Genesys

Performance Management Advisors 8.1

Contact Center Advisor & Workforce Advisor

Administrator User's Guide

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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 227.

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 provide 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 peripherals 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.

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Document Change History

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

Release 8.1.301.00

- Role-Based Access Control – There is an additional privilege for Contact Center Advisor:
  - ContactCenterAdvisor.ActionManagementReport.canView

Note: There is a change to the ContactCenterAdvisor.AlertManagement.canView privilege. In Release 8.1.3, this privilege is replaced with Alert Management–specific privileges. See “Alert Management” on page 27.

- Role-Based Access Control – There are additional privileges for Workforce Advisor:
  - WorkforceAdvisor.ActionManagementReport.canView
  - WorkforceAdvisor.Dashboard.AgentGroupsPane.canView
  - WorkforceAdvisor.Dashboard.ColumnChooser.canView
  - WorkforceAdvisor.Dashboard.EnterpriseStats.canView
  - WorkforceAdvisor.Dashboard.PivotSelect.canView
- Role-Based Access Control – There are Alert Management–specific privileges:
  - AlertManagement.canView
  - AlertManagement.ActionManagementReport.canView
- Role-Based Access Control – There are additional privileges for Frontline Advisor:
  - FrontlineAdvisor.SupervisorDashboard.TeamsPane.canSort
  - FrontlineAdvisor.SupervisorDashboard.TeamAlertsPane.canSort
  - FrontlineAdvisor.SupervisorDashboard.AgentAlertsPane.canSort
- Role-Based Access Control – There are Administration Module–specific privileges:
  - AdvisorsAdministration.MMW.canCreate
  - AdvisorsAdministration.MMW.canEdit
  - AdvisorsAdministration.MMW.canDelete

For detailed information about privileges, see "List of Advisors Privileges" on page 25.

Note: These new privileges are not defined in any existing Advisors role in the Configuration Server settings. If you are migrating from Advisors Release 8.1.2, an administrative user must update existing roles, or create new roles, and add the privileges to allow the described access or activity.

- There are changes to the System Configuration page in the Administration Module:
  - The `Show Totals and Averages Row for Agent Groups` option determines whether the `Totals and Averages` row appears in the `Agent Groups` pane in a dashboard. In Release 8.1.3, this setting applies to both the Contact Center Advisor and Workforce Advisor. Previously, it affected the Agent Groups pane in the Contact Center Advisor dashboard only.
  - A `Default Grouping` section is added. Use the drop-down lists to change the default Grouping selection for the CCAdv and WA Contact Centers panes.

  For more information on the System Configuration page and its tabs, see "System Configuration—Tabs" on page 39.
- The Administration Module Metrics page is now the Metric Manager. Use the Metric Manager to find information about metrics, to edit metrics, to define custom application metrics for the dashboard, and to enable or disable metrics for charting. For information about the Metric Manager and how to use it, see "Metric Manager" on page 83.
- The appearance of the Advisors Browser login page has changed. See "Using the Genesys Advisors Browser" on page 121.
- There are additional metrics. See the following Appendices for updates:
  - "Contact Center Advisor Application Voice and Alert Metrics" on page 131
  - "Workforce Advisor Voice Metrics" on page 147
  - "Agent Group Voice Metrics" on page 161
  - "Stat Server Metrics" on page 189

Release 8.1.201.00

- Removal of Administrative Partitioning.
- New sections on role-based access control—See "Role-Based Access Control (RBAC)" on page 21.
- New section on creation of business objects in Configuration Manager—See "Configuring Objects and Relationships in the Advisors Administration Module" on page 33.

- Recaptured screenshots reflecting the removal of partitions, and the removal of create and delete functionality.
- Removal of the `Users` page functionality.
- Removal of the appendix containing Contact Center Advisor/Stat Server metric mapping information, and additional mapping information added in other appendices.

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 set up business objects and their relationships for Genesys Advisors, using both Genesys Configuration Manager and the Advisors Administration module. It contains the following sections:

Creating Advisors Business Objects in Genesys Configuration Manager

In release 8.1.2, Performance Management Advisors is further integrated with the Genesys Configuration Management environment. In release 8.1.1, user authentication is handled by Configuration Server, and in release 8.1.2 all user profile functions and role-based access are handled in Configuration Server.

To be able to fully complete the configuration of an Advisors installation and perform administrative functions, you must have access to the Genesys Configuration Manager.

Many business objects (reporting regions, geographic regions, operating units, contact centers and application groups) that were previously created in the Advisors Administration module are now:

1. Created initially in the Genesys Configuration Manager under a single tenant as *business attributes* (see Figure 1 on page 17);
2. Subsequently configured to completion in the Advisors Administration module.
3. Deleted only in the Configuration Manager (although it can also be removed from Advisors).

The Genesys Configuration Manager database is now the master record holder for these Advisors business objects. Consequently, all create and delete functions that were available in the Administration module in releases up to and including release 8.1.1 are relocated in release 8.1.2 to the Genesys Configuration Manager.

Metrics are created by the Platform database, and configured in the Advisors Administration module, but in release 8.1.2 you use Configuration Manager to assign permissions to access groups and to person to determine whether the users can see the metrics in the Administration module and in the dashboards.

Deleting a metric from the Configuration Manager does not delete it from Advisors, but does hide it in any functionality that would otherwise show it.

Objects (other than metrics) can still be made active or inactive in the Advisors environment.

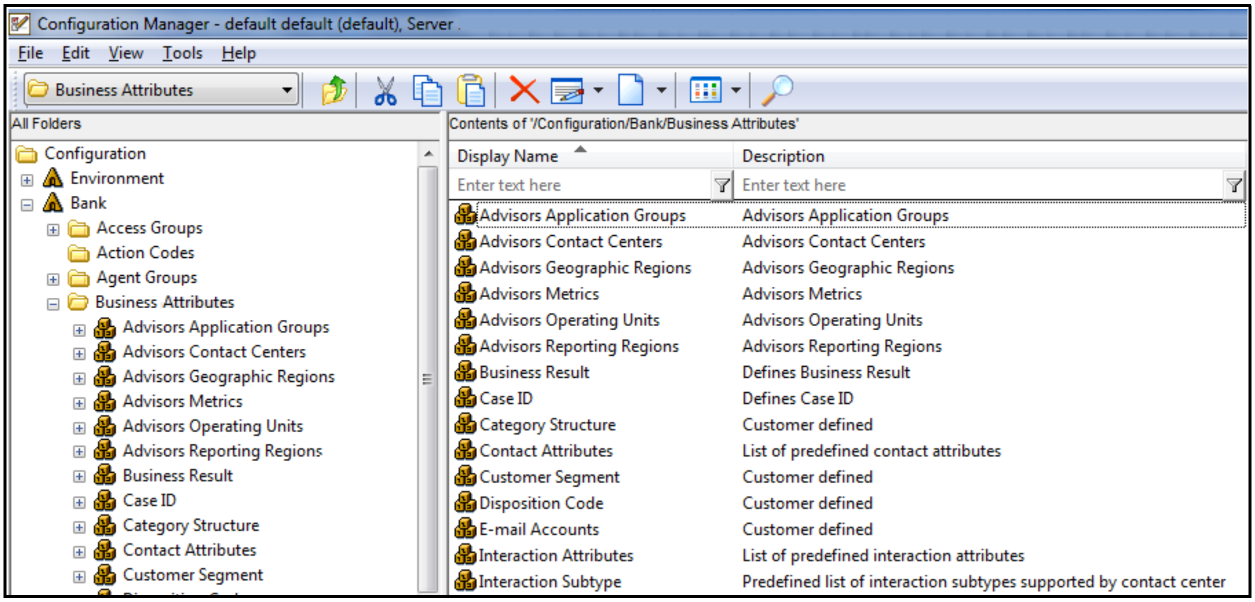

Figure 1: Configuration Manager Business Attributes

Notes: 1. Agent-group contact centers are not configured in the Configuration Manager. They are added as children of network contact centers during network contact center configuration on the Advisors side. All users that have permissions to see network contact centers are allowed to see the whole set of the related agent-group contact center.

2. Users are now configured entirely in the Configuration Manager. There is no user configuration functionality in the Advisors Administration module.

Advisors metadata elements (business objects and metrics) are not represented as standard objects in Configuration Manager. The business attribute values contain just the ID and name of the metadata object. You can enter a description for a business attribute in the Configuration Manager. But Advisors does not import it into the Advisors database, or use the description in any other way.

These objects are then synchronized with the Advisors database, and the administrator can then configure the remaining information for each object along with the necessary relationships by using the Advisors Administration module.

Example

Under each Configuration Manager business attribute, there is a folder that contains the list of attribute values. These attribute values represent the individual objects for this object type. For example, if there are two contact centers (Atlanta and Toronto) being configured in CCAdv, the Configuration Manager metadata would look as follows:

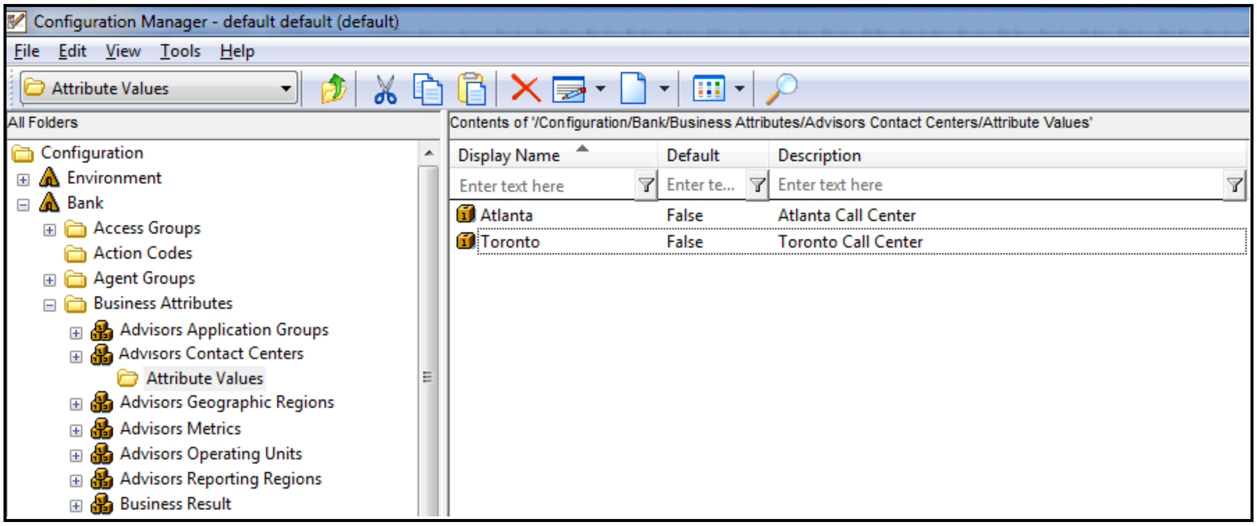

Figure 2: Configuration Manager Business Attributes—Individual Objects

Creating an Advisors Object as a Business Attribute in Configuration Manager

When creating an Advisors object as a business attribute value in Configuration Manager, the following fields are required. `Name`, `Type` and `Tenant` are mandatory for completing the new object in Configuration Manager.

- `Name`—For metrics, this field is a concatenation of [Application].[ObjectType].[Channel].[Name] as described on page 20. This does not represent the name displayed for this metric on the dashboard, which can be configured on the Advisors Administration Metrics page.
  For CCAdv hierarchy objects, this field represents the name of the object, and is the display name.

  `Warning!` Once an object/business attribute value is created, the `Name` field cannot be changed.

- `Tenant`—The tenant to which this Advisors object belongs. This value is set when the Advisors Platform is installed, and cannot be changed.
- `Type`—This is always `Custom`. Once set, the value cannot be changed.

- `Description`—A simple description of this object.

> Note: This description is used only in Configuration Manager. This is not the description used for the object in the Advisors application.

Required Permissions

To create a business attribute, you must have create permission with respect to the business attribute folder or sub-folder in which the object will reside. Create permissions are configured for you by a super administrator.

Deleting an Advisors Object from Configuration Manager

Genesys recommends that you do not delete Advisors objects from Configuration Manager until all their interdependencies and relationships in the Advisors-side configuration have been correctly processed.

Required Permissions

Similarly to delete a business attribute you must have delete permission with respect to the business attribute folder or sub-folder in which the object resides.

Synchronization

When a new object is created in the Configuration Manager and saved, it is automatically propagated to the Advisors environment and appears in the Administration module marked as not configured and inactive. Its remaining attributes must be configured in the Advisors Administration module. Once this configuration is complete, the object is available and can be used for rollups.

Changes made on the Advisors side are not stored in the Configuration Manager.

Configuring Metrics

Metrics are handled differently from other Advisors business objects. Because metrics for CCAdv, WA and FA are stored under the `Advisors Metrics` business attribute, a folder structure has been created to segment the metrics for each application and for each object (see Figure 3).

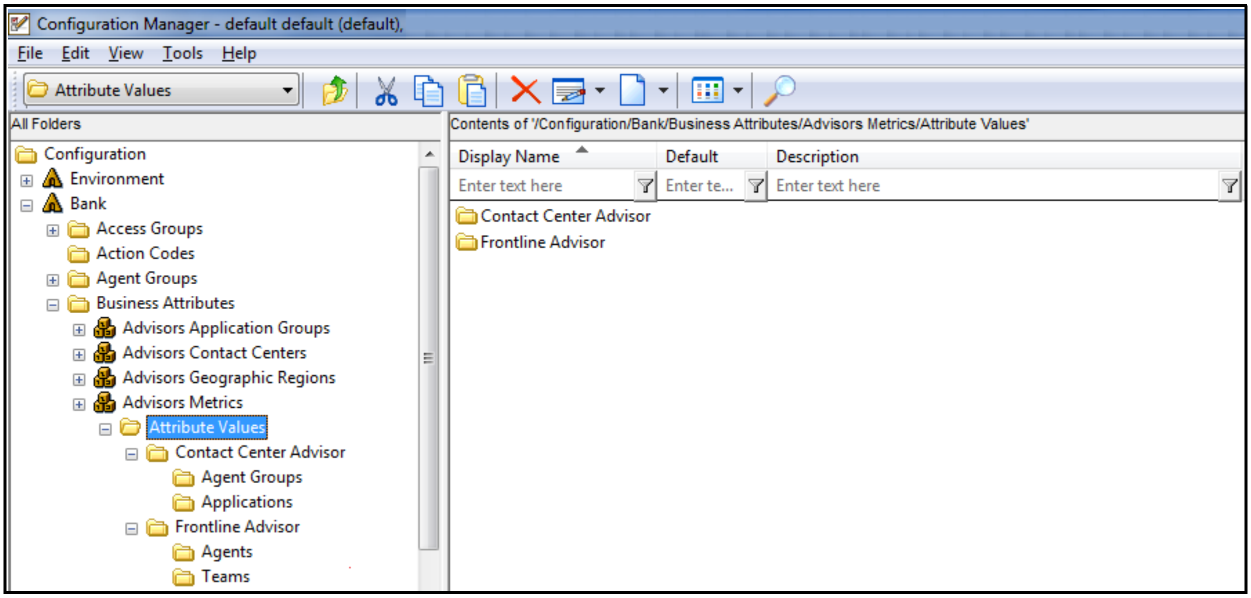

Figure 3: Configuration Manager—Metrics Attributes

Each application's metrics are created under the appropriate folder, and are subdivided by the object types they are associated with. For example, there could be an AHT for applications and an AHT for agent groups in CCAdv. There would then be an AHT business attribute value under Contact Center Advisor/Applications and another one under Contact Center Advisor/Agent Groups. This allows the control over which users have access to specific metrics at a very granular level; a user could be given access to the AHT metric for applications but not for agent groups.

