**Performance Management Advisors 8.1.1**

# Contact Center Advisor & Workforce Advisor

# Administrator User's Guide

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Alcatel-Lucent's Genesys solutions feature leading software that manages customer interactions over phone, Web, and mobile devices. The Genesys software suite handles customer conversations across multiple channels and resources—self-service, assisted-service, and proactive outreach—fulfilling customer requests and optimizing customer care goals while efficiently using resources. Genesys software directs more than 100 million customer interactions every day for 4000 companies and government agencies in 80 countries. These companies and agencies leverage their entire organization, from the contact center to the back office, while dynamically engaging their customers. Go to www.genesyslab.com for more information.

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# Preface

Welcome to the *Performance Management Advisors 8.1 Contact Center Advisor & Workforce Advisor Administrator User's Guide.* This document describes how to use the system administrator features of the Contact Center Advisor and Workforce Advisor modules.

This document is valid only for 8.1.x releases of this product.

Note: For versions of this document created for other releases of this product, visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at `orderman@genesyslab.com`.

This preface contains the following sections:



For information about related resources and about the conventions that are used in this document, see the supplementary material starting on page 207.

## About Contact Center Advisor and Workforce Advisor

Contact Center Advisor (CCAdv) and Workforce Advisor (WA) provide your company with the capability to view and analyze contact center and workforce management operations using real-time information from a central point of reference. Information business technology and operations personnel can proactively manage both business and technical aspects of the contact center operations and take action to correct problems before they affect business operations.

Contact Center Advisor and Workforce Advisor provides a real-time display of contact center activity and workforce management for contact centers throughout the enterprise. Predefined alerting conditions on applications and contact groups are established to display alerts on the dashboard, as well as notify designated contacts. In Genesys Advisors, *applications* are queues or interaction queues from Genesys Stat Server, or services or call types from CISCO ICM. *Contact groups* are activities from Genesys WFM, contact types from IEX TotalView and forecast groups or staff groups from Aspect eWFM. In addition, Cisco ICM peripheral gateways are monitored and can activate an alert when they go offline.

Alert Management provides the ability to record the action taken to resolve one or more alert violations, as well as the results of that action. Each action is recorded in a separate key action report. The key action reports create a knowledge base that helps identify repetitive patterns and resolve future violations more rapidly.

With Resource Management you can change the skills, skill levels, status and call-routing behavior of agents, as well as notify the affected parties of the actions by e-mail. Changes are published to Genesys operational systems so that they have immediate impact on contact center operations. For more information, see the *Performance Management Advisors 8.1 Resource Management User's Guide*.

## Business Flow

The Contact Center Advisor and Workforce Advisor display real-time statistics and alerts based on data extracted from real-time data tables.

At a scheduled interval, the real-time data is extracted, summarized, and compared to pre-set thresholds. The summarized data, flagged for any instances of established thresholds being exceeded, is displayed on the dashboard. An international map highlights locations of exceeded thresholds that have lasted longer than a configurable time. An alerts pane displays system- and user-generated text-based alerts.

Key actions taken, and their success in resolving the alerts, can be recorded, thereby contributing to a knowledge base that can help to identify repetitive patterns and resolve future violations more rapidly. In addition, users can change the skills and levels of agents in order to handle fluctuating call volumes, as well as log out agents who have forgotten to do so themselves.

The Genesys Advisors also generate and distribute system- and user-generated text-based notifications to pre-defined contacts. These notifications are delivered via an SMTP message to e-mail addresses or pagers that have an e-mail address.

Application, contact group and agent-group hierarchical data, parameter thresholds, and user-profile data are maintained within the Advisors database. Real-time and daily statistics are also retained within the database.

# Intended Audience

This document is primarily intended for system administration-level users of the Contact Center Advisor and Workforce Advisor modules. This document focuses on using the features and functions of the System Administration module. In particular, it is a reference for system administrators responsible for configuring Contact Center Advisor and Workforce Advisor, including configuring applications, call types, and contact groups, for managing users and for managing contacts.

It has been written with the assumption that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- Network design and operation.
- Your own network configurations.

The System Administration module is also used to define:

- User access to all Advisor modules.
- Alert Management key actions and alert causes.
- Genesys Adapters for use with Advisor modules.
- Resource Management notification templates and notification lists.

# Making Comments on This Document

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You can comment on what you regard as specific errors or omissions, and on the accuracy, organization, subject matter, or completeness of this document. Please limit your comments to the scope of this document only and to the way in which the information is presented. Contact your Genesys Account Representative or Genesys Technical Support if you have suggestions about the product itself.

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| Asia Pacific | +61-7-3368-6868 (international) | support@genesyslab.com.au |
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# Document History

This section describes information that has been added or substantially changed since the first release of this document.

## Release 8.1.101.00

- A new user interface across the administrative functions
- Re-organization of some administration functions into different groupings
- Addition of Administrative Partitioning
- Support for multiple metrics graphing
- Removal of user-level dashboard information
- Removal of appendix information about time ranges

Chapter

# 1 Administration Overview

This chapter describes how to add database records to the Advisors database. It contains the following sections:



## Getting Started

Before you configure the relationships, it is important to note that there are some dependencies that affect the sequence of the software maintenance.

Notes:
- After you first install Contact Center Advisor or Workforce Advisor, you must define your external data source systems by hand in the database if you did not create them when you installed the XML Generator of Contact Center Advisor.
- After the external data source systems are defined, you must run the XML Generator to pull from the external data source systems the base objects you will configure in the Administrative user interface. Until you do this, no peripheral gateways, applications, or agent groups will appear in the user interface.
- The relationships between applications and agent groups support certain functionality in the dashboards. First, they support highlighting agent groups when applications are selected, and vice versa. Second, they support displaying the set of agent groups related to both a contact center and an application group. The XML Generator updates these relationships when it starts, and after that once per day, overnight. For the configuration to take effect immediately, stop and restart XMLGen.

## Configuring Organizational Hierarchies for the Dashboard

To display contact centers on the dashboard, multiple procedures must be completed and rollups must be configured.

1. **System Configuration**:
   - **Contact Center Advisor/Workforce Advisor:** To configure alert behavior, as well as the application-and-agent group relationship setting.
   - **Data Sources:** To set the update-delay threshold rule and notification distribution list.
   - **Modules:** To modify the application name that displays on the dashboard tabs.

   See “Updating the system configuration” on page 42.

2. **Partitions**: Partitions allow the distribution of administrative responsibilities for different business areas across multiple administrators and the creation of partitions to assign to tenants, regions, users, and contact centers. See “Partitions” on page 22.

3. **Regions**: Add regions to represent the subdivisions of your company's business operations. Specify whether they are reporting regions, or operating unit regions, or geographic regions; add partition associations; see “Regions” on page 27.

4. **Application Groups /Thresholds:** To provide a meaningful rollup of types of contact center activity in the summary displays, add application groups (see “Maintaining application groups” on page 30). Threshold rules

define the critical (red) and warning (yellow) conditions that trigger alerts at the application group level. To define the critical and warning conditions for each metric in the context of an application group, see “Adding or Updating Thresholds” on page 31.

5. **Contact Centers:** Add a contact center for a data source that supplies services, another kind of real-time call data, or agent groups, and select a geographic region; see “Adding a New Contact Center” on page 39.
6. **Peripheral Gateways:** (Cisco ICM *only)* A peripheral gateway is a communications interface between a call distributor and call router. To make a peripheral gateway active, see “Activating peripheral gateways” on page 42.
7. **Application Configuration:**
   - **Rollups:** To configure the hierarchy displayed on the dashboard and control how it is rolled up, create the associations between applications, agent groups, and the levels in the hierarchy (e.g., regions, contact centers, and application groups).
   - **Application – Agent Groups:** Assign agent groups to applications.
   - **Application Details:** Define descriptive names for applications and change their other properties, such as Zero Suppress.
8. **Contact Group Configuration**: (WA only)

   **Rollups:** To configure the hierarchy displayed on the dashboard and control how it is rolled up, create the associations between contact groups and the levels in the hierarchy (for example, regions, contact centers, and application groups).

   **Contact Groups–Applications:** Assign applications to contact groups.

   **Contact Groups–Agent Groups:** Assign agent groups to contact groups.

   **Contact Group Details:** Define descriptive names for contact groups and change their other properties.
9. **Agent Group Configuration:** Map agent groups to an agent-group contact center. Configure agent groups to display on the dashboard. See “Agent Group Configuration” on page 51.
10. **Metrics**: Define the many properties of a metric, such as its descriptive name. See “Updating a Metric” on page 80.
11. **Users**: Add users with the authority to view specific contact centers and application groups and have either access to only the dashboard or access to both the dashboard and system administration. See “Adding a new user” on page 66.
12. **Distribution Lists**: To group users who are sent alerts based on a specific alert type, add distribution lists and select the contacts, contact centers, and application groups you want to include in the distribution list. See “Maintaining distribution lists” on page 69.

### Adding Manual Alerts

13. **Alerts**: Add manual alerts and specify the alert type and affected contact centers. See “Adding a manual alert” on page 72.

### Adding Key Actions and Causes for Alert Management

14. **Key Actions**: Add and approve key actions used in Action Management reports. See “Key Actions” on page 75.
15. **Alert Causes**: Add and approve alert causes used in Action Management reports.See “Alert Causes” on page 73.

### Manage Adapters

You must configure a Genesys Adapters before configuring partitions, in order to restrict the configured partition to one or more Genesys tenants.

If the Genesys Adapter is installed, you can view and maintain the list of Genesys Adapters and their agent group, queue, and filter combinations. See the Genesys Configuration page (Figure 50). To add and delete adapters, see “Managing Genesys Adapters” on page 108.

- **Object Configuration:** If the Genesys Adapter is installed, you can view and maintain the list of agent group, queue, and filter combinations of a selected adapter. See “Configuring Genesys Objects” on page 110.

### Resource Management

16. **Notifications Templates**: If Resource Management is installed, provide standard content for e-mails describing the directives and actions taken from Resource Management. To view and maintain notification templates, see “Notification Templates” on page 79.
17. **Notifications Lists**: If Resource Management is installed, notifications lists are used to inform groups of users within an organization about changes being made to the agents or resources. To view and maintain notification lists, see “Notification Lists” on page 77.

## General Notes

Asterisks (*) indicate required fields.

- The date format is `MM/DD/YYYY`.
- The time format is `HH:MM` using the 24-hour clock.
- The e-mail address format is `username@company.com`.

- To search a list of items in a table, type any valid character string from the item's name in the `Search Existing` field, then click `Search`. The items that match the entered string display. For example, tying *nv* will display Denver.
  To display the whole list again, click `View All`.

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`Notes:` 1. The search functionality is not available on the `Alerts` pages.
2. Where paging is implemented, to navigate to the next or previous page in the returned list, click the arrows in the paging control at the bottom right of the table; to navigate to the first or last page in the returned list, click the double arrows in the paging control.

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## Zero Suppression

Zero suppression is used to prevent the objects from displaying on the dashboard when there is no activity for them.

Certain combinations of metric values are used as criteria for the objects to become suppressed. The rules are different for different objects.

The CCAdv dashboard can simultaneously display metrics from more than one time period. When a row in this dashboard becomes suppressed, or leaves suppression, the row can display with certain cells empty. The empty cells are from the time period that is now zero-suppressed, or was zero-suppressed. In time, the row will either not display at all, or completely display.

### Rules

**Contact Group** Can never be suppressed.

**Application** *Either;* zero suppress for a related application group;

*Or;* zero suppress for an application.

Applications that reflect voice activity (CISCO services, call types and Genesys queues):

- `calls offered = 0` and `calls handled = 0`.

Applications that reflect multi-channel activity (Genesys interaction queues):

- `e-mails entered = 0` and `e-mails processed = 0` and `Web-chats entered = 0` and `Web-chats processed = 0`.

**Agent Group** Zero suppress =`Yes`

If only CISCO external systems are present, then `calls offered = 0` and calls `handled = 0` and `logged on = 0`.

If at least one Genesys external system is present, then in addition to the above criteria:

- `e-mails offered= 0` and `e-mails handled= 0` and `Web-chats offered = 0` and `Web interactions handled = 0`.

Depending on your WA system configuration, logged on could be excluded from this criteria.

The Logged On criterion is included by default.

**Region**

*WA:*

Zero suppress = `yes` and forecast calls offered, calls offered, and calls handled are N/A or 0.

*CCAdv:*

Zero suppress = `yes` and

- If only CISCO external systems are present, then `calls offered = 0` and `calls handled = 0`.

If at least one Genesys external system is present, then in addition to the above criteria:

- `e-mails entered= 0` and `e-mails processed = 0` and `Web-chats entered = 0` and `Web-chats processed = 0`.

**Application Group**

*WA:*

Zero suppress = `yes` and forecast calls offered, calls offered, and calls handled are null or 0.

*CCAdv:*

Zero suppress = `yes`

If only CISCO external systems are present, then `calls offered = 0` and `calls handled = 0`.

If at least one Genesys external system is present, then in addition to the above criteria:

- `e-mails entered  = 0` and `e-mails processed = 0` and `Web-chats entered = 0` and `Web-chats processed = 0`.

# System Configuration

The `System Configuration` page (Figure 1) allows you to control various global capabilities in CCAdv and WA.

To make changes, edit the relevant fields and click `Save`. Changes take effect immediately.

## System Configuration—Tabs

The System Configuration section consists of the following three subsections presented as tabs:

- `Contact Center/Workforce Advisor` (displayed by default)

- Data Sources
- Modules

**Contact Center / Workforce Advisor Tab**

The Contact Center/Workforce Advisor tab displays the following fields:

- Notification Refresh Rate—Determines the frequency of sending e-mail messages about alerts. The delay prevents unnecessary repetition of alert messages. Every minute, Contact Center Advisor and Workforce Advisor checks for notifiable alerts and the time the e-mail was last sent. For each alert, if the time that the e-mail was last sent is older than the notification refresh rate, an e-mail is sent. E-mail about the alert is also sent if the priority of the alert has changed since the last e-mail message about the alert, independent of the refresh rate.
- Threshold Trigger Delay Rate—Controls how many minutes a metric's value must exist in a state exceeding a threshold before the application triggers an alert e-mail message and displays on the map. Peripheral Gateway alerts (Cisco ICM only) and manual alerts are an exception to the threshold trigger delay rate: they display immediately.
- Application-to-Agent Group Relationships—Determines if you can manually create relationships between an application and agent groups. If your deployment will configure call types from CISCO ICM, or voice queues or interaction queues from Genesys Stat Server, then in the System Configuration page, you must set the Application-to-Agent Group Relationships mode to Auto-Override or Manual. Otherwise, you will not be able to assign agent groups to your imported applications that represent call types, voice queues, or interaction queues. The options are:
    - Manual—You manually assign agent groups to an application.
    - Auto—(Cisco ICM only) The relationships between agent groups and applications are imported.
    - Auto Override—The Application-to-Agent Group Relationships field must be set to Auto Override. For Cisco ICM, agent groups are automatically related to the application but you can assign or unassign agent groups manually.

  The consequences of changing the Application-to-Agent Group Relationships option are:

    - Changing Manual or Auto Override to Auto erases all manually added relationships without the ability to restore them; and thereafter, the interface will not allow you to create relationships manually.
    - Changing from Manual to Auto Override will trigger the automatic import of the relationships that exist at the source.
    - Changing from Manual to Auto Override honors manual entries. Only the relationships that you exclude are removed. Changing from Auto Override to Manual honors manual entries. Changing from Manual or Auto Override to auto honors manual entries.

  - Changing `Auto` or `Auto Override` to `Manual` prevents relationships from being imported from the source and erases all automatically imported relationships. Thereafter, all relationships must be created manually from the administration module.
  - Changing from `Auto` to `Auto Override` will not change the current set of the relationships. Thereafter, the administrator will be able to add more relationships manually.
- `Display Agent Group Contact Center column`—Determines whether whether the `Contact Center` column is displayed in the `Agent Groups` pane, thereby controlling whether dashboard users can see the name of the agent-group contact center for an agent group related to a network contact center.

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Note: The interval at which the Contact Center Advisor and Workforce Advisor read data from external data sources is not displayed on the page. It is in an XML configuration file in the Advisors deployment directory, and can be changed, but is separately maintained so that it is not arbitrarily changed.

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- `Show Total and Averages Row for Agent Groups—Yes/No.` Determines whether the `Totals and Averages` row appears in the `Agent Groups` pane in a dashboard. This row aggregates the values of metrics of the agent groups related to the applications or contact groups related to the aggregating object currently selected in the `Contact Centers` pane.
- `Partition Administrators can create new Reporting Regions and Operating Units—Yes/No`
- `Partition Administrators can view objects associated with partitions to which they do not have access—Yes/No`

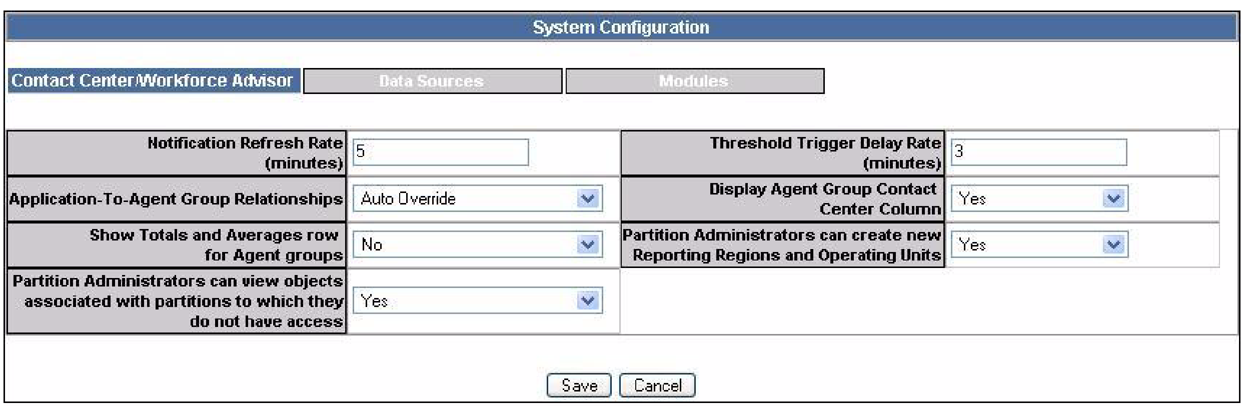


**Figure 1: System Configuration–Contact Center/Workforce Advisor Tab**

**Data Sources Tab** The `Data Sources` tab displays a list of the real-time data sources connected to the Advisor suite.

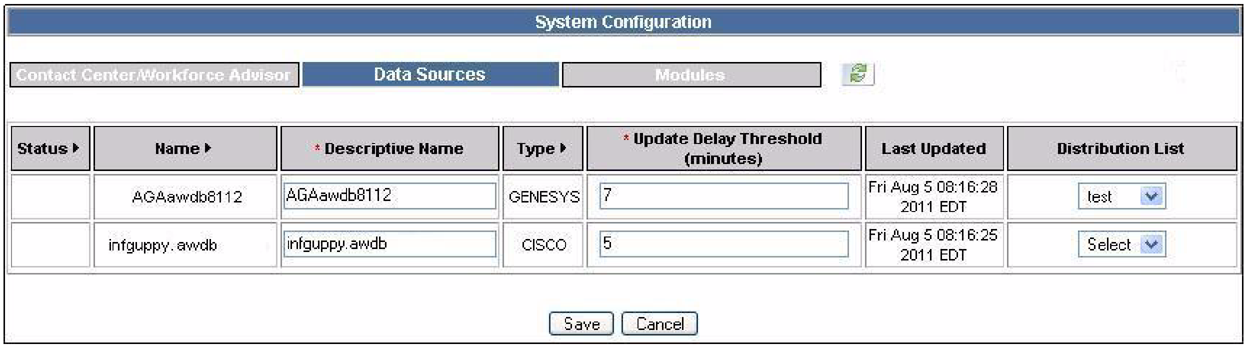


**Figure 2: System Configuration–Data Sources Tab**

The fields represent the following:

- `Status`—Shows the current status of this data source. If a data source has exceeded the update delay threshold, then a red icon is displayed in this column next to that data source.
- `Name`—The configured name of the data source as it is in the `ICM_DATABASE` table. This field cannot be edited. This value can contain non-alphanumeric characters; for example, `[inf-redfox].LeeGraphing30min_awdb`, therefore it might need some sort of encoding.
- `Descriptive Name`—Descriptive name of the data source. Can be edited by an administrator and is a required field. Appears in the ToolTip of the red stop sign icon displayed in the Contact Center Advisor dashboard when the data source has exceeded the update delay threshold.
- `Type`—Underlying platform for the data source. Current supported values are `GENESYS` and `CISCO`. This value cannot be changed by the administrator through the user interface.
- `Update Delay Threshold`—The maximum amount of time (in minutes) allowed between the last update time of the data source and the current time; exceeding this threshold causes the red stop sign icon to display in the top right of Contact Center Advisor's dashboard. This field can be edited and is required. The minimum value that can be entered in this field is `1` and the maximum value is `30`.
- `Last Updated`—The time of the last update from this data source in the time zone of the server on which the administration user interface is running. This is the controller time in the external data source system and is a noneditable field.
- `Distribution List`—Distribution list to which e-mail is sent if the data source's controller time is not updated and the delay violates the delay threshold. If no distribution list has been previously selected for a data source, the drop-down shows the `Select` option. Otherwise it shows the distribution list associated with the data source. Note that in the use of this

distribution list, Contact Center Advisor ignores the settings of an alert's priority and severity, and it also does not use any contact centers or application groups associated with the distribution list.

**Modules Tab** The `Modules` tab displays the names and URLs of individual modules of your installation.

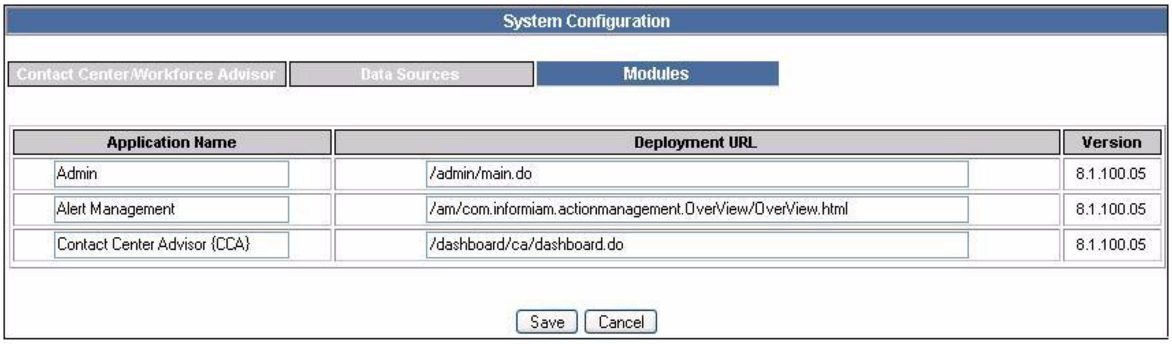


**Figure 3: System Configuration–Modules Tab**

`Application Name`, `Deployment URL`, and `Version`—You can modify the application name that displays on the Genesys Advisor tabs that are used to switch between the applications.

You can add an external website to an Advisor tab. The URL must be completely qualified, that is, set to the full URL for the target application, for example, `/www.genesyslab.com`.

# Partitions

This section introduces Partitions and describes how to manage them.

## What is a Partition?

A *partition* is a means by which Advisors *objects* can be grouped into business areas for the purposes of administration. Partitions allow permissions management at a macro level, enabling permissions to be assigned in bulk to individual administrators.

**Advisors Objects** Advisors *objects* can be any of the following:

- Hierarchy objects
  - Contact Centers
  - Reporting Regions
  - Operating Units
  - Application Groups
- Base objects

- Peripheral gateways
- Applications
- Agent Groups
- Contact Groups

- Distribution lists
- Advisors users
- Adapter instances
    - Advisors Genesys Adapter instances
    - Advisors Cisco Adapter instances

**Levels of User**

Three levels of user are required as a result of the implementation of partitions:

- Super Administrator
    - Can perform all functions of a Partition Administrator
    - At least one Super Administrator is always present
    - Can access all Advisors objects and functions
    - Can create and manage new Partition Administrators and Super Administrators
    - Can create and maintain new partitions
    - Can set system-wide options on the System Configuration page
    - Can view and manage metrics via the Metrics page
    - Can create manual alerts in the Manual Alerts page
    - Can create alert causes in the Causes page, and key actions in the Key Actions page
- Partition Administrator
    - Can perform all functions of a Dashboard User
    - Typically manages an application group (Line of Business (LOB))
    - Has limited administrative access: can only manage objects and functions associated with the one or more assigned partitions, as well as objects that are unassigned
    - Can view associated partitions (including the objects associated with these partitions)
    - Optionally (based upon a system property) can view objects associated with other partitions
    - Can create and manage any Partition Administrator with the same or smaller partition set
    - Can create and manage Dashboard Users associated with one or more shared partitions
    - Can manage partition associations for objects associated with one or more shared partitions
    - **Cannot** manage an object's association with a partition with which that Partition Administrator is not also associated

- Can create manual alerts in the Manual Alerts page and assign to them contact centers assigned to the one or more assigned partitions.
- Can create alert causes in the Causes page, and key actions in the Key Actions page

- Dashboard User
  - Non-administrative user, with mainly read-only access to the dashboard
  - Can choose which metrics to view, graph metrics, create key action reports, update skills with Resource Management, use the Workforce What-If Tool, and use the Performance Monitor.

## Partitions and Genesys Tenants

Partitions do not necessarily mirror Genesys tenants: a single partition can contain objects residing (or that will eventually reside) in multiple tenants, and a single tenant can contain objects associated with multiple partitions. However, a customer may want to explicitly tie a partition to one or more tenants, thereby restricting subsequent associations with that partition to objects defined in those tenants.

Consequently, each partition has a list of associated tenants and the system administrator can associate one or more tenants to a given partition. The tenants displayed are derived from the configured Genesys Adapter instances, so configuring Adapter instances is a prerequisite for mapping tenants with partitions.

Selecting the `All` option maps all the currently available tenants to the partition. The `All` option is available in the list only if there are Genesys Adapter instances configured. If Adapter instances are subsequently removed, the mappings are not displayed.

If an administrator removes a tenant association from a partition, the Partition Administrator can no longer view the available objects from that tenant.

Super Administrators have access to all the partitions and thus have access to all the tenants in the system.

**CISCO-only Environments**

In a CISCO-only environment, no Genesys adapters are configured, so no tenants are available for mapping with a partition.

However, the Administrator should still configure all available data, and when retrieving the available applications in a CISCO environment, a tenant ID of `0` (zero) is used.

# Managing Partitions

## Procedure: Managing partitions

### Prerequisites

- You must be a Super Administrator to create partitions.
- You can maintain object associations for partitions of which you are a Partition Administrator.

### Start of procedure

1. Select `Partitions` from the navigation bar. The `Partitions` page displays.

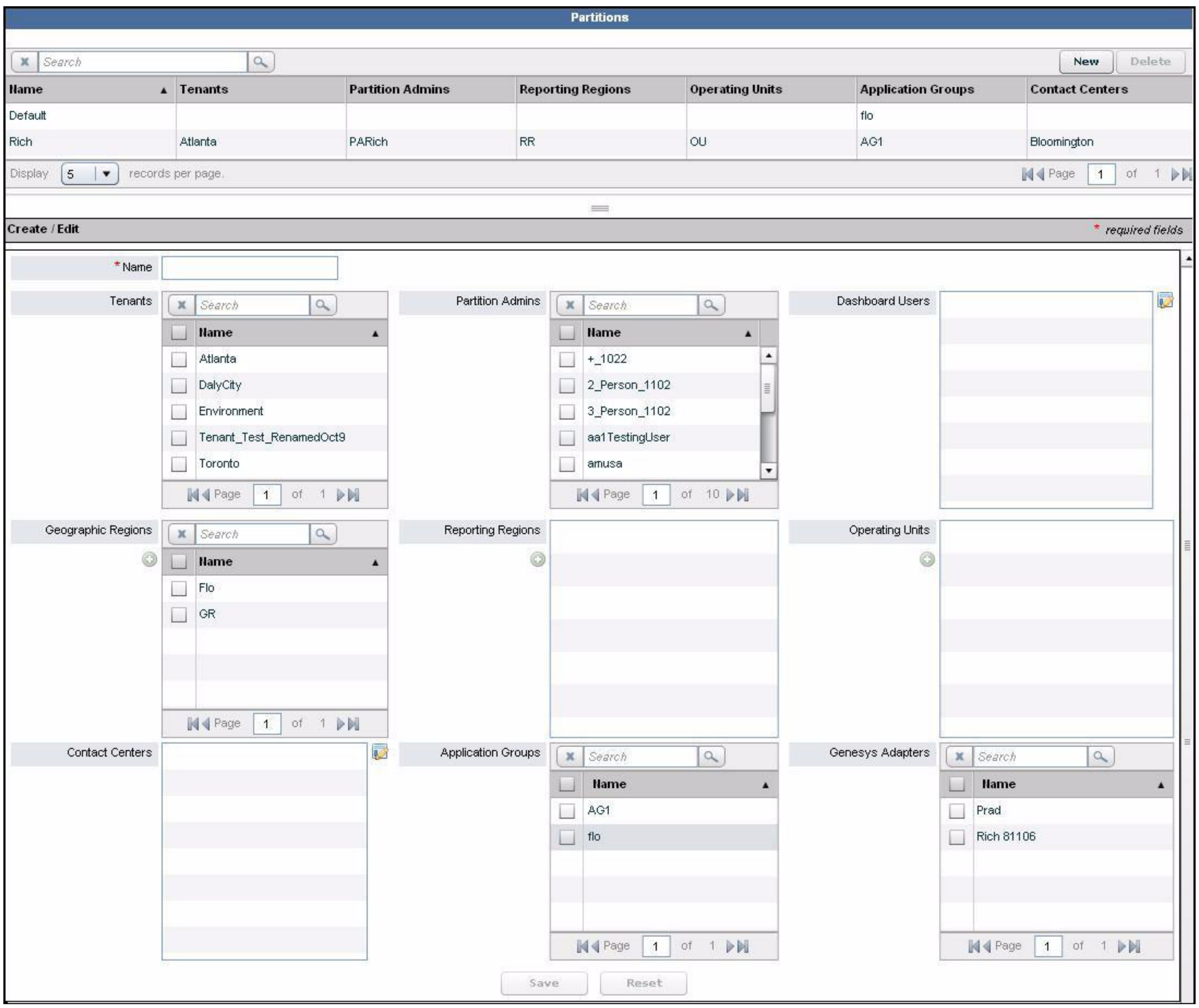


**Figure 4: Partition Configuration Page**

2. To edit an existing partition, check its check box in the upper panel and edit the details in the `Create/Edit` panel.
To add a new partition, click `New` and add the details in the `Create/Edit` panel.

Notes:
1. You can display or hide other objects associated with the partition by collapsing the bottom panel. The display of these is read-only.
2. Where the symbol displays, you can add new objects of that type via a pop-up while you are creating or editing the partition.

3. Click `Save` to save your changes.

End of procedure

## Deleting a Partition

Note: You cannot delete the default partition.

If you choose to delete a partition that is currently associated with objects, you must also choose to either;

- Delete any objects that are associated only with this partition. Users are not deleted. (See Figure 6 on page 27.) Or;
- Reassign all associated objects to another partition (see Figure 7 on page 27. You can only reassign objects to a single partition. If you need to reassign to multiple partitions, you must do this manually prior to deleting.

Lists of the associated objects are presented before the deletion is confirmed, and the deletion will delete all the associations presented. If this is not what you want to do, you must go back and make manual changes to associations before deleting the partition.

If you delete a contact center while deleting a partition, all alerts and historical alerts associated with that contact center are also deleted.

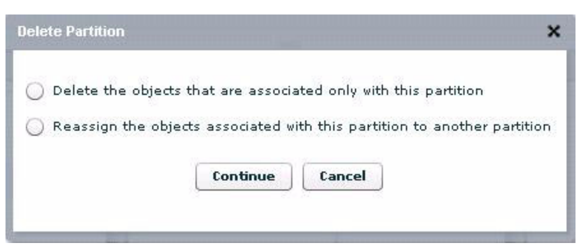


**Figure 5: Partition Delete Pop-up 1**


**Figure 6: Partition Delete Pop-up 2**

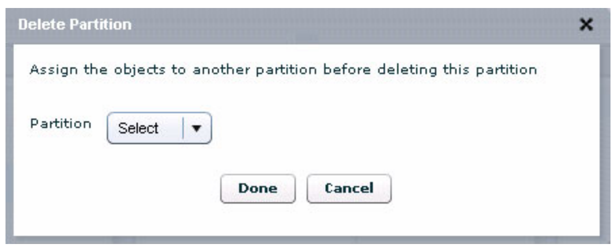


**Figure 7: Partition Delete Pop-up 3**

# Regions

The **Regions** page (Figure 7) allows you to set up regional information. A region represents a subdivision of the business operations of your company within each of the following views:

- **Geographic** is based on the physical location of the contact center. The applications and contact groups within a contact center fall under only one geographic region.
- **Reporting Region** is management-based. Applications and contact groups within a contact center may fall within multiple reporting regions.
- **Operating Unit** is based on the defined groupings of your company that are summarized and displayed on the Operating Unit view. Applications and contact groups within a contact center may fall within multiple operating units.

# Maintaining Regions

**To add a new region**, click the `New` button, add the new details in the `Create/Edit` panel and click `Save`.

**To edit a region,** select its check box in the upper panel and edit its details in the `Create/Edit` panel. Alternatively, type the first few letters of its name in the `Search Existing` field, click `Search`, and then select from the list. When your edits are complete, click `Save`.

**To delete a region,** select its check box and click `Delete`. No confirmation is required. Before deleting a region, you must remove its assignment from contact centers and rollups.

