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# Workforce Management Administrator's Guide

Configuring WFM Statistics for eServices (Multimedia) Interactions

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# 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](#).

## Tip

Before you begin using these examples, see the first two paragraphs in [WFM Statistics: Recommended Settings](#).

## 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

Item	Description
<b>ConfigServer object type</b>	Script
<b>Statistic name</b>	Chat_Total_Abandoned_From_Queue
<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.

## 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.

## 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.

## 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.

## 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>	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 = 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

Item	Description
	handled by this resource during the specified period. 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.

## 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.

## 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.

## 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 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.

## 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
<b>ConfigServer object type</b>	GroupAgents, GroupPlaces
<b>Statistic name</b>	Interactions_Processed
<b>Statistic Configuration</b>	Category = TotalNumber

Item	Description
<b>Option/Value pairs</b>	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.