To avoid confusion over similarly named metrics, and because Configuration Manager does not allow duplicated names for attribute values, the names of the metrics are name-spaced and case sensitive. The format of the name-space is:

```
[Application].[ObjectType].[Channel].[Name]
```

where:

- `[Application]`—Can be `FrontlineAdvisor`, `WorkforceAdvisor`, or `ContactCenterAdvisor`.
- `[ObjectType]`—Represents the object type associated with this metric. This could be `AgentGroup`, `Agent`, `Contact Group`, `Application`, or `Team`.
- `[Channel]`—Can be `Email`, `WebChat`, `Voice`, `All` or `AllNonVoice`
- `[Name]`—The name of the metric.

Examples

For example, the AHT for agent groups in CCAdv would have the following name:

`ContactCenterAdvisor.AgentGroup.Voice.AHT`

An example of an FA metric would have the following name:
`FrontlineAdvisor.Agent.Voice.nch_1 FrontlineAdvisor.Team.Voice.taht_2`

The `Display Name` field of the metric business attribute will have only a copy of the business attribute's name.

Role-Based Access Control (RBAC)

Using Configuration Manager business attributes in this way also enables Advisors 8.1.2 to take advantage of Genesys *roles* for controlling access at a very detailed level to Advisors business objects and metrics. This is referred to as role-based access control (RBAC).

The major component of RBAC is a role. Roles define what facilities are provided to users to review and manipulate various types of data. These include which property controls are available for items permitted by object permissions, what modules are visible, and access control for entities not represented by configuration objects. A role is assigned to a user, and that user is then able to do only what that role permits.

A role may also be assigned to an access group, and users in that access group are then able to do what the role permits.

Roles consist of a set of role privileges. Role privileges are tasks that can be performed on a given type of data. They are defined in Genesys Configuration Manager.

By default, role privileges are not assigned to any role, so you must explicitly assign privileges to roles. Role privileges range from general to very specific tasks—see Table 1 on page 25. An authorized user, normally a System Administrator, bundles these tasks into roles. These roles are then assigned to users. As a result, each user can perform only those tasks for which they have privileges.

RBAC is enforced primarily by visibility in the interface. What a user sees is determined by the roles which have been assigned. If the user is not assigned a role that grants them access to a piece of functionality, that functionality is not displayed to the user.

Roles and Permissions

Elementary permissions protect access to a whole object. Roles are intended to work with permissions to more finely tune what a user can access.

So, the permissions applied to the object apply equally to all properties of the object—if you have access permissions, you see the entire object.

Roles, on the other hand, serve to protect properties of an object by hiding or disabling those properties to which you want to restrict access.

Different roles can have different access and allowed functionality for the same objects. In essence, roles resolve both problems with using permissions—users can access and work with only those parts of the object to which they are allowed.

Roles can also be used to protect access to entities that are not configured as configuration objects, such as logs. In general, when determining the accessibility of an object to a user, the user session cannot retrieve objects if they are not among those objects to which the user has access (as defined by object-access permissions). Then, for that data that is available in the session, role privileges refine what can be done with the data.

Note: One user can be assigned multiple roles, and one role can be assigned to multiple users. There is no limit to the number of roles that can be present in the Configuration Manager.

Object Permissions in Advisors

Object permissions determine which users have access to a certain object or what objects a given user has access to. This is done through the use of access groups or on an individual user basis. Objects include the following:

- Contact Center Advisor and Workforce Advisor
  - Metrics
  - Operating Units
  - Reporting Regions
  - Geographic Regions
  - Contact Centers
  - Application Groups
- Frontline Advisor
  - Metrics
  - Levels of the Frontline Advisor hierarchy (that is, the folders and agent groups)

With the Advisors 8.1.2 release, there is no limit on the number of access groups that are supported by the Advisors.

Note: In Advisors release 8.1.1, three special access groups were introduced to represent the three different types of users in Advisors (Super Administrator, Partition Administrator and Dashboard User).

From release 8.1.2, these access groups are no longer required. Unless they are used to actively manage object permissions, they can be removed from the Configuration Manager.

Multiple Access Groups

A single user can belong to multiple access groups, with different permissions coming from each group. In such scenarios, the user's permissions are a union of the permissions of all the access groups he/she is part of.

Advisors follows the principle of least privilege. The following scenarios show how this union should work:

- User A is part of access groups X and Y.
  Group X does not have any defined access to a metric.
  Group Y has explicit access granted to the metric.
  In this case, user A is granted access to the metric.
- User A is part of access groups X and Y.
  Group X is explicitly denied access to a metric.
  Group Y is explicitly given access to the same metric.
  In this case, user A is denied access to the metric.
- User A is part of access groups X and Y.
  Group X is explicitly denied access to a metric.
  Group Y does not have any defined access to the same metric.
  In this case, user A will be denied access to the metric.
- User A is part of access groups X and Y.
  Neither group has defined access to the metric.
  In this case, user A will be denied access to the metric.

Privileges in Advisors

Functionality permissions, or privileges, determine what tasks or functions a user can execute on objects he/she has access to.

Privileges are configured via roles. Privileges for each role are stored as key-value pairs in the `Annex` tab of that role in Genesys Configuration Manager. For example, below shows the `Annex` tab of a new role called `FA Supervisor` who can view the `Agent Alerts` pane on the Supervisor dashboard:

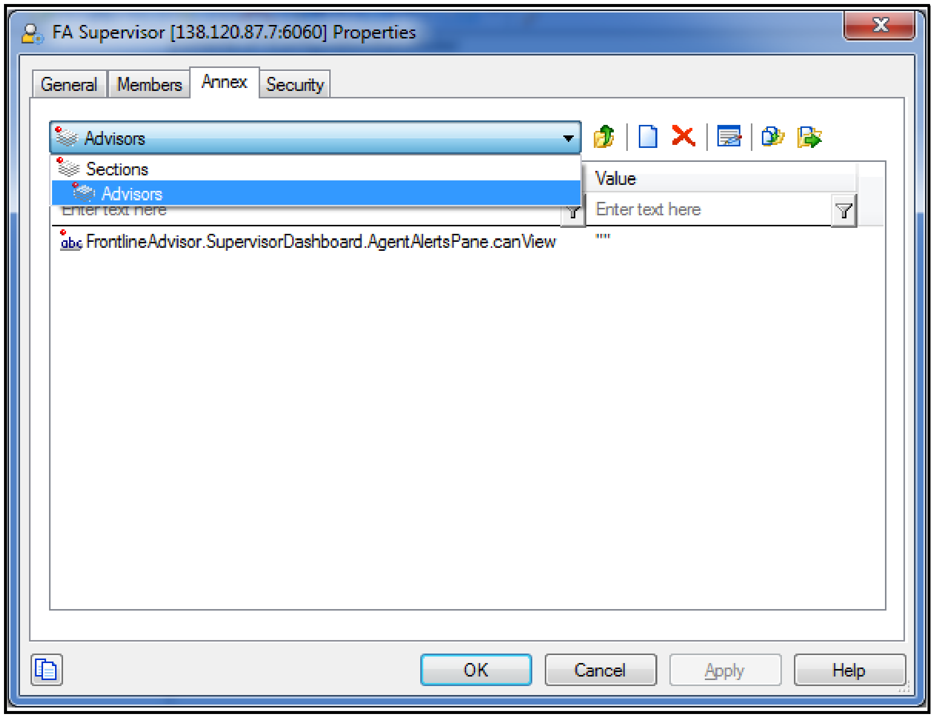

Figure 4: Assigning Privileges to a Role

The privileges for Advisors are bundled under a single section in the `Annex` tab with the title `Advisors`. Each privilege name uses the following general structure:

```
[application name].[module name].[task grouping].[privilege name]
```

If a privilege is present in a role, then any users assigned that role have access to the functionality controlled by that privilege. The value for the privilege key can be anything, or can be left blank.

Accumulation of Privileges

Roles are cumulative. A single user or access group can have multiple roles associated with them. The privileges in these roles are cumulative.

List of Advisors Privileges

Table 1 lists all Advisor privileges.

Table 1: Advisors Privileges

Privilege	Behavior When Present	Behavior When Absent
Advisors Browser		
Advisors.ChangePassword.canView	User sees the Change Password button located at the top of the Advisors Browser.	Change Password button is hidden.
Contact Center Advisor		
ContactCenterAdvisor.Action ManagementReport.canView[1] **NOTE:** The privilege to grant access to the Action Management Report in Contact Center Advisor or Workforce Advisor is related to the Alert Management privilege. That is, if a user has the ContactCenterAdvisor.Action ManagementReport.canView privilege, then that user should also have the privilege to view Alert Management (AlertManagement.canView). See Alert Management.	User can access an Action Management Report by double-clicking on an Alert tile in the Map pane, or by clicking on the arrow for each alert in the Alerts pane.	Clicking on the tiles in the Map pane does not launch an Action Management Report, and the Action Management Report arrow for alerts in the Alerts pane is not shown.
ContactCenterAdvisor.Dashboard. canView	User can access the CCAdv dashboard. This is a replacement for the module access that is currently assigned on a user-by-user basis.	User cannot access CCAdv dashboard, and the Contact Center Advisor tab is not shown to the user.
ContactCenterAdvisor.Dashboard. AgentGroupsPane.canView	User can see data in the Agent Groups pane.	User sees an empty Agent Groups pane at all times.
ContactCenterAdvisor.Dashboard. ColumnChooser.canView	User has access to the column chooser button on the dashboard.	Column chooser button is not displayed on dashboard.
ContactCenterAdvisor.Dashboard. EnterpriseStats.canView	User can see the Enterprise row and statistics on the dashboard.	The Enterprise row is not sent from the server to the dashboard, which means the user does not see it.

Table 1: Advisors Privileges (Continued)

Privilege	Behavior When Present	Behavior When Absent
ContactCenterAdvisor.Performance Monitor.canView	User can access Performance Monitor.	User does not see the Performance Monitor button on the dashboard.
ContactCenterAdvisor.Performance Monitor.CallFlowPane.canView	User can see the Call Flow pane and metrics in the Performance Monitor window.	The Call Flow pane is shown, but no metrics or values are displayed.
ContactCenterAdvisor.Performance Monitor.CurrentCapacity.canView	User can see the Current Capacity pane and metrics in the Performance Monitor window.	The Current Capacity pane is shown, but no metrics or values are displayed.
ContactCenterAdvisor.Dashboard. PivotSelect.canView	User has access to the pivot drop-down list that allows them to switch views of the pivot table.	Pivot drop-down list is not shown in the top left pane.
ContactCenterAdvisor.Alert Management.canView **NOTE:** In Release 8.1.3, this privilege is replaced with Alert Management–specific privileges. See Alert Management.	User has access to the Alert Management tab and the Action Management Report page. User can access the Action Management Report either by clicking on the Alert Management tab, by double-clicking on the alert tiles in the map, or by clicking on the arrow for each alert in the Alerts pane.	The Alert Management tab is not shown; clicking on the tiles in the map does not launch the Action Management Report; and the Action Management Report arrow for alerts in the Alerts pane is not shown.
If both ContactCenterAdvisor.PerformanceMonitor.CallFlowPane.canView and ContactCenterAdvisor.PerformanceMonitor.CurrentCapacity.canView are excluded from a user's role, then the left side of the Performance Monitor window is not displayed to the user.		
Workforce Advisors		
WorkforceAdvisor.ActionManagement Report.canView[1]	User can access an Action Management Report page by double-clicking on an Alert tile in the Map pane, or by clicking on the arrow for each alert in the Alerts pane.	Clicking on the tiles in the Map pane does not launch an Action Management Report page, and the Action Management Report arrow for alerts does not display in the Alerts pane.

Table 1: Advisors Privileges (Continued)

Privilege	Behavior When Present	Behavior When Absent
WorkforceAdvisor.Dashboard. AgentGroupsPane.canView [1]	User can see data in the Agent Groups pane.	User always sees an empty Agent Groups pane with a message stating the lack of access to the Agent Groups pane.
WorkforceAdvisor.Dashboard. canView	User can access the WA dashboard.	User cannot access WA dashboard, and the Workforce Advisor tab is not shown to the user.
WorkforceAdvisor.Dashboard.Column Chooser.canView[1]	User has access to the Column Chooser button on the dashboard.	The Column Chooser button is not displayed on the dashboard.
WorkforceAdvisor.Dashboard. EnterpriseStats.canView[1]	User can see the Enterprise row in the pivot table (Contact Centers pane).	The Enterprise row does not display in the pivot table (Contact Centers pane).
WorkforceAdvisor.Dashboard. PivotSelect.canView [1] **NOTE:** Because there are additional hierarchies in WA specifically to display agent group contact centers, users must have permission to access the hierarchy grouping (WorkforceAdvisor.Dashboard. PivotSelect.canView) if agent group contact centers are configured.	User has access to the hierarchy drop-down list on the Contact Centers pane.	The hierarchy drop-down list does not display on the Contact Centers pane.
Alert Management		
AlertManagement.canView[1]	User has access to the Alert Management tab.	The Alert Management tab does not display for the user.
AlertManagement.ActionManagement Report.canView[1]	User can create a new Action Management Report, and update or delete an existing report.	The New and Delete buttons are not displayed in the Action Management Report pane, and the Edit/Delete column is not shown.
Frontline Advisor		

Table 1: Advisors Privileges (Continued)

Privilege	Behavior When Present	Behavior When Absent
FrontlineAdvisor.SupervisorDashboard.canView	User can access the FA Supervisor Dashboard.	User cannot access the FA Supervisor dashboard, and the FA Dashboard tab is not shown to the user.
FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView	User can see the Teams pane.	The Teams pane is hidden along with both alerts panes.
FrontlineAdvisor.SupervisorDashboard.TeamsPane.canSort[1]	User can sort the entries in the Team pane. The cursor changes when hovering over the header of a column that can be sorted.	User cannot sort entries in the Team pane. The cursor does not change when hovering over a column header.
FrontlineAdvisor.SupervisorDashboard.TeamAlertsPane.canSort [1]	User can sort the entries in the Team Alerts pane. The cursor changes when hovering over the header of a column that can be sorted.	User cannot sort entries in the Team Alerts pane. The cursor does not change when hovering over a column header.
FrontlineAdvisor.SupervisorDashboard.AlertsPane.canView	User can see the Team and Agent Alerts panes.	Neither of the alerts panes is displayed on the dashboard.
FrontlineAdvisor.SupervisorDashboard.AgentAlertsPane.canSort[1]	User can sort the entries in the Agent Alerts pane. The cursor changes when hovering over the header of a column that can be sorted.	User cannot sort entries in the Agent Alerts pane. The cursor does not change when hovering over a column header.
FrontlineAdvisor.SupervisorDashboard.ColumnChooser.canView	User can access the column chooser.	The column chooser button on the dashboard is hidden.
FrontlineAdvisor.Administration.canView	User can access the FA Administration module.	User cannot access the FA Administration module, and the FA Administration tab is not shown to the user.
FrontlineAdvisor.Administration.Settings.canView	User can access the Settings tab in the FA Administration module.	Settings tab is not shown to the user.