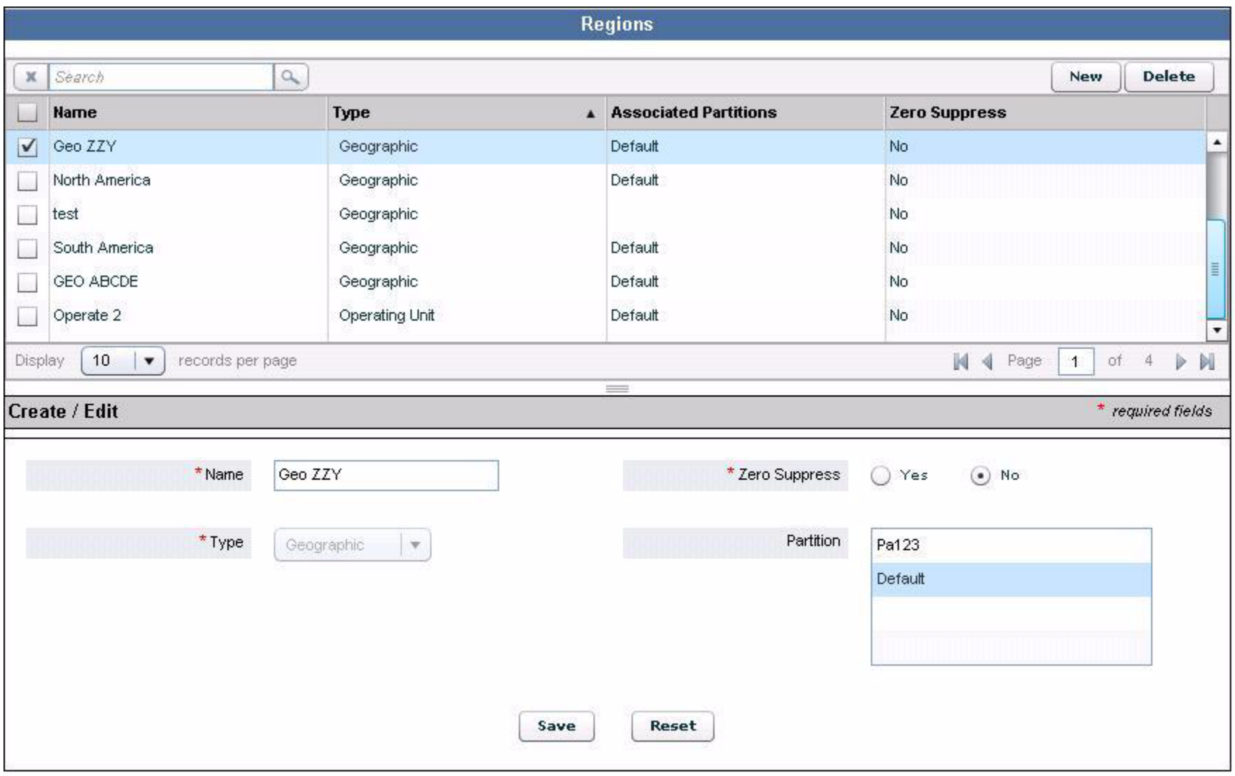


**Figure 8: Regions**

Complete the fields as follows:

- `Name`—The region’s name.
- `Type`—`Geographic`, `Reporting` or `Operating Unit`.
- `Zero Suppress`—`Yes` for regions where little or no activity is expected.
- `Partitions`—Select all the partitions associated with this region. A geographic region may be associated with one or more partitions, but the other kinds of regions must be associated with only one partition.

# Application Groups/Thresholds

The `Application Groups/Thresholds` page allows you:

- Create and maintain application groups, using the `General` tab. Application groups provide a meaningful roll up of types of contact center activity in the summary displays.
- Define critical (red), warning (yellow) and normal conditions for each metric in the context of an application group, using the `Application Thresholds` tab. Only metrics that have the `Threshold` check box selected on the `Metrics` page display in the `Application Thresholds` list. The threshold violations display in the `Applications` pane, and alerts display on the map. A violation appearing in the `Contact Centers` pane means that an application related to that hierarchy object is reporting a threshold violation.
- Define critical (red), warning (yellow) and normal conditions for each metric and contact group, using the `Contact Group Thresholds` tab. Only metrics that have the `Threshold` check box selected on the `Metrics` page display in the `Contact Group Thresholds` list. The threshold violations display in the `Contact Groups` pane, and alerts display on the map. A violation appearing in the Contact Centers pane means that a contact group related to that hierarchy object is reporting a threshold violation.

You cannot reset a threshold, to delete it, if is currently causing an active alert. To end the alert and make it inactive, change the threshold's values so that the metric no longer causes a violation. When the alert ends, and CCAdv or WA has deleted it from the Advisors database, you can reset the threshold.

The `Application Thresholds` page and the `Contact Group Thresholds` page display the threshold rule details including:

- `Application Group`—Affected application group name
- `Metric`—Display name of the metric to which the threshold will be applied, when the metric belongs to an object related to the application group
- `Min and Max`—Minimum and maximum permissible values
- `Decimal Places`—Number of decimal places to which the metric value is defined
- `Lower-Bound Warning, Lower-Bound Critical`—The lower threshold limits for warning and critical violations
- `Upper-Bound Warning, Upper-Bound Critical`—The upper threshold limits for warning and critical violations
- `# of Exceptions`—The number of exceptions

Note: Only metrics that have the `Threshold` check box selected on the `Metrics` page display in the `Thresholds` list.

**Exceptions** You can add time-based alternative thresholds (that is, exceptions) for the calculation of violations to vary your performance objectives. For instance, you may decide to lower the performance goals for metrics such as service level during the busiest periods of the day rather than increasing staff. Threshold exceptions override the normal (baseline) thresholds and substitute different thresholds for a defined time period. Exception rules can repeat daily, weekly, or monthly.

# Maintaining Application Groups

Adding and editing application groups is performed on the `General` tab.

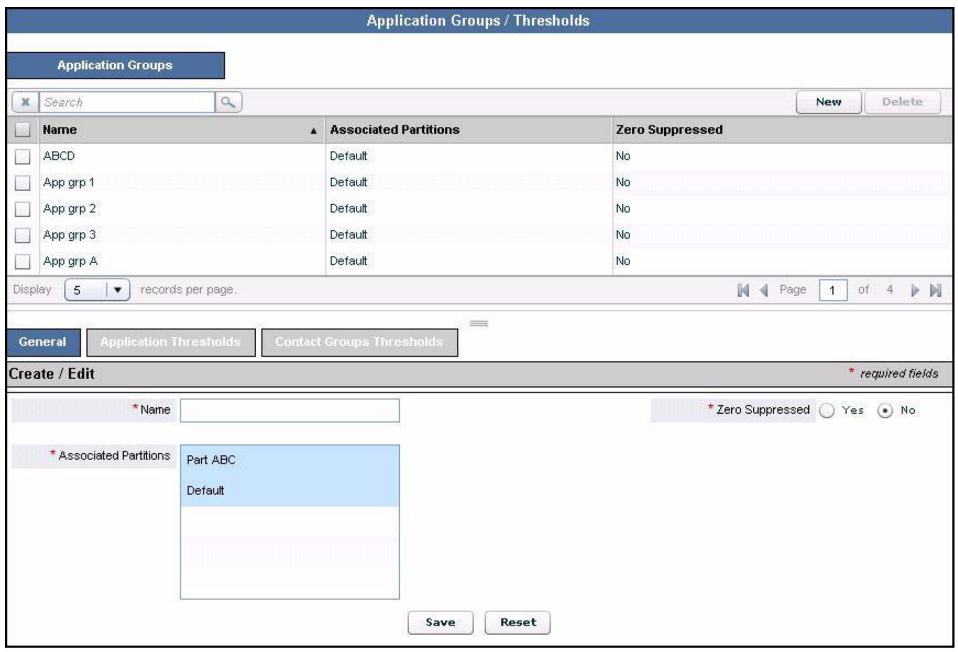


**Figure 9: Application Groups/Thresholds - General tab**

## Procedure: Maintaining application groups

Start of procedure

1. **To add an application group,** click `New` and navigate to the `Name` field. **To edit an application group,** select it from the list or search for it (page 97) and select it.
2. Add or edit the name.
3. Decide whether to zero-suppress it or not (see page 17).

4. Select the partition(s) to associate it with.
5. Click `Save`.

End of procedure

### Procedure: Deleting an application group

Prerequisites

Before deleting an application group, you must remove its assignment from contact centers and rollups.

You cannot delete an application group if:

- A metric threshold is defined in the context of the application group.
- An active alert exists created by such a threshold.

Start of procedure

1. To display the details of an application group, either select it from the list, or search for it (see page 97) and select it. Click the `Delete` button.
   A confirmation page displays.
2. To confirm the deletion, click `OK`.

Next Steps

## Adding or Updating Thresholds

You can update the values for a threshold. You can enter values for `Lower-Bound Critical` and `Lower-Bound Warning`, or `Upper-Bound Warning` and `Upper-Bound Critical`, or all four values.

Depending on the metric, the value may be acceptable above or below a certain value. If for example, the threshold is defined with Upper-Bound Warning of 50 and Upper-Bound Critical of 75 then a value between 50 and 75 triggers a warning. If the value is above 75, a critical violation is triggered. If the threshold is defined with a Lower-Bound Warning of 75 and Lower-Bound Critical of 70 then a value between 70 and 75 triggers a warning. If the value is below 70, a critical violation is triggered. For a case in which all four values are set, the threshold values are defined to trigger if the value is below or above defined values. For example, values below 10 or above 90 may trigger a critical violation, values between 80 and 90 or between 10 and 20 trigger a warning violation, and values between 20 and 88 are acceptable.

## Procedure:
## Updating application or contact group thresholds

Start of procedure

1. For CCAdv, click the `Application Thresholds` tab.
   For WA, click the `Contact Group Thresholds` tab.
2. Select an application group.
3. In the `Create/Edit` pane, select a metric to work with.

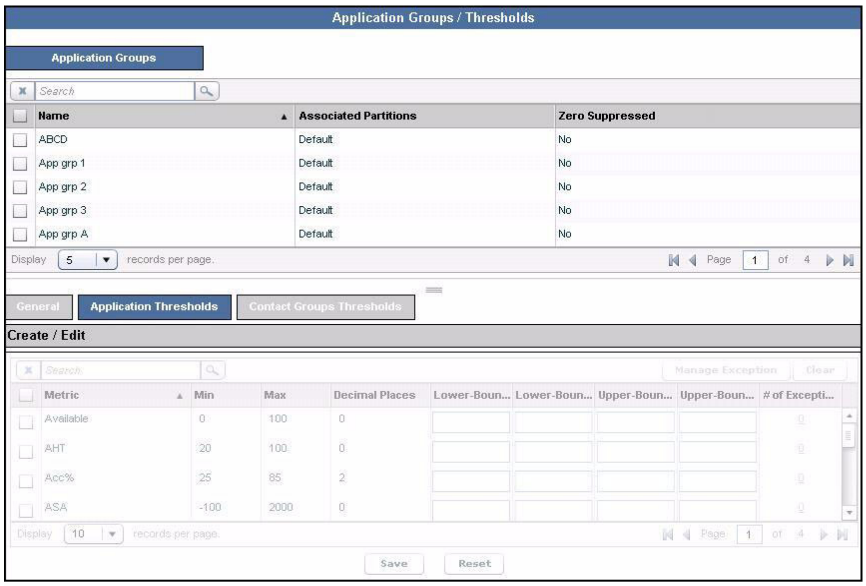


**Figure 10: Application Thresholds tab**

4. Type the values for the upper-bound and/or lower-bound limits for the selected metric.
5. To save the changes, click `Save`.
   A confirmation message displays. The values display on the `Thresholds` page.
6. Add any exceptions required. See "Adding Threshold Exceptions".

End of procedure

# Adding Threshold Exceptions

## Introduction

As part of the Advisor threshold and alert management capabilities, you can configure threshold exceptions. Exceptions are useful when certain periods of time perform differently than others. These differences are specific to the impact on threshold violations.

For example, even though call volume fluctuates significantly throughout the day, expected performance should be maintained throughout the day. Typically a metric target used for alerting (SL% for example) does not change just because other conditions change. However, certain conditions warrant exception usage as they are expected, understood and managed.

Many Advisor users have certain peak periods that the organization does not try and staff. For example, every Monday from 09:00 to 11:00 a call spike occurs following the weekend. Since that spike is not staffed to deliver typical SL% performance, there is a weekly expected period where normal thresholds are consistently violated. An Advisor threshold exception is useful in this case to lower the targets for SL% and thus avoid color-coded violations on the dashboard, alerts triggering to the map and the Action Management console as well as e-mail distributions going out.

Used correctly, threshold exceptions can avoid false alarms notifying people of a problem that does not really exist. If the situation is expected, known and accepted, than there should be no reason to alert on it. Alerting should be isolated to the intended purpose of bringing attention to an issue that requires action.

## Operation

You can add exceptions to override baseline threshold rules. When the exception is in effect, the values for the thresholds specified in the exception are used in all calculations and display of alerts.

Multiple thresholds may affect the same moment in time. In general,

- The threshold that started later and ended earlier is the one in effect.
- Non-repeating exceptions override repeating ones.

Specifically;

- If more than one threshold affects the same moment in time, the threshold that started later applies.
- If more than one threshold starts at the same time, then the one that ends the earliest applies.
- If more than one exception starts and ends at the same time, then the single instance exception supersedes the repeating exception.
- If more than one single instance exception starts and ends at the same time, then the exception created most recently applies.
- If more than one repeating exception applies, then the repeating exception created most recently applies.

The following example describes which of the multiple thresholds apply at a given period of time.

**Table 1: Multiple Thresholds—Example**

| Baseline Rule and Exceptions | Time Period | Threshold Applied |
|---|---|---|
| Baseline (00:00 - 24:00) | 00:00–07:59 | Baseline |
| A: 1/11/2006 08:00 - 10:00; created 1/10/2006 09:00:02 AM EST | 08:00–08:44 | Exception C |
| B: 1/11/2006 09:00 - 11:00; created 1/10/2006 10:00:02 AM EST | 08:45–08:59 | Exception A |
| C: 1/11/2006 08:00 - 08:45; created 1/10/2006 11:00:02 AM EST | 09:00–10:59 | Exception B |
| D: Repeat Weekly 09:00 - 13:00; created 1/8/2006 11:00:02 AM EST | 11:00–12:59 | Exception E |
| E: Repeat Monthly 09:00 - 13:00; created 1/9/2006 09:22:13 AM EST | 13:00–23:59 | Baseline |

Threshold violations are raised as soon as they exist, but not before. For instance, from 07:55–08:50, assume a metric value is not a violation of the baseline threshold; however, it is a warning (yellow) violation according to Exception C. Therefore, the warning violation will occur at 08:00 and persist until 08:44 (assuming that Exception A is not a violation).

To determine when alerts are generated and displayed on the map and when e-mails are sent, the threshold trigger delay begins counting when the violation is raised. If the violation disappears before the threshold trigger delay because either the actual metric came back into compliance or the threshold changed, then an alert is not raised. If the violation changes (from yellow to red or red to yellow), either because the actual metric moved or the threshold changed, the trigger delay is calculated from when the metric first passed out of compliance (into yellow or red) and the alert, if generated, reflects the current state of the violation.

For exceptions, the start and stop time fields are relative to the contact center. The time zone is used to determine the times. For example;

- For contact centers in PST, typing the start time 6:00 AM and stop time 8:00 AM is 6:00 AM to 8:00 AM PST (that is, 14:00 -16:00 GMT);

- For contact centers in EST, typing the start time 6:00 AM and stop time 8:00 AM is 6:00 AM to 8:00 AM EST (that is, 11:00–13:00 GMT).

Note: You cannot delete a threshold rule if it is causing an active alert.

## Procedure: Adding/editing an exception

### Start of procedure

1. From the Application Thresholds or Contact Groups Threshold tabs, click on a live (blue underlined) link in the # of Exceptions column. The Exceptions page displays (Figure 11).

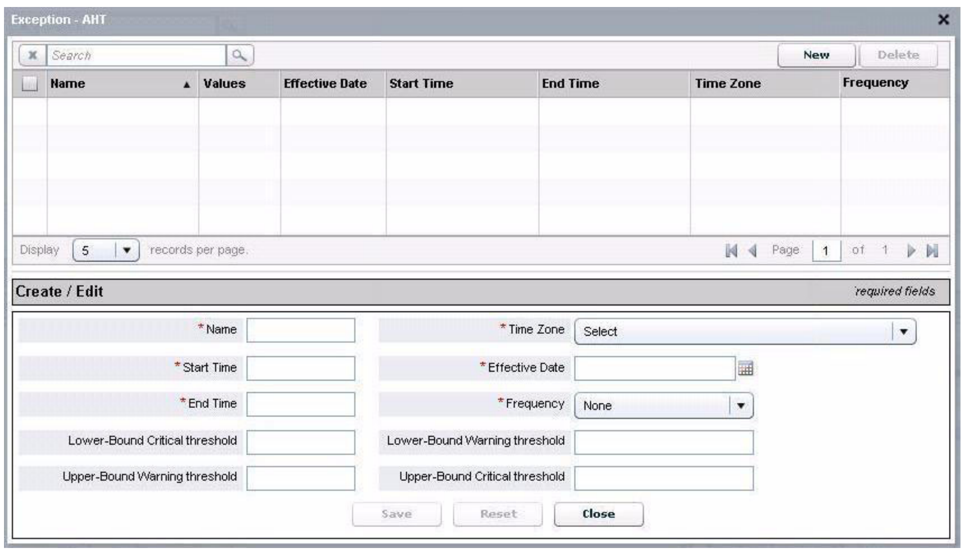


**Figure 11: Exceptions page**

2. To add an exception, click New and go to Step 3.
   To edit an existing exception, select it, or search for and then select it in the upper pane.
3. Type or edit the name for the exception in the Name field.
4. Select the time zone from the drop-down field.
   The values are converted to UTC prior to being saved in the database.
5. Enter the start time of the exception.
   The start time must be less than the end time and range from 00:00–23:59.
6. Enter the end time of the exception.
   The end time must be greater than the start time and range from 00:00–23:59.

7. Specify the date the exception applies from the `Effective Date` calendar.
8. Select the frequency that the exception repeats from the `Frequency` drop-down list. The default is `None`.
9. If the exception repeats weekly, select which day of the week the exception repeats.
10. If the exception repeats monthly, select which day of the month the exception repeats.
11. Add the lower-bound and upper-bound warning and critical threshold limits.
12. To save the exception, click `Save`.
    A confirmation message displays.
    The exception displays in the table.

End of procedure

Note: You cannot delete an exception if it is causing an active alert, or an inactive alert that has not yet been deleted from the Advisors database.

## Thresholds and Notifications

A threshold violation escalates to an official "alert" based on persistently remaining above or below the threshold target for a specific period of time. This is set on the `Administration System Configuration` page. Two parameter settings are important for managing notifications:

- `Threshold Trigger Delay Rate`
  This parameter controls how many minutes a threshold violation must exist in a state exceeding a threshold before the application triggers an alert e-mail message and displays on the map. Peripheral Gateway alerts (Cisco ICM only) and manual alerts are an exception to the threshold trigger delay rate—they display immediately.
- `Notification Refresh Rate`
  This parameter determines the frequency of distributing alert messages. The delay prevents unnecessary repetition of alert messages. Every minute, Advisors checks for notifiable alerts and the time the e-mail was last sent. For each alert, if the time that the e-mail was last sent is older than the notification refresh rate, an e-mail is sent. Advisors also sends e-mail about an alert if its severity changed since the last e-mail about the alert was sent. This is independent of the refresh rate.

Typically a `Threshold Trigger Delay Rate` would be in the 10–30 minute range and is entirely dependent upon the urgency and severity of issues. The `Notification Refresh Rate` may or not even be relevant. Many organizations are content to send an e-mail notification only once. Others with critical performance targets may want to know if an alert is still active and prefer an updated e-mail send.

While these two configuration settings are very important to the notification function, it is important to remember that how the root thresholds are set is the most important consideration.

Threshold levels, which drive alerts, should be set carefully and periodically reviewed for tuning requirements. If a threshold is constantly in a violated state, than it is probably set too tight for the current capabilities of the operating environment. If, when an alert is triggered, no action will be taken or, at the least, no immediate value is delivered in knowing about that alert, it may be better to remove it.

The final variable in the notification process is distribution lists. Careful understanding of the goal(s) of the notification will influence successful utilization of alert notifications. E-mail notifications should be targeted to users that really need to know about a situation regardless of their location. The users are often responsible for taking the appropriate action to address the situation so time is of the essence.

Distribution lists can be set up to finely target the desired audience. The list can be based on the type of alert (business, technical), the severity of the alert (`warning, critical`) and the contact center and/or the application group related to the application or contact group whose metric's value caused the alert. All of these variables allow for finely targeted e-mail notifications to just the right audience.

Some organizations may prefer to distribute yellow/cautionary alerts to a small (sometimes one person) group that is responsible for the individual business unit or location affected. If the alert hits a red/critical state, the distribution widens and deepens to all potentially affected sites as well as up the management chain.

Distribution lists, like many other aspects of Advisor, will rarely perform well if kept static. The business environment changes; performance targets change; personnel change. Regular and periodic tuning is required to ensure optimal utilization of these and many other Advisor capabilities.

Genesys advises having a documented process that outlines and links the various Advisor capabilities and settings to the broader customer care operating model. A simple example of this would be to document the process flow and impact that the addition of a group of call queues would have on Advisor. Those queues would need to be mapped to an Application Group; thresholds would be set; notifications would be set.

# Contact Centers

The Contact Centers page (Figure 12) allows you to add and update contact centers. Multiple steps are required for contact centers to display on the dashboard.

If your deployment will configure call types from CISCO ICM, or voice queues or interaction queues from Genesys Stat Server, then in the System Configuration page, you must set the `Application-to-Agent Group Relationships` mode to `Auto-Override` or `Manual`. Otherwise, you will not be able to assign agent groups to the imported applications that represent your call types, voice queues, and interaction queues.

There are three types of contact centers:

- Site—A location-based contact center
- Network—A parent of agent-group contact centers
- Agent group—A non-location-based contact center

A network contact center does not require map coordinates (that is, latitude and longitude). However, it will not display on the map without them. If you add or remove the latitude and longitude later, you must log out of the dashboard and back in for this change to take effect in a dashboard. There may be a delay of a few minutes after that as the change propagates through the applications.

Genesys recommends adding only one network contact center, and then adding agent group contact centers to see a more granular view of your data. Because an agent-group contact center can only be assigned to one network contact center, if more than network contact center is created, you must add a second agent-group contact center for each physical location.

Once a contact center is saved, you cannot change its type or data source.

Contact centers must be assigned to distribution lists on the `Distribution Lists` page for users in that distribution list, and who have access to that contact center, to receive e-mail about alerts concerning that contact center. Contact centers must be assigned to users on the `Users` page for users to be able to see the contact centers on the dashboard, or to receive e-mail about alerts concerning the contact center that is sent to distribution lists of which the user is a member. If you select the `Include Future Additions?` check box when assigning contact centers, and any contact centers added in the future are assigned automatically. If not, you must assign the added contact center to users manually.

# Adding a New Contact Center

## Procedure:
## Adding a new contact center

Start of procedure

1. On the navigation bar, select `Contact Centers`.
   The `Contact Centers` page displays.
2. Click `New` and navigate to the `Name` field in the `Create/Edit` panel. Enter the contact center name. The name of the contact center cannot include the slash (/) or colon (:) character.
3. Select the time zone from the drop-down list.

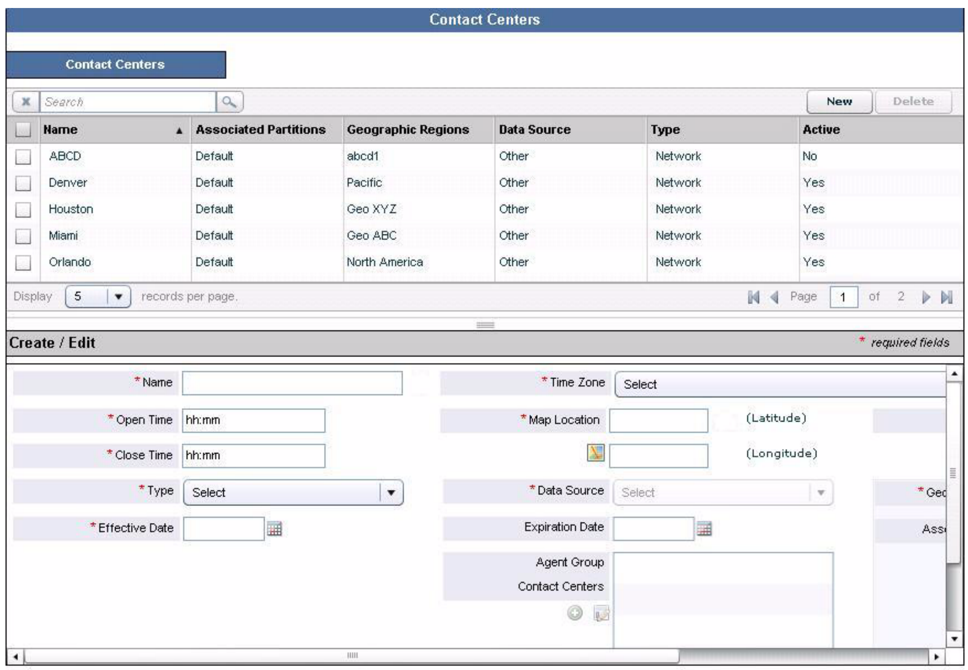


**Figure 12: Contact Centers Page**

4. To specify the hours of business operation, type the open and close times within the selected time zone.
   The format is *hh:mm*.
   The open and closed times represent the official time for active data analysis.
   During non-operational hours, summaries that draw data from the contact centers (such as regional or application summaries) are calculated without that data. During non-operational hours, the contact center is hidden from the CCAdv contact centers pane and from the WA contact centers pane.

5. To specify when a contact center displays and ceases to display, click the Calendar icons and select the `Effective Date` and the `Expiration Date`. The expiration date is optional.
6. To activate the contact center, click `Yes` for the `Active` button
   Selecting `No` deactivates the contact center and prevents it from displaying on the dashboard allowing you to set it up in advance. If you change this setting, you must log out of the dashboard and back in for this change to take effect. There may be a delay of a few minutes as the change propagates through the applications.
7. To set the location of the contact center on the map, type the decimal latitude and longitude *OR* click the map icon. The mapping window opens (Figure 13 on page 40). Instructions for using this map appear in the map pane.
   a. Click the pushpin tool.
      The pushpin displays on the map.
   b. Drag the pushpin to the correct location.

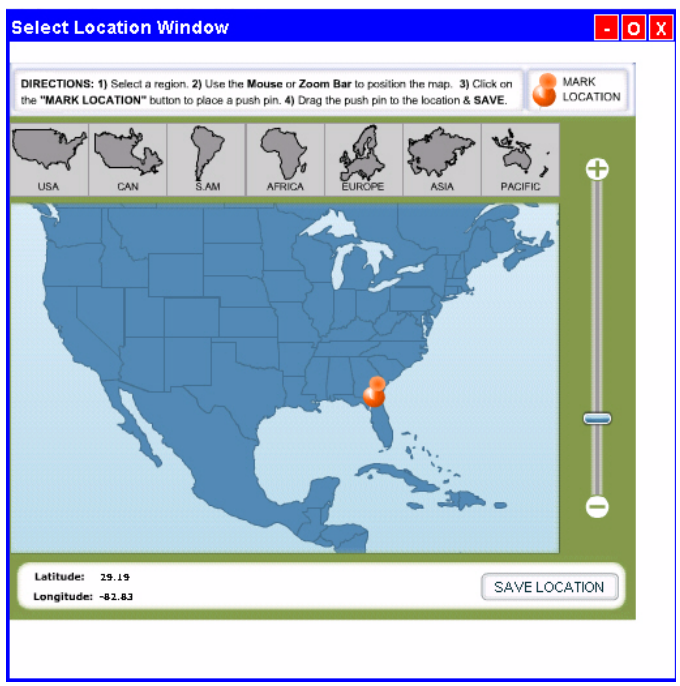


**Figure 13: Contact Center Map**

8. Click the `Save Location` button. The mapping window closes.
9. Enter the type of the contact center: `Site` or `Network`.
10. For a site contact center, enter the data source.

---

Note: Once the contact center is saved, you cannot change its type or data source.

---

11. Select the geographic region for the contact center from the drop-down list.
12. Select the partitions with which this contact center will be associated from the displayed list.
13. For a network-type contact center, enter the agent-group contact centers with which it will be associated by clicking the plus icon beside the list of agent group contact centers.
14. To save the contact center, click `Save.` A confirmation message displays and the contact center displays in the list.

End of procedure

## Procedure: Deleting an application contact center

Purpose:

Deleting an application contact center removes it from system administration selection lists and from the map on the dashboard. Deleting an application contact center automatically removes it from distribution lists and users.

`Note:` A contact center can only be deleted if no other object is dependent on it.

Start of procedure

1. On the navigation bar, select `Contact Centers`
   The `Contact Centers` page displays.
2. To display the details of a contact center:
   Select from the list
   *OR*
   Type at least two letters in the `Search Existing` field, click `Search`, and then select from the list.
3. Click the `Delete` button.
   A confirmation window displays.
4. To confirm the deletion, click `OK`.
   A message confirms the deletion.

End of procedure

# Peripheral Gateways

A peripheral gateway is a communications interface between a call distributor and call router.

The `Peripheral Gateways` page (Figure 14) allows you make a peripheral gateway active or inactive and shows their assignments to partitions and application contact centers as defined in the Application Configuration module.

**Note:** The Peripheral Gateways page displays both Cisco TDM logical interface controllers and Genesys switches.

Peripheral gateways are added automatically. For each peripheral gateway, a Super Administrator may update the following:

- Status (active or inactive)
- Assigned contact centers. An administrator assigns a contact center to a peripheral gateway indirectly. The assignment happens when an administrator chooses an application that is a service related to the peripheral gateway, and assigns the application to a contact center. The peripheral gateway is now related to the contact center.

## Procedure: Activating peripheral gateways

### Start of procedure

1. Display the details of a peripheral gateway:
   Select from the list or search and select.
   To activate the peripheral gateway, select `Yes`.
2. Click the `Save` button.
   A confirmation message displays and the assignment and active status displays in the list.

### End of procedure

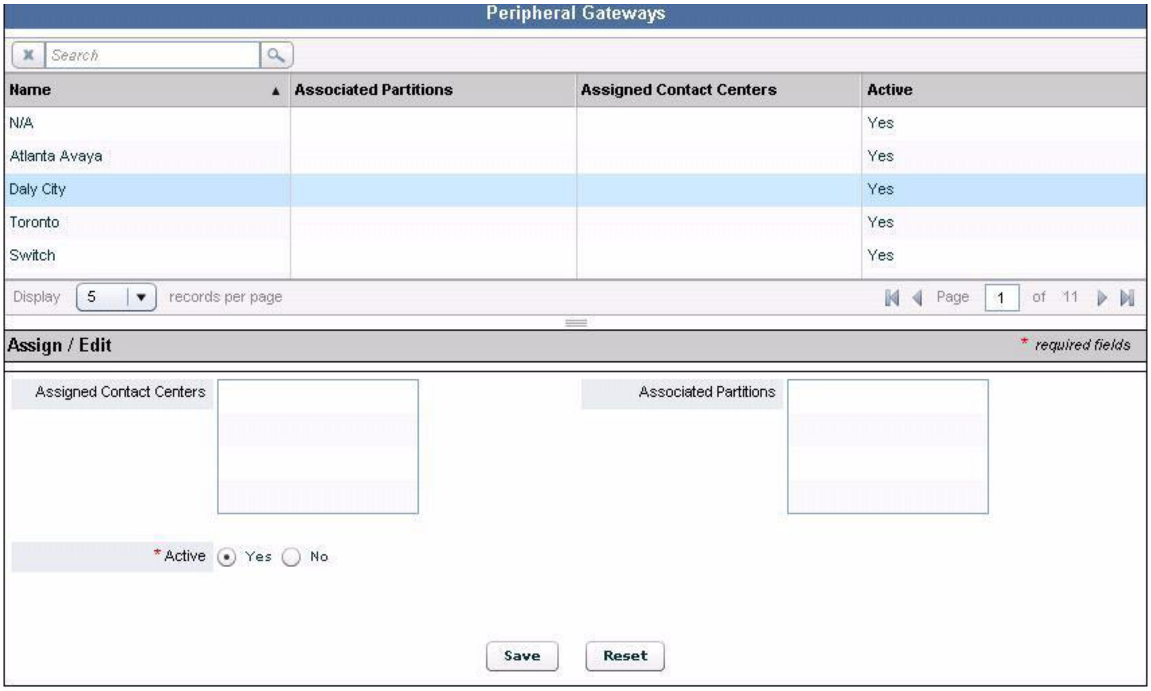


**Figure 14: Peripheral Gateways Page**

# Application Configuration

To configure the hierarchy displayed on the CCAdv dashboard and control how it is rolled up, you must create the associations between applications, agent groups, and the levels in the hierarchy (for example, regions, contact centers, and application groups).

The Application Configuration page is used for configuration of:

- Rollups (or aggregations)
- Associations between applications and agent groups
- Details of applications

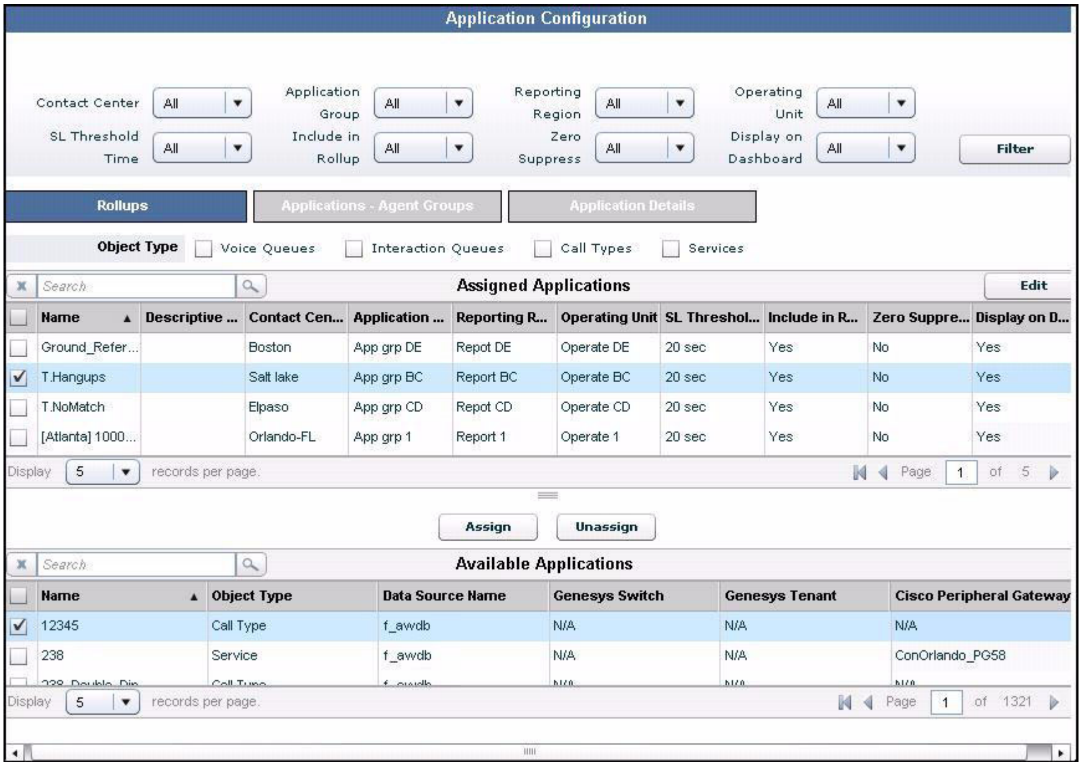


**Figure 15: Application Configuration page**

# Rollups

The `Rollups` tab (Figure 15) allows you to define how information displays, summarizes, expands, and contracts in the contact centers pane on the dashboard.

For CCAdv, you assign agent groups, an application group, reporting region, and operating unit to an application for a contact center.

