupAgents, GroupPlaces
<b>ConfigServer object type</b>	GroupAgents, GroupPlaces
<b>Statistic name</b>	nteractions_Processing_Time
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	Category = TotalTime  Description = The total amount of time that this resource spent handling interactions during the specified period. MainMask = InteractionHandling Objects = Agent, GroupAgents, GroupPlaces, Place Subject = AgentStatus
<b>Statistic created by</b>	Genesys eServices (Multimedia) Wizard
<b>Filter</b>	<name is user-definable>
<b>Filter configuration</b>	MediaType = E-mail & PairExists("Queue",X)
<b>Filter created by</b>	Must be configured manually. X is the name of the interaction queue.

**Table 9:** Interactions Handled

Item	Description
<b>WFM statistic object type</b>	GroupAgents, GroupPlaces
<b>ConfigServer object type</b>	GroupAgents, GroupPlaces
<b>Statistic name</b>	Interactions_Processed
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	Category = TotalNumber  Description = The total number of interactions that were handled by this resource during the specified period.

Item	Description
	MainMask = InteractionHandling Objects = Agent, GroupAgents, GroupPlaces, Place Subject = Action
<b>Statistic created by</b>	Genesys eServices (Multimedia) Wizard
<b>Filter</b>	<name is user-definable>
<b>Filter configuration</b>	MediaType = E-mail & PairExists("Queue",X)
<b>Filter created by</b>	Must be configured manually. X is the name of the interaction queue.

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## Backlog

**Table 10:** E-mails

Item	Description
<b>Statistic name</b>	EmailsWaitingInQueue or WFMEmailsWaitingInQueue
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	Objects = StagingArea Category = JavaCategory AggregationType = Current JavaSubCategory = eServiceInteractionStat.jar:OMQ Current Waiting Processing MediaType = email
<b>Comments</b>	Number of email interactions that have been submitted to a queue and are currently awaiting processing.

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## Statistics For iWD Interactions

This section contains recommended statistics for Genesys eServices (Multimedia) statistics for intelligent Workload Distribution (iWD) interactions.

**Table 11:** Interaction Volume

Item	Description
<b>ConfigServer object type</b>	Script
<b>Statistic name</b>	<name is user-definable>
<b>Statistic Configuration</b>	AggregationType = Total

Item	Description
<b>Option/Value pairs</b>	Category = JavaCategory Description = The total number of interactions of the specified media type that entered this staging area during the specified period. JavaSubCategory = eServiceInteractionStat.jar:OMQ Total Entered MediaType = MediaX Objects = StagingArea
<b>Statistic created by</b>	Must be configured manually. MediaX is the media type for corresponding intelligent Workload Distribution.

**Table 12:** Abandonment Volume

Item	Description
<b>WFM statistic object type</b>	Interaction queue
<b>ConfigServer object type</b>	Script
<b>Statistic name</b>	<name is user-definable>
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	AggregationType = Total  Category = JavaCategory Description = Total number of email interactions abandoned. JavaSubCategory = eServiceInteractionStat.jar:OMQ Total Abandoned MediaType = MediaX Objects = StagingArea
<b>Statistic created by</b>	Must be configured manually. MediaX is the media type for corresponding intelligent Workload Distribution.

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## Quality of Service

**Table 13:** Average Speed of Answer

Item	Description
<b>WFM statistic object type</b>	Interaction queue
<b>ConfigServer object type</b>	Script
<b>Statistic name</b>	<name is user-definable>
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	AggregationType = Total  Category = JavaCategory JavaSubCategory = eServiceInteractionStat.jar:OMQ Average Waiting Time MediaType = MediaX Objects = StagingArea
<b>Statistic created by</b>	Must be configured manually. MediaX is the media type for corresponding intelligent Workload

Item	Description
	Distribution.

**Table 14:** Distributed Interactions

Item	Description
<b>WFM statistic object type</b>	Interaction queue
<b>ConfigServer object type</b>	Script
<b>Statistic name</b>	<name is user-definable>
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	AggregationType = Total Category = JavaCategory JavaSubCategory = eServiceInteractionStat.jar:OMQ Total Distributed MediaType = MediaX Objects = StagingArea
<b>Statistic created by</b>	Must be configured manually. MediaX is the media type for corresponding intelligent Workload Distribution.

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## Handle Time

**Table 15:** Total Handle Time

Item	Description
<b>WFM statistic object type</b>	GroupAgents, GroupPlaces
<b>ConfigServer object type</b>	GroupAgents, GroupPlaces
<b>Statistic name</b>	Interactions_Processing_Time
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	Category = TotalTime Description = The total amount of time that this resource spent handling interactions during the specified period. MainMask = InteractionHandling Objects = Agent, GroupAgents, GroupPlaces, Place Subject = AgentStatus
<b>Statistic created by</b>	Genesys eServices (Multimedia) Wizard
<b>Filter</b>	<name is user-definable>
<b>Filter configuration</b>	MediaType = MediaX
<b>Filter created by</b>	Must be configured manually. X is the name of the interaction queue.

**Table 16:** Interactions\_Handled

Item	Description
<b>WFM statistic object type</b>	GroupAgents, GroupPlaces



Item	Description
<b>ConfigServer object type</b>	GroupAgents, GroupPlaces
<b>Statistic name</b>	Interactions_Processed
<b>Statistic Configuration</b> <b>Option/Value pairs</b>	Category = TotalNumber  Description = The total number of interactions that were handled by this resource during the specified period. MainMask = InteractionHandling Objects = Agent, GroupAgents, GroupPlaces, Place Subject = AgentStatus
<b>Statistic created by</b>	Genesys eServices (Multimedia) Wizard
<b>Filter</b>	<name is user-definable>
<b>Filter configuration</b>	MediaType = MediaX
<b>Filter created by</b>	Must be configured manually. X is the name of the interaction queue.

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