Table 1: Advisors Privileges (Continued)

Privilege	Behavior When Present	Behavior When Absent
FrontlineAdvisor.Administration. Hierarchy.canReload	User can initiate a hierarchy reload through the action on the Settings tab. (This requires the Settings tab to be accessible via the FrontlineAdvisor. Administration.Settings. canView privilege	Hierarchy reload action is not accessible.
FrontlineAdvisor.AgentDashboard. canView	User can access the FA Agent Dashboard.	User cannot access the FA Agent dashboard, and the FA Agent Dashboard tab is not shown to the user.
FrontlineAdvisor.AgentDashboard. AlertsPane.canView	User can see the Alerts pane.	The Alerts pane is not displayed.
FrontlineAdvisor.AgentDashboard. ColumnChooser.canView	User can see the Columns pane.	The Columns pane is not displayed.
Administration Module		
AdvisorsAdministration.canView	User has access to the Administration module.	User cannot access the Administration Module, and the module tab is not shown to user.
AdvisorsAdministration.System Configuration.canView	User can access System Configuration page; option is shown on menu.	System Configuration option is not shown on the Administration menu.
AdvisorsAdministration.Regions. canView	User can access the Regions page; option is shown on the Administration menu.	Regions option is not shown on the Administration menu.
AdvisorsAdministration.Application Groups.canView	User can access the Application Groups/Thresholds page; option shown on menu.	Application Groups/Thresholds option is not shown on the Administration menu.
AdvisorsAdministration.Contact Centers.canView	User can access the Contact Centers page; option shown on menu.	Contact Centers option is not shown on the Administration menu.
AdvisorsAdministration.Application Configuration.canView	User can access the Application Configuration page; option shown on menu.	Application Configuration option is not shown on the Administration menu.

Table 1: Advisors Privileges (Continued)

Privilege	Behavior When Present	Behavior When Absent
AdvisorsAdministration.AgentGroup Configuration.canView	User can access the Agent Group Configuration page; option shown on menu.	Agent Group Configuration option is not shown on the Administration menu.
AdvisorsAdministration.ContactGroup Configuration.canView	User can access the Contact Group Configuration page; option shown on menu.	Contact Group Configuration option is not shown on the Administration menu.
AdvisorsAdministration.Metrics. canView	User can access the Metrics page; option shown on menu.	Metrics option is not shown on the Administration menu.
AdvisorsAdministration.MMW.can Create[1]	User can create custom metrics.	The `Create` function and the `Copy` function do not display in the Metric Manager.
AdvisorsAdministration.MMW.can Edit[1]	Grants privilege to edit any metrics.	The `Edit` function does not display in the Metric Manager.
AdvisorsAdministration.MMW.can Delete[1]	Grants privilege to delete custom metrics.	The `Delete` function does not display in the Metric Manager.
AdvisorsAdministration.Distribution Lists.canView	User can access the Distribution Lists page; option shown on menu.	Distribution Lists option is not shown on the Administration menu.
AdvisorsAdministration.ManualAlerts. canView	User can access the Manual Alerts page; option shown on menu.	Manual Alerts option is not shown on the Administration menu.
AdvisorsAdministration.Alert Management.AlertCauses.canView	User can access the Alert Causes page; option shown on menu.	Alert Causes option is not shown on the Administration menu.
AdvisorsAdministration.Alert Management.KeyActions.canView	User can access the Key Actions page; option shown on menu.	Key Actions option is not shown on the Administration menu.
AdvisorsAdministration.Genesys Adapter.Configuration.canView	User can access the Genesys Adapter Objects Configuration page; option shown on menu.	The Genesys Adapter section (which includes the Object Configuration and Manage Adapters options) is not shown on the Administration menu.

Table 1: Advisors Privileges (Continued)

Privilege	Behavior When Present	Behavior When Absent
AdvisorsAdministration.RMC.canView	User can access the Resource Management-related pages, which are Notification Lists and Notification Templates; both options shown on menu.	Control Panel section (which includes the Notification Lists and Notification Templates options) is not shown on the Administration menu.
AdvisorsAdministration.PeripheralGateways.canView	User can access the Switches/Peripherals page.	Switches/Peripherals option is not shown on the Administration menu.
AdvisorsAdministration.DeletedObjects.canView	User can see the deleted objects in Configuration Manager server in the corresponding Administration pages.	Deleted objects in Configuration Manager are not shown in the corresponding Administration page.
Additional Information		
The Users page is not controlled by an option; all users who can access the Administration module have access to the Users page. However, the Users page no longer displays any information about the user accounts, so there is no need to control access to this page. Please refer to the following documents for more information about configuring user profiles: • Framework 8.1 Configuration Manager Help • Framework 8.1 Genesys Administrator Help		
[1] Applicable to Release 8.1.3 and later. In a migration scenario, this privilege is not defined in any existing Advisors role in the Configuration Server settings. An administrative user must update existing roles, or create new roles, and add the privilege to allow the described access or activity.		

Assigning Roles to Users and Access Groups

Roles can be assigned to either users or access groups. This assignment is done on the `Members` tab of the role as shown in Figure 5 on page 32.

Note: To inherit permissions, access groups and users must belong to the tenant specified in the Advisors Platform installer.

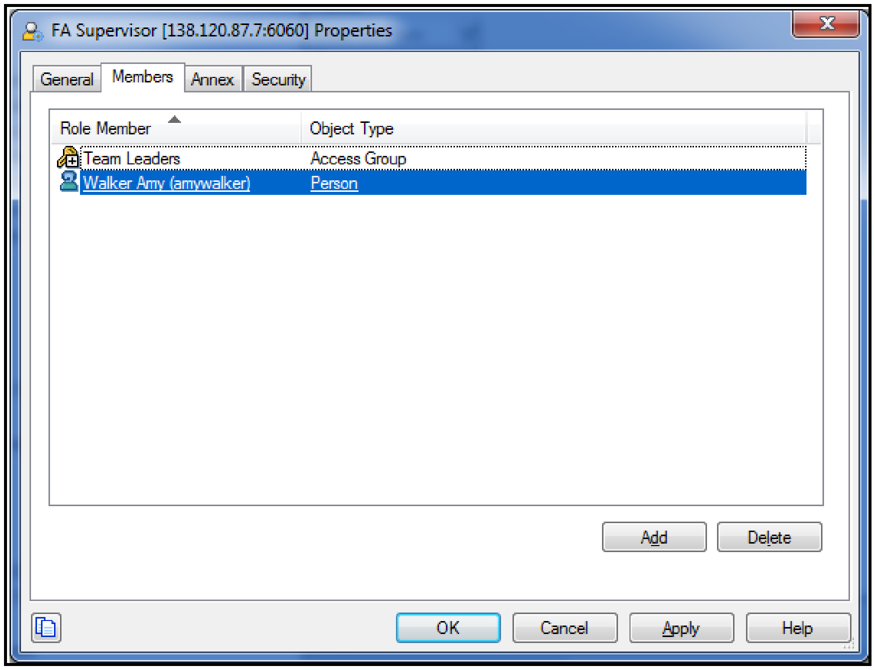

Figure 5: Assigning Roles to Users and Access Groups

In this example, the role `FA Supervisor` has been assigned to:

- The `Team Leaders` access group;
- User `Amy Walker`.

Once a role is assigned to an access group, all users in the access group are assigned that role. The access groups and/or users must have `Read` access to the role in the `Security` tab in order to be able to access the role.

`Note:` Names of access groups must not contain spaces.

Multiple Roles

You can assign more than one role to a user. In such cases, the user will have the combined set of privileges granted by each role. In other words, the user is granted any privilege that is granted by at least one of the assigned roles. This ensures that the user is able to perform the tasks of all roles in which they participate.

New Users

By default, new users are not assigned any default roles. They must be assigned roles by a System Administrator or by an existing user with appropriate privileges.

Default Roles Created by Migration

Module access is no longer determined by entries in a user's `Annex` tab. Instead, module access is determined by the roles associated with the user's profile. An optional section of the migration utility provided in the software distribution creates this new module access schema.

Seven default roles are created by the utility in the Configuration Manager, with each one representing access to a particular module. Each role has a limited set of privileges associated with it. The default roles are:

- `AdvisorsAdmin`
- `AdvisorsFAUser`
- `AdvisorsFAAdmin`
- `AdvisorsFAAgent`
- `AdvisorsCCAdvUser`
- `AdvisorsWAUser`
- `AdvisorsAlertMgmtUser`

These role names can be changed post-migration.

Further Reading on Roles

Additional sources of information on role-based access, privileges and permissions are:

- Genesys 8.1 Security Deployment Guide
- Genesys Administrator 8.1 Deployment Guide
- Framework 8.1 Configuration Manager Help
- Framework 8.1 Genesys Administrator Help

Configuring Objects and Relationships in the Advisors Administration Module

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 module. Until you do this, no switches/peripherals, 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

Note: Menu options for the Administration module are controlled by individual privileges, so Administrators will only see menu items for which they have privileges assigned.

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 “System Configuration” on page 38.
2. **Regions**: Complete the configuration of regions to represent the subdivisions of your company's business operations. Specify whether they are reporting regions, or operating unit regions, or geographic regions; see “Regions” on page 42.

3. **Application Groups /Thresholds:** To provide a meaningful rollup of types of contact center activity in the summary displays, complete the configuration of application groups (see “Application Groups/Thresholds” on page 45). 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 48.
4. **Contact Centers:** Complete the configuration of 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 “Configuring a Contact Center” on page 57.
5. **Switches/Peripherals:** To deactivate a Genesys switch or Cisco peripheral. A peripheral is a communications interface between a call distributor and call router. To make a peripheral active, see “Activating switches/peripherals” on page 59.
6. **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.
7. **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.
8. **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 69.
9. **Metrics**: Define the many properties of a metric, such as its descriptive name. See “Metrics” on page 80 (Release 8.1.2 and earlier 8.1 releases) or “Metric Manager” on page 83 (Release 8.1.3 and later).
10. **Users**: All creation and configuration of users is now carried out in the Genesys Configuration Manager. See “Creating Advisors Business Objects in Genesys Configuration Manager” on page 16.

11. **Distribution Lists**: To group users who are sent e-mail about 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 97.

Adding Manual Alerts

12. **Alerts**: Add manual alerts and specify the alert type and affected contact centers. See “Adding a manual alert” on page 100.

Adding Key Actions and Causes for Alert Management

13. **Key Actions**: Add and approve key actions used in Action Management reports. See “Key Actions” on page 103.
14. **Alert Causes**: Add and approve alert causes used in Action Management reports. See “Alert Causes” on page 101.

Manage Adapters

If the Genesys Adapter is installed, you can view and maintain the list of Genesys Adapters and their agent group, queue, and filter combinations. To add and delete adapters, see “Managing Genesys Adapters” on page 112.

- **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.

Resource Management

15. **Notification 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 107.
16. **Notification 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 105.

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`.

`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.

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 6) 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.

Access to this menu option must be configured by an administrator in Genesys Configuration Manager.

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 (minutes)`—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 an e-mail about the alert 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 (minutes)`—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 offline alerts (Cisco ICM only) and manual alerts are an exception to the threshold trigger delay rate: they display immediately.
- `Application-to-Agent Group`
    - `Manual`—You manually assign agent group(s) to an application or application(s) to an agent group. For CISCO ICM the relationships between Services and Skill Groups that are pre-determined at the source will not be imported if manual mode is selected.
    - `Auto Override`—You manually assign agent group(s) to an application or application(s) to an agent group. For CISCO ICM the relationships between Services and Skill Groups that are pre-determined at the source will be imported automatically.

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

    - 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 `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.

- `Display Agent Group Contact Center column`—Determines 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.

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.

- `Show Totals and Averages Row for Agent Groups—Yes/No.` Determines whether the `Totals and Averages` row appears in the `Agent Groups` pane in a dashboard (Contact Center Advisor and Workforce Advisor). 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. The default setting is to display the `Totals and Averages` row. You must restart the XML Generator for your changes to appear on the dashboard.

Note: Prior to Release 8.1.3, the `Show Totals and Averages Row` option affected only the Contact Center Advisor `Agent Groups` pane. Beginning in Release 8.1.3, this option affects both the Contact Center Advisor and Workforce Advisor `Agent Groups` panes.

- `Default Grouping`—Release 8.1.3. Use the drop-down lists to change the default grouping selection for the CCAdv and WA `Contact Centers` panes. The default grouping selection for business objects in CCAdv and WA is Reporting Region - Contact Center. You may have users who cannot change the grouping (that is, they do not have the necessary permissions); therefore, you may prefer to have a different default grouping. For users who have permission to change the grouping, the default grouping applies only to initial login to Contact Center Advisor or Workforce Advisor. If the user changes the grouping, the grouping that the user selected is cached and maintained. The selected grouping displays after the user logs out and logs in again.

  Note: The selected default grouping does not force the rollups to include that region type. If users are unable to change the grouping on the dashboard, ensure that the region type in the default grouping is also specified in the rollups for those users.

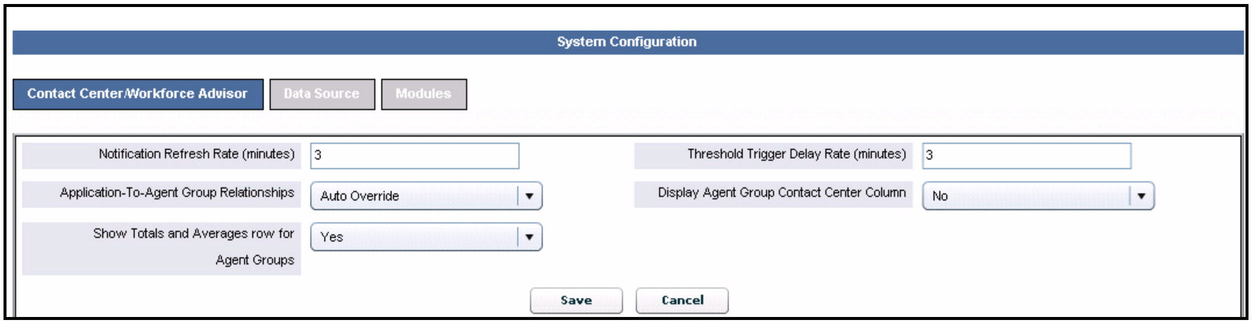

Figure 6: System Configuration–Contact Center/Workforce Advisor Tab

Data Sources Tab

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

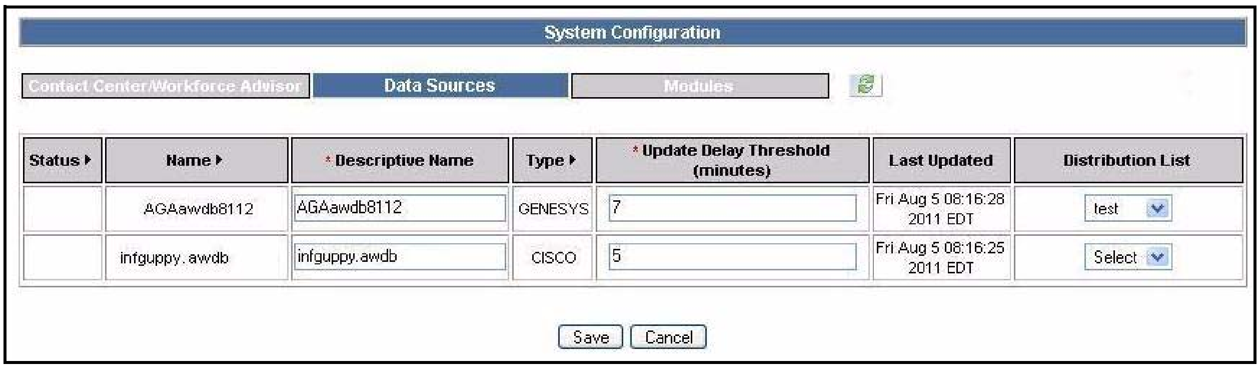

Figure 7: System Configuration–Data Sources Tab

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 (minutes)`—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.