Depending on how the application-to-agent groups relationship is defined in system configuration, you may map agent groups to applications manually (if manual or auto override is defined) or automatically with Cisco ICM. To be able to assign agent groups to applications related to a network contact center, the `Application-to-Agent Group Relationships` field must be set to `Manual` or `Auto Override` on the System Configuration page. For agent groups to display on the dashboard, the `Application-to-Agent Group` relationship must be created.

The rollups for network contact centers must be configured first to make agent groups available for the agent-group contact centers. For Cisco TDM, both base and non-base agent groups are imported. The enterprise name is used to distinguish agent groups with the same name but from different peripheral gateways.

To sort the data in the Rollup table, click on a column heading. The arrow in the down or up position indicates which column is sorted.

Notes: The relationships between applications and agent groups support certain functionality in the dashboards. First, they support highlighting agent groups when applications are selected, and vice versa. Second, they support displaying the set of agent groups related to both a contact center and an application group. The XML Generator updates these relationships when it starts, and after that once per day, overnight. If a relationship changes in the System Administration module, and you do not want to wait overnight to obtain the effects of this, then the administrator must restart the XML Generator.

## Filtering the Display of Rollups

You can filter the list of objects by the object type for a contact center using the check boxes that appear at the top of the Rollups tab.

- `Services`—For a CISCO data source, select the `Services` check box to display the services.
- `Call Types`—For a CISCO data source, select the `Call Types` check box to display the call types.
- `Voice Queues`—For a Genesys data source, select the `Voice Queues` check box to display the voice queues.
- `Interaction Queues`—For a Genesys data source, select the `Interaction Queues` check box to display the interaction queues for chat and e-mail.

## Procedure: Assigning/unassigning applications for rollup

### Start of procedure

1. Select `Rollups`. See Figure 15.
2. Use the filter buttons at the top of the page to filter the displayed list of records.

   Note: You cannot select an agent-group contact center because you cannot assign an application to an agent-group contact center in the `Application | Rollups` tab. Agent-group rollups are configured on the `Agent Group | Rollups` tab.

3. Select one or more applications from the list by checking their check box(es).

4. To assign an application for rollup, select it from the Available Applications table and click the Assign button.

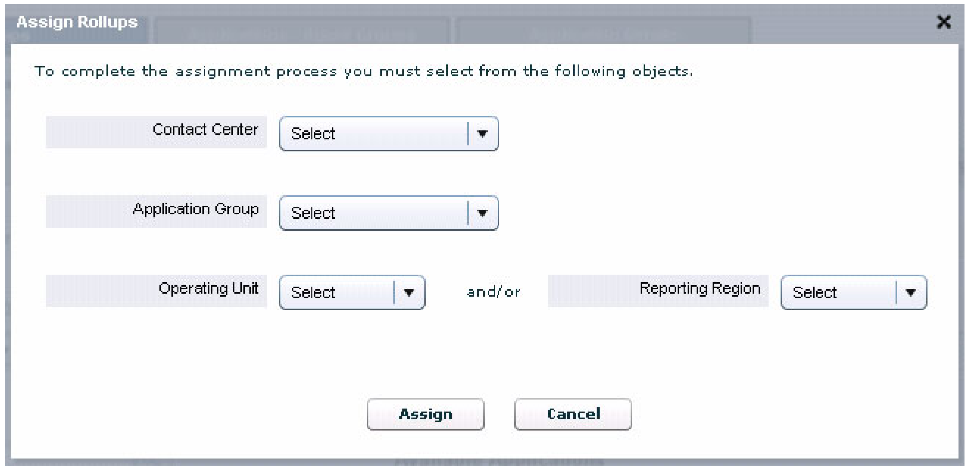


**Figure 16: Application Rollups - Assign Rollups page**

5. Define the rollup by select the Contact Center, Application Groups, Operating Unit and/or Reporting Region for this application from the drop-down lists of options.

   Assigning the application group, reporting region, and/or operating unit is required for the application to display on the dashboard and to be included in the metric rollup for the specific grouping. In order for an application to be rolled up to any grouping, you must select a contact center and an application group for it.

6. Click Assign to save the changes.

   Note: When you click Assign, the Assign prompt popup will not appear if the mandatory options are already specified in the filter options. If only some of the mandatory options are already specified, only the remaining missing options would be specified.

7. To unassign an application, check its check box in the Assigned table, and click Unassign. No confirmation message is displayed.

### End of procedure

Note: An alternative method to selecting the attributes for applications is to select them from the filter area. To do this, click Filter, select from the Available list then click Assign.

## Procedure: Editing an application rollup

Start of procedure

1. Select `Rollups`. See Figure 15.
2. Use the filter buttons at the top of the page to filter the displayed list of records.

> Note: You cannot select an agent-group contact center because you cannot assign an application to an agent-group contact center in the `Application | Rollups` tab.

3. Select an application from the list by checking its check box. You can select multiple applications in the same way. To navigate to the next or previous page use the page controls.

> Note: You can select multiple applications for edit, but the changes you make will apply to all selected applications.

4. Select a value for each of `Contact Center, Application Group, SL Threshold Time, Zero Suppress, Reporting Region, Operating Unit, SL Threshold Time, Include in Rollup`, `Zero Suppress` and `Display on Dashboard`, using the drop-down lists.

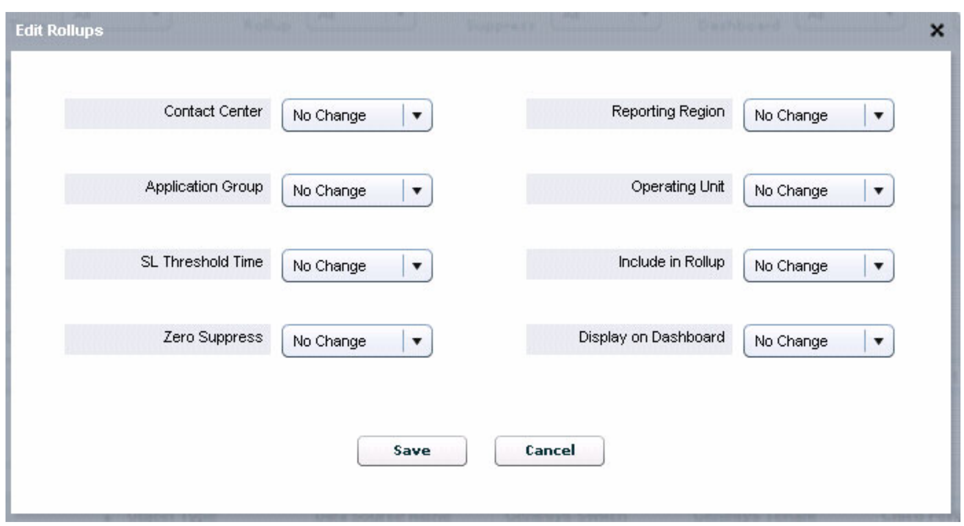


**Figure 17: Applications - Edit Rollups page**

Assigning the application group, reporting region, and/or operating unit is required for the application to display on the dashboard and to be included in the metric rollup for the specific grouping. In order for an application to be rolled up to any grouping, you must select a contact center and application group for it.

With `Include in Rollup` set to `No` and `Display on Dashboard` set to `Yes`, the application's metrics' values will not contribute to rolled up values, but the application will still appear in the `Applications` pane when you select the appropriate grouping.

Only consider selecting `No` for `Include in Rollup` and `Yes` for `Display on Dashboard` for IVR/VRU-related applications in which you want to display IVR performance in the `Applications` pane but not in the contact centers pane. The IVR should handle 100% of the calls and the performance could indicate whether or not this is happening or if there may be a problem. In this case including these numbers in the rollup would inflate the performance of call handling by the agents..

Note: For the violations triggered by threshold rules on an application's metrics to display on the Dashboard, you must select `Yes` for `Include in Rollup`.

## Applications–Agent Groups Configuration

The `Applications-Agent Groups` tab allows you to maintain the associations between application and agent groups.

### Procedure: Maintaining application-agent groups assignments

Notes: 1. Multiple edits are not available for assigning agent groups to applications. You must edit individual applications to associate agent groups after creating the rollups.

2. Only the agent groups from the same external data source display for the selected application.

### Start of procedure

1. Select the `Applications-Agent Groups` tab.

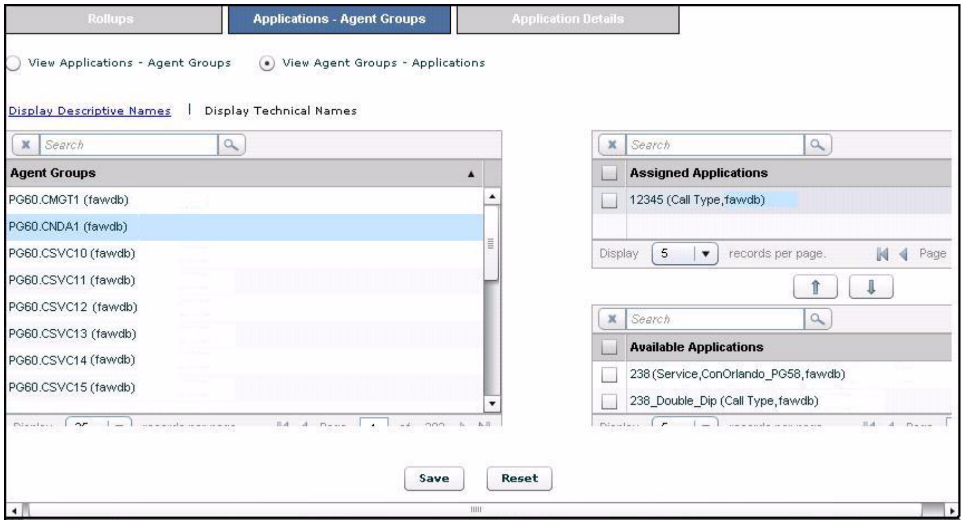


**Figure 18: Applications - Applications-Agent Groups tab**

   You can opt to display either descriptive or technical names by clicking the `Display Descriptive/Technical Name` link.

   You can reverse the order of display by selecting the relevant radio button.

2. Select an application or agent group from the left panel. This displays the already assigned applications or agent groups in the `Assigned` panel on the right.
   Applications or agent groups that are available for assignment appear in the `Available` panel.
3. To move an object between the `Available` and `Assigned` panels, check its check box and click on either the up or down arrow between the two panels.
4. Click `Save`.

### End of procedure

# Application Details

You can use `Application Details` tab to maintain all the details of an application other than its technical name.

# Procedure: Maintaining application details

Start of procedure

1. Click on the `Application Details` tab to display Figure 19.

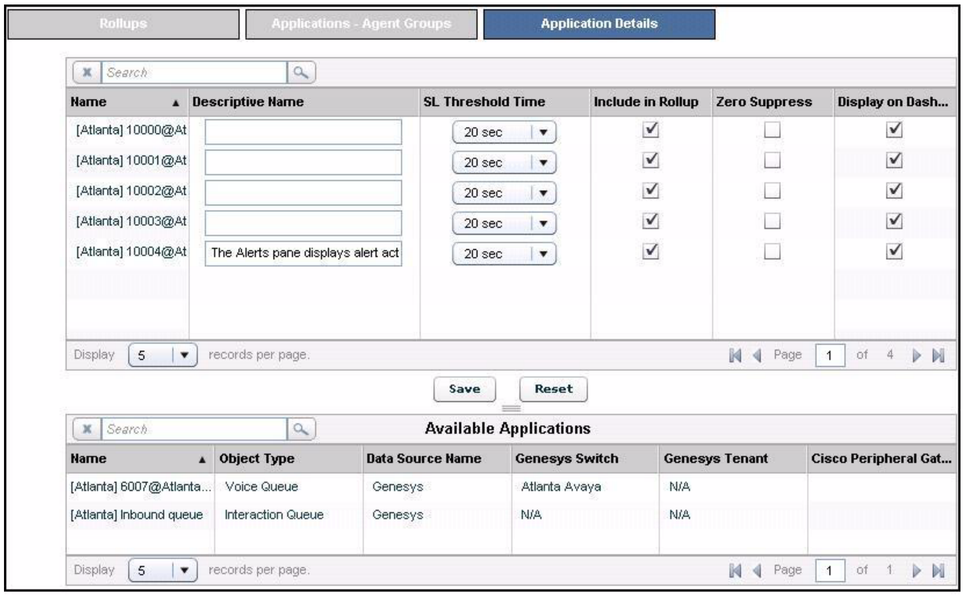

**Figure 19: Application Details tab**

2. Edit the details as follows:
   - `Descriptive Name`—Descriptive names display on the dashboard. Hovering over the descriptive name displays the generated name.
   - `SL Threshold Time`—(Applicable only to Genesys voice queues) Select a value from the drop-down list.
   - `Include in Rollup`—Check the box to include the application in rollups.
   - `Zero Suppress`—Check the box to zero-suppress the application. (See "Zero Suppression" on page 17.)
   - `Display on Dashboard`—Check the check box to display the application on the user dashboard. See "Editing an application rollup" on page 47 for the consequences of changing the value of this setting.
3. Click `Save`.

End of procedure

# Agent Group Configuration

The `Agent Group Configuration` page (Figure 21) allows you to:

- Maintain agent group details
- Assign agent groups to agent-group contact centers
- Review the agent groups assigned to a contact center, application group, reporting region, or operating unit

For agent-group contact centers, you assign the agent groups previously assigned to a network contact center. For agent groups to be available for assignment to agent-group contact centers, the rollups for the network contact centers must be configured first. If an agent group is later removed from a call type, the association to the agent group contact center is removed automatically.

## Agent Group Details Tab

The `Agent Group Details` tab allows you to maintain details of agent groups, apart from their primary name.

### Procedure: Maintaining agent group details

Purpose:

To maintain details of agent groups, including determining which agent groups can display in the `Agent Groups` pane on the dashboard.

### Start of procedure

1. Select the `Agent Group Details` tab.
2. Use the filters in the uppermost panel to filter the display of agent groups.

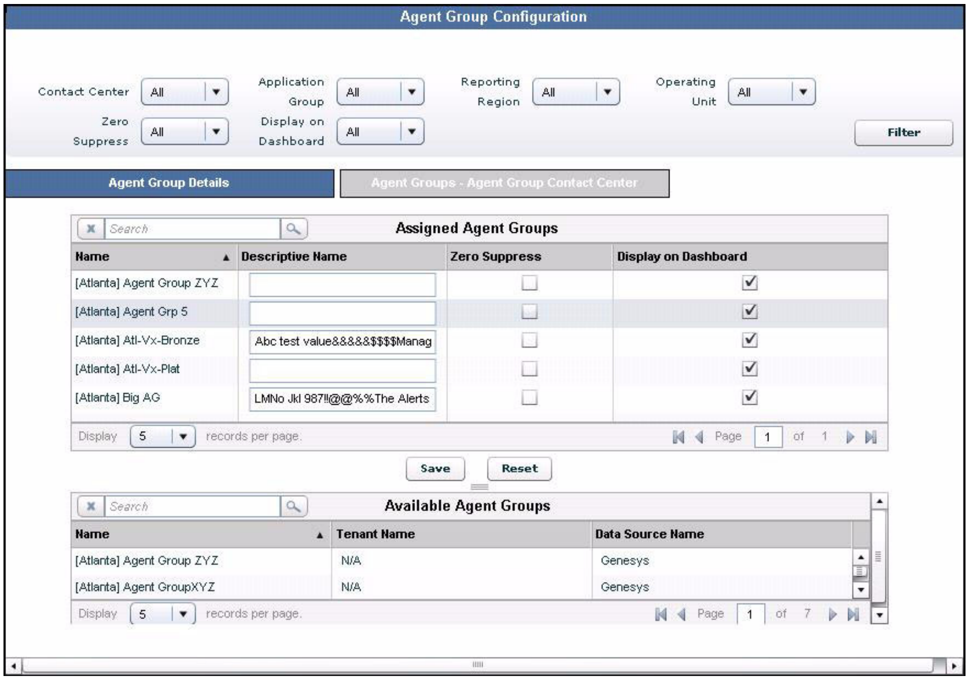


**Figure 20: Agent Groups Details tab**

3. Select an agent group from the list.
4. Type a descriptive name in the `Descriptive Name` field.
   The descriptive name will display on the dashboard. If a descriptive name is not provided, the generated name displays on the dashboard.
5. To prevent an agent group from displaying on the dashboard when no current call activity exists, select `Yes` for `Zero Suppress`.
6. To make the agent group displayable on the dashboard, select `Display on Dashboard`.
7. Click `Save`.
   A confirmation message displays.

### End of procedure

## Agent Groups - Agent Group Contact Center Tab

The `Assigned Agent Groups` pane shows agent groups which are currently assigned to a given agent-group contact center. Many agent groups can be assigned to a given agent-group contact center.

The Available Agent Groups pane shows agent groups that are currently assigned to the agent-group contact center's parent network contact center. This does not include any agent groups already assigned to other agent-group contact centers.

## Procedure: Maintaining agent groups-to-agent group contact center assignments

### Start of procedure

1. Select the Agent Groups - Agent Group Contact Center tab.
2. Use the filters in the uppermost panel to filter the display of assigned agent groups in the Assigned Agent Groups panel. To display all assigned agent groups, select All.
   The display shows assigned agent groups and available agent groups.

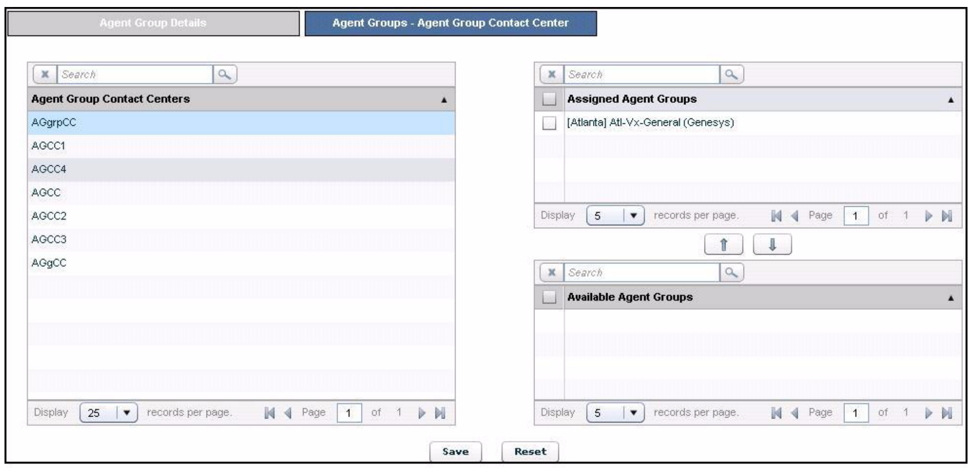


**Figure 21: Agent Groups Configuration Page**

3. Select an agent-group contact center from the left panel. This displays the already assigned agent groups in the Assigned panel on the right.
   Agent groups that are available for assignment appear in the Available panel.
4. To move an object between the Available and Assigned panels, check its check box and click on either the up or down arrow between the two panels.
5. Click Save.

### End of procedure

# Contact Group Configuration

To configure the hierarchy displayed on the WA dashboard and control how it is rolled up, you must create the associations between contact groups, agent groups, and the levels in the hierarchy (for example, regions, contact centers, and application groups). In Genesys Advisors, the term *contact group* is synonymous with the terms *activities, forecast group*, *staff group*, and *contact type*. The `Contact Group Configuration` page is used for configuration of:

- Rollups (aggregations)
- Associations between contact groups and agent groups
- Details of contact groups

## Rollups Tab

The `Rollups` tab allows you to assign hierarchy objects to a workforce management system's forecasting entities (activities in Genesys WFM, forecast groups and staff group in Aspect eWorkforce Management, and contact types in IEX TotalView). You must import contact groups from your WFM system before configuring rollups on the `Contact Group Configuration/Rollups` page.

---

Note: WA does not control the data source names; if data source names are the same but one is in lower case and the other is in upper case then WA interprets them as two different data source names.

---

The IEX data source names, the eWFM and Genesys WFM data source names must be unique.

To display a contact group on the WA dashboard, in the Rollups page, assign a contact center and application group to it. You must also assign either a reporting region or an operating unit to it.

Then, in the `Contact Groups - Applications` page, to the contact group, you assign one or more applications. Chat and e-mail are not available in WA; consequently, you cannot assign an application that is an interaction queue.

The agent groups assigned to the applications are, in effect, thus assigned to the contact group.

Finally, in the `Contact Groups - Agent Groups` page, you can directly assign agent groups to contact groups that are assigned to agent group contact centers.

If there are no agents logged on to the agent group where the zero-suppress property is `Yes` and calls handled are zero and calls offered are zero, the agent group will be hidden. Depending on your WA system configuration, logged-on could be excluded from this criterion. The logged-on criterion is included by default.

For each contact group, you provide a `Descriptive Name`. Descriptive names display on the dashboard. Hovering over the descriptive name displays the generated name.

## Procedure:
## Assigning contact groups for rollup

### Start of procedure

1. Select the `Rollups` tab.

.

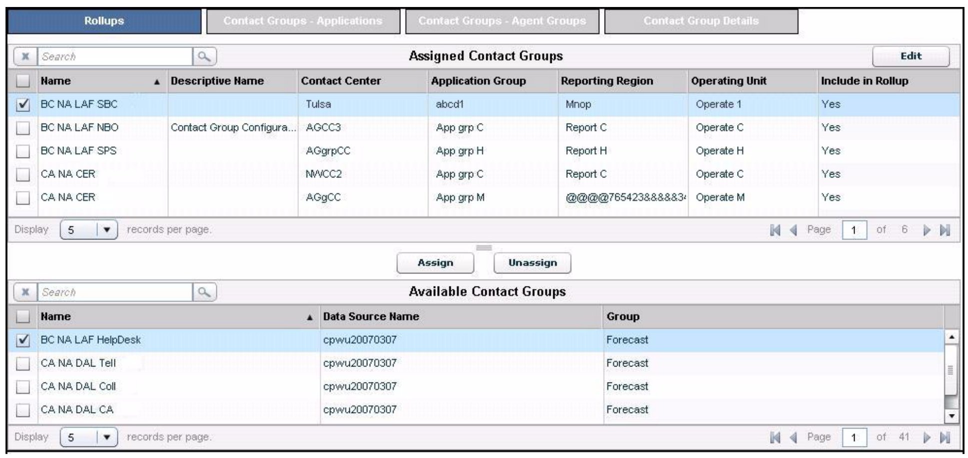


**Figure 22: Contact Groups Rollups tab**

2. Select a contact group from the `Available Contact Groups` pane.
3. To associate the contact group for rollup, click `Assign`. The `Assign Rollups` pane displays.

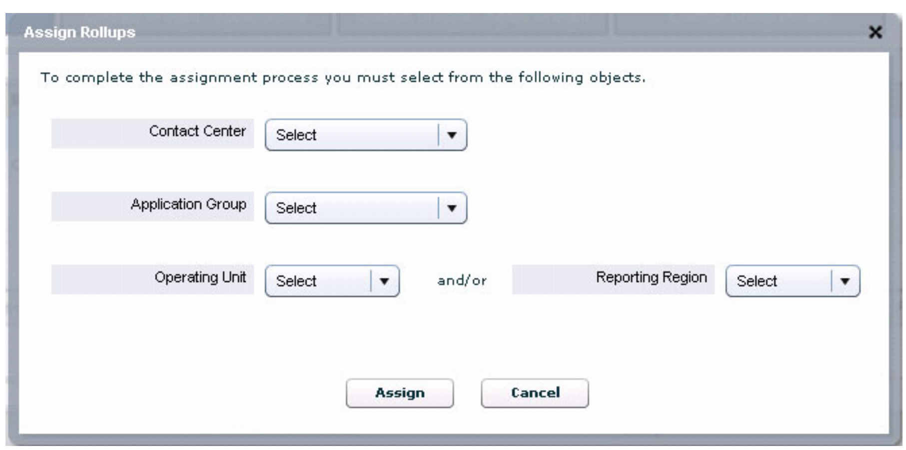


**Figure 23: Contact Groups - Assign Rollups page**

4. Define the rollup by selecting a contact center, application group, reporting region, and/or operating unit for the contract group.
   Assigning an application group and contact center is required for the contact group to be used in rollups and to display on the dashboard. Assigning a reporting region or operating unit is required for the contact group to be used in the rollup for that grouping, and to display on the dashboard when that grouping is selected.

   Note: You can associate different hierarchy objects to a contact group than are associated to an application related to the contact group, but typically they would be the same.

5. Click `Assign`. The `Assign Rollups` dialog box closes.
6. In the main `Rollups` tab, click `Save`.
   A confirmation message displays and the details display in the table.
7. To roll up the metric values of a contact group to an application group, contact center, regional level, or enterprise level, select `Yes` for the `Include in Rollup`.
   Selecting `No` for `Include in Rollup` excludes the values from the rollup.

   Note: For the violations triggered by threshold rules on a contact group's metrics to display on the dashboard, you must select `Yes` for `Include in Rollup`.

End of procedure

## Procedure: Editing a contact group rollup

For each contact group in a contact center, you select the application group, reporting region, and/or operating unit in which you want the contact group to belong, then you assign agent groups.

Start of procedure:

1. Select `Rollups`.
2. Select one or more contact centers from the list.
3. Click `Edit`.


**Figure 24: Contact Groups - Edit page**

4. Edit the rollup by selecting a contact center, application group, reporting region, and/or operating unit and whether to include it in rollups or not. Assigning a contact center and application group is required for the contact group to be used in rollups and to display on the dashboard. Assigning a reporting region or operating unit is required for the contact group to be used in the rollup for that grouping, and to display on the dashboard when that grouping is selected.

   Note: You can associate different hierarchy objects to a contact group than are associated to an application, but typically they would be the same.

5. To roll up the metric values of a contact group to an application group, contact center, regional level, or enterprise level, select `Yes` for the `Include in Rollup`.
   Selecting `No` for `Include in Rollup` excludes the values from the rollup.

   Note: For the violations triggered by threshold rules on a contact group's metrics to display on the dashboard, you must select `Yes` for `Include in Rollup`.

6. Click `Save`.

End of procedure

# Contact Groups - Applications

Use the `Contact Groups - Applications` tab to assign applications to contact groups.

Chat and e-mail are not available in WA. Consequently, you cannot assign an application that is an interaction queue.

## Procedure: Maintaining contact groups-to-applications assignments

Start of procedure

1. Select the `Contact Groups - Applications` tab.
2. Use the filters in the uppermost panel to filter the display of contact groups in the `Contact Groups` panel. The display shows contact groups, assigned applications and available applications.

   You can reverse the order of display by selecting the relevant `View` radio button.

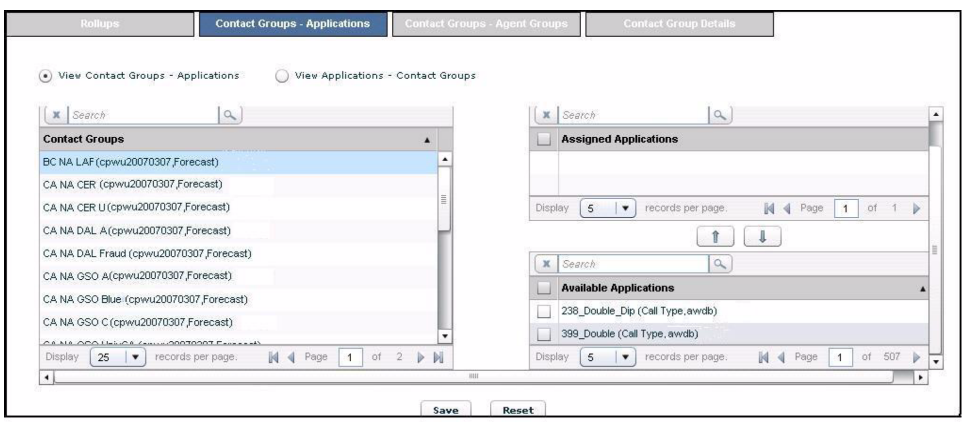


**Figure 25: Contact Groups - Applications Assignment tab**

3. Select a contact group or application from the left panel. This displays the already assigned contact groups or applications, if any, in the `Assigned` panel on the right.
   Applications or contact groups that are available for assignment appear in the `Available` panel.

4. To move an object between the `Available` and `Assigned` panels, check its check box and click on either the up or down arrow between the two panels.
5. Click `Save`.

End of procedure

# Contact Groups - Agent Groups

A contact group associated with applications is indirectly and automatically associated with the agent groups related to those applications.

Use the `Contact Groups - Agent Groups` page, to directly assign agent groups to contact groups that are assigned to agent-group contact centers.

## Procedure: Maintaining agent groups-to-contact groups assignments

Start of procedure

1. Select the `Contact Groups - Agent Groups` tab.
2. Use the filters in the uppermost panel to filter the display of contact groups in the `Contact Groups` panel. The display shows contact groups, assigned agent groups and available agent groups.

   You can opt to display the descriptive or technical names by clicking on the `Display Descriptive/Technical Names` link.

   You can reverse the order of display by selecting the relevant radio button.

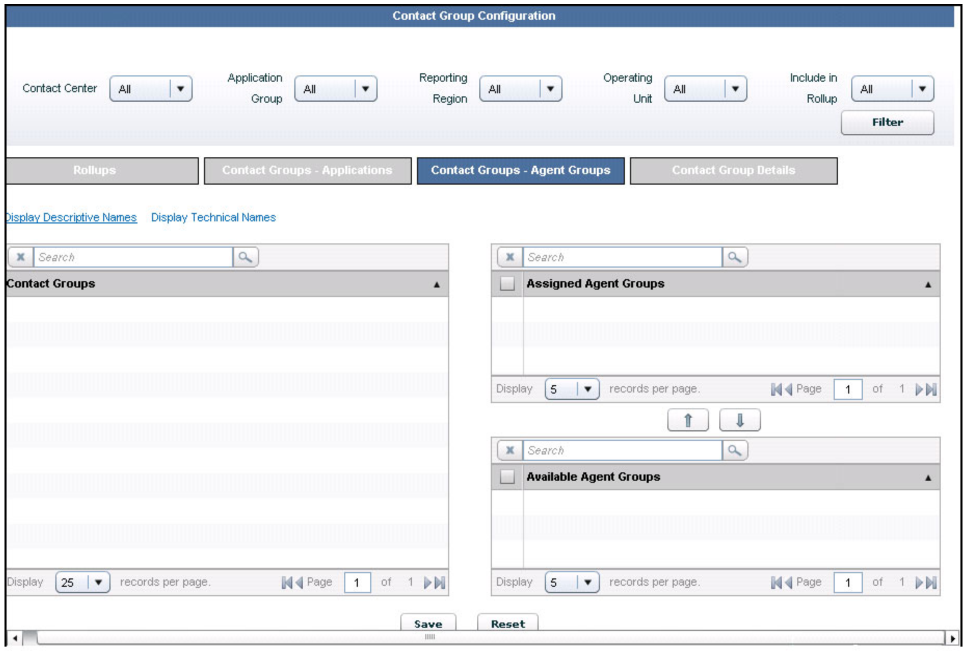


**Figure 26: Contact Groups - Agent Groups Assignments tab**

3. Select a contact group or agent group from the left panel. This displays the already assigned contact group or agent group, if any, in the `Assigned` panel on the right.
   Agent groups or contact groups that are available for assignment appear in the `Available` panel. Note that though agent groups associated only with interaction queues will appear here, you should not assign these agent groups to a contact group. This is because you cannot assign the interaction queue to a contact group, and so these agent groups will never appear in the WA dashboard.
4. To move an object between the `Available` and `Assigned` panels, check its check box and click on either the up or down arrow between the two panels.
5. Click `Save`.

End of procedure

## Procedure:
## Updating a contact group

Start of procedure

1. To display the details of a contact group either select from the list or search (see “Searching for an Object” on page 97) and select.
2. Type a meaningful name in the `Descriptive Name` field.
3. Click `Save`.
   A confirmation message displays and the details display in the table.

End of procedure

### Contact Group Details

The `Contact Group Details` table displays the details of each contact group, including:

- `Name`—The name of the contact group provided by the workforce management system.
- `Source`—The workforce management system that provided the contact groups (for example, Genesys Workforce Management, Aspect eWFM, IEX TotalView) or the Site ID (or the contact center ID) of the contact group from the Genesys Workforce Management.
- `Group`—The type of contact group (for example, forecast or staff).
- `Active`—Indicates whether the contact group is active or not.
  The status will be `Yes` if the last time WA imported that system’s data, the contact group was present in the imported data.
  The status will be `No` if the last time WA imported that system’s data, the contact group was not present in the imported data.

# Metrics

The Metrics page (Figure 27 on page 64) is a table used to set threshold and dashboard display attributes for agent group, application, and workforce (contact group) metrics.

`Note:` Only Super Administrators can maintain metrics.

The number of metrics that can be graphed is controlled by a configurable property in the CCAdv database. While this limit can theoretically be set to any value, it is recommended this limit be set to 5 metrics. The `Chart` column on the `Metrics` page allows the administrator to determine whether a given application metric can be graphed or not.

You can choose which metrics display in the column chooser on the dashboard and you can update the description which also displays on the dashboard.

---

Note: Metrics used only in calculations cannot be seen in the Administrative user interface.

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**Now or 30Min Display Option**

Agent-group metrics for either `Now` or `30 Min` are displayed, depending on an option chosen at installation. Choosing the `Now` period for agent-groups metrics at installation means that the dashboard works the same way as in releases prior to 8.1.1:

- For the `Now` period, the dashboard displays the sliding 5-minute values for agent-group metrics at the time that XMLGen's `GenerateNow` task ran.
- For the `30 Min` period, the dashboard displays the sliding 5-minute values for agent-group metrics at the time that XMLGen's `GenerateThirtyMins` task ran.
- For the `Today` period, the dashboard displays the sliding 5-minute values for agent-group metrics at the time that XMLGen's `GenerateToday` task ran.

Choosing the `30 Min` period for agent-groups metrics at installation means that the dashboard work in a new way in release 8.1.1:

- For the `Now` period, the dashboard displays the current half-hour values for agent-group metrics at the time that XMLGen's `GenerateNow` task ran.
- For the `30 Min` period, the dashboard displays the current half-hour values for agent-group metrics at the time that XMLGen's `GenerateThirtyMins` task ran.
- For the `Today` period, the dashboard displays the current half-hour values for agent-group metrics at the time that XMLGen's `GenerateToday` task ran.

**Configuration Parameters**

Specific information for configuring each metric includes:

- `Display Name`—To set the name displayed on the dashboard. The default is the display name created by the installer.
- `Seq Num`—To set the order in which metrics display by default on the dashboard the first time that a user logs in to it. Metrics with a sequence number become the default library that dashboard users can select from the Column Chooser.
- `Description`—A description of the metric.
- `Min` and `Max`—Validates the minimum and maximum limits of the values entered for the rule on the `Thresholds` pages. Negative values are permitted in these fields.
- `Threshold`—Determines if warning and critical threshold values can be set up for the metric. If the `Threshold` checkbox is selected, the metric is available on the `Threshold` pages. If a threshold rule was defined, clearing

the `Threshold` check box later, deletes the threshold rule. You cannot clear the `Threshold` checkbox if an existing threshold defined for this metric is currently causing an active alert, or the inactive alert has not yet been deleted from the Advisors database.