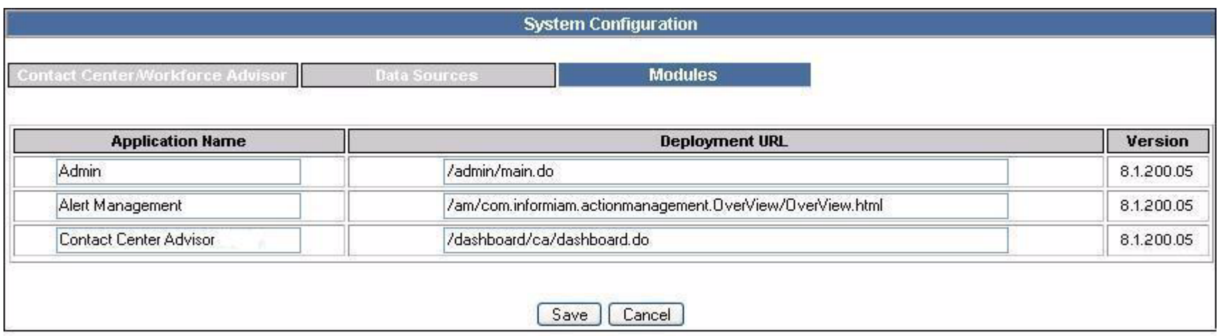

Figure 8: System Configuration–Modules Tab

`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.

Regions

This section describes how to configure regions in release 8.1.2.

Region Types

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.

Note: In the alerts map and pane, alerts are shown in relation to a geographic region. In release 8.1.2, CCAdv and WA filter alerts by the user's permission to see the geographic region associated with the alerts. So, to see alerts in the map, you must have permission to the alert's corresponding geographic region, as well as the reporting region, contact center and application group related to the application or contact group that displays the violation.

Adding/Deleting a New Region in Configuration Manager

New regions can be added only in Genesys Configuration Manager. Adding and deleting regions cannot be performed in the Advisors Administration module in release 8.1.2. However, you can remove the region from the Advisors database.

To add a new region in Configuration Manager, see "Creating an Advisors Object as a Business Attribute in Configuration Manager" on page 18.

To delete a region from Configuration Manager, see "Deleting an Advisors Object from Configuration Manager" on page 19.

Configuring a Region's Advisors-Side Attributes

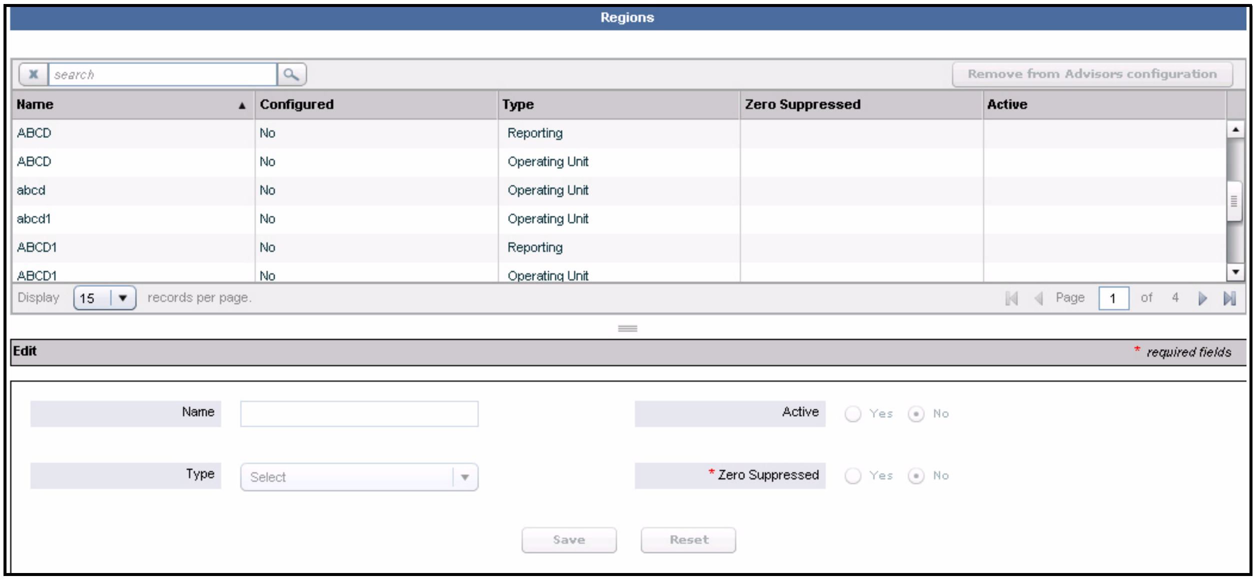

Figure 9: Regions

To edit a region's active status and zero suppression status, select the region in the upper panel and edit these details in the `Edit` panel. Alternatively, locate the region in the list by typing 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`.

The `Name` and the `Type` fields cannot be edited. These values are configured in Configuration Manager.

Complete the fields in the `Edit` panel as follows:

- `Active`—Select whether the status of the region is active or inactive.
- `Zero Suppressed`—Select `Yes` for contact centers where little or no activity is expected.

When you have made the `Edit` panel selections and saved them, the following happens:

- If the region has been newly created in Configuration Manager, the `Configured` field changes to `Yes` to indicate that the configuration is now complete on the Advisors side.
- An `Updated Successfully` message displays at the top of the page.
- The `Remove from Advisors configuration` button is activated.

Removing a Region from Advisors-Side Configuration

To remove the region from the Advisors database and this list, click on the `Remove from Advisors Configuration` button. This removal is not synchronized back to Configuration Manager.

Warning! Before removing a region from the Advisors configuration, you must remove its assignment from contact centers and rollups.

Application Groups/Thresholds

This section describes how to configure application groups and thresholds in release 8.1.2.

Adding/Deleting a New Application Group in Configuration Manager

New application groups can be added only in Genesys Configuration Manager. Adding and deleting application groups cannot be performed in the Advisors Administration module in release 8.1.2. However, you can remove the application group from the Advisors database.

To add a new application group in Configuration Manager, see “Creating an Advisors Object as a Business Attribute in Configuration Manager” on page 18.

To delete an application group from Configuration Manager, see “Deleting an Advisors Object from Configuration Manager” on page 19.

Configuring an Application Group’s Advisors-Side Attributes

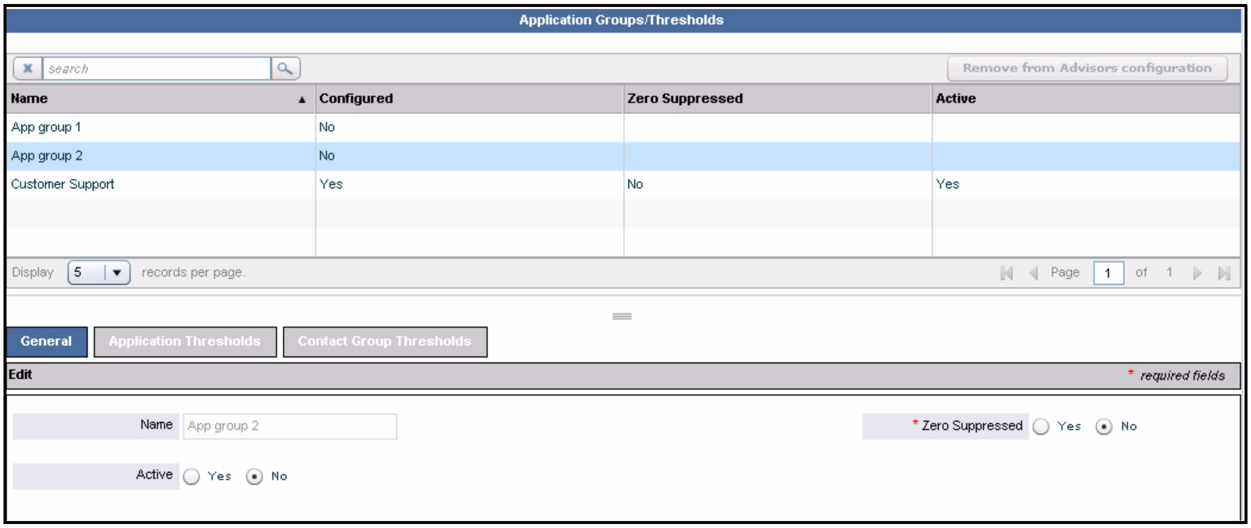

Figure 10: Application Groups/Thresholds - General tab

To edit an application group’s configuration attributes, select it in the upper panel and edit these details in the `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`.

The `Name` field cannot be edited. This value is configured in Configuration Manager.

Complete the fields in the `Edit` panel as follows:

- `Active`—Select whether the status of the application group is active or inactive.
- `Zero Suppressed`—Select `Yes` for application groups where little or no activity is expected.

When you have made the `Edit` panel selections and saved them, the following happens:

- If the application group has been newly created in Configuration Manager, the `Configured` field changes to `Yes` to indicate that the configuration is now complete on the Advisors side.
- An `Updated Successfully` message displays at the top of the page.
- The `Remove from Advisors configuration` button is activated.

Removing an Application Group from Advisors-Side Configuration

To remove the application group from the Advisors database, click on the `Remove from Advisors Configuration` button. This removal is not synchronized back to Configuration Manager.

`Warning!` Before removing an application group from the Advisors configuration, you must remove its assignment from contact centers and rollups.

You cannot remove 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.

Configuring Application Groups and Thresholds

The `Application Groups/Thresholds` page (Figure 9) allows you to

- 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 or delete a threshold if it 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.

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 `Edit` panel, select a metric to work with.

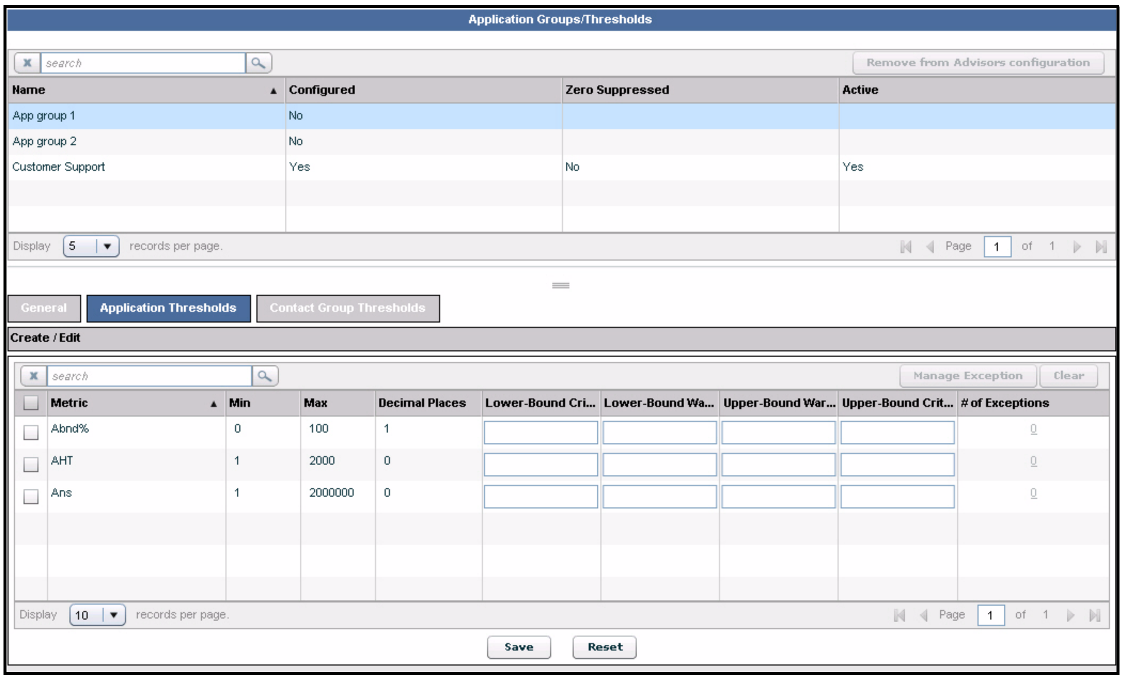

Figure 11: Application Thresholds tab

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 2: 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 12).

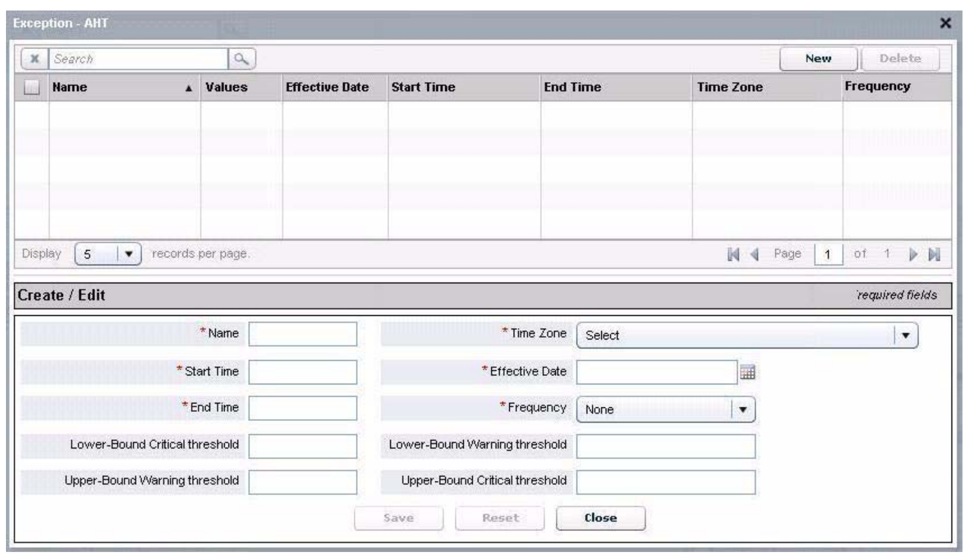

Figure 12: Exceptions page

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 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 an e-mail about the alert 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.

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

This section describes how to configure contact centers in release 8.1.2.

Adding/Deleting a New Contact Center in Configuration Manager

New contact centers can be added only in Genesys Configuration Manager. Adding and deleting contact centers cannot be performed in the Advisors Administration module in release 8.1.2. However, you can remove the contact center from the Advisors database.

To add a new contact center in Configuration Manager, see "Creating an Advisors Object as a Business Attribute in Configuration Manager" on page 18.

In addition to the `Name` and `Type` fields, add the data source for the contact center. This cannot be changed subsequently. In the `Data Source` field, valid values are:

- `Service`: for site contact centers
- `Other`: for site and network contact centers
  The value `Other` represents voice queues, interaction queues, and call types.

To delete a contact center from Configuration Manager, see "Deleting an Advisors Object from Configuration Manager" on page 19.

Configuring a Contact Center's Advisors-Side Attributes

To edit a contact center's configuration attributes, select it in the upper panel and edit these details in the `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`.

The `Name`, `Type` and `Data Source` fields cannot be edited. The `Name` and `Type` values are configured in Configuration Manager.

Complete the fields in the `Edit` panel. When you have made the `Edit` panel selections and saved them, the following happens:

- If the contact center has been newly created in Configuration Manager, the `Configured` field changes to `Yes` to indicate that the configuration is now complete on the Advisors side.
- An `Updated Successfully` message displays at the top of the screen.
- The `Remove from Advisors configuration` button is activated.

Removing a Contact Center from Advisors-Side Configuration

To remove the contact center from the Advisors database, click on the `Remove from Advisors Configuration` button. This removal is not synchronized back to Configuration Manager.

`Warning!`	Before removing a contact center from the Advisors configuration, you must remove all other objects that are dependent on it.

Configuring Contact Center Attributes

The Contact Centers page (Figure 13 on page 57) allows you to update contact centers. Multiple steps are required for contact centers to display on the dashboard.

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, wait for at least five minutes as the change propagates through the applications. Then log out of the dashboard and log back in, for the change to be reflected in the dashboard.

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.

To receive e-mail about alerts concerning a contact center, the contact center 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.

Configuring a Contact Center

Procedure:
Configuring a contact center

Start of procedure

1. On the navigation bar, select `Contact Centers`.
   The `Contact Centers` page displays.

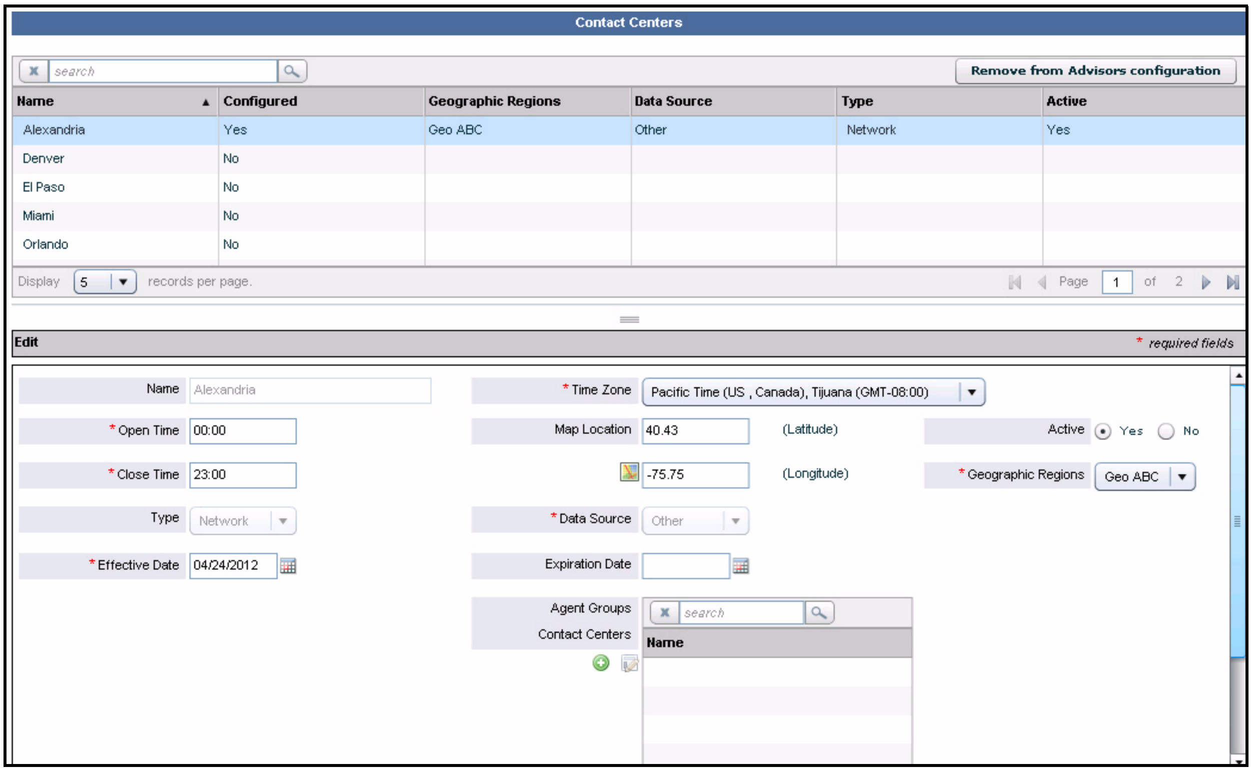

Figure 13: Contact Centers

2. Select the contact center that you want to configure.
3. Select the time zone from the drop-down list.
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 14 on page 58). 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.

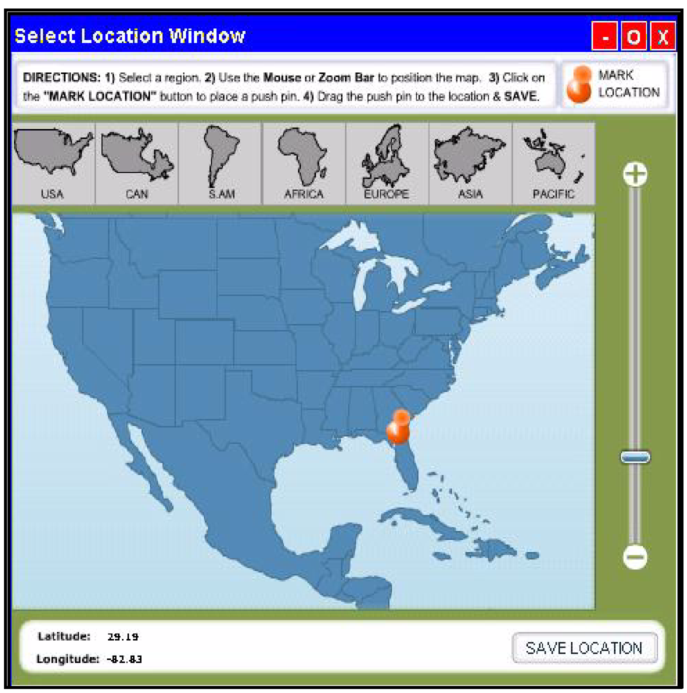

Figure 14: Contact Center Map

8. Click the `Save Location` button. The mapping window closes.
9. Enter the type of the contact center: `Site` or `Network`.
10. Select the geographic region for the contact center from the drop-down list.
11. 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.

12. To save the contact center, click Save. A confirmation message displays and the contact center displays in the list.

End of procedure

Switches/Peripherals

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

The Switches/Peripherals page (Figure 15) allows you make a switch or peripheral active or inactive and shows their assignments to application contact centers as defined in the Application Configuration module.

Note: The Switches/Peripherals page displays both Cisco TDM logical interface controllers and Genesys switches.

Switches and peripherals are added automatically. For each switch/peripheral, a user with access to the Switches/Peripherals page may update the status (active or inactive). Applications that belong to inactive switches/peripherals will be excluded from the dashboard.

An administrator assigns a switch/peripheral to a contact center indirectly. The assignment happens when a user that has access to the Application Configuration page assigns an application to a contact center. If the application belongs to a switch/peripheral, the call center will appear on the Switches/Peripherals page as related to the corresponding switch/peripheral.

Procedure:
Activating switches/peripherals

Start of procedure

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

End of procedure

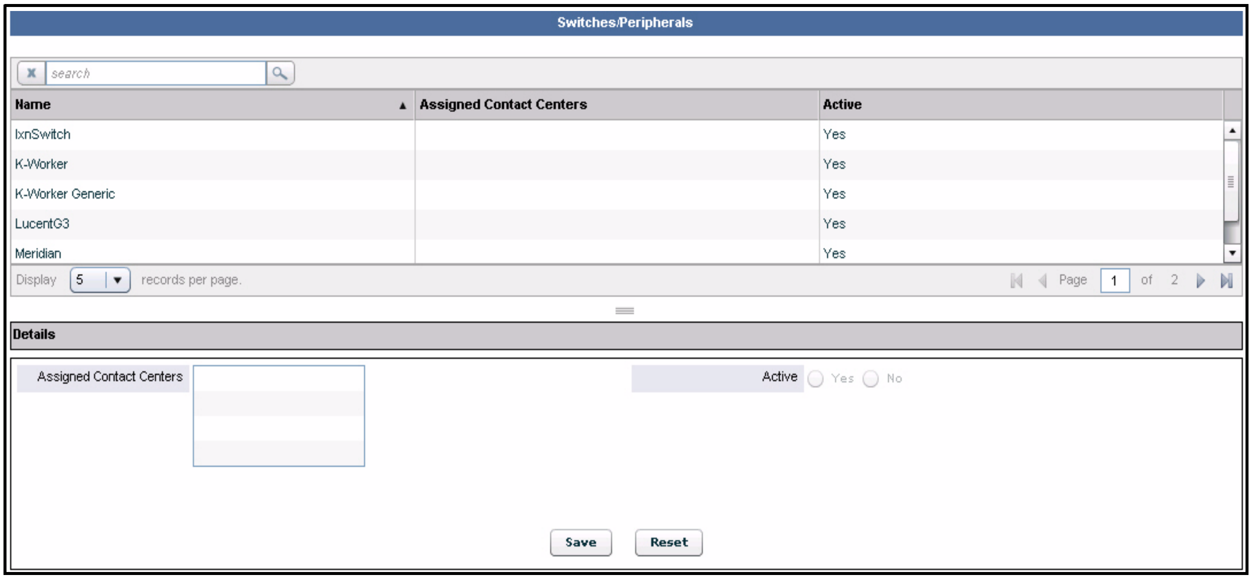

Figure 15: Switches/Peripherals Page

Application Configuration

Access to applications, contact groups, and agent groups is not configured in Configuration Manager. Advisors users only have access or not to these objects indirectly, via access to business objects related to them. Data relating to or depending on objects to which users have no permissions will not be displayed.

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). Access to objects that form levels in the hierarchy must be configured by an administrator in Configuration Manager. Objects to which users have no permissions will not be displayed.

The Application Configuration page is used for configuration of:

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

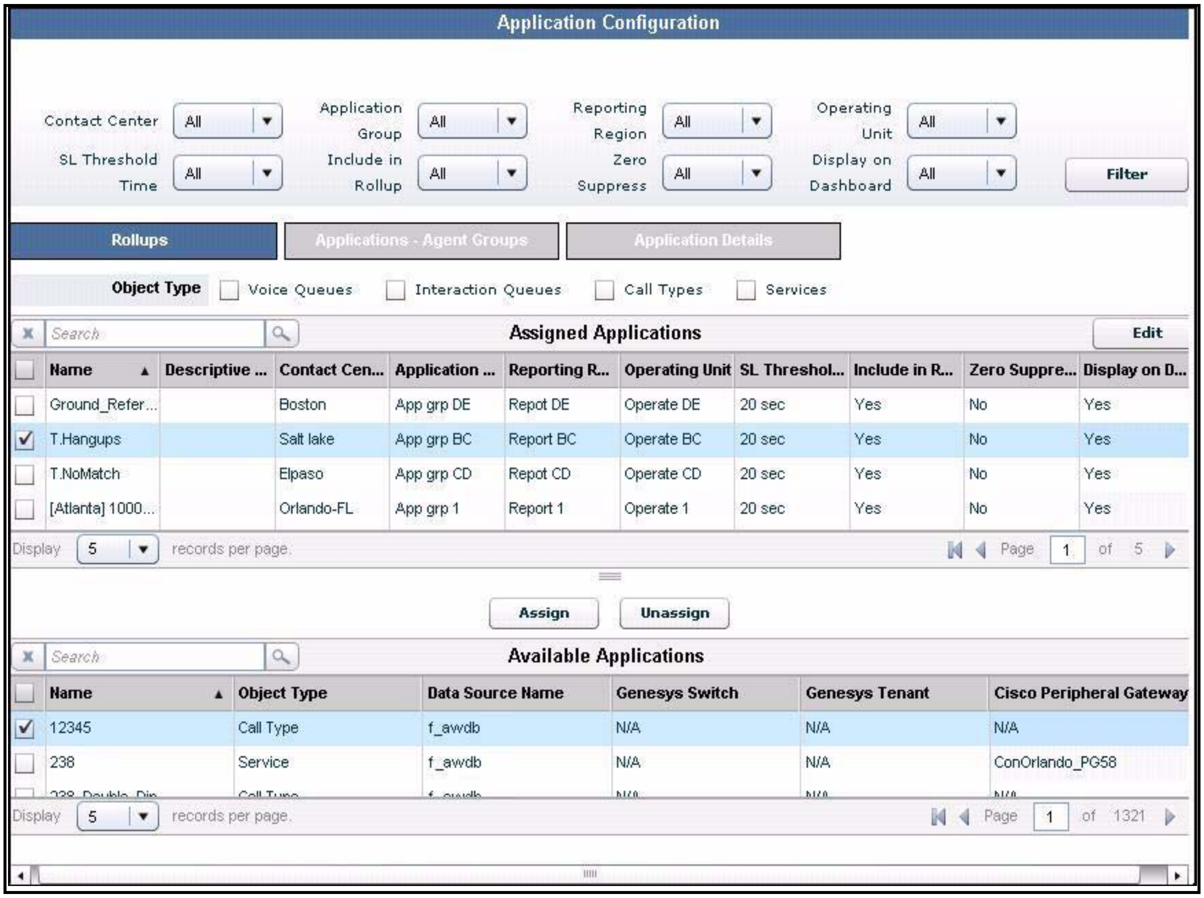

Figure 16: Application Configuration page

Rollups

The Rollups tab (Figure 16) 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 or, if Auto Override mode is selected, automatically with Cisco ICM. 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 peripherals.

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.

- `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.
- `Call Types`—For a CISCO data source, select the `Call Types` check box to display the call types.
- `Services`—For a CISCO data source, select the `Services` check box to display the services.

Procedure: Assigning/unassigning applications for rollup

Start of procedure

1. Select `Rollups`. See Figure 16.
2. Use the filter buttons at the top of the page to filter the displayed list of records.

Notes: 1. If you do not select a filter when assigning an applications to a rollup, the following defaults are applied:

`SL Threshold Time—20 sec`

`Zero Suppress—No`

`Display on Dashboard—Yes`

`Include in Rollup—Yes`

2. 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 17: 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 pop-up does not appear if the mandatory options are already specified in the filter options. If only some of the mandatory options are specified, then only the remaining missing options need to 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 16.
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 18: 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`.

End of procedure

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.

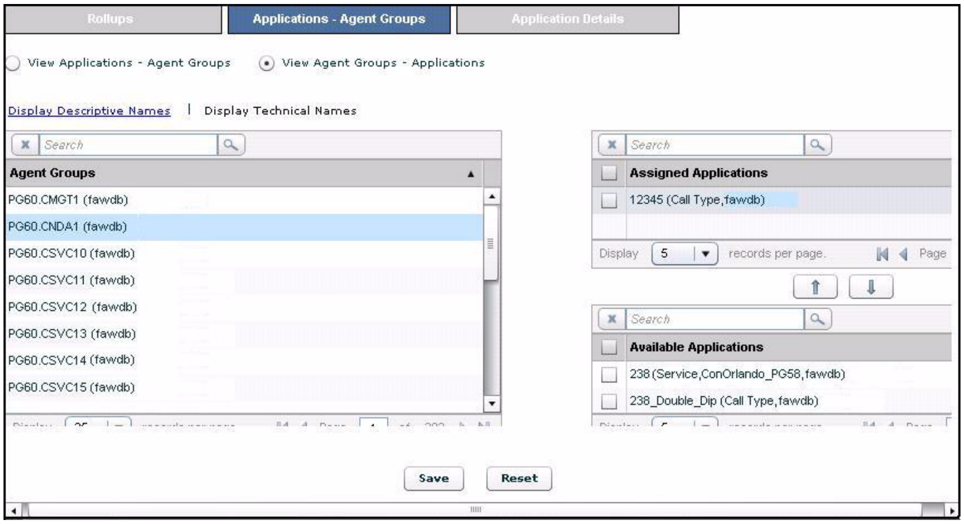

Figure 19: Applications - Applications-Agent Groups tab

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 20.