- `Decimal`—Determines the decimal precision for the dashboard display.
- `Chart`—There are 3 possible values that the user can select in this column.
  - `None`—This metric will not be available to be graphed on the dashboard.
  - `Column` —The values of the metric are graphed using a column chart.
  - `Line`—The values of the metric are graphed as a line on the chart.
- `Display`—Check the check box to display the metric(s) in the Column Chooser on the dashboard.
- `Display over 100%`—Check the check box to display specific percentages greater than 100. Clear the check box to display percentages over 100 as `100+`.

Note: In 8.1.1, to display metric percentages greater than 100, preface the metric's display name with a percentage sign, for example, `%SL`.

# Updating a Metric

Changing the minimum and maximum values does not affect existing threshold rules. When you edit the threshold rule on the `Applications` or `Contact Group/Site Thresholds` page, the new minimum and maximum values display in the threshold value guideline. Clicking `Update` validates the values.

Changes you make to metrics in this page do not take effect immediately. Because of internal caching of this data, it can take up to five minutes for the dashboards to start using your changes. Thus, for your changes in this page to take effect on dashboards:

- Wait at least five minutes after your last change.
- Users must either log out of the dashboard and log in again, or open the `Column Chooser` and choose `Default` from the `Select` menu.

Notes:
1. Contact Center Advisor contain metrics for e-mail, Web chat, and voice. If you do not use e-mail or Web chat, deselect the check box for these metrics.
2. E-mail and Web chat metrics are not available for Cisco-only environments.

## Procedure: Updating a metric

### Start of procedure

1. On the navigation bar of the `Administration` page, select `Metrics`. The `Metrics` page displays.
2. To update the metrics, select a tab; `Applications`, `Agent Groups` or `Workforce`.
3. Update the metrics.

> `Note:` In release 8.1.1, the constraints on sequence numbers for displaying metrics have been removed.

4. To save the changes, click `Update`. A confirmation message displays.

### End of procedure

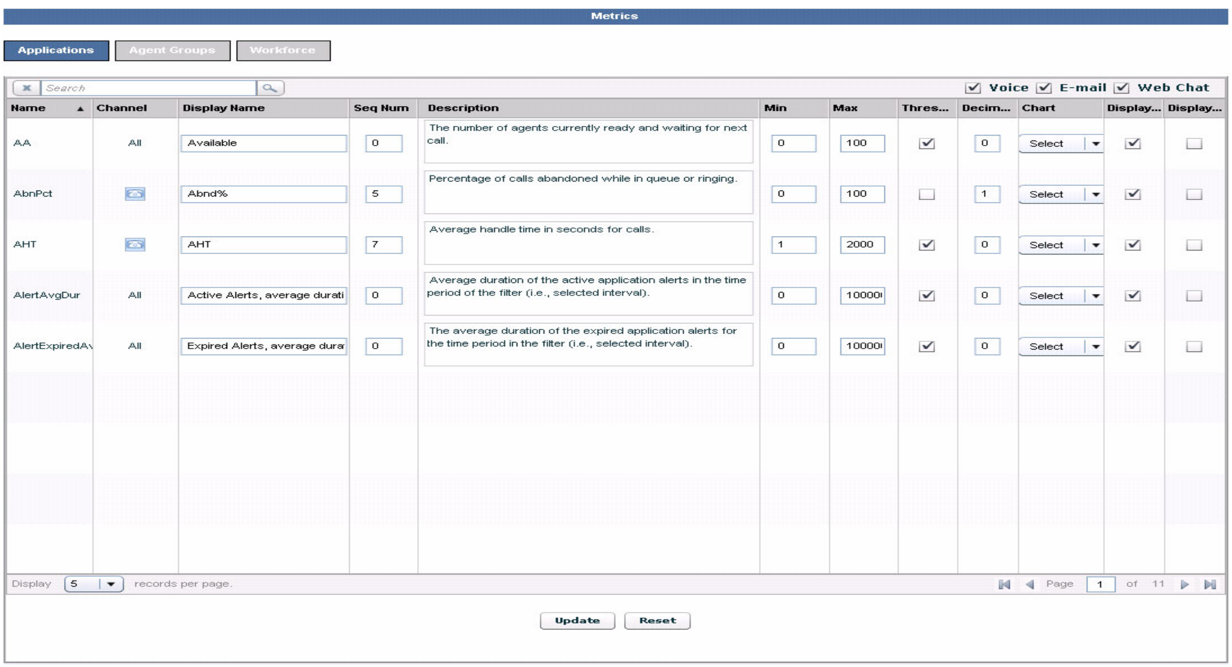


**Figure 27: Metrics Page**

Where the description of the metric appears in a scrollable field, you can edit the descriptive text.

# Users

The `Users` page (Figure 28) allows Super Administrators (SA) and Partition Administrators (PA) to add or maintain users as well as specify their authority to view specific contact centers and application groups. SAs and PAs can add users and other administrators.

Either of the administrator roles can also configure the modules a user has access to, including:

- Contact Center Advisor
- Workforce Advisor
- Administration
- Alert Management
  Users with access to either CCAdv or WA by default automatically have access to Alert Management. You can remove their access to it.
- Resource Management
  If installed, the check box is available if either the `Contact Center Advisor` or `Workforce Advisor` check boxes are selected.
  - If Contact Center Advisor, Workforce Advisor and Resource Management are selected, unselecting Contact Center Advisor and Workforce Advisor unselects Resource Management automatically.
  - If only Contact Center Advisor and Resource Management are selected, unselecting Contact Center Advisor unselects Resource Management automatically.
  - If only Workforce Advisor and Resource Management are selected, unselecting Workforce Advisor unselects Resource Management automatically.

Note: To access Resource Management, your user profile must have the Resource Management check box selected on the administration Users page. The Resource Management check box is available if either the Contact Center Advisor or Workforce Advisor check boxes are selected. When selected, the Resource Management icons display on Contact Center Advisor and Workforce Advisor.

Once authenticated, the next time the user logs in they can switch between the modules by selecting an application's tab. If a user attempts to access an application for which they have no rights, a message displays explaining that access is not granted and to please contact the administrator.

Note: Only users that are added to a distribution list receive e-mail notifications.

Only the information and alerts for the contact centers and application groups a user is assigned to display on the dashboard. The Enterprise hierarchy object is not filtered by the user's assignment to contact centers or application groups.

## Procedure: Adding a new user

### Prerequisites

- For details of user creation privileges, please see "Levels of User" on page 23.

### Start of procedure

1. Select the `Administration` tab.
2. On the navigation bar, select `Users`.
   The `Users` page displays.
3. Select `New` (or select an existing user and click `Copy` to create a new user with the same properties) and complete the required fields:
   - `First Name`—The user's given name
   - `Last Name`—The user's family name
   - `User Name`
   - `E-mail`—The user's e-mail address for alert notifications
   - `Effective Date`—To define the duration of the user's access, click the calendar icon and select the effective and expiration dates. The expiration date is optional.
   - `Expiration date`—A date beyond which the user's profile will be disabled.
   - `Enter New Password/Password/Confirm Password`—In Genesys environments, password management is handled by the Genesys Configuration Server.
   - `User Type`—Select either the new user's role from the drop-down list.
     - `Dashboard User`—Dashboard access only (default)
     - `Partition Admin`—Administrator access to Administration Partitioning, plus Dashboard User access
     - `Super Admin`—Can only be created by another Super Administrator
   - `Associated Partitions`—Select the administrative partitions to which the user is permitted access. (See "Partitions" on page 22.)
   - `Module Access`—To select the applications the user can access, select the `Module Access` check boxes.
   - `Contact Centers`—The contact center(s) with which the user is associated. If you do not select `Include future additions`, then any contact centers added in the future must be manually assigned.

- `Application Groups`—The application groups with which the user is associated. If you do not select `Include Future Additions`, any application groups added in the future must be manually assigned.

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Note: An administrator for Frontline Advisor must also be an administrator for Contact Center Advisor.

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4. Click the `Save` button or the `Reset` button to clear the form.

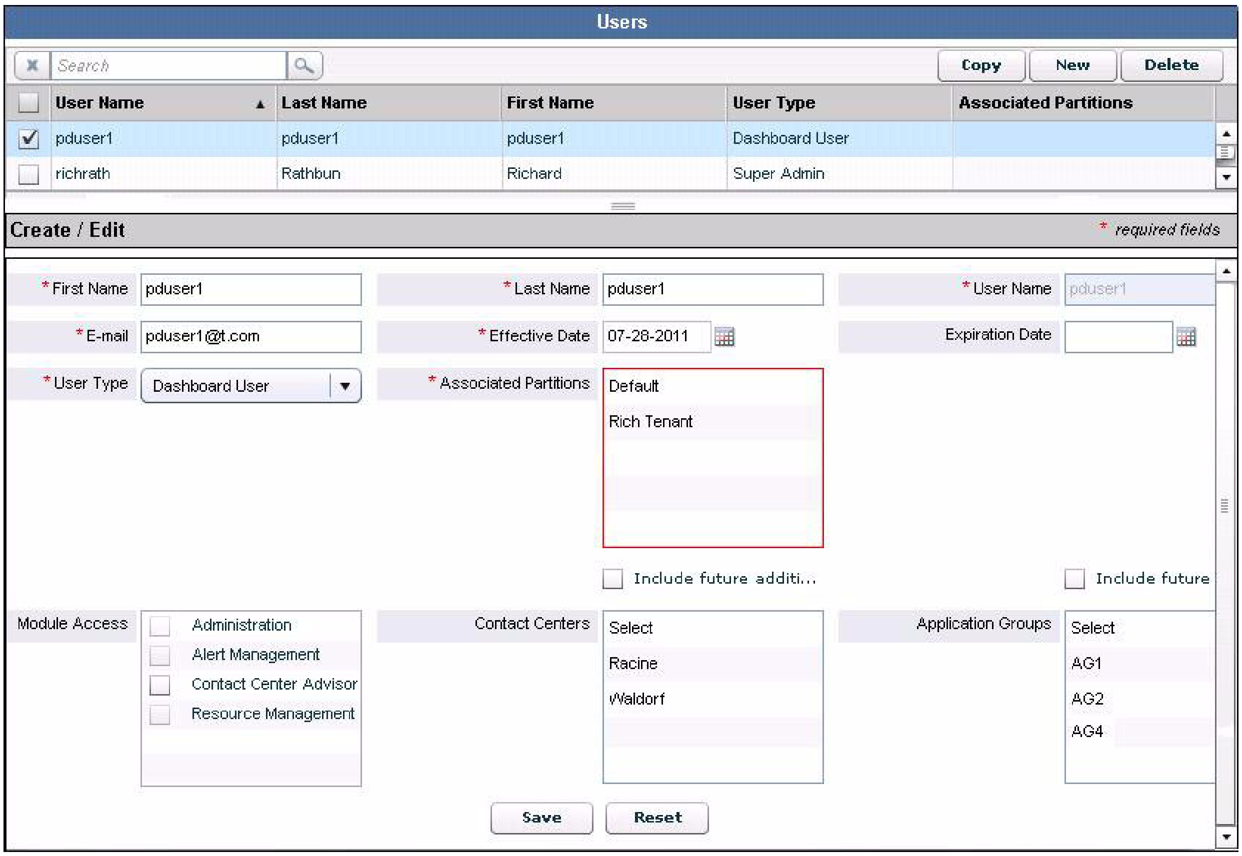


**Figure 28: Users Page**

End of procedure

## Procedure: Updating the profile of a user

Start of procedure

1. Select the `Administration` tab and navigate to the `Users` page.
2. To display the details of a user either select the check box for the relevant user from the list in the upper panel or search (see "Searching for an Object" on page 97) and select.
3. Complete your edits, and click `Save`

End of procedure

## Procedure: Deleting a user

Delete a user to remove access to the Advisors. Deleting a user automatically removes the user from distribution lists. You cannot delete a user if:

- The user is the creator of a cause, key action, key action report, or metric library.
- The user is the responsible assignee of a key action report.

Note that you can provide an expiration date instead of deleting a user to avoid the need to reenter the user's information in the future.

`Note:` In release 8.1.1, if you delete a Frontline Advisor user in the Configuration Manager, the update is not visible in the Frontline Advisor database until the next reload of the hierarchy database from Configuration Server.

Start of procedure

1. From the `Administration` module, select `Users` on the navigation bar. The `Users` page displays.
2. To display the details of a user either select the check box for the relevant user from the list in the upper panel or search (see "Searching for an Object" on page 97) and select.
3. Click the `Delete` button and confirm the deletion.

End of procedure

# Distribution Lists

CCAdv and WA have the ability to generate and distribute e-mail notifications to specified distribution lists. These lists are associated with a specific type of alert. The types are B1 and B2 for business alerts, and T1 and T2 for technical alerts. The message notification is delivered to all users contained in the list.

Notes:
1. Contact centers and application groups must be assigned to distribution lists in order for contacts to receive e-mail notifications about threshold violation alerts or peripheral gateway offline alerts that affect the application groups or call centers.
2. Contact Center Advisor also sends e-mail to a distribution list if an external source system has not provide updated real-time data within a configurable interval. See "System Configuration" on page 18. When sending this e-mail, Contact Center Advisor ignores the `Distribution Alert` settings of the distribution list, even though at least one checkbox must be selected. Contact Center Advisor also ignores the application groups and contact centers assigned to such a list when sending e-mail about these failures.
3. E-mail alerts are not sent to users who have no rights to the contact centers or application groups related to the alert.
4. Each distribution list *must always have at least one contact center and one application group* associated with it.

## Procedure: Maintaining distribution lists

Start of procedure

1. On the navigation bar, select `Distribution Lists`.
   The `Distribution Lists` page displays.
2. **To add a new distribution list**, either:
   - Click `New` and begin adding details in the `Create/Edit` panel.
   - Click in the `Name` field and begin adding details in the `Create/Edit` panel.

   **To edit a distribution list,** either:
   - Check its check box in the upper panel
   - Search for it using the `Search` feature above the upper panel, then check its check box and begin editing its details in the `Create/Edit` panel.

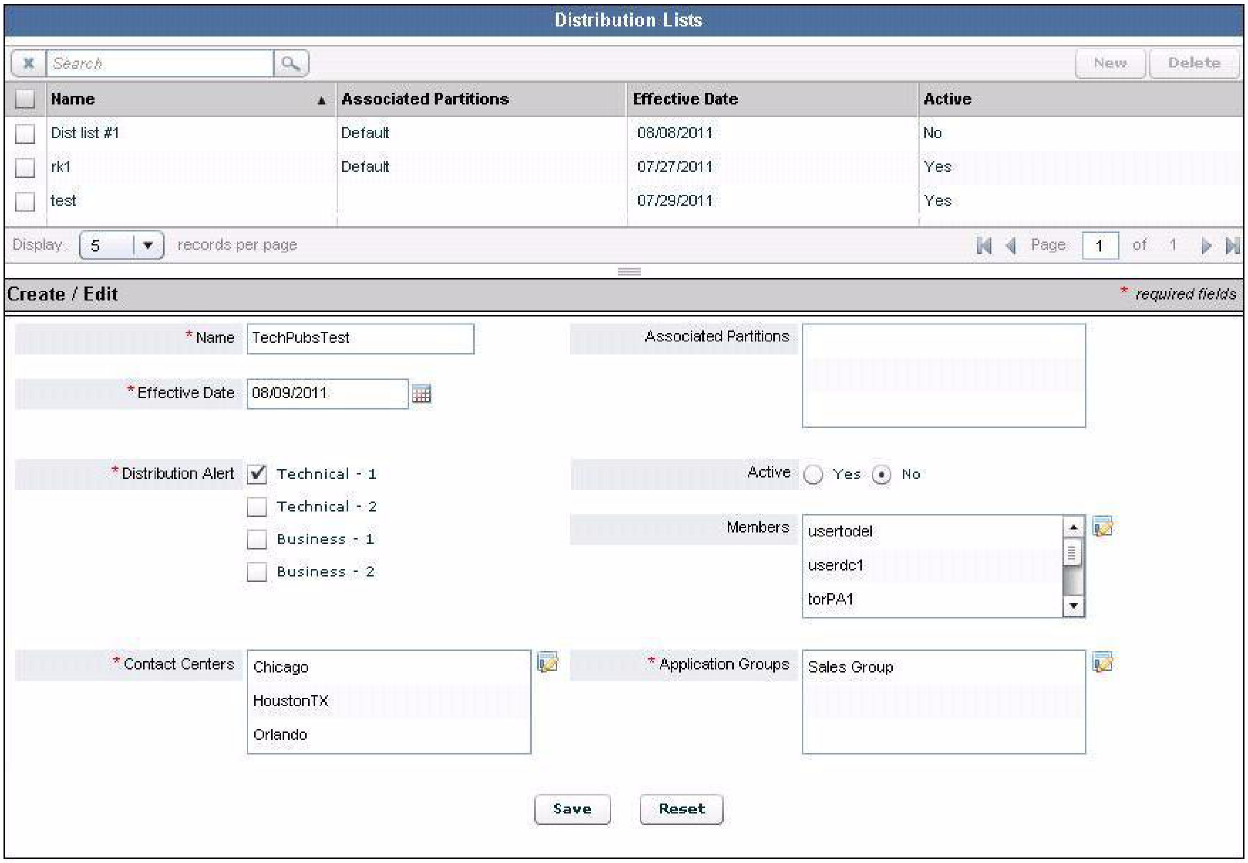


**Figure 29: Distribution Lists Screen**

Notes: 1. If you select individual distribution list members, you must assign manually any members added in the future.

2. When assigning a network contact center, you may also add its related agent-group contact centers.

**3.** Click the `Save` button.
A confirmation message displays.

End of procedure

## Procedure:
## Deleting a distribution list

Delete a distribution list to stop subsequent alert notifications. Note that you can deactivate a distribution list instead of deleting it to avoid the need to reenter it in the future.

Start of procedure

1. On the navigation bar, select `Distribution Lists`.
   The `Distribution Lists` page displays.
2. To display the details of a user either select the check box for the relevant user from the list in the upper panel or search (see "Searching for an Object" on page 97*)* and select.
3. Click the `Delete` button.
   A confirmation window displays.
4. To confirm the deletion, click `OK`.
   A message confirms the deletion.

End of procedure

# Manual Alerts

Manual alerts allow for the distribution of information to Advisor users. These manual alerts are useful for quickly disseminating information to the field via the dashboard.

The `Alerts` page (Figure 30) allows you to add an alert message manually. The alerts display, based on the users' viewing rights, in the carousel and the `Alerts` pane in the Map pane of CCAdv and WA.

There are two types of manual alerts:

- Business alerts (B)
- Technical alerts (T)

And there are two alert severities:

- 1 (critical - red)
- 2 (warning - yellow)

If both an agent-group contact center and a network contact center are selected for the manual alert, two alerts display on the map, that is, if the network contact center has latitude and longitude coordinates. If both an agent-group contact center and a network contact center are selected for the manual alert, the network contact center alert and the agent-group contact center alert display in the `Alerts` panel. If only an agent-group contact center is selected, the agent-group contact center alert displays in the `Alerts` panel.

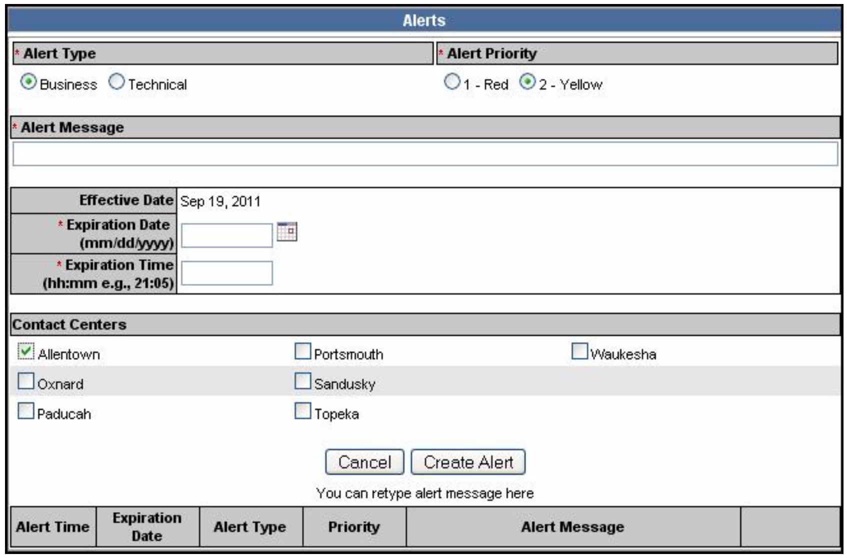


**Figure 30: Alerts Page**

# Partition Administrators

Some additional constraints apply to Partition Administrators, as follows:

- Partition Administrators can only see contact centers to which they have access via partitions related to them.
- Partition Administrators can see manual alerts that they did not create if the alerts are related to contact centers to which the Partition Administrator has access.
- Partition Administrators cannot delete a manual alert they did not create, or change its message.

# Adding a Manual Alert

## Procedure:
## Adding a manual alert

Start of procedure

1. Choose the alert type.
2. Choose the alert priority and severity.
3. Enter the text of the alert message.
   The text displays in the carousel and the `Alerts` panel on the dashboard.

> Note: The text should be no longer than 24 characters.

4. To determine the duration of the displayed message, type the expiration date and the expiration time.
5. To choose the affected contact centers, select the associated check boxes.
6. To add the alert, click `Create Alert`.
   A confirmation message displays. The alert displays in the `Alerts` panel

End of procedure

### Procedure: Updating a manual alert

Start of procedure

1. Type the updated message. You can only update the message.
2. Click the `Save Edits` button when complete.
   A message confirms the update.

End of procedure

### Procedure: Deleting a manual alert

Deleting a manual alert removes it from the `Alerts` list and from the dashboard.

Start of procedure

1. Click the `Delete` button beside the alert to be deleted.
   A confirmation window displays.
2. To confirm the deletion, click `OK`.
   A message confirms the deletion.

End of procedure

## Alert Causes

Users record the alert cause when creating a key action report. They may select the cause from the `Alert Cause` drop-down list or enter a new cause. In addition, users can suggest that the entered cause be added to the drop-down list for future use. The alert causes are maintained on the `Alert Causes` page (Figure 31) in the Administration component.

The details of an alert cause include:

- `Name`—The name of the alert cause. The name must be unique and is not case sensitive. If the name is modified, it will change on existing key action reports.
- `Author` (display only)—The last and first names of the person who created the cause on the `Alert Causes` page or on a key action report.
- `Display Order` (optional)—The location of the cause in the `Causes` drop-down list on the `Action Management` page. Causes without a sequence number display in alphabetical order. The range of the display order is 30.
- `Approved`—The status of the cause is either approved or unapproved. When added from the `Alert Causes` page, the `Approved` check box is automatically selected. When suggested from the `Action Management` page, the `Approved` check box is unselected (unapproved).

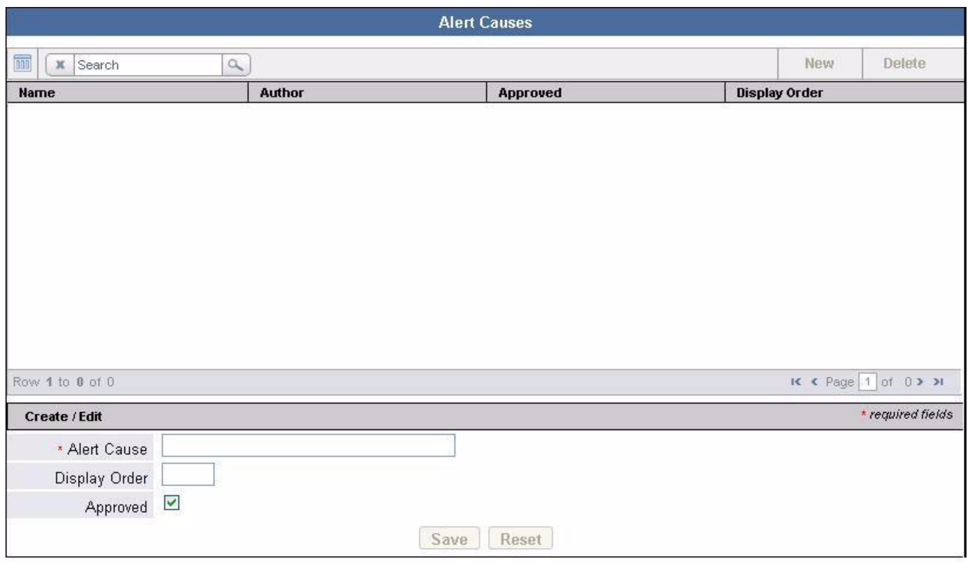


**Figure 31: Alert Causes Page**

From the `Alert Causes` page, you can

- Add a new alert cause to be available in the `Alert Cause` drop-down list on the `Action Management` page. Select `Alert Causes` on the navigation bar and follow “Searching for an Object” on page 97.
- Approve an alert cause, see “Approving or rejecting an alert cause” on page 75.
- Edit an alert cause. Select `Alert Causes` on the navigation bar.
- Delete one or more alert causes that are not used and not included in a key action report.

### Procedure:
### Approving or rejecting an alert cause

On the `Action Management` page, users may enter new alert causes and suggest that they are added to the drop-down list. The suggested causes display in the `Alert Causes` table on the `Administration/Alert Causes` page. The causes suggested by a user are initially unapproved.

#### Start of procedure

1. To add an unapproved cause to the drop-down list on the `Action Management` page:
   a. Highlight a row for an unapproved cause in the `Alert Causes` table. The details display in the details section.
   b. Select the `Approved` check box.
   c. Click `Save`.
   The approved cause displays in the table with a check mark.
2. To leave a cause off the drop-down list on the `Action Management` page:
   a. Highlight a row for an approved cause in the `Alert Causes` table. The details display in the details section.
   b. Clear the `Approved` check box.
   c. Click Save.
   The unapproved cause displays in the table with the symbol, ⊘.

#### End of procedure

# Key Actions

Users record the key action taken to resolve the violations when creating a key action report. They may select the key action from the `Key Action` drop-down list or enter a new key action. In addition, users can suggest that the entered key action be added to the drop-down list for future use. The table of key actions is maintained on the `Key Actions` page (Figure 32 on page 76) in the Administration component.

The details of a key action include:

- `Name`—The name of the key action. The name must be unique and is not case sensitive. If the name is modified, it will change on existing key action reports.
- `Author`—The last and first names of the person who created the key action on the Key Actions page or on a key action report. The author is display only.

- Metric (optional)—The metric to which the key action applies. A key action associated to a metric is available on the Action Management page only if the metric matches one of the alerts for the key action report. Key actions without a defined metric are available on the Action Management page for all alerts.

  The metric cannot be changed if it is included in a key action report but it can always be removed. Only the metrics that can have a threshold rule display in the drop-down list. The drop-down lists the display names of the metrics within metric type.

  If the key action is suggested from the Action Management page, the metric defaults to unselected.
- Display Order—The location of the key action in the Key Actions drop-down list on the Action Management page. Key actions without a sequence number display in alphabetical order. The range of the display order is 30.
- Approved—The status of the key action is either approved or unapproved. When added from the Key Actions page, the Approved check box is automatically selected. When suggested from the Action Management page, the Approved check box is unselected (unapproved).

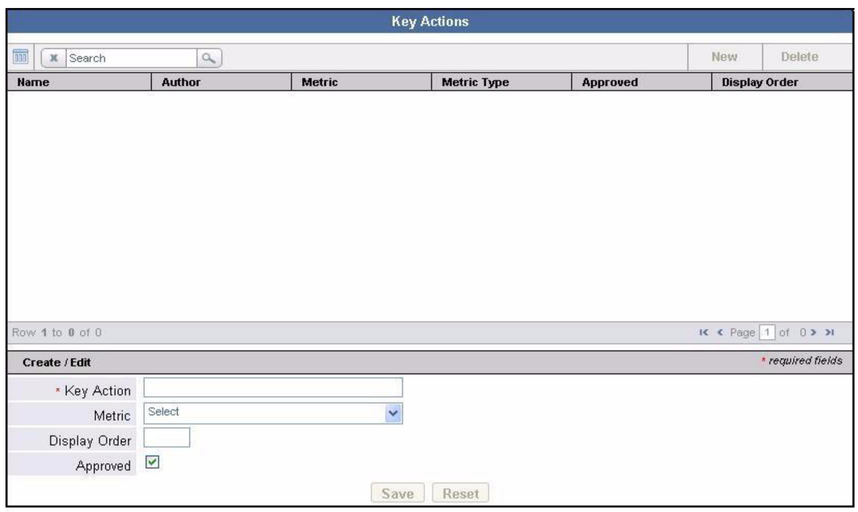


**Figure 32: Key Actions Page**

From the Key Actions page, you can:

- Add a new key action to be available in the Key Action drop-down list on the Action Management page. Select Key Actions on the navigation bar.
- Approve key actions, see "Approving or rejecting a key action" on page 77.
- Edit a key action. Select Key Actions on the navigation bar and follow
- Delete one or more key actions that are not used and not included in a key action report. Select Key Actions on the navigation bar.

## Procedure: Approving or rejecting a key action

On the Action Management page, users may enter new key actions and suggest that they are added to the drop-down list. The suggested key actions display in the Key Actions table on the Administration/Key Actions page. The key actions suggested by a user are initially unapproved.

Start of procedure

1. To add an unapproved key action to the drop-down list on the Action Management page:
   a. Highlight a row for an unapproved key action in the Key Actions table. The details display in the details section.
   b. Select the Approved check box.
   c. Click Save.
   The approved key action displays in the table with a check mark.
2. To leave a key action off the list on the Action Management page:
   a. Highlight a row for an approved key action in the Key Actions table. The details display in the details section.
   b. Clear the Approved check box.
   c. Click Save.
   The unapproved key action displays in the table with the symbol, ⊘.

End of procedure

# Notification Lists

Notification lists are used to inform groups of users within an organization about changes being made to the agents or resources. The notification lists are simply a collection of e-mail addresses. Administrators maintain the e-mail addresses from the Notification Lists page on the Administration module. These addresses are linked to the actions of Resource Management.

From the Notification Lists page, you can:

- View the e-mail addresses on a notification list by selecting a single row in the table. The row expands to show the e-mail addresses.
  - Delete an e-mail address. See "Deleting an e-mail address from the list" on page 79.
  - Search for an e-mail address. See "Searching for a Row with Text" on page 98.
- Add a notification list. See "Adding a notification list" on page 78.

- Delete a notification list that is no longer used. Note that multiselection (for deletion) is not available for Notification lists (including e-mail addresses within a notification list) or Notification templates.
- Update an existing notification list. See "Editing a notification list" on page 78.
- Reset the updates to a notification list before it is saved. See "Resetting the Details for an Item" on page 98.

## Procedure: Adding a notification list

Start of procedure

1. On the navigation bar, click `Notification Lists`.

   The `Notification Lists` page displays.
2. Click `New`.

   The `Add/Edit Notification List` page displays.
3. Type a name for the notification list.
4. To add an e-mail address, type one in the `Add E-mail` field and click `Add`.
5. Click `Save`.

   The `Notification Lists` page displays.

End of procedure

## Procedure: Editing a notification list

Start of procedure

1. On the navigation bar, click `Notification Lists`.
2. Click the Edit icon next to the notification list that you want to edit.
3. The `Add/Edit Notification List` page displays. The details display in the `User's E-mail` section.
4. Update the name of the notification list.
5. To add a new e-mail address, type one in the `Add E-mail` field and click `Add`.
6. Click `Save`. The `Notification Lists` page displays.

End of procedure

### Procedure:
### Deleting an e-mail address from the list

Start of procedure

1. On the navigation bar, click `Notification Lists`.
2. Click the `Delete` button next to the e-mail address you want to delete.

   The following message displays: "Do you want to delete the selected item?" with `Yes/No` buttons.
3. Click `Yes`. The item is removed from the table.
   Click `No` to cancel the deletion. The confirmation dialog closes and the item remains in the table.

End of procedure

# Notification Templates

Notification templates provide standard content for e-mails that describe the directives and actions taken from Resource Management. Notification templates are preconfigured messages that users can send to affected agents (and users) who are on notification lists. Administrators maintain notification templates from the `Administration/Notification Templates` page. Templates can also be created dynamically (while using Resource Management); however, they must be managed from the `Notification Templates` page.

**Notification Templates Page**

From the `Notification Templates` page, you can:

- Add a notification template. See "Searching for an Object" on page 97. If you have permission, you can create up to 50 distinct templates.
- Delete a notification template that is no longer used. Note that multiselection (for deletion) is not available for Notification lists (including e-mail addresses within a notification list) or Notification templates.
- Update an existing notification template.
- Reset the updates to a notification template before it is saved. See "Resetting the Details for an Item" on page 98.

Notification templates are composed of the name of the template and its contents.

**Skills Change Statement**

The skills change statement is one of the following:

- The following skills have been added: <list skill name and level>
- The level of the following skills have been changed: <list skill name and new level>

- The following skills have been removed: <list skill name>

**Default E-mail Notification Templates**

The default e-mail formats of the notification templates include:

**Table 2: Default E-mail Notification Templates**

| Action | Target Object | E-mail Subject | E-mail Body |
|---|---|---|---|
| Status Change | Agent | Notification of Status Change | Your status has been changed to <new status inserted here><br>Additional Comments:<br><Insert any comments entered by the user – this is what is displayed in the message textbox> |
| Status Change | Supervisor | Notification of Status Change | The status of the listed agents in agent group <Insert agent group name here> has been changed to <Insert new status here>.<br>Additional Comments<br><Insert any comments entered by the user— this is what is displayed in the message text box><br>Agents Affected<br><Insert list of agents from this agent group here> |
| Status Change | Users on Notification List | Notification of Status Change | The status of the listed agents in agent group <Insert agent group name here> has been changed to <Insert new status here>.<br>Additional Comments<br><Insert any comments entered by the user— this is what is displayed in the message text box><br>Agents Affected<br><Insert list of agents from this agent group here> |
| Skill Change | Agent | Notification of Skill Change | Your skills have been changed. <Insert statement about how skills have been changed—see description after table>.<br>Additional Comments<br><Insert any comments entered by the user— this is what is displayed in the message text box> |

**Table 2: Default E-mail Notification Templates (Continued)**

| Action | Target Object | E-mail Subject | E-mail Body |
|---|---|---|---|
| Skill Change | Supervisor | Notification of Skill Change | The skills of the listed agents in agent group <Insert agent group name here> have been changed. <Insert statement about how skills have been changed—see description after table>.<br>Additional Comments:<br><Insert any comments entered by the user—this is what is displayed in the message text box><br>Agents Affected<br><Insert list of agents from this agent group here> |
| Skill Change | Users on Notification List | Notification of Skill Change | The skills of the included agents have been changed. <Insert statement about how skills have been changed—see description after table>.<br>Additional Comments sent to Agent<br><Insert any comments entered by the user—this is what is displayed in the message text box><br>Additional Comments<br><Insert the additional comments entered for the notification lists here><br>Agents Affected:<br><Insert list of agents here> |
| General Notification | Agent | <title of template that is used> | Message From the Operator:<br><Insert any comments entered by the user—this is what is displayed in the message text box> |

Chapter

# 2 Managing Genesys Adapters

The Genesys Adapter pulls statistics from the Genesys environment for use in the Advisors suite. This chapter contains the following sections:



## Overview

The Genesys Adapter configuration page is available if you have a configured Genesys data source. Typically, there is only one Genesys Adapter instance for each CCAdv instance. However, in some cases, multiple Genesys Adapters are employed to harvest information from multiple Genesys environments or to balance the load by harvesting different sets of information from the same environment.