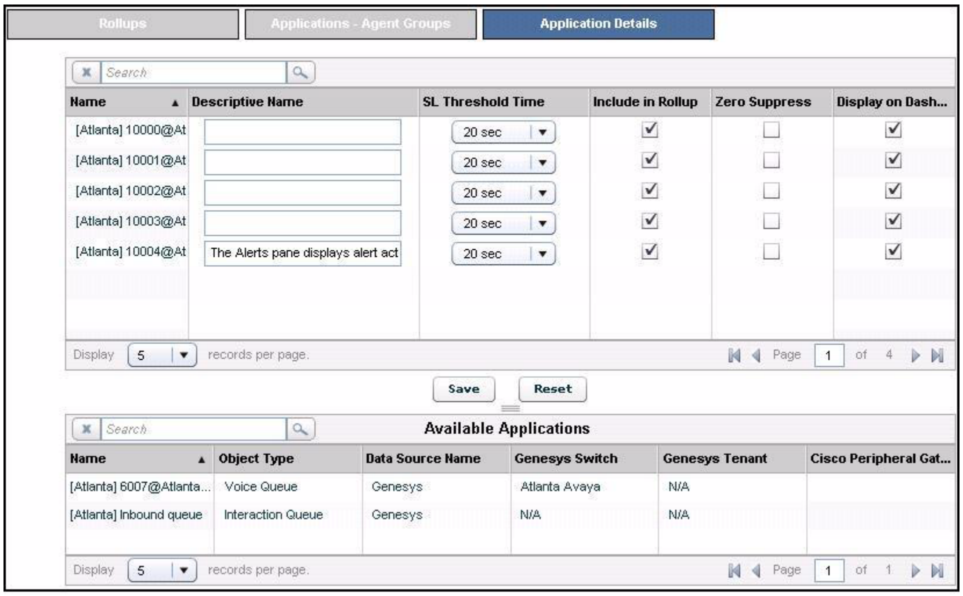

Figure 20: Application Details tab

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 37.)
   - `Display on Dashboard`—Check the check box to display the application on the user dashboard. See “Editing an application rollup” on page 64 for the consequences of changing the value of this setting.
3. Click `Save`.

End of procedure

Agent Group Configuration

Access in Advisors to agent groups is not configured in Configuration Manager. Advisors users only have access or not to these objects indirectly, via access to business objects related to them.

Adding/Deleting a New Agent Group in Configuration Manager

Agent groups are added to Advisors by being imported from external data sources, and cannot be deleted.

Configuring Agent Groups' Advisor-Side Attributes

The `Agent Group Configuration` page (Figure 22) allows you to:

- Maintain agent group details
- Assign agent groups to agent-group contact centers, and 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 that are already assigned to a network contact center. An agent group can be assigned to a network contact center through its association to applications on the Applications Configuration page. If an agent group is later removed from the association to the application, the association to the agent-group contact center is removed automatically.

Maintaining Agent Group Details

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.

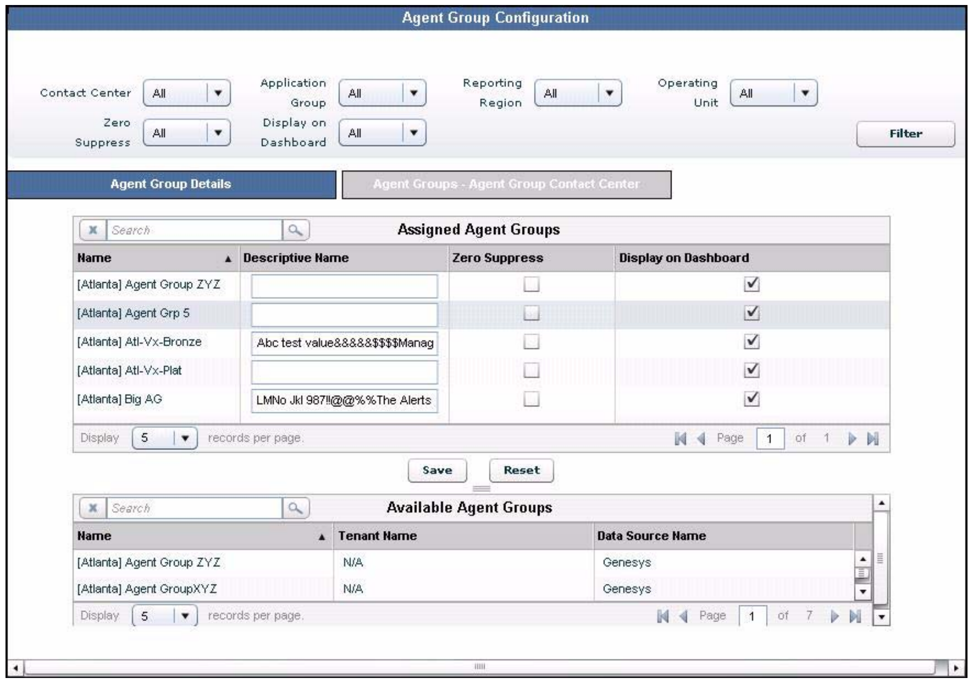

Figure 21: Agent Groups Details Tab

Note: Filtering by region is not implemented in release 8.1.2.

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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

Assigning Agent Groups to Agent Group Contact Centers

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 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.

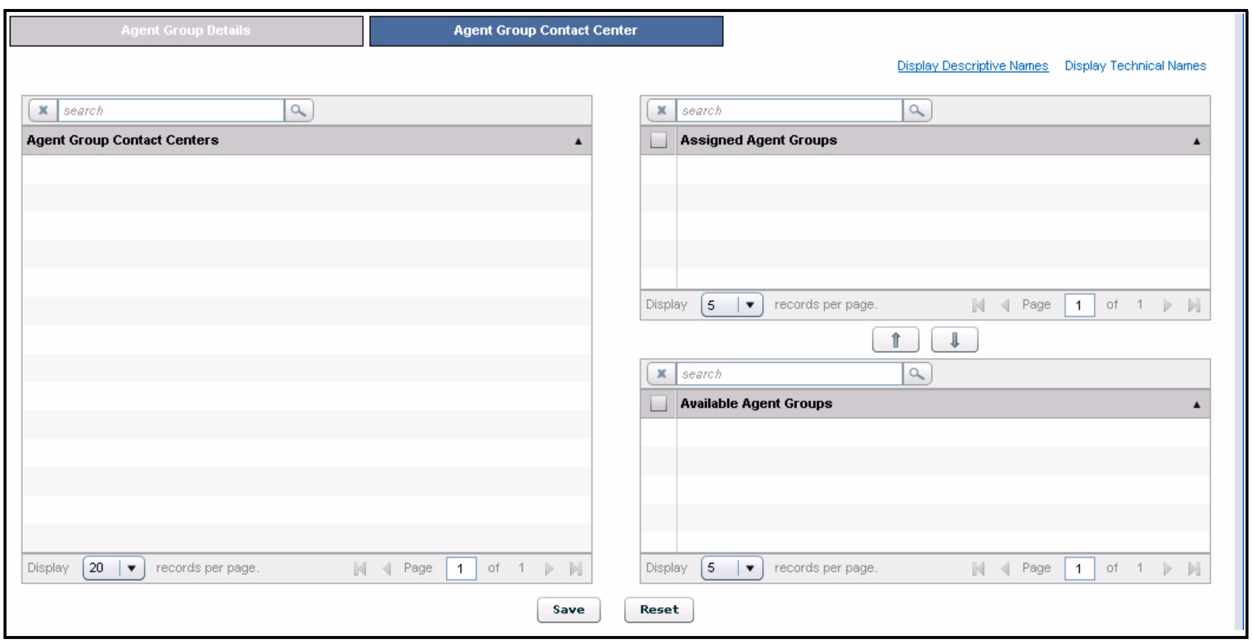

Figure 22: Agent Group Contact Center Tab

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

Access in Advisors to contact groups is not configured in Configuration Manager. Advisors users only have access or not to these objects indirectly, via access to business objects related to them. If contact groups do not load or do not update on the `Contact Group Configuration` page in the Administration module, see information about how to import contact groups in the *Performance Management Advisors 8.1 Deployment Guide*.

Access to objects that form levels in the hierarchy must be configured by an administrator in Configuration Manager. Objects and data relating to or depending on objects to which users have no permissions will not be displayed.

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` tab, 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.

.

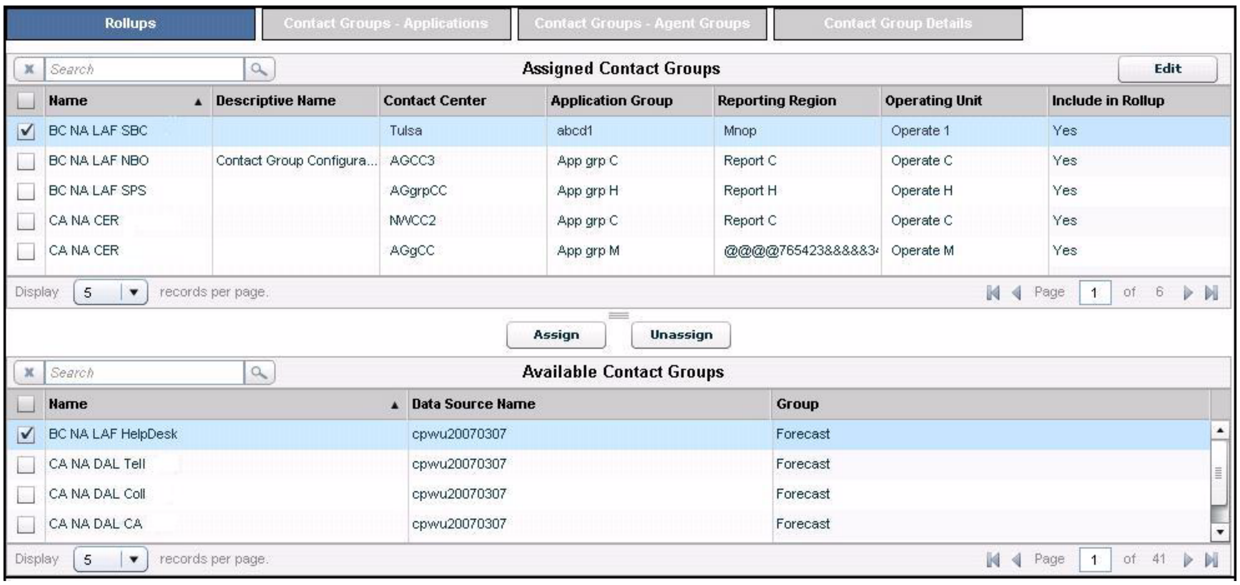

Figure 23: Contact Groups Rollups tab

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.

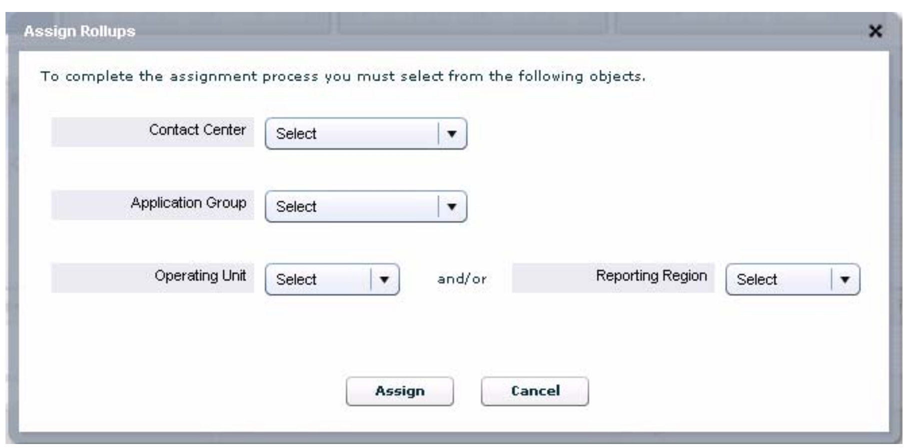

Figure 24: Contact Groups - Assign Rollups page

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`.

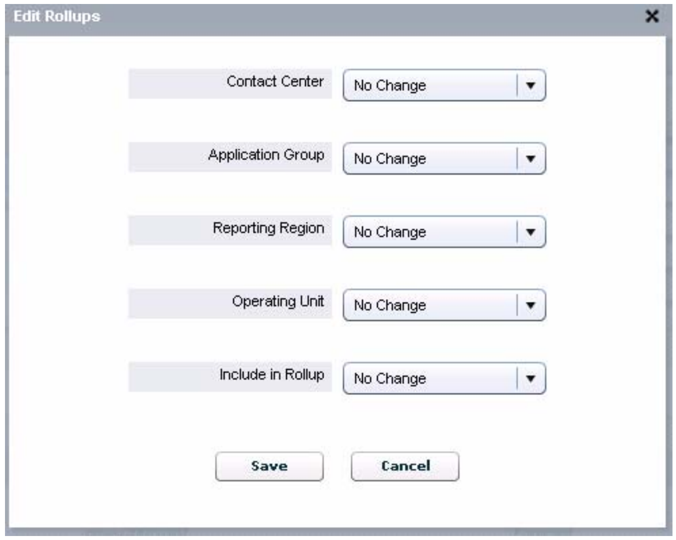

Figure 25: Contact Groups - Edit page

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.

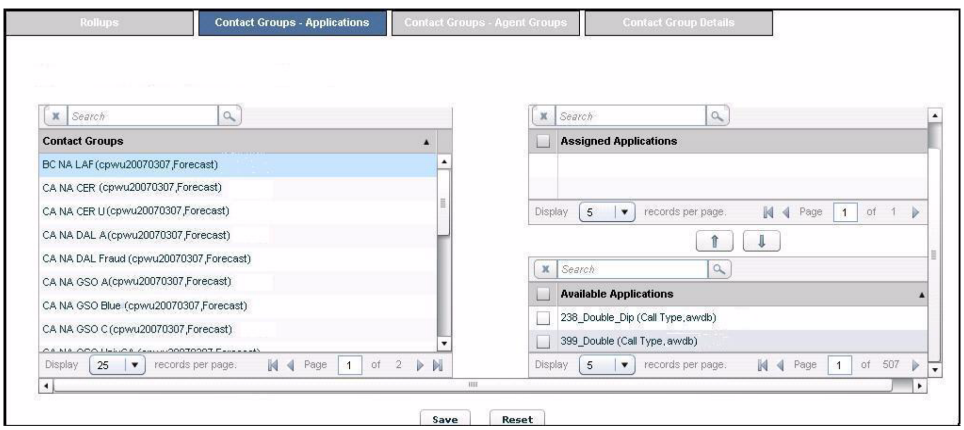

Figure 26: Contact Groups - Applications Assignment tab

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.

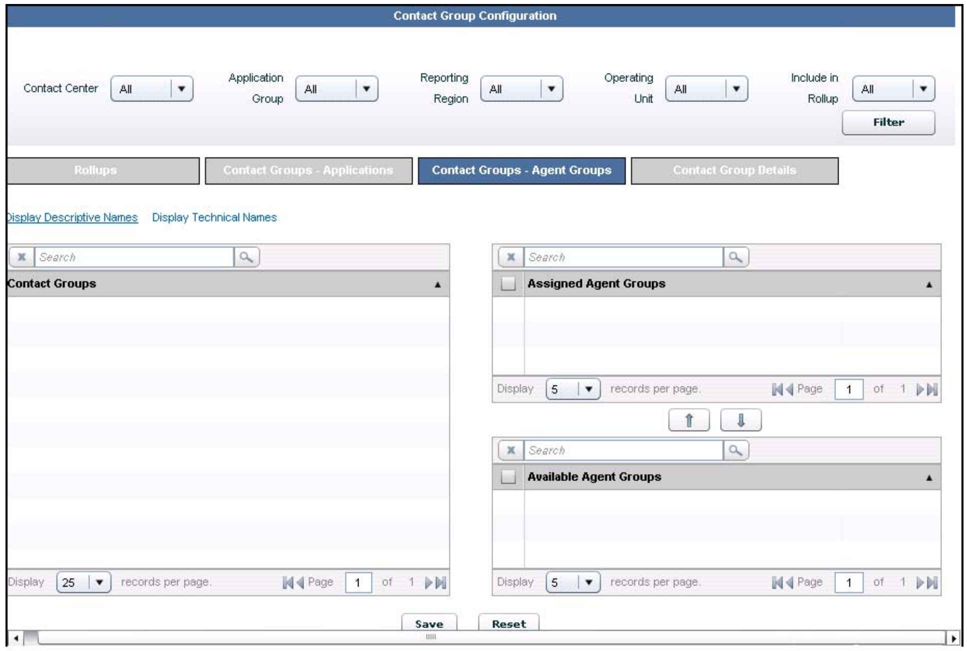

Figure 27: Contact Groups - Agent Groups Assignments tab

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 127) 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

Note: Information in this section is applicable to Performance Management Advisors 8.1 releases up to, and including, Release 8.1.2. If you have Performance Management Advisors Release 8.1.3 or later installed, see “Metric Manager” on page 83.

Access to metrics must be configured by an administrator in Genesys Configuration Manager. Data relating to or depending on metrics to which users have no permissions will not be displayed.

All the existing Advisors metrics, together with new metrics introduced in 8.1.2, are migrated into the Configuration Manager by the 8.1.2 migration utility which is supplied in the software distribution. This includes CCAdv metrics and WA metrics. Please refer to “Configuring Metrics” on page 19 for more information.

Metrics Overview

The Metrics page (Figure 28 on page 83) is a table used to set threshold and dashboard display attributes for agent group, application, and workforce (contact group) metrics.

Any user assigned to the `AdvisorsAdministration.Metrics.canView` privilege and to specific metrics can maintain those 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 remain as initialized, at 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 Administration module user interface, and are not imported into the Configuration Manager.

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.
- `Channel`—The channel for this metric (cannot be changed).
- `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`—Limits 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 on Column Chooser`—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, end 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 contains metrics for e-mail, web chat, and voice. If you do not use e-mail or web chat, deselect the check boxes 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.
4. To save the changes, click `Update`. A confirmation message displays.

End of procedure

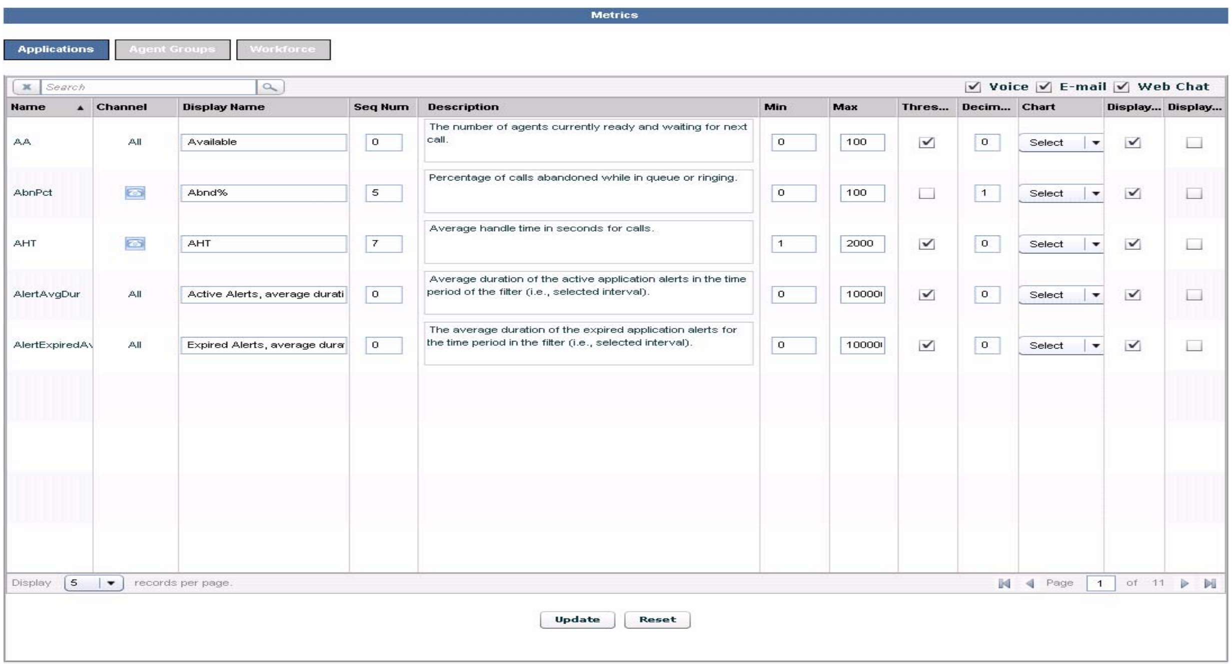

Figure 28: Metrics Page

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

Metric Manager

Beginning with Release 8.1.3, use the `Metric Manager` link on the Administration module navigation pane to access the metrics management and configuration page.

Access to metrics must be configured by an administrator in Genesys

Configuration Manager. Data relating to or depending on metrics to which users have no permissions is not displayed.

Metric Manager Overview

You can view and edit all Contact Center Advisor and Workforce Advisor metrics in the Metric Manager (Figure 29). You can customize the set of standard metrics that ship with Performance Management Advisors to address your specific Contact Center performance and service quality measurements. You can use the Metric Manager to also create custom metrics for the dashboard.

Note: In Release 8.1.3, you can only create custom application metrics. You cannot create agent group or contact group metrics.

The formula elements for custom application metrics are limited to existing source metrics provided by the Genesys Adapter and to existing application metrics.

Note: The Metric Manager page displays only the metrics to which you have `Read` permission in the Configuration Server.

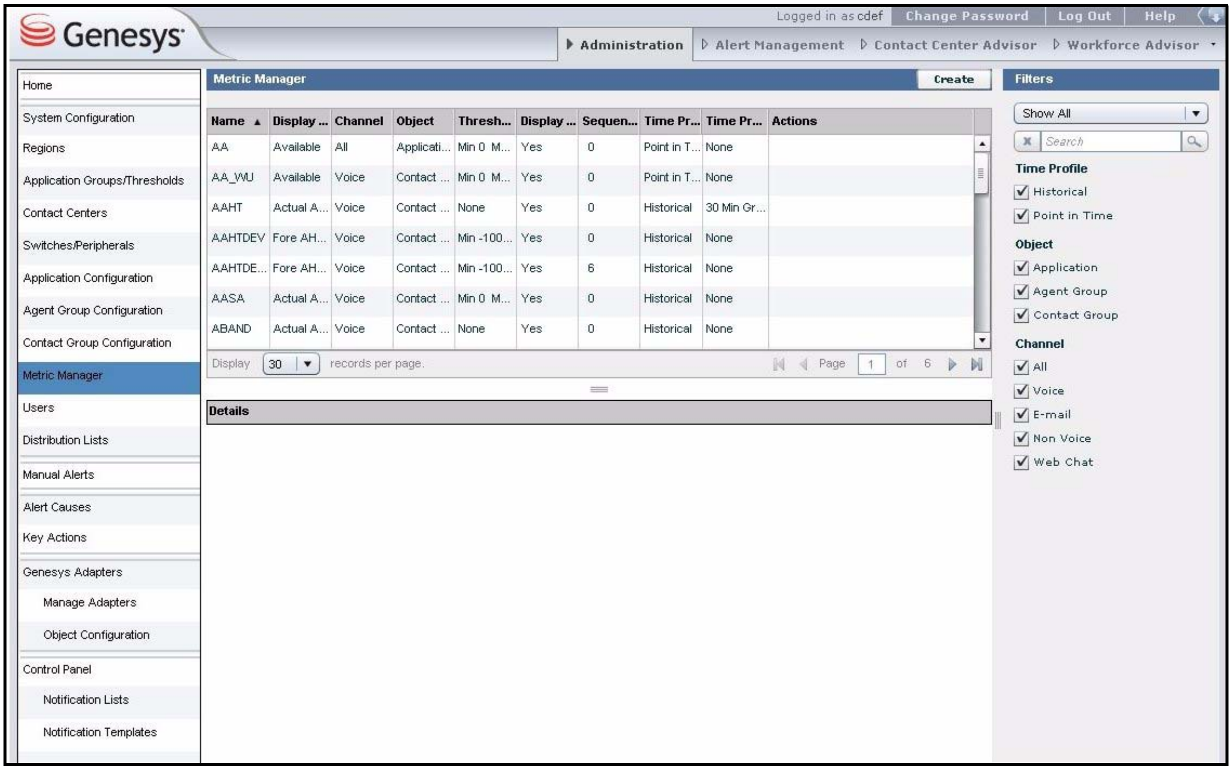

Figure 29: Metric Manager page

Figure 30 shows the Metric Details page. Use the Metric Details page to edit or customize a selected metric.

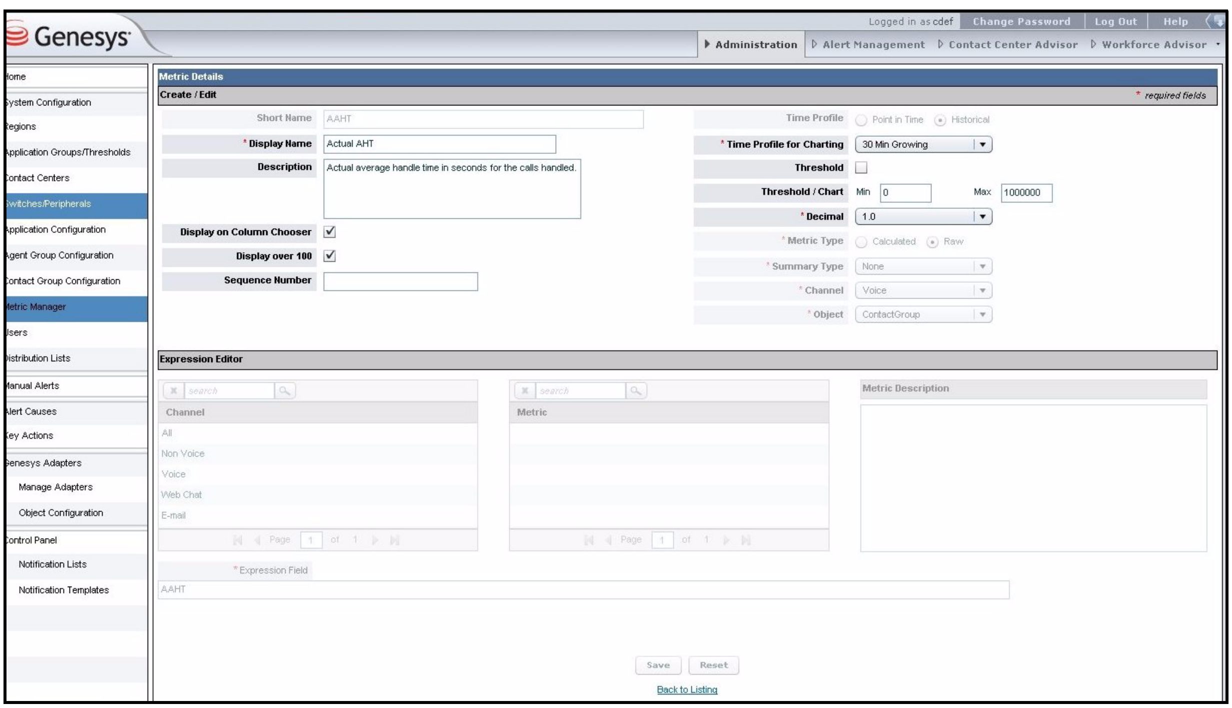

Figure 30: Metric Details page

The display attributes of all metrics, including standard metrics (metrics that ship with Advisors), can be edited in the Metric Manager. There are limitations on what you can edit for a standard metric. For more information, see “Descriptions of Metric Properties on the Metric Details Page” on page 92.

Any changes that you make using the Metric Manager are logged in the audit log file, similar to all other logged administrative actions.

Note: In Release 8.1.3, Frontline Advisor metrics do not display in the Metric Manager.

Role-Based Access Control and the Metric Manager

The Metric Manager functionality is controlled by privileges and permissions (Role-Based Access Control). A privilege determines the actions a user can perform. A permission grants or denies viewing of individual metrics for a user.

In the Metric Manager, the view, create, copy, edit, and delete actions are individually controlled by privileges. For information about the Metric Manager–specific privileges, see “List of Advisors Privileges” on page 25.

Use the following information if you are granting or denying Metric Manager–related permissions and privileges to users:

- A user can view all the metrics to which he or she has a "read" object permission.
- A user who can create a custom metric can also view and delete that metric, unless view permission or the change permission to the metric was explicitly denied in the Configuration Server after the user created the metric.
- To create custom metrics, a user must have a security permission granted under the Advisors Metrics Business Attributes section in Configuration Manager. Without this permission, the user cannot create custom metrics. Similarly, a `Change` permission must be granted at the root attribute level or at the individual metric attribute value level to ensure the user can delete an existing custom metric. For an example of this configuration, see the following Figure (Figure 31).

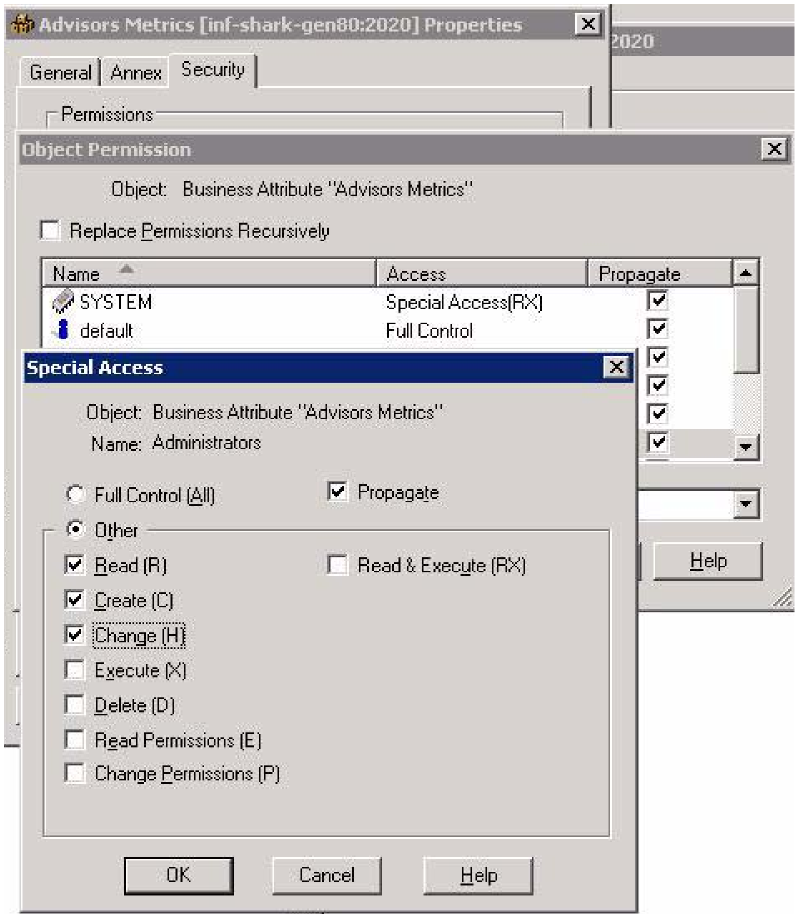

Figure 31: Security Settings in Configuration Manager for Metric Manager Users

Using Metric Manager

You can create custom metrics using the Metric Manager. To create a custom metric, you must provide an *expression* for the metric (that is, a formula that produces a metric value). Expressions can contain other metrics and constants (numbers) as operands, as well as the operators, functions, constructs, and symbols described in the following Table (Table 3).

Table 3: Acceptable Operands for use in Metric Expressions

Metric Type	Acceptable Operands
Raw custom point-in-time and calculated dashboard custom metrics	• Arithmetic operators: • + (addition) • – (subtraction) • * (multiplication) • / (division) • Brackets (to ensure the required operation sequence)
Calculated dashboard custom metrics	• In addition to the above, the >, < , and = operators can be used.