**Navigation Pane**

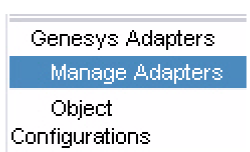


**Figure 33: Navigation Pane**

Three tabs in the Genesys configuration section enable you to do the following:

- Manage Genesys adapters—See "Managing Genesys Adapters" on page 84.

- Configure Genesys objects—See “Configuring Genesys Objects” on page 86.

# Managing Genesys Adapters

The Genesys Configuration page enables you to add or delete Genesys Adapters—See Figure 34, “Genesys Adapter Configuration Page,” on page 84.

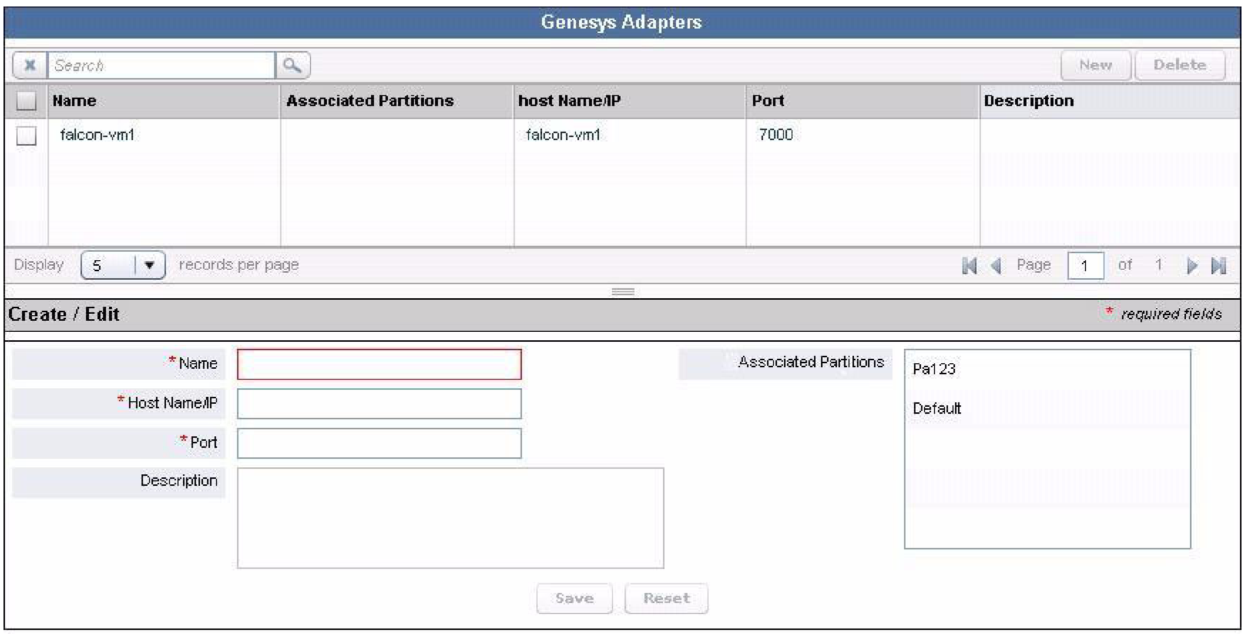


**Figure 34: Genesys Adapter Configuration Page**

Select a Genesys Adapter to work with by clicking its radio button. From the list of Genesys Adapters, you can:

- Add a Genesys Adapter—See “Adding a Genesys Adapter” on page 85.
- Delete a Genesys Adapter from the list—See “Configuring Genesys Objects” on page 86.

## Deleting a Genesys Adapter

You can remove a Genesys Adapter instance from the list, if there are no objects published against that Adapter instance at any time.

### Procedure: Deleting a Genesys Adapter

Start of procedure

1. Select a Genesys Adapter from the list.
2. Click `Delete`.
   A confirmation dialog box displays to confirm the action.
3. If you click `Yes,` the Adapter is deleted. If you click `No`, the deletion is cancelled.

End of procedure

## Adding a Genesys Adapter

Configuring a new instance of the Genesys Adapter does not mean that a new instance of it will be installed; it is assumed that any Genesys Adapters configured on this page are already installed and running.

### Procedure: Adding a Genesys Adapter

Purpose: To configure a new Genesys Adapter for this CCAdv instance.

Start of procedure

1. On the navigation bar, click `Manage Adapters`. The list of the Genesys Adapters that contribute information to this instance of Contact Center Advisor displays.
2. Click the `New` button and complete the details in the `Create/Edit` section:
   - `Name` (required)—The unique name for this instance of the Genesys Adapter.
   - `Associated Partitions`—All the associated partitions for this Adapter instance.
   - `Host Name/IP` (required)—The IP address of the server that the Genesys Adapter instance is installed on.
   - `Port` (required)—The port that the Genesys Adapter is running on.
   - `Description` (optional)—A short description of this instance of the Genesys Adapter.
3. Click `Save`.
   A confirmation dialog box displays to confirm the action.

End of procedure

# Configuring Genesys Objects

**Selecting an Adapter Instance**

Before you edit any object details, you must first select the Adapter you want to work with, and confirm your selection.

## Summary

**Filter Views**

You can view and maintain the agent group, queue, and filter combinations for each Genesys Adapter. Three views are available:

- Agent groups and queues associated with a filter—See "Agent Groups & Queues by Filter" on page 86
- Filters associated with an agent group—See "Filter by Agent Groups" on page 87
- Filters associated with a queue—See "Filter by Queues" on page 87

From the Genesys Configuration page, you can:

- View the combinations of agent groups, queues, and filters—See "Viewing the associations of agent groups, queues, and filters" on page 88.
- Edit the agent group, queue, and filter combinations from any view—See "Editing the Associations of Agent Groups, Queues, and Filters" on page 88
- Search each listbox.

**Metric Filters**

The display of metrics can be filtered. See "Metrics" on page 61 and "Metrics" on page 61.

## Agent Groups & Queues by Filter

The `Agent Groups & Queues by Filter` view displays the agent groups and queues associated with a given filter (Figure 35). The filters in the Configuration Server for the selected Genesys Adapter display on the left. When you select a filter, the associated agent groups display on the upper right list and the associated queues display on the lower right list.

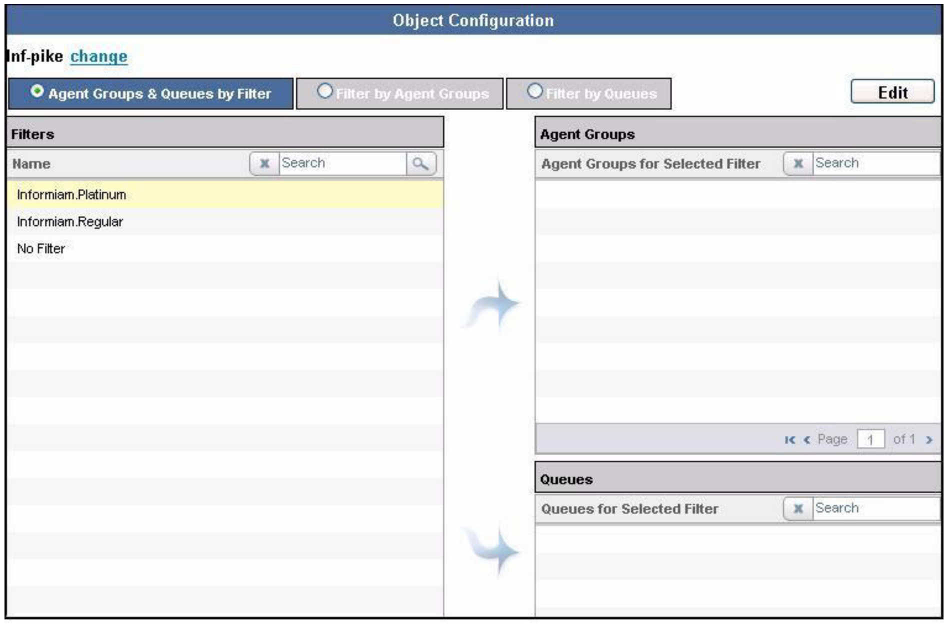


**Figure 35: Agent Groups & Queues by Filter**

Note: When you click the `Edit` button, additional search boxes for `All Agent Groups` and `All Queues` become available in their respective panes.

## Filter by Agent Groups

The `Filter by Agent Groups` view displays the filters associated with a given agent group. The agent groups in the configuration server for the selected Genesys Adapter display on the left. When you select an agent group, the associated filters display on the right.

## Filter by Queues

The `Filter by Queues` view displays the filters associated with a given queue (Figure 36). The queues in the configuration server for the selected Genesys Adapter display on the left. When you select a queue, the associated filters display on the right.

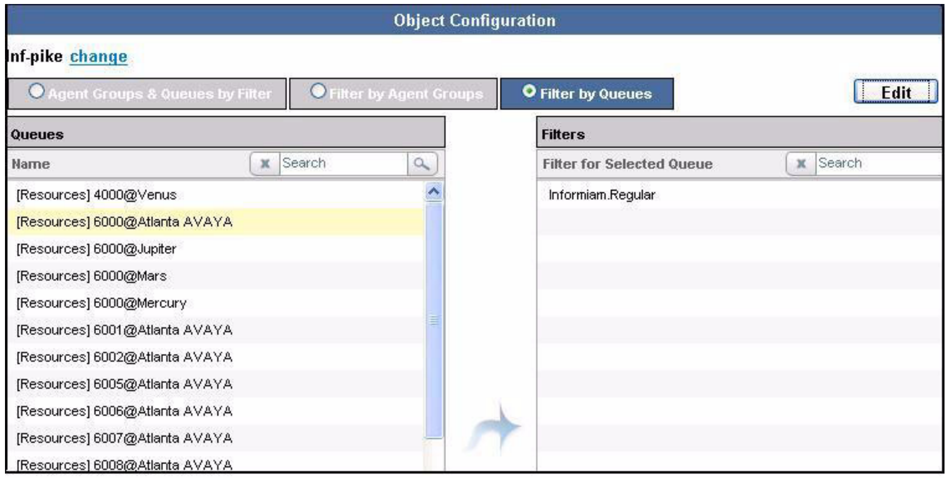


**Figure 36: Filter by Queues**

## Procedure: Viewing the associations of agent groups, queues, and filters

Start of procedure

1. From the list of Genesys Adapters, check a Genesys Adapter radio button and click `Select`.
   The `Object Configuration` page displays the current configuration. The default view is `Agent Groups & Queues by Filter`.
2. To change the view, select from one of the three radio buttons: `Agent Groups & Queues by Filter`, `Filter by Agent Groups`, or `Filter by Queues`.
   The `Object Configuration page` displays the current configuration.

End of procedure

## Editing the Associations of Agent Groups, Queues, and Filters

You can associate filters with agent groups and queues, or remove associations if required.

You can switch between the edit views while making changes. Changes made in one view are reflected in the other views. For example, in the `Filter by Agent Groups` view, if you associate an agent group with a filter; then switch to the `Agent Groups & Queues by Filter` view, selecting that filter displays the newly associated agent group in the `Selected` section.

You edit the associations of items in the lists on the right to those items in the list on the left.

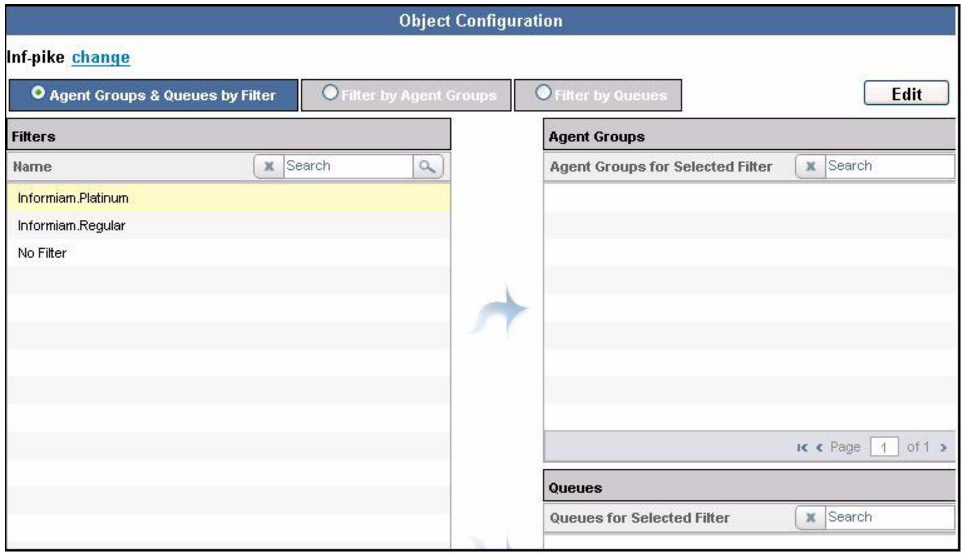


**Figure 37: Agent Groups & Queues by Filters**

## Procedure: Editing the associations

Start of procedure

1. Select the desired view—See "Viewing the associations of agent groups, queues, and filters" on page 88.
   The `Objects Configuration` page displays.
2. Select an item from the list on the left.
   The selected associations display in the selected section of the list on the right.
3. To add individual associations, either click the pins next to items in the `All` section of the list on the right, or, to associate all of the items to the selected filter, click the `Select All` button at the top of the list. The items display in the selected section of the list. The items display in both the `Selected` and `All` sections. A selected pin is yellow.

4. To remove individual associations, click yellow pinned items in the selected section of the list on the right. To remove all of the items from the selected filter, click the deselect all button at the top of the list. The items are removed from the selected section. The items display in the `All` section. An unselected pin is white.

> Note: The `Select All` and `Deselect All` buttons apply only to the current page of items. If there is more than one page of items, to deselect everything you must use `Deselect All` on each page. The same applies for selecting multiple pages of items.

5. To save your changes, click `Publish`. A confirmation dialog displays for you confirm that you are done with your changes and want to publish them out to the Genesys Adapter (Figure 38).

   To discard your changes, click `Cancel`. The edit page closes and the view page displays.

6. To publish your changes, click `Proceed`.
   A confirmation message displays.

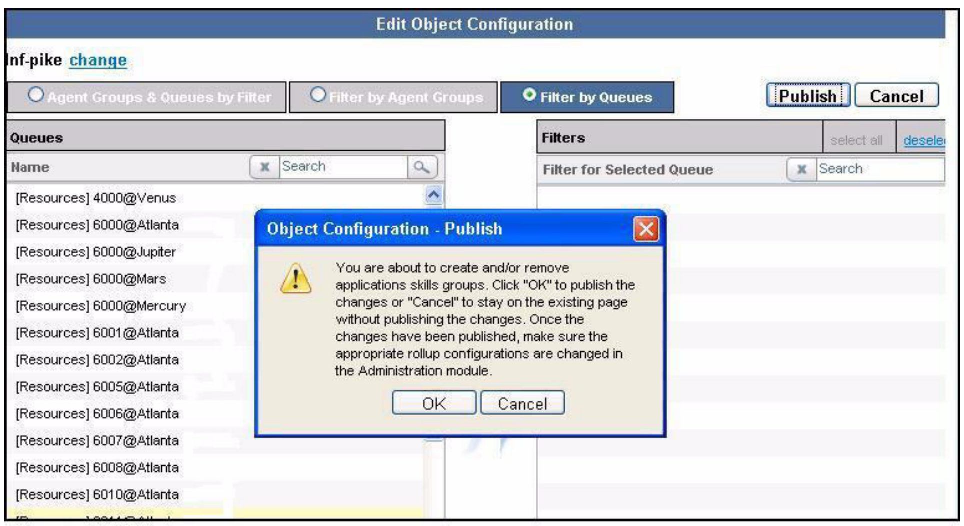


**Figure 38: Publish**

End of procedure

Chapter

# 3 Genesys Advisors Browser

This chapter describes how to use the Genesys Advisors Browser. It contains the following section:



## Using the Genesys Advisors Browser

The Genesys Advisors Browser is installed in your `Start` folder or on your desktop when your Advisors suite is deployed, so when you log in to your computer you should see a prompt to log in. Only users with the `admin` role can access the Administration Console.

### Procedure:
### Logging in to the Genesys Advisors browser

Start of procedure

1. Double click on the Genesys Advisors browser icon. The `Login` page is displayed (Figure 39).
2. Type a user name and password.
3. The host name is `http://home.genesysadvisors.local` by default. However, if the `home.genesysadvisors.local`server is not found while the `Login` page loads, you must type your server name in the `Host Name` field. The host name is configured by the installer. If it is incorrect, see your system administrator. The new host name will become the default server for subsequent logins.
4. To save the user name and password on your local machine, check the `Remember Me on this Computer` check box. If selected, the user name and password will pre-populate when you start the Genesys Advisors browser.

5. Click the `Log In` button. The Genesys Advisors browser displays with the module tabs to which you have access. Once logged in, you can display other modules to which you have access in other windows by clicking the button.

End of procedure

Notes: The Genesys Advisors browser also accepts login via proxy servers. You need to specify the IP address and port number during login.


**Figure 39: Genesys Advisors Browser Login Page**

## Proxy Login

The Genesys Advisors browser also accepts login via proxy servers. To log in using a proxy, click the Proxy Configuration menu below the Login button.

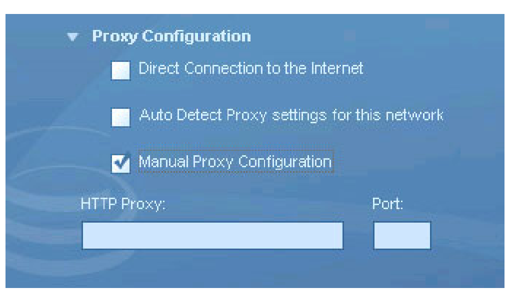


**Figure 40: Proxy Login**

Select one of the proxy configuration options. For manual proxy configuration, specify the IP address and port number in the `HTTP Proxy` and `Port` fields during login, in the format `123.456.78.90` and `8080`, for example.

## Navigation

Only the modules to which you have access are displayed. The tab labels are configurable in the Contact Center Advisor Administration module on the `System Configuration` page.


**Figure 41: Advisors Browser Tabs**

## Requesting a New Password

The ability to request a new password is determined by an installation parameter, and so might not be available.

### Procedure: Requesting a new password

Start of procedure

1. On the `Login` page, click `Forgot Your Password?`
   A `Forgot Password?` page is displayed (Figure 42).

   Note: LDAP is handled within the Configuration Management environment.

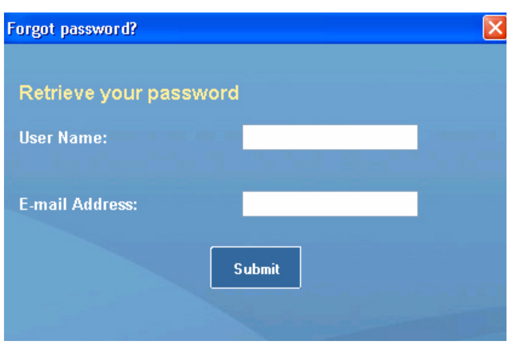


**Figure 42: New Password Page**

2. Enter your user name and e-mail address.

3. Click `Submit`. A new password is sent to your e-mail address.

End of procedure

## Changing a Password

The ability to change password is determined by an installation parameter, and so might not be available.

### Procedure:
### Changing a password

Prerequisites

You must be logged in to change your password.

Start of procedure

1. Click the `Change Password` button. A `Change Password` page displays (Figure 43).

> Note: If your company uses LDAP, you must use your corporate tools to change your LDAP password.

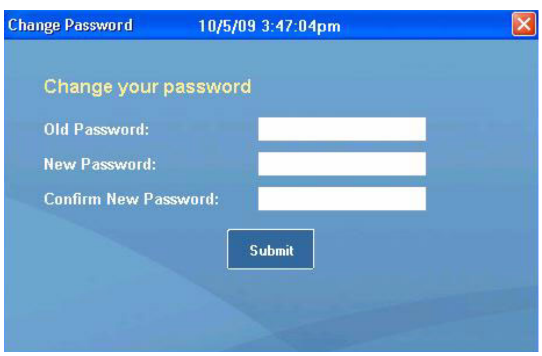


**Figure 43: Change Password Page**

2. Enter your old password, then your new password.
3. To confirm, re-enter your new password.
4. To save, click `Submit`.

End of procedure

## Accessing Help

You can display this document in PDF form by clicking the `Help` button.

## Logging Out

Log out of the Advisors Browser by clicking the `Log Out` button. This closes all instances of the application you are logged into.

> **Note:** Using the browser `Close` button only closes the current instance of your application. Always log out before closing the browser.

Chapter

# 4 UI Functionality

This chapter describes how to use generic user interface (UI) functionality. It contains the following section:



## Generic Actions

The generic procedures include:

- “Searching for an Object” on page 97.
- “Resetting the Details for an Item” on page 98.
- “Searching for a Row with Text” on page 98, including
  - “Displaying all Rows in a Table” on page 98
- Display options:
  - “Sorting Rows” on page 98.
  - “Choosing which Columns Display in a Table” on page 98.
  - “Reordering Columns” on page 99.
  - “Refreshing the Data in a Table” on page 99.
  - “Increasing and Decreasing a Column Width” on page 100.
  - “Resizing the Panes” on page 100.
  - “Persisting Settings from Session to Session” on page 100.
- Additional right-click menu options—see “Right-Click Menu Options” on page 100.

### Searching for an Object

To search for a specific object, type in a string of 2 or more consecutive characters from the object’s name and click the search symbol. For example, if you enter *nv*, the search might return items such as *De**nv**er, E**nv**ironmental, Tow**nv**ille,* and so on.

## Resetting the Details for an Item

To cancel the most recent edits in the details section, click `Reset`. The last saved values redisplay.

## Searching for a Row with Text

To focus on specific information in a table, search the rows of the table by text.

Enter the search text in the `Search` field and click the `Search` button. The field is not case sensitive and will search for characters within a word. The table displays the rows with matching search criteria.

## Displaying all Rows in a Table

To clear the search, click the `View All` icon. All rows display.

## Sorting Rows

By default, the table is sorted alphabetically by the name of the item. To sort the rows in a table in ascending or descending order, click a column heading. You can only sort the table by a single column. Sorting applies to the entire table and sort arrows indicate the direction.

If a row in the table is edited and saved, the table refreshes, maintains the sort order, and the row is highlighted.

## Choosing which Columns Display in a Table

You can choose to display or hide any of the columns in a table; however, the name always displays.

### Procedure:
### Choosing which columns to display in the table

Purpose: This applies to Alert Management and Resource Management only.

Start of procedure

1. Click the Columns button. The `Available Columns` window opens.

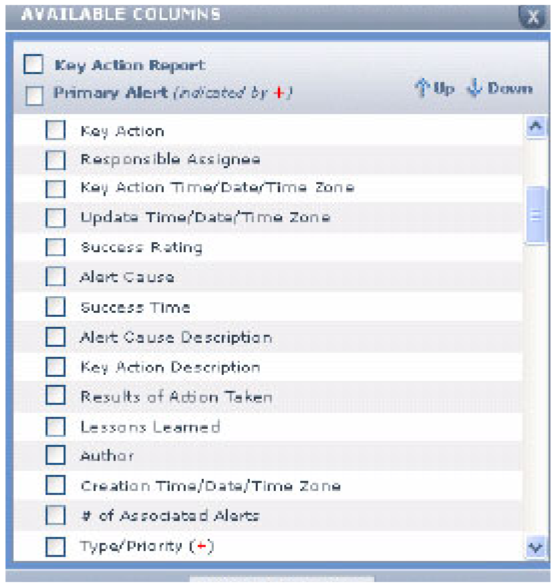


**Figure 44: Available Columns**

2. Select or clear the items' check boxes. Selecting `All` selects all items in the next level.
3. Click `Display Columns`. The selected columns display in the table.

End of procedure

# Reordering Columns

To reorder the columns, either:

- Drag the column headings in the table, or;
- In the `Available Columns` window, select individual or multiple columns and click the `Up` or `Down` button then click `Display Columns`.

Note: Not universally available.

# Refreshing the Data in a Table

To refresh the table, click the `Refresh` button or `F5`. The `Refresh` button is always enabled. Refreshing preserves the following:

- Relative sizes of the upper and lower panes
- Selected columns
- Column sizes and positions

- Sort order
- Scrolled position

## Increasing and Decreasing a Column Width

To adjust the width of individual columns, drag the edge of the column. Ellipses indicate that the text is cut off and hovering over the column displays the full name in a ToolTip.

## Resizing the Panes

The splitter provides the ability to increase the size of a pane to view more columns in a table or to view more easily an item with many details.

Move a splitter to resize the panes.

## Persisting Settings from Session to Session

Logging in and out retains the time period, selected columns, column sequence, column sorting, column widths, row expansions, the location of the splitter, the grouping, the view, and the last selected module tab.

The preferences are stored with the users credentials.

## Right-Click Menu Options

Contextual menu options are available from highlighted rows by right-clicking from the mouse.

Appendix

# A Contact Center Advisor Application Voice Metrics

Table 3 on page 102 lists Contact Center Advisor application voice metrics.

## Table 3: Contact Center Advisor Metrics

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Abandoned | Cabn | Number of calls abandoned while in queue or ringing. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | Cisco:<br>CallsAbandQTo5<br>CallsAbandQHalf<br>CallsAbandQToday<br><br>Genesys:<br>RouterCallsAbandQTo5<br>RouterCallsAbandQHalf<br>RouterCallsAbandQToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Count |
| Abandoned % | AbnPct | Percentage of calls abandoned while in queue or ringing. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | Cisco Services:<br>100*(CallsAbandQTo5/ CallsOfferedTo5)<br>100*(CallsAbandQHalf/ CallsOfferedHalf)<br>100*(CallsAbandQToday/ CallsOfferedToday)<br><br>Genesys/Cisco Call Types:<br>100*(RouterCallsAbandQTo5/ CallsOfferedTo5)<br>100*(RouterCallsAbandQHalf / CallsOfferedHalf)<br>100*(RouterCallsAbandQToday/ CallsOfferedToday) | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Percent |

### Table 3: Contact Center Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Acc% | APCT | Accessibility % is a productivity metric that compares the total calls offered to handled. | Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | 100*(CallsAnsweredTo5 / CallsOfferedTo5)<br>100*(CallsAnsweredHalf / CallsOfferedHalf)<br>100*(CallsAnsweredToday / CallsOfferedToday) | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Below | Percent |
| Ans | CA | Number of inbound calls answered by agents. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | CallsAnsweredTo5<br>CallsAnsweredHalf<br>CallsAnsweredToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |
| AnsPlus Aband | CaPlsCabn | Sum of the calls answered and abandoned. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | Cisco Services:<br>CallsAnsweredTo5+ CallsAbandQTo5<br>CallsAnsweredHalf+ CallsAbandQHalf<br>CallsAnsweredToday+ CallsAbandQToday<br><br>Genesys/Cisco Call Types:<br>CallsAnsweredTo5+ RouterCallsAbandQTo5<br>CallsAnsweredHalf+ RouterCallsAbandQHalf<br>CallsAnsweredToday+ RouterCallsAbandQToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Count |

## Table 3: Contact Center Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Available | AA | The number of agents currently ready and waiting for a call from this application (derived from the agent groups s to which it is mapped). | Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentState = [3 ("Ready") OR 115 ("WaitForNextCall")]<br>WHERE AgentId from Agent Groups associated with the applications (service(s)/call type(s)) | Point in Time | Above | Count |
| AvailVoice | VoiceAA | The number of agents currently ready and waiting for next voice interaction. | Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups | AvailVoice | Point in Time | Above | Count |
| Available% | AvailPCT | Percentage of available agents over staffed. | Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups | Avail/Staffed *100 | Point in Time | Above | Percent |

### Table 3: Contact Center Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Average After Call Work (AvgACW) | AvgACW | Time in seconds spent by an agent immediately following a call, including entering data, filling out forms and making outbound calls necessary to complete the transaction. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | Cisco: (HandleTimeTo5 - TalkTimeTo5 - HoldTimeTo5) / CallsHandledTo5<br>(HandleTimeHalf - TalkTimeHalf - HoldTimeHalf) / CallsHandledHalf<br>(HandleTimeToday - TalkTimeToday - HoldTimeToday) / CallsHandledToday<br><br>Genesys: For all unique agent groups related to the application(s) in scope:<br>ACWTimeTo5 / CallsHandledTo5<br>ACWTimeHalf / CallsHandledHalf<br>ACWTimeToday / CallsHandledToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Seconds |
| Average Delay (AvgDly) | AvgDL | Average delay in seconds for calls currently in queue. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | AvgDelayQNow<br>(ICM calculates to the end of the five-minute period.)<br>Cisco Services:<br>CallsQNowTime/CallsQNow at any level<br>Genesys/Cisco Call Types:<br>RouterCallsQNow/ RouterCallsQNowTime | Point in Time | Above | Seconds |

## Table 3: Contact Center Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Average Handle Time (AHT) | AHT | Average handle time in seconds for calls. | Cisco ICM Services,<br>Call Types, Cisco Services,<br>Cisco Call Types<br><br>Genesys Virtual Queues,<br>Genesys Queues | HandleTimeTo5 /CallsHandledTo5<br>HandleTimeHalf /CallsHandledHalf<br>HandleTimeToday /CallsHandledToday<br><br>HandleTimeTo5+HoldTimeTo5/ CallsHandledTo5<br>HandleTimeHalf+HoldTimeHalf / CallsHandledHalf<br>HandleTimeToday+HoldTime Today / CallsHandledToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Seconds |
| Average Speed to Answer (ASA) | ASA | Average answer wait time in seconds for calls offered. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | AnswerWaitTimeTo5 / CallsAnsweredTo5<br>AnswerWaitTimeHalf / CallsAnsweredHalf<br>AnswerWaitTimeToday / CallsAnsweredToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Seconds |
| Average Talk Time (ATT) | ATT | Average talk time in seconds for calls. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | TalkTimeTo5 / CallsHandledTo5<br>TalkTimeToHalf / CallsHandledHalf<br>TalkTimeToday / CallsHandledToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Seconds |

## Table 3: Contact Center Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Calls* | CIN | Number of incoming calls currently in progress.<br>NOTE: When Genesys Queues/Virtual Queues or Cisco Call Types, this is calculated from the associated unique agent/skill groups. | Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues | Cisco Services:<br>CallsInNow<br><br>Genesys/Cisco Call Types:<br>For all unique agent/skill groups related to the application(s) in scope:<br>Sum (SGRT.TalkingIn) | Point in Time | Above | Count |
| CallsProg* | CP_C | Number of inbound and outbound calls currently being handled. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | Cisco: CallsInProgress<br>Genesys: For all unique agent groups related to the application(s) in scope:<br>Sum (SGRT.TalkingIn + SGRT.TalkingOut) | Point in Time | N/A | Count |
| DateTime | DateTime | Central controller date and time that this data last updated. Used to calculate longest queue and longest wait time. | | | | | |
| ExpDelay | ED | Predicted delay in seconds for any new call added to the queue. This is valid only if no agents are available. | Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues | Cisco Services:<br>Max(ExpectedDelay) (ICM calculates to the end of the five-minute period.)<br>Genesys/Cisco Call Types:<br>((([CallsQNow]+1)*([HandleTime To5]/[CallsHandledTo5]))/([STF] -[NOT_READY_APP]) | Point in Time | Above | Seconds |

**Table 3: Contact Center Advisor Metrics (Continued)**

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Handle Time (HT) | HT | Total handle time in seconds for calls. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | HandleTimeTo5<br>HandleTimeHalf<br>HandleTimeToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Seconds |
| Handled | CH | Number of calls handled. | Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues | CallsHandledTo5<br>CallsHandledHalf<br>CallsHandledToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |
| Hold/Other | Holdother | Number of agents in the Hold/Other state. | Aspect eWFM, IEX TotalView, Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentState = [10 ("CallOnHold") OR 110 ("CallOnHold")]<br>WHERE AgentId from Agent Groups associated with the applications (service(s)/call type(s)) | Point in Time | Above | Count |
| LongAvail* | LAA | Time in seconds that the currently longest available agent has been available. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | Cisco: Sum (DateTime – LongestAvailAgent)<br><br>Genesys: For all unique agent groups related to the application(s) in scope:<br>Max (Sum (DateTime – SGRT.LongestAvailAgent)) | Point in Time | Above | Seconds |

## Table 3: Contact Center Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| LongQueue | LCQ | Time in seconds that the currently longest (oldest) call has been in queue. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | Cisco Services:<br>DateTime – LongestCallQ<br>(ICM calculates LongestCallQ to the end of the five-minute period.)<br><br>Genesys/Cisco Call Types:<br>DateTime – RouterLongestCallQ | Point in Time | Above | Seconds |
| NotReady | NOT_ READY_ APP | Number of agents currently in the Not Ready or Work Not Ready (ACW, Wrap) state. | Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentState = [2 ("NotReady") OR 5 ("WorkNotReady") OR 113 ("NotReadyForNextCall")]<br>WHERE AgentId from Agent Groups associated with the applications (service(s)/call type(s)) | Point in Time | Above | Count |
| Offer | COf | Number of incoming and internal calls offered to an agent during the period. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | CallsOfferedTo5<br>CallsOfferedHalf<br>CallsOfferedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |
| Outbound (not enhanced by Genesys) | COT | Number of outbound calls by agents. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | CallsOutTo5<br>CallsOutHalf<br>CallsOutToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |

## Table 3: Contact Center Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| QDep% | QD | Percentage of the number of waiting calls over the number of staffed agents in the respective agent group(s). | Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups | Cisco Services:<br>SRT.CallsQNow / ∑ mapped(SGRT.LoggedOn)<br>SRT.CallsQNow / Count(Distinct ASGRT.AgentId)<br>Where AgentID are IDs of agents from Agent_Skill_Group_Real_Time table (ASGRT) that are logged in to zero or more agent/skill groups related to a service.<br><br>Genesys Queues/Cisco Call Types:<br>RouterCallsQNow / ∑ mapped(SGRT.LoggedOn)<br>RouterCallsQNow / Count(Distinct ASGRT.AgentId) | | Above | Percent |
| QPastSL | SLCH | Number of calls currently queued for longer than the service-level threshold. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | ServiceLevelCallsQHeld | Point in Time | Above | Count |
| Queue | CQ | Number of calls currently in queue. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | Cisco Services:<br>CallsQNow<br><br>Genesys/Cisco Call Types:<br>RouterCallsQNow | Point in Time | N/A | Count |

### Table 3: Contact Center Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Service Level % | SL | Number of calls answered within the threshold divided by the number of calls that were offered This treats the abandoned calls as though they were answered after the threshold. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys ACD Queues | Cisco ICM/IPCC: (ServiceLevelCallsto5 / ServiceLevelCallsOfferedTo5) * 100<br>Genesys StatServer: [ServiceLevelCallsto5 / (ServiceLevelCallsTo5+ServiceLevelCallsOnHoldTo5)] *100<br>Repeat for ToHalf and Today | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Below | Percent |
| SL% (Plus Aband) | SlPlsSlAbn | Abandoned calls positively impact service level: Number of calls answered prior to the threshold plus the number of calls abandoned prior to the threshold, all divided by the number of calls that were offered. This treats the abandoned call as though they were answered prior to the threshold. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys ACD Queues | Cisco ICM/IPCC: ((ServiceLevelCallsto5 + ServiceLevel AbandTo5) / ServiceLevelCallsOfferedTo5) * 100<br>Genesys StatServer: [ServiceLevelCallsto5 / (ServiceLevelCallsTo5+ServiceLevelCallsOnHoldTo5+ServiceLevelAbandTo5)] *100<br>Repeat for ToHalf and Today | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Below | Percent |

## Table 3: Contact Center Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Staffed | Staffed | Number of agents logged on in zero or more agent groups. | Cisco ICM Services/Call Types,<br>Cisco ICM Skill Groups,<br>Genesys Virtual Queues,<br>Genesys ACD Queues | Count(Distinct ASGRT.AgentId)<br>Where AgentID are IDs of agents from Agent_Skill_Group_Real_Time table (ASGRT) that are logged in to the agent/skill groups related to a service and that are in any of the following states:<br>1 = Logged On<br>2 = Not Ready,<br>3 = Ready,<br>4 = Talking<br>5 = Work Not Ready<br>6 = Work Ready<br>7 = Busy Other<br>(continued) | Point in Time | N/A | Count |

## Table 3: Contact Center Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| (continued from previous page)<br>Staffed | | | | (continued from previous page)<br>8 = Reserved<br>9 = Unknown<br>10 = Call On Hold,<br>11 = Active<br>12 = Paused<br>14 = Not Active<br>103 = LoggedIn<br>104 = OnHook<br>105 = CallConsult<br>106 = CallDialing<br>107 = CallInbound<br>108 = CallInternal<br>109 = CallOutbound<br>110 = CallOnHold<br>111 = CallRinging<br>112 = CallUnknown<br>113 = NotReadyForNextCall<br>114 = OffHook<br>115 = WaitForNextCall<br>117 = AfterCallWork<br>The relationship is derived from the ServiceMember table. | | | |

### Table 3: Contact Center Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Talking* | AT | Number of agents currently in the Talking state. | Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues | For Services: AgentsTalking<br>For Call Types:<br>COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentState = [4 ("Talking") OR 107 ("CallInbound") OR 112 ("CallUnknown")<br>OR 109 ("CallOutbound") OR 105 ("CallConsult") OR 108 ("CallInternal")]<br>WHERE AgentId from Agent Groups associated with the applications (service(s)/call type(s)) | Point in Time | N/A | Count |
| TransOut (not enhanced for Genesys) | TOC | Number of calls transferred out of the queue. | Cisco Services | TransferOutCallsTo5<br>TransferOutCallsHalf<br>TransferOutCallsToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Count |
| Number of Active Alerts<br>(voice, chat and e-mail) | AlertNum | The number of active application alerts for the time period in the filter. | Threshold violation alerts | | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Count |

**Table 3: Contact Center Advisor Metrics (Continued)**

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Average duration of Active Alerts (voice, chat and e-mail) | AlertAvgDur | Average duration of the active application alerts in the time period of the filter (i.e., selected period). | Threshold violation alerts | Calculate the duration from the time the alert began to the end of the time period in the filter. | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Minutes |
| Number of Expired Alerts (voice, chat and e-mail) | AlertsExpired Num | The number of expired application alerts for the time period in the filter (i.e., selected period). | Threshold violation alerts | | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Count |
| Average duration of Expired Alerts (voice, chat and e-mail) | AlertExpired AvgDur | The average duration of the expired application alerts for the time period in the filter (i.e., selected period). | Threshold violation alerts | | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Minutes |

* This metric is derived from agent groups and the Agent/Skill Group Real Time table. It is not possible to distinguish the values per call type. In the `Applications` pane, the value for this metric will be the same for each call type that has the same agent groups assigned to them.

Appendix

# B Workforce Advisor Voice Metrics

Table 4 on page 118 lists Workforce Advisor voice metrics.

## Table 4: Workforce Advisor Metrics

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Actual Abandoned | ABAND | Number of calls abandoned invited (ringing). | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | Cisco:<br>CallsAbandQHalf<br><br>Genesys:<br>RouterCallsAbandQHalf | 30 Min (since start of current half-hour) | N/A | Count |
| Act Pos Staffed | APS | Number of agents that actually worked (logged on). | Calculated | STFT/5 | 30 Min (since start of current half-hour) | N/A | Count |
| ACC % | ACSBLT_WU | Accessibility % is a productivity metric that compares the total calls offered to handled (answered). | Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | Cisco Services:<br>100*(CallsAbandQHalf/CallsOfferedHalf)<br><br>Genesys/Cisco Call Types:<br>100*(RouterCallsAbandQHalf/CallsOfferedHalf) | 30 Min (since start of current half-hour) | Convergence | Percent |
| Actual Abandoned % | ABANDPCT | Percentage of offered contacts that were abandoned. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | 100*(ABAND/ANCO) | 30 Min (since start of current half-hour) | Convergence | Percent |
| Actual AHT | AAHT | Actual average handle time in seconds for the calls handled. | Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues | HandleTimeHalf / CallsHandledHalf | 30 Min (since start of current half-hour) | N/A | Seconds |

### Table 4: Workforce Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Actual ASA | AASA | Average answer wait time in seconds for calls offered. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | Cisco:<br>(CallsHandledHalf * AnswerWaitTimeHalf / CallsAnsweredHalf) / CallsHandledHalf<br><br>Genesys:<br>(Sum(CallsHandledHalf) * AnswerWaitTimeHalf / CallsAnsweredHalf) / Sum(CallsHandledHalf)<br>Where Sum(CallsHandledHalf) is the sum of this metric from a unique set of Agent Groups associated with the contact group. | 30 Min (since start of current half-hour) | Convergence | Seconds |
| Actual NCH | ANCH | Number of actual contacts handled. | Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | CallsHandledHalf | 30 Min (since start of current half-hour) | N/A | Count |
| Actual NCO | ANCO | Number of calls offered to this contact group. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | Media Server Import: ICM: CallsOfferedHalf | 30 Min (since start of current half-hour) | N/A | Count |

## Table 4: Workforce Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Actual SL% | ASL | Actual percentage of offered contacts answered within the acceptable delay. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys ACD Queues | CISCO ICM/IPCC: [(CallsOfferedHalf * ServiceLevelCallsHalf) / (ServiceLevelCallsOfferedHalf) ] / CallsOfferedHalf * 100<br><br>Genesys Stat Server<br>[(CallsOfferedHalf * ServiceLevelCallsHalf) / (ServiceLevelCallsHalf + ServiceLevelCallsAbandHalf + ServiceLevelCallsOnHoldHalf) ] / CallsOfferedHalf * 100 | 30 Min (since start of current half-hour) | Convergence | Percent |
| Actual Staffed Time | STFT | Total amount of available time, where available time includes talk, wrap, and ready/available. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | Media Server Import: ICM: Skill_Group_Real_Time.LoggedOnTimeTo5 - Skill_Group_Real_Time. NotReadyTimeTo5 | 30 Min (since start of current half-hour) | N/A | Minutes |
| AnsPlus Aband | ANSPLSABND_WU | Sum of the calls answered and abandoned. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | CallsAnsweredHalf + ABAND | 30 Min (since start of current half-hour) | Convergence | Count |
| Available | AA_WU | The number of agents currently ready and waiting for a call from this contact group (derived from the ICM Skill Groups to which it is mapped). | Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentState = [3 ("Ready") OR 115 ("WaitForNextCall")]<br>WHERE AgentId from Agent Groups associated with the service(s)/call type(s) associated with the contact group(s). | Point in Time | Convergence | Count |

## Table 4: Workforce Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Available% | AVAILPCT_WU | Percentage of available agents divided by staffed. | Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups | Avail/Staffed *100 | Point in Time | Convergence | Percent |
| Date | DATE | | IEX TotalView, Cisco ICM Services/Call Types | IEX: CTActiveForecast.date / ICM: DateTime | | N/A | |
| Dev from Required | REQDEV | Amount the actual staff deviated from the required staff. | Calculated | APS-REQ | 30 Min (since start of current half-hour) | Convergence | Count |
| Dev from Sched | SCHDEV | Amount the actual staff deviated from the scheduled staff. | Calculated | APS-SCH | 30 Min (since start of current half-hour) | Convergence | Count |
| Elapsed Fore NCO | CFNCO | Current forecast of the volume of calls offered from the start of the current 30-minute period to now. | Aspect eWFM, IEX TotalView | FNCO / IntervalLength * IntervalElapsed | 30 Min (since start of current half-hour) | N/A | Count |
| Fore AHT Dev | AAHTDEV | Amount by which the actual AHT deviates from the forecast AHT. | Calculated | AAHT - FAHT | 30 Min (since start of current half-hour) | Convergence | Seconds |
| Fore AHT Dev% | AAHTDEVPCT | Percentage by which the actual AHT deviates from the forecast AHT. | Calculated | (AAHT - FAHT) / FAHT | 30 Min (since start of current half-hour) | Convergence | Percent |

### Table 4: Workforce Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Fore ASA | FASA | Forecast of the average answer wait time in seconds for calls offered. This field may be blank if either the contact group is a parent for other contact groups in a multi-site configuration where the contact routing is by allocation percentages (as opposed to call-by-call routing). This field will also be blank if the staffing basis for the corresponding entity in WFM is workload. | Aspect eWFM, IEX TotalView | WFM Import: IEX: CTActiveForecast.fcstASA / eWFM: FG.RDELAY SEC (Revised Calculated Average Delay 1: Seconds) (N/A for SG) | 30 Min (since start of current half-hour) | Convergence | Seconds |
| Fore NCO Dev | FNCODEV | Amount by which the actual NCO deviates from the forecasted NCO. | Calculated | ANCO - CFNCO | 30 Min (since start of current half-hour) | Convergence | Count |
| Fore NCO Dev% | FNCODEV PCT | Percentage by which the actual contacts offered deviates from the revised forecast volume. | Calculated | (ANCO-CFNCO) / CFNCO | 30 Min (since start of current half-hour) | Convergence | Percent |
| Forecast AHT | FAHT | Current forecast of the average handle time. | Aspect eWFM, IEX TotalView | WFM Import: IEX: CTActiveForecast.fcstAHT / eWFM: FG.RAHT (Revised Forecast AHT) (N/A for SG) | 30 Min (since start of current half-hour) | N/A | Seconds |
| Forecast NCO | FNCO | Current forecast of the volume of contacts offered for the entire period. | Aspect eWFM, IEX TotalView | WFM Import: IEX: CTActiveForecast.fcstContactsReceived / eWFM: FG.RVOL (Revised Forecast Volume) (N/A for SG) | 30 Min (since start of current half-hour) | N/A | Count |

## Table 4: Workforce Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Forecast SL% | FSL | Forecast of the percentage of offered contacts answered within the acceptable delay. This field may be blank if either the application group is a "parent" for other application groups in a multi-site configuration where the contact routing is by allocation percentages (as opposed to call-by-call routing). This field will also be blank if the staffing basis for the corresponding entity in WFM is workload. | Aspect eWFM, IEX TotalView | WFM Import: IEX: CTActiveForecast.fcstSLPct / eWFM: FG.RSL (N/A for SG) (Revised Calculated Service Level Percent 2) | 30 Min (since start of current half-hour) | Convergence | Percent |
| Hold/Other | HOLD OTHER_WU | The number of agents in the Hold/Other state. | Aspect eWFM, IEX TotalView, Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues | COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [10 ("CallOnHold") OR 110 ("CallOnHold")] WHERE AgentId from Agent Groups associated with the contact groups. | Point in Time | Convergence | Count |
| Identifier | ID | Identifier of the entities in the source system that is associate with the application group. | IEX TotalView, Cisco ICM Services/Call Types | IEX: CTActiveForecast.custId + CTActiveForecast.ctId / ICM: CallTypeID or SkillTargetID | | N/A | |
| Interval | INTVL | Start time of the period. | IEX TotalView, Cisco ICM Services/Call Types | IEX: CTActiveForecast.period / ICM: DateTime | | N/A | |

## Table 4: Workforce Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Net Staff | NET | Number of scheduled staff over or under the number of staff required (including unproductive). | Calculated | SCH-REQ | 30 Min (since start of current half-hour) | Convergence | Count |
| NotReady | NOTREADY_WU | Sum of agents in the Not Ready and Work Not Ready state for the application associated to the contact group. | Cisco ICM Services/Call Types Cisco Services Cisco Call Types Genesys Virtual Queues | (DISTINCT ASGRT.AgentID) WHERE AgentState = [2 ("NotReady") OR 5 ("WorkNotReady") OR 113 ("NotReadyForNextCall")] WHERE AgentId from Agent Groups associated with the applications (service(s)/call type(s)) | Point in Time | Convergence | Count |
| Required Adherence (APS) | REQDEV PCT | Amount the actual staff deviated from the required staff as a percentage. | Calculated | APS/REQ*100 | 30 Min (since start of current half-hour) | Convergence | Percent |
| Required Adherence (Staffed) | REQADH_WU | Amount the staff deviated from the required staff as a percentage. | Calculated | STF_WU/REQ*100 | 30 Min (since start of current half-hour) | Convergence | Percent |
| Required Staff | REQ | Number of staff required to handle the forecast workload based on the current forecast. | Aspect eWFM, IEX TotalView | WFM Import: IEX: CTActiveForecast.fcstReq / eWFM: FG.FGRREQ (Forecast Group's Revised Required without Unproductive) or SG.SGRREQ (Staff Group's Revised Required without Staff Adjustments and Unproductive) | 30 Min (since start of current half-hour) | N/A | Count |
| Scheduled Adherence (APS) | SCHDEV PCT | Amount the actual staff deviated from the scheduled staff as a percentage. | Calculated | APS/SCH*100 | 30 Min (since start of current half-hour) | Convergence | Percent |

## Table 4: Workforce Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Scheduled Adherence (Staffed) | SCHADH_WU | Amount the staff deviated from the scheduled staff as a percentage. | Calculated | STF_WU/SCH*100 | 30 Min (since start of current half-hour) | Convergence | Percent |
| Scheduled Staff | SCH | Tally of agents scheduled to work in this business group. | Aspect eWFM, IEX TotalView | WFM Import: IEX: CTActiveForecast.schedOpen / eWFM: FG.RSCH (Forecast Group's Revised Scheduled without Staff Adjustments and Unproductive) or SG.SGRSCH (Staff Group's Revised Scheduled without Staff Adjustments) | 30 Min (since start of current half-hour) | N/A | Count |
| SL%(Plus Aband) | SLPLSLSABN_WU | Abandoned calls positively impact service level: Number of calls answered prior to the threshold plus the number of calls abandoned prior to the threshold, all divided by the number of calls that were answered. This treats these abandoned calls as though they were answered prior to the threshold. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys ACD Queues | CISCO ICM/IPCC:<br>[sum(ServiceLevelCallsTo5) + sum(ServiceLevelAbandTo5)] / sum(ServiceLevelCallsOffered To5) * 100%<br>Repeat for ToHalf and Today<br>Genesys Stat Server:<br>[ServiceLevelCallsto5 / (ServiceLevelCallsTo5+Service LevelCallsOnHoldTo5+Service LevelAbandTo5)] *100<br>Repeat for ToHalf and Today | 30 Min (since start of current half-hour) | Convergence | Percent |

### Table 4: Workforce Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Staffed<br>(continued on next page) | STF_WU | Number of agents logged on in zero or more agent groups assigned to take calls in the contact group. | Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentId from Agent Groups associated with the service(s)/call type(s) associated with the contact group(s)<br>WHERE AgentState INLIST<br>1 = Logged On<br>2 = Not Ready<br>3 = Ready<br>4 = Talking<br>5 = Work Not Ready<br>6 = Work Ready<br>7 = Busy Other<br>8 = Reserved<br>9 = Unknown<br>10 = Call On Hold<br>11 = Active<br>12 = Paused<br>14 = Not Active<br>103 = LoggedIn<br>104 = OnHook<br>105 = CallConsult<br>106 = CallDialing<br>107 = CallInbound<br>108 = CallInternal<br>109 = CallOutbound<br>(continued on next page) | Point in Time | Convergence | Count |

## Table 4: Workforce Advisor Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Period/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| (continued from previous page)<br>Staffed | | | | (continued from previous page)<br>110 = CallOnHold<br>111 = CallRinging<br>112 = CallUnknown<br>113 = NotReadyForNextCall<br>114 = OffHook<br>115 = WaitForNextCall<br>117 = AfterCallWork<br>The relationship is derived from the ServiceMember table. | | | |
| Time zone | TZ | Time zone of the start time of the period. | IEX TotalView, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | IEX: CTActiveForecast.TZ / ICM: DateTime | | N/A | |
| Number of Active Alerts | AlertNum | The number of active contact group alerts for the time period in the filter. | Threshold violation alerts | | 30 Min (since start of current half-hour) | Above | Count |
| Average duration of Active Alerts | AlertAvgDur | Average duration of the active contact group alerts in the time period of the filter (i.e., selected period). | Threshold violation alerts | Calculate the duration from the time the alert began to the end of the time period in the filter. | 30 Min (since start of current half-hour) | Above | Minutes |
| Number of Expired Alerts | AlertsExpired Num | The number of expired contact group alerts for the time period in the filter (i.e., selected period). | Threshold violation alerts | | 30 Min (since start of current half-hour) | N/A | Count |
| Average duration of Expired Alerts | AlertExpired AvgDur | The average duration of the expired contact group alerts for the time period in the filter (i.e., selected period). | Threshold violation alerts | | 30 Min (since start of current half-hour) | Above | Minutes |

Appendix

# C Agent Group Voice Metrics

Table 5 lists Agent Group voice metrics.

## Table 5: Agent Group Voice Metrics

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Unit | Totals and Averages/ De-duplication |
|---|---|---|---|---|---|---|---|
| AHT | S_AHT | Average handle time in seconds for calls answered. | Aspect eWFM, Cisco ICM Skill Groups, Genesys Agent Groups | AvgHandledCallsTimeTo5 | 5 Min (rolling/sliding) | Seconds | AvgHandledCallsTimeTo5/ number of agent groups average weighted by CallsHandledTo5, i.e.sum(AvgHandledCallsTimeTo5 * CallsHandledTo5) / sum(CallsHandledTo5)"<br>**Not de-duplicated.** |
| ASA | S_ASA | Average answer wait time in seconds for calls answered. | Cisco ICM Skill Groups, Genesys Agent Groups | AnswerWaitTimeTo5/ CallsAnsweredTo5 | 5 Min (rolling/sliding) | Seconds | sum(AnswerWaitTimeTo5) / sum(CallsAnsweredTo5)<br>**Not de-duplicated.** |
| Available | Av | Number of agents currently in the Available state. | Cisco ICM Skill Groups, Genesys Agent Groups | Avail | Point in Time | Count | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentState = [3 ("Ready") OR 115 ("WaitForNextCall")]<br>WHERE AgentId from agent groups associated with the applications (service(s)/call type(s))"<br>**De-duplicated** |

## Table 5: Agent Group Voice Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Unit | Totals and Averages/ De-duplication |
|---|---|---|---|---|---|---|---|
| AvgACW | AvgACW_S | Time in seconds spent by an agent immediately following a call, including entering data, filling out forms and making outbound calls necessary to complete the transaction. | Cisco ICM Skill Groups, Genesys Agent Groups | Cisco<br>Sum(SGRT.WorkReadyTimeTo5 + SGRTWorkNotReadyTimeTo5) / SGRT.CallsHandledTo5<br><br>Genesys<br>SGRT.WorkReadyTimeTo5 / SGRT.CallsHandledTo5 | 5 Min (rolling/sliding) | Seconds | Cisco<br>Sum(SGRT.WorkReadyTimeTo5 + SGRTWorkNotReadyTimeTo5) / SGRT.CallsHandledTo5<br>Genesys<br>SGRT.WorkReadyTimeTo5 / SGRT.CallsHandledTo5"<br><br>**Not de-duplicated.** |
| AvgTalk | AvtT | Average talk time in seconds for calls. | Cisco ICM Skill Groups, Genesys Agent Groups | AvgHandledCallsTalkTimeTo5 | 5 Min (rolling/sliding) | Seconds | Average weighted by CallsHandledTo5, i.e.,<br>sum(AvgHandledCallsTalkTimeTo5 * CallsHandledTo5) / sum(CallsHandledTo5)"<br><br>**Not de-duplicated.** |

## Table 5: Agent Group Voice Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Unit | Totals and Averages/ De-duplication |
|---|---|---|---|---|---|---|---|
| BusyOther | BO | Number of agents currently in the BusyOther state. | Aspect eWFM, Cisco ICM Skill Groups, Genesys Agent Groups | BusyOther<br>For Agent Real Time data, this state must be assigned to each agent/skill group record once any other agent group agent state changes to the one of the following:<br>Genesys:<br>105="CallConsult"<br>106="CallDialing"<br>107="CallInbound"<br>108="CallInternal"<br>109="CallOutbound"<br>110="CallOnHold"<br>111="CallRinging"<br>112="CallUnknown"<br>114="OffHook"<br>117="AfterCallWork" | Point in Time | Count | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentState = [7 ("BusyOther")]<br>WHERE AgentId from agent groups associated with the applications (service(s)/call type(s))"<br><br>**De-duplicated.** |
| Calls Offered | O | Number of calls offered. | Cisco ICM Skill Groups, Genesys Agent Groups | CallsOfferedTo5 | 5 Min (rolling/sliding) | Count | sum(CallsOfferedTo5)<br>**Not de-duplicated.** |
| DateTime | DateTime | Central controller date and time that this data last updated. Used to calculate longest queue and longest wait time | | | | | |
| Handled | Ha | Number of calls handled (answered). | Cisco ICM Skill Groups, Genesys Agent Groups | CallsHandledTo5 | 5 Min (rolling/sliding) | Count | sum(CallsHandledTo5)<br>**Not de-duplicated.** |

## Table 5: Agent Group Voice Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Unit | Totals and Averages/ De-duplication |
|---|---|---|---|---|---|---|---|
| Hold | H | Number of agents that have all active calls on hold. The agent is not in the Hold state with one call on hold while talking on another call (for example, a consultative call). The agent must have all active calls on hold. | Cisco ICM Skill Groups, Genesys Agent Groups | Hold | Point in Time | Count | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentState = [10 ("CallOnHold") OR 110 ("CallOnHold")]<br>WHERE AgentId from agent groups associated with the applications (service(s)/call type(s))<br>**De-duplicated.** |
| LoggedIn | LO | Number of agents that are currently logged on in zero or more agent groups assigned to take interactions. This count is updated each time an agent logs on and each time an agent logs off. | Cisco ICM Skill Groups, Genesys Agent Groups | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentId from Agent Groups associated with the applications (service(s)/call type(s))<br><br>Genesys:<br>LoggedOn | Point in Time | Count | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentId from Agent Groups associated with the applications (service(s)/call type(s))<br><br>**De-duplicated.** |
| LongAvail | LA | Time in seconds that the longest available agent has been available. | Cisco ICM Skill Groups, Genesys Agent Groups | max((DateTime -LongestAvailAgent) * 24 * 60 * 60) | Point in Time | Seconds | max((DateTime -LongestAvailAgent) * 24 * 60 * 60) |
| LongQueue (not enhanced for Genesys) | LQ | Time in seconds that the currently longest (oldest) call has been in queue. | Cisco ICM Skill Groups | max((DateTime - LongestCallQ) * 24 * 60 * 60) at any level | Point in Time | Seconds | "max((DateTime - LongestCallQ) * 24 * 60 * 60) at any level" |

**Table 5: Agent Group Voice Metrics (Continued)**

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Unit | Totals and Averages/ De-duplication |
|---|---|---|---|---|---|---|---|
| NotReady | NR | Number of agents in the Not Ready or Work Not Ready (ACW, Wrap) state. | Cisco ICM Skill Groups, Genesys Agent Groups | Cisco<br>SGRT.NotReady + SGRT.WorkNotReady<br><br>Genesys<br>SGRT.NotReady | Point in Time | Count | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentState = [2 ("NotReady") OR 5 ("WorkNotReady") OR 113 ("NotReadyForNextCall")]<br>WHERE AgentId from agent groups associated with the applications (service(s)/call type(s))<br>**De-duplicated.** |
| Queue (not enhanced for Genesys) | Q | Number of calls currently queued. | Cisco ICM Skill Groups | CallsQueuedNow | | Count | sum(QueueSGa + QueueSGb +… QueueSGn) |
| Ready | R | Number of agents in the Ready state. | Cisco ICM Skill Groups, Genesys Agent Groups | Ready | | Count | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentState != [2 ("NotReady")] AND AgentState !=[ 5 ("WorkNotReady")] AND AgentState !=[ 0 ('LoggedOff')] AND AgentState != [113 ("NotReadyForNextCall")] AND AgentState !=[101 ('NotMonitored')] AND AgentState !=[102(' Monitored')]<br>WHERE AgentId from agent groups associated with the applications (service(s)/call type(s))<br>**De-duplicated.** |

## Table 5: Agent Group Voice Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Unit | Totals and Averages/ De-duplication |
|---|---|---|---|---|---|---|---|
| TalkIn | TI | Number of agents currently talking on inbound calls. | Cisco ICM Skill Groups, Genesys Agent Groups | TalkingIn | | | sum(TalkInSGa + TalkInSGb +… TalkInSGn)<br>**De-duplicated.** |
| Talking | T | Number of calls currently associated with the agent group. | Cisco ICM Skill Groups, Genesys Agent Groups | Cisco<br>TalkingIn + TalkingOut + TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut<br><br>Genesys<br>TalkingIn + TalkingOut + TalkingOther | | | sum(TalkingSGa + TalkingSGb +… TalkingSGn)<br><br>**De-duplicated.** |
| TalkOut | TIkO | Number of agents currently talking on outbound calls. | Cisco ICM Skill Groups, Genesys Agent Groups | TalkingOut | | | sum(TalkOutSGa + TalkOutSGb +… TalkOutSGn)<br>**De-duplicated.** |
| Util% | U | Percentage of Ready time that agents spent talking or doing call work. This is the percentage of time agents spend working on calls versus the time agents were ready. | Cisco ICM Skill Groups, Genesys Agent Groups | Cisco:<br>PercentUtilizationTo5*100 %<br><br>Genesys:<br>PercentUtilizationTo5 | 5 Min (rolling/sliding) | Percent | Weighted Avg by NCH |

## Table 5: Agent Group Voice Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Unit | Totals and Averages/ De-duplication |
|---|---|---|---|---|---|---|---|
| Wrap | W | Number of agents in the Work Ready and Work Not Ready (ACW, Wrap) states. | Cisco ICM Skill Groups, Genesys Agent Groups | Cisco<br>WorkReady + WorkNotReady<br><br>Genesys<br>WorkReady | 5 Min (rolling/sliding) | Count | Sum(WrapSGa + WrapSGb +… WrapSGn)<br><br>**De-duplicated.** |
| % Handlingtime (plus Campaign Calls / SignOn Time) | PctHCpgnSo | Percentage of time spent handling campaign calls versus the time logged on to voice. | Genesys Agent Groups | [(TalkTimeF1To5 + OutboundTalkTimeF1To5) / LoggedOnVoiceTimeTo5] * 100 | 5 Min (rolling/sliding)<br>30 Min (since start of current half-hour) | Percent | [(sum(TalkTimeF1To5) + sum(OutboundTalkTime F1To5)) / sum(LoggedOnVoiceTimeTo 5)] * 100<br>**Not de-duplicated.** |
| % Idle to SignOn | PctIdleSo | Percentage of time spent in the not ready, non-productive state versus the time logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time. | Genesys Agent Groups | [(NotReadyVoiceTime To5 - NotReadyVoiceTimeF1 To5 - NotReadyVoiceTimeF2 To5) / LoggedOnVoiceTimeTo5] * 100 | 5 Min (rolling/sliding)<br><br>30 Min (since start of current half-hour) | Percent | [(sum(NotReadyVoiceTime To5) - sum(NotReadyVoiceTimeF1 To5) - sum(NotReadyVoiceTimeF2 To5)) / sum(LoggedOnVoiceTimeTo 5)] * 100<br>**Not de-duplicated.** |
| % Inbound to SignOn | PctibSo | Percentage of time spent handling inbound voice versus the time logged on to voice. | Genesys Agent Groups | [(TalkTimeTo5 + WorkReadyTimeTo5 + HoldTimeTo5)/ LoggedOnVoiceTimeTo5]* 100 | 5 Min (rolling/sliding)<br><br>30 Min (since start of current half-hour) | Percent | [(sum(TalkTimeTo5) + sum(WorkReadyTimeTo5) + sum(HoldTimeTo5))/ sum(LoggedOnVoiceTimeTo 5)]*100<br>**Not de-duplicated.** |

## Table 5: Agent Group Voice Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Unit | Totals and Averages/ De-duplication |
|---|---|---|---|---|---|---|---|
| % Ready to SignOn | PctRSo | Percentage of time that agents were ready versus the time they were logged on to voice. | Genesys Agent Groups | 100 * [AvailableTimeTo5 / LoggedOnVoiceTimeTo5] | 5 Min (rolling/sliding)<br><br>30 Min (since start of current half-hour) | Percent | [sum(AvailableTimeTo5) / sum(LoggedOnVoiceTimeTo5)] * 100<br>**Not de-duplicated.** |
| % Uncontrolled Outbound to SignOn | PctUobSo | Percentage of handling time for uncontrolled outbound voice versus the time that agents were logged on to voice. For uncontrolled outbound no dialer supported campaign calls are included. | Genesys Agent Groups | (OutboundTalkTimeTo5 + OutboundHoldTimeTo5) / LoggedOnVoiceTimeTo5 | 5 Min (rolling/sliding)<br><br>30 Min (since start of current half-hour) | Percent | [sum(OutboundTalkTimeTo5) + sum(OutboundHoldTimeTo5)] / sum(LoggedOnVoiceTimeTo5)<br>**Not de-duplicated.** |
| % WF-NCRMT to SignOn | PctWFncrmtSo | Percentage of time that agents remained not ready for voice due to the reason codes specified in the filter versus the time agents were logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time. | Genesys Agent Groups | [NotReadyVoiceTimeF2To5 / LoggedOnVoiceTimeTo5] * 100 | 5 Min (rolling/sliding)<br><br>30 Min (since start of current half-hour) | Percent | [sum(NotReadyVoiceTimeF2To5) / sum(LoggedOnVoiceTimeTo5)] * 100<br>**Not de-duplicated.** |
| % WF-RC2 to SignOn | PctWFrc2So | Percentage of time that agents remained not ready for voice due to reason code 2 versus the time they were logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time. | Genesys Agent Groups | [NotReadyVoiceTimeF1To5 / LoggedOnVoiceTimeTo5] * 100 | 5 Min (rolling/sliding)<br><br>30 Min (since start of current half-hour) | Percent | [sum(NotReadyVoiceTimeF1To5) / sum(LoggedOnVoiceTimeTo5)] * 100<br>**Not de-duplicated.** |

## Table 5: Agent Group Voice Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Unit | Totals and Averages/ De-duplication |
|---|---|---|---|---|---|---|---|
| AvailVoice | | Number of agents currently ready to accept inbound voice. | Genesys Agent Groups | AvailVoice | Point in Time | Count | sum(AvailVoice)<br>**Not de-duplicated.** |
| CHT | CHT | Average handling time for voice. The calculation includes the total rework and hold time. The calculation excludes the total time spent on inbound, outbound and extension calls answered during the rework. | Genesys Agent Groups | Formula CCP = (TalkTimeTo5 + ACWExcludingOutboundTimeTo5 + HoldTimeTo5) / (CallsReceivedInternalTo5 + CallsHandledTo5 - CallPartyChangedTo5) | 5 Min (rolling/sliding)<br>30 Min (since start of current half-hour) | Seconds | [(sum(TalkTimeTo5) + sum(ACWExcluding OutboundTimeTo5) + sum(HoldTimeTo5)] / [sum(CallsReceivedInternal To5) + sum(CallsHandledTo5) - sum(CallPartyChangedTo5)]<br>**Not de-duplicated.** |
| Handling Campaign Calls | HCpgn | Number of agents currently handling a campaign call. | Genesys Agent Groups | TalkingInF1 + TalkingOutF1 + TalkingOtherF1 | Point in Time | Count | sum(TalkingInF1 + TalkingOutF1 + TalkingOtherF1)<br>**Not de-duplicated.** |
| Handling Voice | HVoice | Number of agents talking on inbound (ACD) calls. | Genesys Agent Groups | TalkingIn + TalkingOther | 5 Min (rolling/sliding) | Count | sum(TalkingIn + TalkingOther)<br>**Not de-duplicated.** |
| HoldTime | | Total hold time for inbound voice. The time spent on callbacks initiated during the hold is also considered as hold time. No differentiation between initial and secondary contact. | Genesys Agent Groups | HoldTimeTo5 | Today/Daily (since midnight) | Seconds | sum<br>**Not de-duplicated.** |
| LoggedOn | LoggedOn | Number of agents logged on to voice. | Genesys Agent Groups | [LoggedInVoice] | | Count | sum[LoggedInVoice]<br>**Not de-duplicated.** |

### Table 5: Agent Group Voice Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Unit | Totals and Averages/ De-duplication |
|---|---|---|---|---|---|---|---|
| Retrieved calls [FILTER*nn*] | Rtr<br>RtrF1<br>RtrF2<br>RtrF*nn* | Number of calls answered by the selected group *nn*. | Genesys Agent Groups | CallsReceivedInternalF10 To5 + CallsHandledF10To5 - CallsPartyChangedF10To5 | 5 Min (rolling/sliding)<br>30 Min (since start of current half-hour) | Count | sum(CallsReceivedInternal F10 To5 + CallsHandledF10To5 -CallsPartyChangedF10To5)<br>**Not de-duplicated.** |
| SignOn | So | Total time spent logged on to voice. | Genesys Agent Groups | LoggedOnVoiceTimeTo5 | 5 Min (rolling/sliding)<br><br>30 Min (since start of current half-hour), | Minutes | sum(LoggedOnVoiceTime To5)<br>**Not de-duplicated.** |
| Talk | | Total time spent talking on inbound voice. No differentiation between initial and secondary contact. | Genesys Agent Groups | TalkTimeTo5 | Today/Daily (since midnight) | Seconds | sum(TalkTimeTo5)<br>**Not de-duplicated.** |
| NotReady (CRMT) | NRcrmt | Number of agents in the not ready state due to reason code 2 (CRMT). | Genesys Agent Groups | NotReadyVoiceF1 | Point in Time | Count | sum(NotReadyVoiceF1)<br>**Not de-duplicated.** |
| NotReady (not productive) | NRnp | Number of agents in the not ready, non-productive state. | Genesys Agent Groups | NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2<br><br>NotReadyVoiceF3 | Point in Time | Count | sum(NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2)<br><br>NotReadyVoiceF3<br><br>**Not de-duplicated.** |

## Table 5: Agent Group Voice Metrics (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Unit | Totals and Averages/ De-duplication |
|---|---|---|---|---|---|---|---|
| NotReady (other productive) | NRothp | Number of agents in the not ready state due to the reason codes specified in the filter. The reason code list is not exhaustive and includes all productive reasons other than reason code 2. | Genesys Agent Groups | NotReadyVoiceF2 | Point in Time | Count | sum(NotReadyVoiceF2)<br>**Not de-duplicated.** |
| WrapUp | | Time spent on rework for inbound voice. The time spent on inbound or outbound calls made during the rework time is also considered as rework time. No differentiation between initial and secondary contact. | Genesys Agent Groups | WorkReadyTimeTo5 | Today/Daily (since midnight) | Seconds | sum(WorkReadyTimeTo5)<br>**Not de-duplicated.** |

Appendix

# D Alert Metrics

Table 6 on page 142 lists alert metrics.

**Table 6: Alert Metrics**

| Name | Internal Name | Description | Source Type |
|---|---|---|---|
| Action Taken | AlertActionTaken | | |
| Business Priority 1 Alerts | AlertB1 | | |
| Business Priority 2 Alerts | AlertB2 | | |
| Cause | AlertCause | | |
| Duration | ViolationDuration | If the alert is inactive, use the start time minus the real end time. If the alert is active, use the start time minus the current time. The format is `hh:mm:ss`. | Calculated |
| End Date | AlertEndDate | The date when the alert expired. | |
| End Time | AlertEndTime | The time when the alert expired. | |
| Max Violation | | The highest or lowest value of the violation | Calculated |
| Start Date | AlertStartDate | • For an alert, the start date is when the alert actually started, even if that's before the time period in the user's filter.<br>• For a key action report, display the Key Action Date from the `Action Management` page. | |

**Table 6: Alert Metrics (Continued)**

| Name | Internal Name | Description | Source Type |
|---|---|---|---|
| Start Time | AlertStartTime | • From the carousel; the time when the alert was triggered (`hh:mm:ss`)<br>• For a key action report, display the Key Action Time from the `Action Management` page. | |
| Success Rating | AlertSuccessRating | The value from the Success Rating drop-down list on the `Alert Management` page.<br>`(3, 2, 1, 0, -1, -2, or -3)`<br>If multiple key actions exist show the highest success rating of all of the key actions. | |
| Success Time | AlertSuccessTime | The violation end time and date minus the key action start time and date, where the key action has a success rating greater than `0` (equal to `1` or `2`).<br>The format is `hh:mm:ss`. | Calculated |
| Technical Priority 1 Alerts | AlertT1 | An alert row displays `T1` or dashes. | |
| Technical Priority 2 Alerts | AlertT2 | An alert row displays `T2` or dashes. | |
| Threshold | | This column displays the acceptable value used to calculate the max violation. In WA, the acceptable value is a range so use the closest acceptable value. For example, if the acceptable range is `20-30` and the max violation is `40`, display `30`. | |

**Table 6: Alert Metrics (Continued)**

| Name | Internal Name | Description | Source Type |
|---|---|---|---|
| Value at Max Violation | | The worst metric value used to calculate the max violation. | |

Appendix

# E Stat Server Metrics

Table 7 lists Stat Server metrics.

**Table 7: Stat Server Metrics**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 1 | Informiam.AverHandleStatus Time | Category=AverageTime | None |
| | | MainMask=CallInbound, CallOutbound, AfterCallWork | |
| | | Objects=Agent, Place, GroupAgents, GroupPlaces | |
| | | RelMask=CallInbound, CallOutbound | |
| | | Subject=AgentStatus | |
| 2 | Informiam.AverTalkStatusTime | Category=AverageTime | None |
| | | MainMask=CallInbound, CallOutbound | |
| | | Objects=Agent, Place, GroupAgents, GroupPlaces | |
| | | RelMask=CallInbound, CallOutbound | |
| | | Subject=AgentStatus | |
| 3 | Informiam.CallsAnswered | Category=TotalNumber | None |
| | | MainMask= CallAnsweredInbound, CallAnsweredUnknown | |
| | | Objects=Agent, Place, GroupAgents, GroupPlaces | |
| | | Subject=DNAction | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 4 | Informiam.CallsOffered | Category=TotalNumber | None |
| | | MainMask=CallAnsweredInbound, CallAnsweredUnknown, CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown | |
| | | Objects=Agent, Place, GroupAgents, GroupPlaces | |
| | | Subject=DNAction | |
| 5 | Informiam.CurrAgentsLoggedIn | Category=CurrentNumber | None |
| | | MainMask=*, ~LoggedOut, ~NotMonitored | |
| | | Objects=GroupAgents, GroupPlaces | |
| | | Subject=AgentStatus | |
| 6 | Informiam.Current_Calls_ Inbound | Category=CurrentNumber | None |
| | | Description=Current number of inbound calls being handled. | |
| | | MainMask=CallInbound | |
| | | Objects=Agent, GroupAgents, GroupPlaces, Place | |
| | | Subject=AgentStatus | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 7 | Informiam.Current_Calls_Other | Category=CurrentNumber | None |
| | | MainMask=CallUnknown, CallInternal, CallConsult | |
| | | Objects=Agents, GroupAgents, GroupPlaces | |
| | | Subject=AgentStatus | |
| 8 | Informiam.Current_Calls_Outbound | Category=CurrentNumber | None |
| | | Description=Current number of outbound calls being handled. | |
| | | MainMask=CallOutbound | |
| | | Objects=Agent, GroupAgents, GroupPlaces, Place | |
| | | Subject=AgentStatus | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 9 | Informiam.CurrentAgentState | Category=CurrentState | agentStateMapping |
| | | MainMask=* | |
| | | Objects=Agent | |
| | | Subject=AgentStatus | |
| 10 | Informiam.CurrentReadyAgents | Category=CurrentNumber | None |
| | | MainMask=*, ~NotReadyForNextCall, ~LoggedOut, ~NotMonitored | |
| | | Objects=GroupAgents, GroupPlaces | |
| | | Subject=AgentStatus | |
| 11 | Informiam.CurrMaxCallWaiting Time | Category=CurrentMaxTime | None |
| | | MainMask=CallWait | |
| | | Objects=Queue, RoutePoint, GroupQueues | |
| | | Subject=DNAction | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 12 | Informiam.CurrNumberACW Statuses | Category=CurrentNumber | None |
| | | MainMask=AfterCallWork | |
| | | Objects=GroupAgents, GroupPlaces | |
| | | Subject=AgentStatus | |
| 13 | Informiam.CurrNumberHold Statuses | Category=CurrentNumber | None |
| | | MainMask=CallOnHold | |
| | | Objects=GroupAgents, GroupPlaces | |
| | | Subject=AgentStatus | |
| 14 | Informiam.CurrNumberNotReady Statuses | Category=CurrentNumber | None |
| | | MainMask=NotReadyForNextCall | |
| | | Objects=GroupAgents, GroupPlaces | |
| | | Subject=AgentStatus | |
| 15 | Informiam.CurrNumberReady Statuses | Category=CurrentNumber | None |
| | | MainMask=WaitForNextCall | |
| | | Objects=GroupAgents, GroupPlaces | |
| | | Subject=AgentStatus | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 16 | Informiam.CurrNumberWaitingCalls | Category=CurrentNumber | None |
| | | Description=Current Number of Calls waiting in Queue | |
| | | Formula=DCID | |
| | | MainMask=CallWait | |
| | | Objects=Queue, RoutePoint, GroupQueues | |
| | | Subject=DNAction | |
| 17 | Informiam.CurrTotalLoginTime | Category=CurrentContinuousTime | None |
| | | MainMask=*, ~LoggedOut | |
| | | Objects=Agent | |
| | | Subject=AgentStatus | |
| 18 | Informiam.Interactions_Processed | Category=TotalNumber | None |
| | | MainMask=InteractionHandling | |
| | | Objects=Agent, Place, GroupAgents, GroupPlaces | |
| | | Subject=Action | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 109 | Informiam.Login_Timestamp | Category=CurrentContinuousTime | timestamp |
| | | MainMask=*, ~LoggedOut | |
| | | Objects=Agent | |
| | | Subject=AgentStatus | |
| 105 | Informiam.Longest_ACWCall | Category=MaxTime | None |
| | | MainMask=AfterCallWork | |
| | | Objects=Agent | |
| | | Subject=DNAction | |
| 19 | Informiam.LongestAvailAgent | Category=CurrentMaxTime | None |
| | | MainMask=WaitForNextCall | |
| | | Objects=GroupAgents | |
| | | Subject=AgentStatus | |
| 102 | Informiam.Longest_Call | Category=MaxTime | None |
| | | MainMask=CallInbound, CallUnknown | |
| | | Objects=Agent | |
| | | Subject=DNAction | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 107 | Informiam.Reason_Code | Category= CurrentStateReasons | None |
| | | MainMask=* | |
| | | Objects=Agent | |
| | | Subject=DNAction | |
| 20 | Informiam.ServiceLevelAband | Category=TotalNumberInTimeRange | None |
| | | MainMask=CallAbandoned | |
| | | Objects=Queue, RoutePoint, GroupQueues | |
| | | Subject=DNAction | |
| 21 | Informiam.ServiceLevel Answered | Category=TotalNumberInTimeRange | None |
| | | MainMask=CallAnswered | |
| | | Objects=Queue, RoutePoint, GroupQueues | |
| | | Subject=DNAction | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 22 | Informiam.ServiceLevelCallsOnHold_Current | Category=CurrentNumberInTimeRange | None |
| | | MainMask=CallWait | |
| | | Objects=Queue, RoutePoint, GroupQueues | |
| | | Subject=DNAction | |
| 23 | Informiam.ServiceLevelCallsOnHold_Total | Category=TotalNumberInTimeRange | None |
| | | MainMask=CallWait | |
| | | Objects=Queue, RoutePoint, GroupQueues | |
| | | Subject=DNAction | |
| 100 | Informiam.Time_CurrState | Category=CurrentTime | None |
| | | MainMask=* | |
| | | Objects=Agent | |
| | | Subject=AgentStatus | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 106 | Informiam.Total_ACW_Calls_in TRange | Category=TotalNumberInTimeRange | None |
| | | MainMask=AfterCallWork | |
| | | Objects=Agent | |
| | | Subject=DNAction | |
| 112 | Informiam.Interactions_Processed _inTRange | Category=TotalNumberInTimeRange | None |
| | | MainMask=CallInbound | |
| | | Objects=Agent | |
| | | Subject=Action | |
| 24 | Informiam.Total_ACW_Time | Category=TotalTime | None |
| | | MainMask=AfterCallWork | |
| | | Objects=Agent, Place, GroupAgents, GroupPlaces | |
| | | Subject=DNAction | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 25 | Informiam.Total_Calls_ Abandoned | Category=TotalNumber | None |
| | | Description=Total number of new calls abandoned | |
| | | MainMask=CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown, CallAbandonedInbound, CallAbandonedUnknown | |
| | | Objects=GroupQueues, Queue, RoutePoint | |
| | | Subject=DNAction | |
| 26 | Informiam.Total_Calls_Answered | Category=TotalNumber | None |
| | | Description=Total number of new calls answered | |
| | | Formula=DCID | |
| | | MainMask=CallAnsweredInbound, CallAnsweredUnknown | |
| | | Objects=GroupQueues, Queue, RoutePoint | |
| | | Subject=DNAction | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 27 | Informiam.Total_Calls_Inbound | Category=TotalNumber | None |
| | | Description=Total number of new calls distributed | |
| | | Formula=DCID | |
| | | MainMask=CallEnteredInbound, CallEnteredUnknown | |
| | | Objects=GroupQueues, Queue, RoutePoint | |
| | | Subject=DNAction | |
| 108 | Informiam.Total_Calls_On_Hold | Category=TotalNumber | None |
| | | MainMask=CallOnHold | |
| | | Objects=Agent, Place, GroupAgents, GroupPlaces | |
| | | Subject=DNAction | |
| 101 | Informiam.Total_Calls_ Transferred | Category=TotalNumber | None |
| | | MainMask=CallTransferMade | |
| | | Objects=Agent | |
| | | Subject=Action | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 104 | Informiam.Total_Handle_Time | Category=TotalTime | None |
| | | MainMask= CallInbound, CallInternal, CallConsult, CallUnknown, AfterCallWork | |
| | | Objects=Agent, Place, GroupAgents, GroupPlaces | |
| | | Subject=DNAction | |
| 28 | Informiam.Total_Talk_Time | Category=TotalNumber | None |
| | | MainMask=CallInbound, CallUnknown | |
| | | Objects=Agent, Place, GroupAgents, GroupPlaces | |
| | | Subject=DNAction | |
| 29 | Informiam.Total_Time_To_ Answer | Category=TotalTime | None |
| | | Description=Total time to answer | |
| | | MainMask=CallAnswered | |
| | | Objects=GroupQueues,Queue,RoutePoint | |
| | | Subject=DNAction | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 30 | Informiam.Total_Time_To_ Answer_Agents | Category=TotalTime | None |
| | | MainMask=OrigDNCallWait | |
| | | Objects= GroupAgents, GroupPlaces | |
| | | Subject=DNAction | |
| 31 | Informiam.Total_Time_Waiting_ Calls | Category=CurrentTime | None |
| | | Description=Total time for calls waiting in queue | |
| | | MainMask=CallWait | |
| | | Objects=GroupQueues, Queue, RoutePoint | |
| | | Subject=DNAction | |
| 32 | Informiam.Utilization | Category=RelativeTime | None |
| | | MainMask=CallInbound, CallOutbound, AfterCallWork | |
| | | Objects=Agent, Place, GroupAgents, GroupPlaces | |
| | | RelMask=*, ~NotReadyForNextCall, ~LoggedOut | |
| | | Subject=AgentStatus | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 80 | Informiam.Total_LoggedIn_Time | Category=TotalTime | None |
| | | MainMask=*, ~LoggedOut, ~NotMonitored | |
| | | Objects=GroupAgents, GroupPlaces | |
| | | Subject=AgentStatus | |
| 306 | Informiam.Total_LoggedIn_Voice_Time | Category=TotalTime | None |
| | | MainMask=*, ~LoggedOut, ~NotMonitored | |
| | | Objects=GroupAgents, GroupPlaces | |
| | | Subject=AgentStatus | |
| | | MediaType=voice | |
| 81 | Informiam.Total_NotReady_Time | Category=TotalTime | None |
| | | MainMask=NotReadyForNextCall | |
| | | Objects=GroupAgents, GroupPlaces | |
| | | Subject=AgentStatus | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 82 | Informiam.Queue_Calls_Handled | Category=TotalNumber | None |
| | | MainMask=CallReleased | |
| | | Objects=Queue, GroupQueues, RoutePoint | |
| | | Subject=DNAction | |
| 83 | Informiam.Queue_Talk_Time | Category=TotalTime | None |
| | | MainMask=CallReleased | |
| | | Objects=Queue, GroupQueues, RoutePoint | |
| | | Subject=DNAction | |
| 84 | Informiam.Queue_Handle_Time | Category=TotalTime | None |
| | | MainMask=CallReleased, ACWCompleted | |
| | | Objects=Queue, GroupQueues, RoutePoint | |
| | | Subject=DNAction | |
| 85 | Informiam.Queue_After_Call_ Work_Time | Category=TotalTime | None |
| | | MainMask= ACWCompleted | |
| | | Objects=Queue, GroupQueues, RoutePoint | |
| | | Subject=DNAction | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 86 | Informiam.CurrentAgent MembersLoggedIn | Category=CurrentState | addAgentsToGroup |
| | | MainMask=LoggedIn | |
| | | Objects=GroupAgents | |
| | | Subject=DNAction | |
| 308 | Informiam.CurrAgents _LoggedIn_Voice | Category=CurrentNumber | None |
| | | MainMask=LoggedIn | |
| | | Objects=Agent, GroupAgents | |
| | | Subject=DNAction | |
| | | MediaType=voice | |
| 87 | Informiam.Queue_Outbound_ Calls | Category=TotalNumber | None |
| | | MainMask=CallEnteredOutbound | |
| | | Objects=Queue, GroupQueues, RoutePoint | |
| | | Subject= DNAction | |

**Table 7: Stat Server Metrics (Continued)**

| Metric ID | Stat Server Metric Name | Definition | Conversion Type |
|---|---|---|---|
| 88 | Informiam.Queue_Expected_Wait_Time | Category=ExpectedWaitTime | None |
| | | MainMask=CallWait | |
| | | Objects=GroupQueues, Queue, RoutePoint | |
| | | RelMask=CallDistributed, CallAbandoned | |
| | | Subject=DNAction | |

Appendix

# F CCAdv/Stat Server Metric Mapping

Table 8 on page 166 shows mapping between CCAdv application voice metrics and Stat Server metrics.

### Table 8: CCAdv/Stat Server Metrics Mapping

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| Abandon | Cabn | Number of calls abandoned while in queue or ringing during the selected period. | Cisco:<br>CallsAbandQTo5<br>CallsAbandQHalf<br>CallsAbandQToday<br><br>Genesys:<br>RouterCallsAbandQTo5<br>RouterCallsAbandQHalf<br>RouterCalls AbandQToday | Informiam.Total_Calls_Abandoned | Category=TotalNumber<br>Description=Total number of new calls abandoned<br>MainMask=CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown, CallAbandonedInbound, CallAbandonedUnknown<br>Objects=GroupQueues, Queue, RoutePoint<br>Subject=DNAction | CallsAbandQ |

**Table 8: CCAdv/Stat Server Metrics Mapping (Continued)**

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| Abandoned% | AbnPct | The percentage of calls to the application abandoned while in queue or ringing. | Cisco Services:<br>100*(CallsAbandQTo5/ CallsOfferedTo5)<br>100*(CallsAbandQHalf/ CallsOfferedHalf)<br>100*(CallsAbandQToday / CallsOfferedToday)<br><br>Genesys/Cisco Call Types:<br>100*(RouterCallsAbandQTo5/ CallsOfferedTo5)<br>100*(RouterCallsAbandQHalf / CallsOfferedHalf)<br>100*(RouterCallsAbandQToday/ CallsOfferedToday) | Informiam.Total_Calls_Abandoned<br><br>Informiam.Total_Calls_Inbound | Category=TotalNumber<br>Description=Total number of new calls abandoned<br>MainMask=CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown, CallAbandonedInbound, CallAbandonedUnknown<br>Objects=GroupQueues, Queue, RoutePoint<br>Subject=DNAction<br><br>Category=TotalNumber<br>Description=Total number of new calls distributed<br>Formula=DCID<br>MainMask=CallEnteredInbound, CallEnteredUnknown<br>Objects=GroupQueues, Queue, RoutePoint<br>Subject=DNAction | Cabn/NULLIF(COf,0)*100 |

**Table 8: CCAdv/Stat Server Metrics Mapping (Continued)**

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| Acc% | APCT | Accessibility % is a productivity metric that compares within an application the total calls offered to handled. | 100*(CallsAnsweredTo5 / CallsOfferedTo5)<br>100*(CallsAnsweredHalf / CallsOfferedHalf)<br>100*(CallsAnsweredToday / CallsOfferedToday) | Informiam.Total_Calls_Answered<br><br>Informiam.Total_Calls_Inbound | Category=TotalNumber<br>Description=Total number of new calls answered<br>Formula=DCID<br>MainMask=CallAnsweredInbound, CallAnsweredUnknown<br>Objects=GroupQueues, Queue, RoutePoint<br>Subject=DNAction<br><br>Category=TotalNumber<br>Description=Total number distributed<br>Formula=DCID<br>MainMask=CallEnteredInbound, CallEnteredUnknown<br>Objects=GroupQueues,<br>Subject=DNAction | CA/NULLIF(COf,0)*100 |
| Ans | CA | Number of calls answered by agents during the selected period. | CallsAnsweredTo5<br>CallsAnsweredHalf<br>CallsAnsweredToday | Informiam.Total_Calls_Answered | Category=TotalNumber<br>Description=Total number of new calls answered<br>Formula=DCID<br>MainMask=CallAnsweredInbound, CallAnsweredUnknown<br>Objects=GroupQueues, Queue, RoutePoint<br>Subject=DNAction | CallsAnswered |

## Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| AnsPlus Aband | CaPlsCabn | The sum of the calls answered and the calls abandoned during the selected period. | Cisco Services:<br>CallsAnsweredTo5+ CallsAbandQTo5<br>CallsAnsweredHalf+ CallsAbandQHalf<br>CallsAnsweredToday+ CallsAbandQToday<br><br>Genesys/Cisco Call Types:<br>CallsAnsweredTo5+ RouterCallsAbandQTo5<br>CallsAnsweredHalf+ RouterCallsAbandQHalf<br>CallsAnsweredToday+ RouterCallsAbandQ Today | Informiam.Total_Calls _Answered<br><br>Informiam.Total_Calls _Abandoned | Category=TotalNumber<br>Description=Total number of new calls answered<br>Formula=DCID<br>MainMask=CallAnsweredInbound, CallAnsweredUnknown<br>Objects=GroupQueues, Queue, RoutePoint<br>Subject=DNAction<br><br>Category=TotalNumber<br>Description=Total number of new calls abandoned<br>MainMask=CallAbandonedFrom RingingInbound, CallAbandonedFromRingingUnknown, CallAbandonedInbound, CallAbandonedUnknown<br>Objects=GroupQueues, Queue, RoutePoint<br>Subject=DNAction | Ca + Cabn |
| Available | AA | The number of agents currently ready and waiting for a call from this application (derived from the agent groups to which it is mapped). | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentState = [3 ("Ready") OR 115 ("WaitForNextCall")]<br>WHERE AgentId from agent groups associated with the applications (service(s)/call type(s)) | | | DISTINCT AgentId |

**Table 8: CCAdv/Stat Server Metrics Mapping (Continued)**

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| Available % | AvailPCT | The percentage of available agents over staffed. | Avail/Staffed *100 | | | AA/NULLIF(STF,0)*100 |
| Average After Call Work (Avg ACW) | AvgACW | Work that is required of an agent immediately following an inbound call in seconds during the current selected period. This often includes entering data, filling out forms and making outbound calls necessary to complete the transaction. The agent is considered unavailable to receive another inbound call while in this mode. | Cisco: (HandleTimeTo5 - TalkTimeTo5 - HoldTimeTo5) / CallsHandledTo5<br>(HandleTimeHalf - TalkTimeHalf - HoldTimeHalf) / CallsHandledHalf<br>(HandleTimeToday - TalkTimeToday - HoldTimeToday) / CallsHandledToday<br><br>Genesys: For all unique agent groups related to the application(s) in scope:<br>ACWTimeTo5 / CallsHandledTo5<br>ACWTimeHalf / CallsHandledHalf<br>ACWTimeToday / CallsHandledToday | Informiam.Queue_After_Call_Work_Time<br><br>Informiam.Queue_Calls_Handled | Category=TotalTime<br>MainMask= ACWCompleted<br>Objects=Queue, GroupQueues, RoutePoint<br>Subject=DNAction<br><br>Category=TotalNumber<br>MainMask=CallReleased<br>Objects=Queue, GroupQueues, RoutePoint<br>Subject=DNAction | (COALESCE(HT,0) - COALESCE(TT,0) - COALESCE(HLDT,0))/NULLIF(CH,0)<br>TT is TalkTime |

## Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| Average Delay (AvgDly) | AvgDL | Average delay in seconds for calls currently in queue for the application. | AvgDelayQNow<br>(ICM calculates to the end of the five-minute period.)<br>Cisco Services:<br>CallsQNowTime/CallsQNow at any level<br>Genesys/Cisco Call Types:<br>RouterCallsQNow/ RouterCallsQNowTime | Informiam.CurrNumberWaitingCalls<br><br>Informiam.Total_Time_WaitingCalls | Category=CurrentNumber<br>Description=Current Number of Calls waiting in Queue<br>Formula=DCID<br>MainMask=CallWait<br>Objects=Queue, RoutePoint, GroupQueues<br>Subject=DNAction<br><br>Category=CurrentTime<br>Description=Total time for calls waiting in queue<br>MainMask=CallWait<br>Objects=GroupQueues, Queue, RoutePoint<br>Subject=DNAction | CQNT/NULLIF(CQ,0) |
| Average Handle Time (AHT) | AHT | Average handle time in seconds for calls to the application during the selected period. | HandleTimeTo5 / CallsHandledTo5<br>HandleTimeHalf / CallsHandledHalf<br>HandleTimeToday / CallsHandledToday | Informiam.Queue_Handle_Time<br><br>Informiam.Queue_Calls_Handled | Category=TotalTime<br>MainMask=CallReleased, ACWCompleted<br>Objects=Queue, GroupQueues, RoutePoint<br>Subject=DNAction<br><br>Category=TotalNumber<br>MainMask=CallReleased<br>Objects=Queue, GroupQueues, RoutePoint<br>Subject=DNAction | HT/NULLIF(CH,0). |

**Table 8: CCAdv/Stat Server Metrics Mapping (Continued)**

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| Average Speed to Answer (ASA) | ASA | Average answer wait time in seconds for calls offered to the application during the selected period. | AnswerWaitTimeTo5 / CallsAnsweredTo5<br>AnswerWaitTimeHalf / CallsAnsweredHalf<br>AnswerWaitTimeToday / CallsAnsweredToday | Informiam.Total_Time_To_Answer | Category=TotalTime<br>Description=Total time to answer<br>MainMask=CallAnswered<br>Objects=GroupQueues,Queue, RoutePoint<br>Subject=DNAction | AWT/NULLIF(CA,0).<br>AWT is AnswerWaitTime |
| | | | | Informiam.Total_Calls_Answered | Category=TotalNumber<br>Description=Total number of new calls answered<br>Formula=DCID<br>MainMask=CallAnsweredInbound, CallAnsweredUnknown<br>Objects=GroupQueues, Queue, RoutePoint<br>Subject=DNAction | |
| Average Talk Time (ATT) | ATT | Average talk time in seconds for calls to the application ending during the selected period. | TalkTimeTo5 / CallsHandledTo5<br>TalkTimeToHalf / CallsHandledHalf<br>TalkTimeToday / CallsHandledToday | Informiam.Queue_Talk_Time | Category=TotalTime<br>MainMask=CallReleased<br>Objects=Queue, GroupQueues, RoutePoint<br>Subject=DNAction | TT/NULLIF(CH,0).<br>TT is TalkTime |
| | | | | Informiam.Queue_Calls_Handled | Category=TotalNumber<br>MainMask=CallReleased<br>Objects=Queue, GroupQueues, RoutePoint<br>Subject=DNAction | |

### Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| Calls* | CIN | Number of incoming calls currently in progress.<br>NOTE: When Genesys Queues/Virtual Queues or Cisco Call Types, this is calculated from the associated unique agent groups. | Cisco Services:<br>CallsInNow<br><br>Genesys/Cisco Call Types:<br>For all unique agent groups related to the application(s) in scope:<br>Sum (SGRT.TalkingIn) | | | ISNULL(CIN_A,0)+ISNULL(CIN_C,0) |
| Calls Prog* | CP_C | Number of inbound and outbound calls currently being handled for the application. | Cisco: CallsInProgress<br>Genesys: For all unique agent groups related to the application(s) in scope:<br>Sum (SGRT.TalkingIn + SGRT.TalkingOut) | | | ISNULL(CP_A,0)+ISNULL(CP_C,0) |
| DateTime | DateTime | Central controller date and time that this data last updated. Used to calculate longest queue and longest wait time. | | | | NA |

## Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| ExpDelay | ED | Predicted maximum delay in seconds for any new call added to the service queue. This is valid only if no agents are available. | Cisco Services:<br>Max(ExpectedDelay) (ICM calculates to the end of the five-minute period.)<br>Genesys/Cisco Call Types:<br>(([CallsQNow]+1)*([HandleTimeTo5]/[CallsHandledTo5]))/([STF]-[NOT_READY_APP]) | Informiam.Queue_Expected_Wait_Time<br><br>Informiam.Queue_Handle_Time<br><br>Informiam.Queue_Calls_Handled | Category=ExpectedWaitTime<br>MainMask=CallWait<br>Objects=GroupQueues, Queue, RoutePoint<br>RelMask=CallDistributed, CallAbandoned<br>Subject=DNAction<br><br>Category=TotalTime<br>MainMask=CallReleased, ACWCompleted<br>Objects=Queue, GroupQueues, RoutePoint<br>Subject=DNAction<br><br>Category=TotalNumber<br>MainMask=CallReleased<br>Objects=Queue, GroupQueues, RoutePoint<br>Subject=DNAction | CASE WHEN ISNULL(ED_C,0)>=ISNULL(ED_A,0) THEN ISNULL(ED_C,ED_A) ELSE ED_A END |
| Handle Time (HT) | HT | Total handle time in seconds for calls to the application ending during the selected period. | HandleTimeTo5<br>HandleTimeHalf<br>HandleTimeToday | Informiam.Queue_Handle_Time | Category=TotalTime<br>MainMask=CallReleased, ACWCompleted<br>Objects=Queue, GroupQueues, RoutePoint<br>Subject=DNAction | HandleTime |

### Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| Handled | CH | Number of calls handled during the current five minute/thirty minute/day period. | CallsHandledTo5<br>CallsHandledHalf<br>CallsHandledToday | Informiam.Queue_ Calls_Handled | Category=TotalNumber<br>MainMask=CallReleased<br>Objects=Queue, GroupQueues, RoutePoint<br>Subject=DNAction | CallsHandledTo5 |
| Hold/ Other | Holdother | Number of agents in the Hold/Other state. | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentState = [10 ("CallOnHold") OR 110 ("CallOnHold")]<br>WHERE AgentId from agent groups associated with the applications (service(s)/call type(s)) | | | DISTINCT AgentId |
| Long Avail* | LAA | Time in seconds that the longest available agent for the application has been available. | Cisco: Sum (DateTime – LongestAvailAgent)<br><br>Genesys: For all unique agent groups related to the application(s) in scope:<br>Max (Sum (DateTime – SGRT.LongestAvailAgen t)) | | | CASE WHEN LAA_A>=COALESCE(LAA_C,0) THEN LAA_A ELSE LAA_C END.<br><br>LAA_A is (CAST(DateTime - LongestAvailAgent AS float) * 24 * 60 * 60). Where the values come from a service.<br><br>LAA_C is (CAST(DateTime - LongestAvailAgent AS float) * 24 * 60 * 60) where the values come from a call type or queue. |

### Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| Long Queue | LCQ | Time in seconds that the longest call has been in queue for the application. | Cisco Services:<br>DateTime – LongestCallQ<br>(ICM calculates LongestCallQ to the end of the five-minute period.)<br><br>Genesys/Cisco Call Types:<br>DateTime – RouterLongestCallQ | Informiam.CurrMax CallWaitingTime | Category=CurrentMaxTime<br>MainMask=CallWait<br>Objects=Queue, RoutePoint, GroupQueues<br>Subject=DNAction | (CAST(DateTime - LongestCallQ AS float) * 24 * 60 * 60). |
| Not Ready | NOT_ READY_ APP | Sum of agents in the Not Ready and Work Not Ready state for the application. | COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentState = [2 ("NotReady") OR 5 ("WorkNotReady") OR 113 ("NotReadyForNextCall" )]<br>WHERE AgentId from agent groups associated with the applications (service(s)/call type(s)) | | | DISTINCT AgentId. |

### Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| Offer | COf | Number of incoming calls offered to the application during the selected period. | CallsOfferedTo5<br>CallsOfferedHalf<br>CallsOfferedToday | Informiam.Total_Calls_Inbound | Category=TotalNumber<br>Description=Total number of new calls distributed<br>Formula=DCID<br>MainMask=CallEnteredInbound, CallEnteredUnknown<br>Objects=GroupQueues, Queue, RoutePoint<br>Subject=DNAction | CallsOffered |
| Outbound | COT | Number of outbound calls by agents during the selected period. | CallsOutTo5<br>CallsOutHalf<br>CallsOutToday | Informiam.Queue_Outbound_Calls | Category=TotalNumber<br>MainMask=CallEntered Outbound<br>Objects=Queue, GroupQueues, RoutePoint<br>Subject= DNAction | CallsOut |

## Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| QDep% | QD | Queue depth is a ratio of the number of waiting calls over the number of staffed agents in the respective agent group(s). | Cisco Services:<br>SRT.CallsQNow / ∑ mapped(SGRT.LoggedOn)<br>SRT.CallsQNow / Count(Distinct ASGRT.AgentId)<br>Where AgentID are IDs of agents from Agent_Skill_Group_Real_Time table (ASGRT) that are logged in to zero or more agent groups related to a service.<br><br>Genesys Queues/Cisco Call Types:<br>RouterCallsQNow / ∑ mapped(SGRT.LoggedOn)<br>RouterCallsQNow / Count(Distinct ASGRT.AgentId) | Informiam.CurrNumberWaitingCalls | Category=CurrentNumber<br>Description=Current Number of Calls waiting in Queue<br>Formula=DCID<br>MainMask=CallWait<br>Objects=Queue, RoutePoint, GroupQueues<br>Subject=DNAction | CQ/NULLIF(STF,0)*100 |
| QPastSL | SLCH | Number of calls to the application currently queued for longer than the service-level threshold. | ServiceLevelCallsQHeld | Informiam.ServiceLevelCallsOnHold_Current | Category=CurrentNumberInTimeRange<br>MainMask=CallWait<br>Objects=Queue, RoutePoint, GroupQueues<br>Subject=DNAction | ServiceLevelCallsQHeld |

### Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| Queue | CQ | Number of calls in queue for the application now at the peripheral gateway. | Cisco Services:<br>CallsQNow<br><br>Genesys/Cisco Call Types:<br>RouterCallsQNow | Informiam.CurrNumberWaitingCalls | Category=CurrentNumber<br>Description=Current Number of Calls waiting in Queue<br>Formula=DCID<br>MainMask=CallWait<br>Objects=Queue, RoutePoint, GroupQueues<br>Subject=DNAction | CallsQNow. |
| Service Level% | SL | Number of calls answered prior to the threshold divided by the number of calls that had a service-level event. This treats the abandoned calls as though they were answered after the threshold. | Cisco ICM/IPCC: (ServiceLevelCallsto5 / ServiceLevelCallsOfferedTo5) * 100<br>Genesys StatServer: [ServiceLevelCallsto5 / (ServiceLevelCallsTo5+Service LevelCallsOnHoldTo5)] *100<br>Repeat for ToHalf and Today | Informiam.ServiceLevelAnswered<br><br>Informiam.ServiceLevelCallsOnHold_Total | Category=TotalNumberInTimeRange<br>MainMask=CallAnswered<br>Objects=Queue, RoutePoint, GroupQueues<br>Subject=DNAction<br><br>Category=TotalNumberInTimeRange<br>MainMask=CallWait<br>Objects=Queue, RoutePoint, GroupQueues<br>Subject=DNActionq | (SLC)/NULLIF(SLCO,0)*100 |

### Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| SL% (Plus Aband) | SlPlsSlAbn | Number of calls answered prior to the threshold plus the number of calls abandoned prior to the threshold, all divided by the number of calls that had a service-level event. This treats the abandoned calls as though they were answered prior to the threshold. | Cisco ICM/IPCC: ((ServiceLevelCallsto5 + ServiceLevelAbandTo5) / ServiceLevelCallsOffered To5) * 100<br><br>Genesys StatServer: [ServiceLevelCallsto5 / (ServiceLevelCallsTo5+S ervice LevelCallsOnHoldTo5+S ervice LevelAbandTo5)] *100<br><br>Repeat for ToHalf and Today | Informiam.Service LevelAnswered<br><br>Informiam.Service LevelCallsOnHold_ Total<br><br>Informiam.Service LevelAband | Category=TotalNumberInTime Range<br>MainMask=CallAnswered<br>Objects=Queue, RoutePoint, GroupQueues<br>Subject=DNAction<br><br>Category=TotalNumberInTime Range<br>MainMask=CallWait<br>Objects=Queue, RoutePoint, GroupQueues<br>Subject=DNAction<br><br>Category=TotalNumberInTime Range<br>MainMask=CallAbandoned<br>Objects=Queue, RoutePoint, GroupQueues<br>Subject=DNAction | (ISNULL(SLC,0) + ISNULL(SLAbn,0))/NULLIF(SLC O,0)*100 |

## Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| Staffed | Staffed | Number of agents logged on in zero or more agent groups assigned to take calls in an application. | Count(Distinct ASGRT.AgentId)<br>Where AgentID are IDs of agents from Agent_Skill_Group_Real_Time table (ASGRT) that are logged in to the agent groups related to a service and that are in any of the following states:<br>1 = Logged On<br>2 = Not Ready,<br>3 = Ready,<br>4 = Talking<br>5 = Work Not Ready<br>6 = Work Ready<br>7 = Busy Other<br>(continued) | | | DISTINCT AgentId |

### Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| (continued from previous page)<br>Staffed | | | (continued from previous page)<br>8 = Reserved<br>9 = Unknown<br>10 = Call On Hold,<br>11 = Active<br>12 = Paused<br>14 = Not Active<br>103 = LoggedIn<br>104 = OnHook<br>105 = CallConsult<br>106 = CallDialing<br>107 = CallInbound<br>108 = CallInternal<br>109 = CallOutbound<br>110 = CallOnHold<br>111 = CallRinging<br>112 = CallUnknown<br>113 = NotReadyForNextCall<br>114 = OffHook<br>115 = WaitForNextCall<br>117 = AfterCallWork<br>The relationship is derived from the ServiceMember table. | | | |

### Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| Talking* | AT | Number of application and call type agents currently in the talking state.<br>NOTE: The number of agents talking is not directly applicable to Genesys Queues/Virtual Queues. However, since Genesys Queues/Virtual Queues arrive to Contact Center Advisor as call types, this number will be calculated from the count of unique agent IDs in the talking state. | For Services: AgentsTalking<br>For Call Types:<br>COUNT (DISTINCT ASGRT.AgentID)<br>WHERE AgentState = [4 ("Talking") OR 107 ("CallInbound") OR 112 ("CallUnknown")<br>OR 109 ("CallOutbound") OR 105 ("CallConsult") OR 108 ("CallInternal")]<br>WHERE AgentId from agent groups associated with the applications (service(s)/call type(s)) | | | (COALESCE(AT_A,0)+COALESCE(AT_C,0)).<br><br>AT_A is:<br>AgentsTalking<br>for an application that is a service.<br><br>AT_C is:<br>DISTINCT AgentID<br>for an application that is a call type or queue. |
| TransOut (not enhanced for Genesys) | TOC | Number of calls transferred out of the application during the selected period.<br>NOTE: Not applicable to Genesys Queues/Virtual Queues. | TransferOutCallsTo5<br>TransferOutCallsHalf<br>TransferOutCallsToday | | | TransferOutCalls |
| Number of Active Alerts<br>(voice, chat and e-mail) | AlertNum | Number of active application alerts for the time period in the filter. | | Uses Advisor data | | NA |

## Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| Average duration of Active Alerts<br>(voice, chat and e-mail) | AlertAvgDur | Average duration of the active application alerts in the time period of the filter (i.e., selected period). | Calculate the duration from the time the alert began to the end of the time period in the filter. | Uses Advisor data | | NA |
| Number of Expired Alerts<br>(voice, chat and e-mail) | AlertsExpiredNum | Number of expired application alerts for the time period in the filter (i.e., selected period). | | Uses Advisor data | | NA |
| Average duration of Expired Alerts<br>(voice, chat and e-mail) | AlertExpiredAvgDur | Average duration of the expired application alerts for the time period in the filter (i.e., selected period). | | Uses Advisor data | | NA |

## Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| % Idle to SignOn | PctIdleSo | Percentage of time spent in the not ready, non-productive state versus the time logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time. | [(NotReadyVoiceTime To5 - NotReadyVoiceTimeF1 To5 - NotReadyVoiceTimeF2 To5) / LoggedOnVoiceTime To5] * 100 | Informiam.Total_ LoggedIn_Voice_Time<br><br>Informiam.CurrAgents LoggedInVoice | Category=TotalTime MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice<br><br>Category=CurrentNumber MainMask= LoggedIn Objects= GroupAgents, GroupPlaces Subject= DNAction MediaType= voice | [(sum(NotReadyVoiceTime To5) - sum(NotReadyVoiceTimeF1To5) - sum(NotReadyVoiceTimeF2To5)) / sum(LoggedOnVoiceTimeTo5)] * 100 |
| % Inbound to SignOn | PctibSo | Percentage of time spent handling inbound voice versus the time logged on to voice. | [(TalkTimeTo5 + WorkReadyTimeTo5 + HoldTimeTo5)/ LoggedOnVoiceTimeTo5 ]*100 | Informiam.Total_ LoggedIn_Voice_Time<br><br>Informiam.CurrAgents LoggedInVoice | Category=TotalTime MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice<br><br>Category=CurrentNumber MainMask= LoggedIn Objects= GroupAgents, GroupPlaces Subject= DNAction MediaType= voice | [(sum(TalkTimeTo5) + sum(WorkReadyTimeTo5) + sum(HoldTimeTo5))/ sum(LoggedOnVoiceTimeTo5)]*1 00 |

**Table 8: CCAdv/Stat Server Metrics Mapping (Continued)**

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| SignOn | So | Total time spent logged on to voice. | LoggedOnVoiceTimeTo5 | Informiam.Total_ LoggedIn_Voice_Time<br><br>Informiam.CurrAgents LoggedInVoice | Category=TotalTime MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice<br><br>Category=CurrentNumber MainMask= LoggedIn Objects= GroupAgents, GroupPlaces Subject= DNAction MediaType= voice | sum(LoggedOnVoiceTime To5) |
| % Ready to SignOn | PctRSo | Percentage of time that agents were ready versus the time they were logged on to voice. | 100 * [AvailableTimeTo5 / LoggedOnVoiceTimeTo5 ] | Informiam.Total_ LoggedIn_Voice_Time<br><br>Informiam.CurrAgents LoggedInVoice | Category=TotalTime MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice<br><br>Category=CurrentNumber MainMask= LoggedIn Objects= GroupAgents, GroupPlaces Subject= DNAction MediaType= voice | [sum(AvailableTimeTo5) / sum(LoggedOnVoiceTimeTo5)] * 100 |

**Table 8: CCAdv/Stat Server Metrics Mapping (Continued)**

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| % Uncontrolled Outbound to SignOn | PctUobSo | Percentage of handling time for uncontrolled outbound voice versus the time that agents were logged on to voice. For uncontrolled outbound no dialer supported campaign calls are included. | (OutboundTalkTimeTo5 + OutboundHoldTimeTo5) / LoggedOnVoiceTimeTo5 | Informiam.Total_ LoggedIn_Voice_Time<br><br>Informiam.CurrAgents LoggedInVoice | Category=TotalTime MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice<br><br>Category=CurrentNumber MainMask= LoggedIn Objects= GroupAgents, GroupPlaces Subject= DNAction MediaType= voice | [sum(OutboundTalkTime To5) + sum(OutboundHoldTime To5)] / sum(LoggedOnVoiceTime To5) |
| % WF-NCRMT to SignOn | PctWFncrmt So | Percentage of time that agents remained not ready for voice due to the reason codes specified in the filter versus the time agents were logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time. | [NotReadyVoiceTimeF2 To5 / LoggedOnVoiceTimeTo5 ] * 100 | Informiam.Total_ LoggedIn_Voice_Time<br><br>Informiam.CurrAgents LoggedInVoice | Category=TotalTime MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice<br><br>Category=CurrentNumber MainMask= LoggedIn Objects= GroupAgents, GroupPlaces Subject= DNAction MediaType= voice | [sum(NotReadyVoiceTimeF2To5) / sum(LoggedOnVoiceTime To5)] * 100 |

### Table 8: CCAdv/Stat Server Metrics Mapping (Continued)

| Name | Internal Name | Description | Definition (Formula) | Advisor Metric | Stat Server Metric | Formula In Code |
|---|---|---|---|---|---|---|
| % WF-RC2 to SignOn | PctWFrc2So | Percentage of time that agents remained not ready for voice due to reason code 2 versus the time they were logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time. | [NotReadyVoiceTimeF1To5 / LoggedOnVoiceTimeTo5] * 100 | Informiam.Total_ LoggedIn_Voice_Time<br><br>Informiam.CurrAgentsLoggedInVoice | Category=TotalTime MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice<br><br>Category=CurrentNumber MainMask= LoggedIn Objects= GroupAgents, GroupPlaces Subject= DNAction MediaType= voice | [sum(NotReadyVoiceTimeF1To5) / sum(LoggedOnVoiceTimeTo5)] * 100 |
| % Handlingtime (plus Campaign Calls / SignOn Time) | PctHCpgnSo | Percentage of time spent handling campaign calls versus the time logged on to voice. | [(TalkTimeF1To5 + OutboundTalkTimeF1To5) / LoggedOnVoiceTimeTo5] * 100 | Informiam.Total_ LoggedIn_Voice_Time<br><br>Informiam.CurrAgentsLoggedInVoice | Category=TotalTime MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice<br><br>Category=CurrentNumber MainMask= LoggedIn Objects= GroupAgents, GroupPlaces Subject= DNAction MediaType= voice | [(sum(TalkTimeF1To5) + sum(OutboundTalkTimeF1To5)) / sum(LoggedOnVoiceTimeTo5)] * 100 |

* This metric is derived from agent groups and the Agent/Skill Group Real Time table. It is not possible to distinguish the values per call type. In the `Applications` pane, the value for this metric will be the same for each call type that has the same agent groups assigned to them.

Appendix

# G Queue Metrics and Agent Statistics

This appendix contains two sections:



## Queue Metrics

Table 9 lists queue metrics.

**Table 9: Queue Metrics**

| Advisors Metric | Stat Server Metric | Time Profile | Time Range | Filtered |
|---|---|---|---|---|
| ACWTimeHalf | Informiam.Queue_After_Call_Work_Time | Last30MinsGrowing | N/A | Yes |
| ACWTimeTo5 | Informiam.Queue_After_Call_Work_Time | Last5Mins | N/A | Yes |
| ACWTimeToday | Informiam.Queue_After_Call_Work_Time | OneDay | N/A | Yes |
| AnswerWaitTimeHalf | Informiam.Total_Time_To_Answer | Last30MinsGrowing | N/A | Yes |
| AnswerWaitTimeTo5 | Informiam.Total_Time_To_Answer | Last5Mins | N/A | Yes |
| AnswerWaitTimeToday | Informiam.Total_Time_To_Answer | OneDay | N/A | Yes |

**Table 9: Queue Metrics (Continued)**

| Advisors Metric | Stat Server Metric | Time Profile | Time Range | Filtered |
|---|---|---|---|---|
| CallsAnswered Half | Informiam.Total_Calls_Answered | Last30MinsGrowing | N/A | Yes |
| CallsAnsweredTo 5 | Informiam.Total_Calls_Answered | Last5Mins | N/A | Yes |
| CallsAnswered Today | Informiam.Total_Calls_Answered | OneDay | N/A | Yes |
| CallsHandledHalf | Informiam.Queue_Calls_Handled | Last30MinsGrowing | N/A | Yes |
| CallsHandledTo5 | Informiam.Queue_Calls_Handled | Last5Mins | N/A | Yes |
| CallsHandled Today | Informiam.Queue_Calls_Handled | OneDay | N/A | Yes |
| CallsOfferedHalf | Informiam.Total_Calls_Inbound | Last30MinsGrowing | N/A | Yes |
| CallsOfferedTo5 | Informiam.Total_Calls_Inbound | Last5Mins | N/A | Yes |
| CallsOffered Today | Informiam.Total_Calls_Inbound | OneDay | N/A | Yes |
| CallsOutTo5 | Informiam.Queue_Outbound_Calls | Last5Mins | N/A | Yes |
| CallsOutHalf | Informiam.Queue_Outbound_Calls | Last30MinsGrowing | N/A | Yes |
| CallsOutToday | Informiam.Queue_Outbound_Calls | OneDay | N/A | Yes |
| ExpectedDelay | Informiam.Queue_Expected_Wait_ Time | Last5Mins | N/A | Yes |
| HandleTimeHalf | Informiam.Queue_Handle_Time | Last30MinsGrowing | N/A | Yes |
| HandleTimeTo5 | Informiam.Queue_Handle_Time | Last5Mins | N/A | Yes |
| HandleTime Today | Informiam.Queue_Handle_Time | OneDay | N/A | Yes |
| RouterCalls AbandQHalf | Informiam.Total_Calls_Abandoned | Last30MinsGrowing | N/A | Yes |
| RouterCalls AbandQTo5 | Informiam.Total_Calls_Abandoned | Last5Mins | N/A | Yes |
| RouterCalls AbandQToday | Informiam.Total_Calls_Abandoned | OneDay | N/A | Yes |

**Table 9: Queue Metrics (Continued)**

| Advisors Metric | Stat Server Metric | Time Profile | Time Range | Filtered |
|---|---|---|---|---|
| RouterCallsQ Now | Informiam.CurrNumberWaitingCalls | CollectorDefault | N/A | Yes |
| RouterCallsQ NowTime | Informiam.Total_Time_Waiting_ Calls | CollectorDefault | N/A | Yes |
| RouterLongest CallQ | Informiam.CurrMaxCallWaitingTime | CollectorDefault | N/A | Yes |
| ServiceLevel AbandHalf | Informiam.ServiceLevelAband | Last30MinsGrowing | LessThan2 0Secs | Yes |
| ServiceLevel AbandTo5 | Informiam.ServiceLevelAband | Last5Mins | LessThan2 0Secs | Yes |
| ServiceLevel AbandToday | Informiam.ServiceLevelAband | OneDay | LessThan2 0Secs | Yes |
| ServiceLevel CallsHalf | Informiam.ServiceLevelAnswered | Last30MinsGrowing | LessThan2 0Secs | Yes |
| ServiceLevel CallsTo5 | Informiam.ServiceLevelAnswered | Last5Mins | LessThan2 0Secs | Yes |
| ServiceLevel CallsToday | Informiam.ServiceLevelAnswered | OneDay | LessThan2 0Secs | Yes |
| ServiceLevel CallsOnHoldHalf | Informiam.ServiceLevelCallsOnHold _Total | Last30MinsGrowing | GreaterTha n20 Secs | Yes |
| ServiceLevel CallsOnHoldTo5 | Informiam.ServiceLevelCallsOnHold _Total | Last5Mins | GreaterTha n20 Secs | Yes |
| ServiceLevel CallsOnHold Today | Informiam.ServiceLevelCallsOnHold _Total | OneDay,Growing | GreaterTha n20 Secs | Yes |
| ServiceLevel CallsQHeld | Informiam.ServiceLevelCallsOnHold _Current | CollectorDefault | GreaterTha n20 Secs | Yes |
| TalkTimeHalf | Informiam.Queue_Talk_Time | Last30MinsGrowing | N/A | Yes |

**Table 9: Queue Metrics (Continued)**

| Advisors Metric | Stat Server Metric | Time Profile | Time Range | Filtered |
|---|---|---|---|---|
| TalkTimeTo5 | Informiam.Queue_Talk_Time | Last5Mins | N/A | Yes |
| TalkTimeToday | Informiam.Queue_Talk_Time | OneDay | N/A | Yes |

# Agent Statistics

Table 10 lists agent statistics.

**Table 10: Agent Statistics**

| Advisors Metric | Stat Server Metric | Time Profile | Filtered |
|---|---|---|---|
| AgentState | Informiam.CurrentAgentState | CollectorDefault | No |
| DateTimeLogin | Informiam.Informiam.CurrTotalLogin Time | CollectorDefault | No |

Appendix

# H Agent Group Metrics

Table 11 shows the list of all Advisors metrics retrieved for Contact Center Advisor and Workforce Advisor.

**Table 11: Agent Group Metrics**

| Advisors Metric | Stat Server Metric | Time Profile | Filtered |
|---|---|---|---|
| AnswerWaitTimeTo5 | Informiam.Total_Time_To_Answer_Agents | Last5Mins | Yes |
| Avail | Informiam.CurrNumberReadyStatuses | CollectorDefault | No |
| AvgHandledCallsTalkTimeTo5 | Informiam.AverTalkStatusTime | Last5Mins | Yes |
| AvgHandledCallsTimeTo5 | Informiam.AverHandleStatusTime | Last5Mins | Yes |
| CallsAnsweredTo5 | Informiam.CallsAnswered | Last5Mins | Yes |
| CallsHandledHalf | Informiam.Interactions_Processed | Last30MinsGrowing | Yes |
| CallsHandledTo5 | Informiam.Interactions_Processed | Last5Mins | Yes |
| CallsHandledToday | Informiam.Interactions_Processed | OneDay | Yes |
| CallsOfferedTo5 | Informiam.CallsOffered | Last5Mins | Yes |
| Hold | Informiam.CurrNumberHoldStatuses | CollectorDefault | Yes |
| LoggedOn | Informiam.CurrAgentsLoggedIn | CollectorDefault | No |
| LoggedOnTimeTo5 | Informiam.Total_LoggedIn_Time | Last5Mins | No |
| LongestAvailAgent | Informiam.LongestAvailAgent | CollectorDefault | No |

**Table 11: Agent Group Metrics (Continued)**

| Advisors Metric | Stat Server Metric | Time Profile | Filtered |
|---|---|---|---|
| NotReady | Informiam.CurrNumberNotReady Statuses | CollectorDefault | No |
| PercentUtilizationTo5 | Informiam.Utilization | Last5Mins | No |
| Ready | Informiam.CurrentReadyAgents | CollectorDefault | No |
| TalkingIn | Informiam.Current_Calls_Inbound | CollectorDefault | Yes |
| TalkingOther | Informiam.Current_Calls_Other | CollectorDefault | No |
| TalkingOut | Informiam.Current_Calls_Outbound | CollectorDefault | No |
| TalkTimeHalf | Informiam.Total_Talk_Time | Last30MinsGrowing | Yes |
| TalkTimeTo5 | Informiam.Total_Talk_Time | Last5Mins | Yes |
| TalkTimeToday | Informiam.Total_Talk_Time | OneDay | Yes |
| WorkReady | Informiam.CurrNumberACW Statuses | CollectorDefault | No |
| WorkReadyTimeHalf | Informiam.Total_ACW_Time | Last30MinsGrowing | No |
| WorkReadyTimeTo5 | Informiam.Total_ACW_Time | Last5Mins | No |
| WorkReadyTimeToday | Informiam.Total_ACW_Time | OneDay | No |

Appendix

# I Web and E-mail Metrics (CCAdv Only)

This appendix contains four sections:

# Queue Metrics—Web Chat

Table 12 lists Queue metrics for Web chat interactions.

**Table 12: Queue Metrics—Web Chat**

| Names | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Metric: [Entered] (a_wEntered) | a_wEntered | The total number of Chat interactions that entered the queue during the specified period. | Genesys Interaction Queues | ChatEnteredTo5<br>ChatEnteredHalf<br>ChatEnteredToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |
| Metric: [InProc] (a_wInProc) | a_wInProc | Total number of Chats in processing at a point in time. | Genesys Interaction Queues | ChatInProcQ | Point in Time | N/A | Count |
| Metric: [InQ] (a_wInQ) | a_wInQ | The total number of interactions of the specified media type within the Interaction Queue at the moment of measurement. | Genesys Interaction Queues | ChatInQ | Point in Time | | Count |
| Metric: [MaxQ] (a_wMaxQ) | wMaxQ | The maximum number of chats that either were awaiting processing or were in processing within the contact center (for single-tenant environments) or within the specified tenant (for multi-tenant environments) during the specified period. | Genesys Interaction Queues | ChatMaxInQTo5<br>ChatMaxInQHalf<br>ChatMaxInQToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | | Count |

**Table 12: Queue Metrics—Web Chat (Continued)**

| Names | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Metric: [MinQ] (a_wMinQ) | a_wMinQ | The minimum number of Web chats that were either waiting processing or in processing within this staging area within the specified period. | Genesys Interaction Queues | ChatMinInQTo5<br>ChatMinInQHalf<br>ChatMinInQToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | | Count |
| Metric: [Moved] (a_wMoved) | a_wMoved | The total number of interactions of the specified media type that were moved from this staging area to any other staging area during the specified period. | Genesys Interaction Queues | ChatMovedTo5<br>ChatMovedHalf<br>ChatMovedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |
| Metric: [Processed] (a_wProc) | a_wProc | Total number of Chats processed, including revoked interactions for a specific time period. | Genesys Interaction Queues | ChatProcessedTo5<br>ChatProcessedHalf<br>ChatProcessedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |

# Queue Metrics—E-mail

Table 13 lists Queue metrics for e-mail interactions.

**Table 13: Queue Metrics—E-mail**

| Names | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Metric: [Backlog] (a_eBacklog) | Backlog (a_eBacklog) | The current number of e-mails currently waiting to be processed. | Genesys Interaction Queues | EmailBacklog | Point in Time | Above | Count |
| Metric: [Entered](a_eEntered) | a_eEntered | The total number of e-mail interactions that entered the queue during the specified period. | Genesys Interaction Queues | EmailEnteredTo5<br>EmailEnteredHalf<br>EmailEnteredToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |
| Metric: [InProc] (a_eInProc) | a_eProc | Total number of e-mails in processing at a point in time. | Genesys Interaction Queues | EmailInProcQ | Point in Time | N/A | Count |
| Metric:[InQ] (a_eInQ) | a_eInQ | The total number of e-mails within the Interaction Queue at the moment of measurement. | Genesys Interaction Queues | EmailInQ | Point in Time | N/A | Count |
| Metric: [MaxQ] (a_eMaxQ) | eMaxQ | The maximum number of e-mails that either were awaiting processing or were in processing within the contact center (for single-tenant environments) or within the specified tenant (for multi-tenant environments) during the specified period. | Genesys Interaction Queues | EmailMaxInQTo5<br>EmailMaxInQHalf<br>EmailMaxInQToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | | Count |

**Table 13: Queue Metrics—E-mail (Continued)**

| Names | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Metric: [MinQ] (a_eMinQ) | eMinQ | The minimum number of e-mails that were either waiting processing or in processing within this staging area within the specified period. | Genesys Interaction Queues | EmailMinInQTo5<br>EmailMinInQHalf<br>EmailMinInQToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | | Count |
| Metric: [Moved] (a_eMoved) | a_eMoved | The total number of interactions of the specified media type that were moved from this staging area to any other staging area during the specified period. | Genesys Interaction Queues | EmailMovedTo5<br>EmailMovedHalf<br>EmailMovedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |

# Agent Group Metrics—Web Chat

Table 14 lists Web chat metrics for agent groups.

### Table 14: Agent Group Metrics—Web Chat

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Metric:[Acpt] (s_wAcpt) | s_wAcpt | The total number of Chat interactions that were offered for processing to the resource, and that were accepted during the specified period. | Genesys Agent Groups | ChatAcceptedTo5<br>ChatAcceptedHalf<br>ChatAcceptedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |
| Metric:[AHT] (s_wAHT) | s_wAHT | Average handle time in seconds for Chat interactions. | Calculated, Genesys Agent Groups | ChatHandleTimeTo5/ ChatHandledTo5<br>ChatHandleTimeHalf / ChatHandledHalf<br>ChatHandleTime Today / ChatHandledToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Seconds |
| Metric: [Handled%] (s_wHPct) | s_wHPct | The percentage of chats offered that were handled by this resource. | Calculated, Genesys Agent Groups | ChatHandledTo5/ ChatOfferedTo5<br>ChatHandledHalf / ChatOfferedHalf<br>ChatHandledToday / ChatOfferedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Percent |
| Metric: [Handled] (s_wH) | s_wH | The total number of Chat interactions that were handled by this resource during the specified period. | Genesys Agent Groups | ChatHandledTo5<br>ChatHandledHalf<br>ChatHandledToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |

### Table 14: Agent Group Metrics—Web Chat (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Metric:[HT] (s_wHT) | s_wHT | The total amount of time that this resource spent handling Chat interactions during the specified period. | Genesys Agent Groups | ChatHandleTimeTo5<br>ChatHandleTimeHalf<br>ChatHandleTime Today | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Seconds |
| Metric:<br>[InbStopped] (s_wInbStop) | s_wInStop | The total number of Inbound Chat interactions that were terminated by this resource during the specified period. | Genesys Agent Groups | Chat_InbStopped_ Now<br>Chat_InbStopped_ Half<br>Chat_InbStopped_ Today | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |
| Metric: [InProc] (s_wInProc) | s_wInProc | Number of chats currently being processed. | Genesys Agent Groups | ChatInProcessing | Point in Time | | Count |
| Metric: [Offered] (s_wOffered) | s_wOffered | Number of chats received. | Genesys Agent Groups | ChatOfferedTo5<br>ChatOfferedHalf<br>ChatOfferedToday | 5 Min (rolling/sliding) | | Count |
| Metric: [Rejected%] (s_wRjctPct) | s_wRjctPct | The percentage of Chats offered this resource that were rejected. | Calculated, Genesys Agent Groups | ChatRejectedTo5/ ChatOfferedTo5<br>ChatRejectedHalf / ChatOfferedHalf<br>ChatRejectedToday / ChatOfferedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | | Percent |
| Metric: [Rejected] (s_wRjct) | s_wRjct | The total number of Chat interactions that were offered for processing to this resource, and that were rejected, during the specified period. | Genesys Agent Groups | ChatRejectedTo5<br>ChatRejectedHalf<br>ChatRejectedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Count |

### Table 14: Agent Group Metrics—Web Chat (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Metric: [TimedOut%] (s_wTOPct) | s_wTOPct | The percentage of Chat Sessions that timed out. | Calculated, Genesys Agent Groups | ChatTimedOutTo5/ ChatOfferedTo5<br>ChatTimedOutHalf / ChatOfferedHalf<br>ChatTimedOutToday / ChatOfferedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Percent |
| Metric: [TimedOut] (s_wTO) | s_wTO | The total number of Chat interactions that were accepted, pulled, or created and subsequently revoked by this resource because of prolonged nonactivity during the specified period. | Genesys Agent Groups | ChatTimedOutTo5<br>ChatTimedOutHalf<br>ChatTimedOutToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Count |
| Metric: [Txfrs] (s_wTxfrs) | s_wTxfrO | The total number of Chat transfers made by this resource during the specified period. | Genesys Agent Groups | ChatTransfersTo5<br>ChatTransfersHalf<br>ChatTransfersToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |

# Agent Group Metrics—E-mail

Table 15 lists agent group metrics for e-mail.

**Table 15: Agent Group Metrics—E-mail**

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Metric:[Acpt] (s_eAcpt) | s_eAcpt | The total number of e-mail interactions that were offered for processing to the resource, and that were accepted during the specified period. | Genesys Agent Groups | EmailAcceptedTo5<br>EmailAcceptedHalf<br>EmailAcceptedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | | Count |
| Metric: [AHT] (s_eAHT) | s_eAHT | Average handle time in seconds counted as handled. | Calculated, Genesys Agent Groups | EmailHandleTimeTo5/ EmailHandledTo5<br>EmailHandleTime Half/ EmailHandledHalf<br>EmailHandleTime Today/ EmailHandledToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Seconds |
| Metric: [Handled%] (s_eHPct) | s_eHPct | The percentage of e-mails offered that were handled by this resource. | Calculated, Genesys Agent Groups | EmailHandledTo5/ EmailOfferedTo5<br>EmailHandledHalf / EmailOfferedHalf<br>EmailHandledToday / EmailOfferedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Percent |
| Metric: [Handled] (s_eH) | s_eH | Number of e-mails handled during the specified period. | Genesys Agent Groups | EmailHandledTo5<br>EmailHandledHalf<br>EmailHandledToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | | Count |

## Table 15: Agent Group Metrics—E-mail (Continued)

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Metric: [InbStopped] (s_eInbStop) | s_eInStop | The total number of Inbound e-mail interactions that were terminated by this resource during the specified period. | Genesys Agent Groups | Email_InbStopped_Now<br>Email_InbStopped_Half<br>Email_InbStopped_Today | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |
| Metric: [Offered] (s_eOffered) | s_eOffered | Number of e-mails received. | Genesys Agent Groups | EmailOfferedTo5<br>EmailOfferedHalf<br>EmailOfferedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | | Count |
| Metric: [Rejected%] (s_eRjctPct) | s_eRjctPct | The percentage of e-mails offered this resource that were rejected. | Calculated, Genesys Agent Groups | EmailRejectedTo5/ EmailOfferedTo5<br>EmailRejectedHalf / EmailOfferedHalf<br>EmailRejectedToday / EmailOfferedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | | Percent |
| Metric: [Rejected] (s_eRjct) | s_eRjct | The total number of e-mail interactions that were rejected in the specified time period. | Genesys Agent Groups | EmailRejectedTo5<br>EmailRejectedHalf<br>EmailRejectedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Count |
| Metric: [TimedOut%] (s_eTOPct) | s_eTOPct | The percentage of e-mail interactions that timed out. | Calculated, Genesys Agent Groups | EmailTimedOutTo5/ EmailOfferedTo5<br>EmailTimedOutHalf/ EmailOfferedHalf<br>EmailTimedOut Today / EmailOfferedToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Percent |

**Table 15: Agent Group Metrics—E-mail (Continued)**

| Name | Internal Name | Description | Source Type | Definition (Formula) | Interval/Time Profile | Threshold Type | Unit |
|---|---|---|---|---|---|---|---|
| Metric: [TimedOut] (s_eTO) | s_eTO | The total number of e-mail interactions that were accepted, pulled, or created and subsequently revoked by this resource because of prolonged nonactivity during the specified period. | Genesys Agent Groups | EmailTimedOutTo5<br>EmailTimedOutHalf<br>EmailTimedOut Today | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above | Count |
| Metric:[Txfrs] (s_eTxfrs) | s_eTxfrO | The total number of e-mail transfers made by this resource during the specified period. | Genesys Agent Groups | EmailTransfersTo5<br>EmailTransfersHalf<br>EmailTransfersToday | 5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A | Count |

Supplements

# Related Documentation Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources as necessary.

## Performance Management Advisors

- *Performance Management Advisors 8.1 Advisors Deployment Guide* describes how to install and configure all Advisors components.
- *Performance Management Advisors 8.1 Frontline Advisor Administrator User's Guide* describes how to perform administration functions for Frontline Advisor.
- *Performance Management Advisors 8.1 Contact Center Advisor Help* describes how to personalize your display of information for monitoring and root cause analysis.
- *Performance Management Advisors 8.1 Workforce Advisor Help* describes how to personalize your display of information for monitoring and root cause analysis.
- *Performance Management Advisors 8.1 Frontline Advisor Manager Help* describes how to perform manager functions for Frontline Advisor.
- *Performance Management Advisors 8.1 Frontline Advisor Agent Advisor Help* describes how to perform agent functions for Frontline Advisor.
- *Performance Management Advisors 8.1 Alert Management Help* describes how to manage the actions taken to resolve alerts and use the database to learn and repeat successes.
- *Performance Management Advisors 8.1 Resource Management Help* describes how to maintain skill levels and agents.
- *Performance Management Advisors 8.1 Performance Monitor Help* summarizes how to personalize your display of information for monitoring.

- *Performance Management Advisors 8.1 Workforce What-If Tool Help* describes and gives examples of scenarios that illustrate how to adjust resource levels to achieve optimal outcomes.

## Genesys

- *Genesys Technical Publications Glossary,* which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, and which provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.
- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at `http://genesyslab.com/support`.

Information about supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Environment Reference Manual*
- *Genesys Supported Media Interfaces Reference Manual*

Consult these additional resources as necessary:

- *Genesys Hardware Sizing Guide,* which provides information about Genesys hardware sizing guidelines for Genesys releases.
- *Genesys Interoperability Guide,* which provides information on the compatibility of Genesys products with various Configuration Layer Environments; Interoperability of Reporting Templates and Solutions; and GPlus Adapters Interoperability.
- *Genesys Licensing Guide,* which introduces you to the concepts, terminology, and procedures relevant to the Genesys licensing system.

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents on the Genesys Technical Support website, accessible from the `system level documents by release` tab in the Knowledge Base `Browse Documents` Section.

Genesys product documentation is available on the:

- Genesys Technical Support website at `http://genesyslab.com/support`.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at `orderman@genesyslab.com`.

# Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

## Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

80fr_ref_06-2010_v8.1.001.00

You will need this number when you are talking with Genesys Technical Support about this product.

## Screen Captures Used in This Document

Screen captures from the product graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

## Type Styles

Table 16 describes and illustrates the type conventions that are used in this document.

**Table 16: Type Styles**

| Type Style | Used For | Examples |
|---|---|---|
| Italic | • Document titles<br>• Emphasis<br>• Definitions of (or first references to) unfamiliar terms<br>• Mathematical variables<br>Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets on page 210). | Please consult the *Genesys Migration Guide* for more information.<br>Do *not* use this value for this option.<br>A *customary and usual* practice is one that is widely accepted and used within a particular industry or profession.<br>The formula, $x + 1 = 7$ where $x$ stands for . . . |

### Table 16: Type Styles (Continued)

| Type Style | Used For | Examples |
|---|---|---|
| Monospace font<br>(Looks like teletype or typewriter text) | All programming identifiers and GUI elements. This convention includes:<br>• The *names* of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages.<br>• The values of options.<br>• Logical arguments and command syntax.<br>• Code samples.<br>Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line. | Select the Show variables on screen check box.<br>In the Operand text box, enter your formula.<br>Click OK to exit the Properties dialog box.<br>T-Server distributes the error messages in EventError events.<br>If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls.<br>Enter exit on the command line. |
| Square brackets ([ ]) | A particular parameter or value that is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information. | smcp_server -host [/flags] |
| Angle brackets (< >) | A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise.<br>**Note:** In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values. | smcp_server -host <confighost> |

# Index

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