Procedure: Viewing Information about a Metric

Prerequisites

- You require the privilege that grants you access to the Administration Module and the privilege that grants you access to the Metric Manager to perform this procedure.
- You require permission to view at least one metric.
  The Metric Manager page displays only the metrics to which you have `Read` permission in the Configuration Server.

Start of procedure

1. From the Administration Module, navigate to the Metric Manager.
2. Locate the metric for which you want to view detailed information.
   a. To assist you when searching for a specific metric, use the filters on the right side of the page to reduce the number of metrics that display. By default, all filters are selected.
   b. Use the page navigation arrows under the list of metrics to move between pages of metrics. By default, the metrics are displayed in alphabetical order.
3. Click the metric on the Metric Manager page to select the metric.
   Details about the metric display at the bottom of the Metric Manager page.

End of procedure

Procedure:
Creating a Custom Metric

Prerequisites

- You require the privilege that grants you access to the Administration Module and the privilege that grants you access to the Metric Manager to perform this procedure.
- You require the `Create` permission in the Configuration Server (Figure 31) for the `Advisors Metrics` Business Attribute on the default tenant.
- You require the privilege that grants you access to the `Create` button.

Start of procedure

1. From the Administration Module, navigate to the Metric Manager.
2. Click `Create`.
   The Metric Details page opens.
3. Enter information to define the new metric. Ensure you enter information into all required fields.
   For descriptions of the metric properties, see Table 4 on page 92.
   For information about supported operands in the Expression field, see "Using Metric Manager" on page 87.
4. Do one of the following:
   a. Click `Save` to save the metric.
   If you entered all information correctly, the page returns to the Metric Manager page. The new metric displays in the list of metrics.
   b. Click Reset to close the Metric Details page without saving the new metric. The Metric Manager page displays.

End of procedure

Procedure:
Copying a Metric to Create a Custom Metric

Prerequisites

- You require the privilege that grants you access to the Administration Module and the privilege that grants you access to the Metric Manager to perform this procedure.
- You require the `Create` permission in the Configuration Server (Figure 31) for the `Advisors Metrics` Business Attribute on the default tenant.
- You require permission to view the metric that you want to copy.

- You require the privilege that grants you access to the `Save as` option.

Start of procedure

1. From the Administration Module, navigate to the Metric Manager.
2. Select the custom or standard metric that you want to use as a template for a new custom metric.
   Note: In Release 8.1.3, you can use only application metrics as templates for new custom metrics.
   If you select a standard dashboard metric as a template for a new custom metric, the expression of the original standard metric may not be supported in the new custom metric. You must edit the calculation to limit operands to those supported by the custom dashboard metric creation process. For information about supported operands in the Expression field, see "Using Metric Manager" on page 87.
3. Click the `Save as...` option.
   The Metric Details page opens.
4. Edit information to define the new metric. Ensure you enter a new display name for the new custom metric. Ensure you enter information into all required fields.
   For descriptions of the metric properties, see Table 4 on page 92.
5. Do one of the following:
   a. Click `Save` to save the metric.
      If you entered all information correctly, the page returns to the Metric Manager page. The new metric displays in the list of metrics.
   b. Click Reset to close the Metric Details page without saving the new metric. The Metric Manager page displays.

End of procedure

Procedure: Editing a Metric

Note: You cannot edit the short name for a metric (this includes custom metrics).

Prerequisites

- You require the privilege that grants you access to the Administration Module and the privilege that grants you access to the Metric Manager to perform this procedure.
- You require permission to view the metric that you want to edit.

- You require the privilege that grants you access to the `Edit` option.

Note: You require the AdvisorsAdministration.MMW.canEdit privilege to edit metrics, but a `Change` permission is not required in the Configuration Server for the metric business attribute value because none of the edited information is updated on the Configuration Server after the initial creation of the business attribute value.

Start of procedure

1. From the Administration Module, navigate to the Metric Manager.
2. Select an existing metric to edit.
3. Click `Edit`.
   The Metric Details page opens.
4. Edit the metric properties.
   The metric properties you can edit are dependent on the type of metric you selected to edit. Your ability to edit standard (out-of-the-box) metrics is limited. For example, the expression editor is always disabled for standard metrics. If you want to edit a standard metric, you must copy the metric and save it as a new custom metric (see Procedure: Copying a Metric to Create a Custom Metric, on page 89).
   Note: In Release 8.1.3, if you change the display name or description of a metric, the information is updated in Advisors only and is not propagated to the Configuration Server.
5. Do one of the following:
   a. Click `Save` to save the metric.
      If you entered all information correctly, the page returns to the Metric Manager page. The new metric displays in the list of metrics.
   b. Click Reset to close the Metric Details page without saving the new metric. The Metric Manager page displays.

End of procedure

Procedure: Deleting a Metric

Prerequisites

- You require the privilege that grants you access to the Administration Module and the privilege that grants you access to the Metric Manager to perform this procedure.
- You require permission to view the metric that you want to delete.

- You require a `Change` permission in the Configuration Server (Figure 31) for the business attribute that represents the metric that you are deleting.
- You require the privilege that grants you access to the `Delete` option.

Note: Deleting a custom metric deletes the record in Advisors and also deletes the business attribute value under the Advisors Metrics Business Attributes section in the Configuration Server.

Start of procedure

1. From the Administration Module, navigate to the Metric Manager.
2. Select a metric to delete.
3. Click `Delete`.

Note: If a raw dashboard metric is used in a calculation for a calculated dashboard metric, you cannot delete that raw dashboard metric. If you attempt to delete a metric that is used in another metric calculation, Advisors displays a message that indicates which dashboard metric or metrics use that metric.

End of procedure

Descriptions of Metric Properties on the Metric Details Page

The following Table (Table 4) provides descriptions of the metric properties you define on the Metric Details page.

Table 4: Descriptions of Metric Properties

Property	Description
Short Name	The name of the metric that uniquely identifies it for internal purposes. This field is system generated. You can only view this property; you cannot edit it.
Display Name	The name used for display in the column chooser and dashboard. The name must be unique for a given channel.
Description	The metric description.
Display on Column Chooser	Enable/disable option. Determines if the metric displays in the Column Chooser.

Table 4: Descriptions of Metric Properties (Continued)

Property	Description
Display over 100%	A format option. `Yes` indicates that values over 100 display actual values. `No` indicates that values over 100 display as 100+.
Sequence Number	The default order of the metrics in the Column Chooser. Clicking `Reset` in the Column Chooser (accessed from the dashboard) displays the metrics with a sequence number.
Time Profile	Determines if the time profile is `Point in Time` (Now) or `Historical` (5 Min, 30 Min, or Today). You cannot edit this property for a standard metric.
Time Profile for Charting	Determines if the metric is available for graphing (charting). To enable a metric for graphing, you must select a specific graphing period for the time profile. If `None` is selected, the metric is not displayed in the Metric Graphing window.
Threshold	Determines if a threshold rule can be created.
Threshold/Chart	The threshold range (minimum and maximum) values for the threshold, as well as y-axis values in the chart.
Decimal	A format option. Determines the number of decimal places to display for values.
Metric Type	Custom metrics are either raw metrics or calculated metrics. You cannot edit this property for a standard metric.
Summary Type	Determines how aggregation is performed on rolling up the metric to the various aggregating levels: • When the metric type is `Raw`, the options are: ◆ `SUM` ◆ `MIN` ◆ `MAX` • When the metric type is `Calculated`, `Summary Type` is not defined (`None`). A *raw* metric is associated with a metric pulled directly from a source metric. A *calculated* metric is defined as a calculation-type formula involving one or more raw metrics. You cannot edit this property for a standard metric.

Table 4: Descriptions of Metric Properties (Continued)

Property	Description
Channel	Determines the media channel type under which the custom metric is shown in the Column Chooser and on the dashboard. You cannot edit this property for a standard metric.
Object	Type of the target object. For example, Application. In Release 8.1.3, you can create custom application metrics only (you cannot create agent group or contact group metrics) You cannot edit this property for a standard metric.
Expression Editor	Use the Expression Editor to build the formula that produces a metric value. Use the `Channel` and `Metric` boxes to find existing metric expressions that you can use in the calculation of your new custom metric. In the `Metric` box, the Expression Editor lists only the metrics you can use in the calculation of the custom metric. The list of metrics that displays is based on the custom metric type (Raw or Calculated) and the base time profile (Historical or Point in Time). When you select a metric in the `Metric` box, a description of that metric displays in the `Metric Description` box. You cannot edit this property for a standard metric.

Using Metric Manager to Enable Metrics for Graphing

The `Metric Graphing` window is accessible from both Contact Center Advisor and Workforce Advisor. You specify which metrics users can graph using the Metric Manager.

Use the `Edit` option associated with each metric on the Metric Manager page, or the `Create` button, to open the Metric Details page. On the Metric Details page, you can specify a *time profile*. That is, you specify whether the selected metric displays point-in-time (Now) or historical (5 Min, 30 Min, or Today) values.

To enable a metric for graphing, you must select a specific graphing period for the time profile (see Procedure: Enabling Metrics for Graphing). Each metric can have only one time profile for graphing. For example, you can enable AHT

(Now) for graphing, or you can enable AHT (Today) for graphing; you cannot enable both.

Note: The number of metrics that can be graphed is controlled by a configurable property in the Contact Center Advisor database. While this property can theoretically be set to any value, Genesys recommends you configure the limit to be 5 or less, for performance reasons.

If you attempt to enable more metrics for graphing than the limit configured in the CCAdv database, a warning message displays stating that the maximum number of metrics that can be graphed has been exceeded. You cannot save updates in the Metric Manager until you reduce the number of metrics enabled for graphing.

Procedure:
Enabling Metrics for Graphing

Start of procedure

1. Open the Administration module.
2. Click Metric Manager in the navigation pane.
3. Use the filters on the Metric Manager page (on the right) to show as many or as few metrics as required.
4. Do one of the following:
   a. Select a metric and click `Edit` in the `Actions` column to open the Metric Details page.
   b. Click `Create` to open the Metric Details page and create a new custom metric.
5. On the Metric Details page, select a `Time Profile` radio button, if applicable.
   The `Time Profile` radio buttons are grayed out (that is, you cannot change the Time Profile) for Standard metrics.
6. To enable the metric for graphing, select a specific time profile from the `Time Profile for Charting` drop-down list. If you select `None`, the metric is not displayed in the list of metrics in the Metric Graphing window (that is, it cannot be graphed).
   The `Time Profile for Charting` drop-down list is applicable only for Application and Contact Group metric types; it is disabled for Agent Group metric types (users cannot graph Agent Group metrics).

End of procedure

Users

The functionality of the `Users` page has moved to Genesys Configuration Manager in release 8.1.2. Selecting the `Users` option in the Administration user interface displays the following screen message:

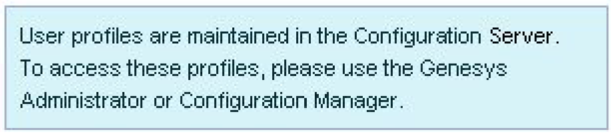

Figure 32: Users Page

In the Genesys Configuration Manager and Genesys Administrator, users correspond to the `Person` object. Users (persons) and roles must be assigned access to modules, as well as to contact centers, application groups, regions, and metrics. Please refer to:

- "Creating Advisors Business Objects in Genesys Configuration Manager" on page 16
- "Role-Based Access Control (RBAC)" on page 21

The `Effective Date` and `Expiration Date` fields have been removed from the user profiles in Configuration Manager because they are not supported by the Configuration Manager for `Person` accounts.

Further information about creating and maintaining `Persons` in the Genesys configuration environment can be found in:

- Genesys Administrator 8.1 Deployment Guide
- Framework 8.1 Configuration Manager Help
- Framework 8.1 Genesys Administrator Help

Distribution Lists

Access to contact centers and application groups must be configured by an administrator in Genesys Configuration Manager. Data relating to or depending on objects to which users have no permissions will not be displayed.

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 who have permission to see the business objects associated with the alert.

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 offline alerts that are created for applications or contact groups related to the application groups or contact 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 38. 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 object permissions configured in Genesys Configuration Manager to the contact centers, application groups and geographic regions related to the alert. See "Role-Based Access Control (RBAC)" on page 21.

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.

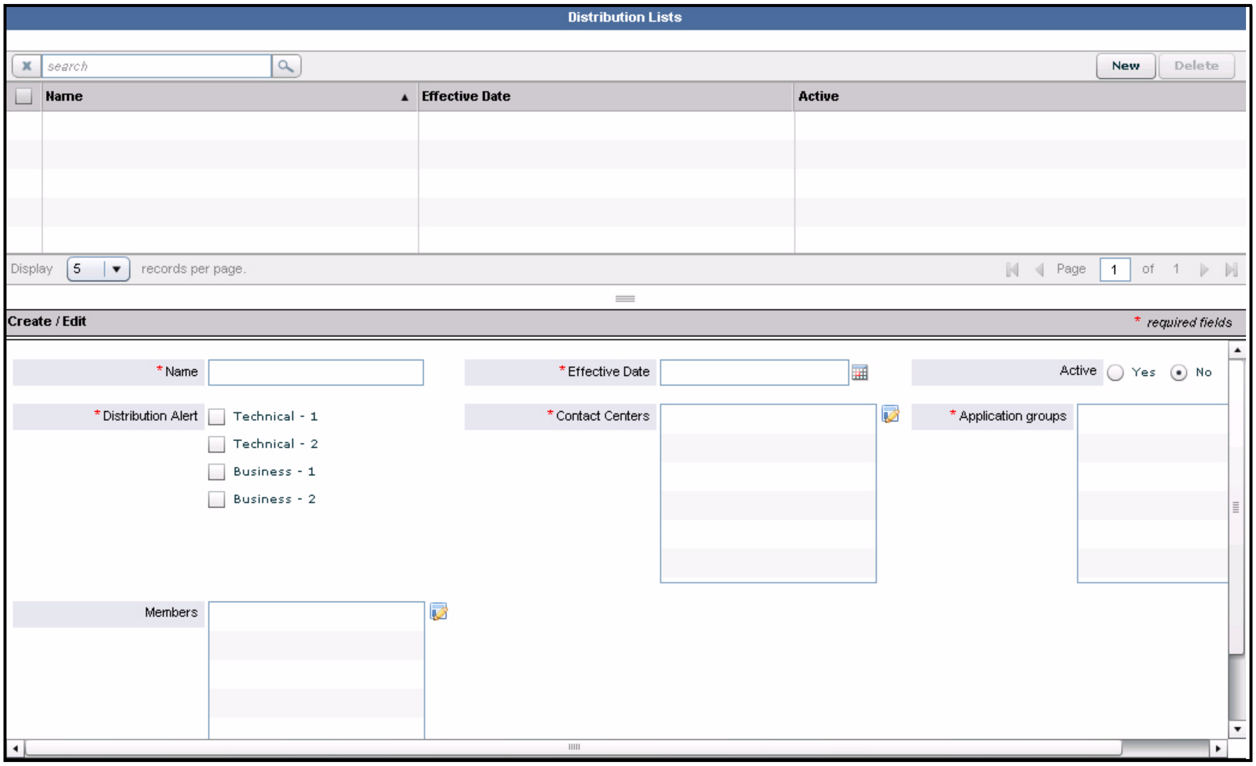

Figure 33: Distribution Lists Screen

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 127*)* 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

Access to contact centers must be configured by an administrator in Genesys Configuration Manager. Data relating to or depending on contact centers to which users have no permissions will not be displayed.

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 34) 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)

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.

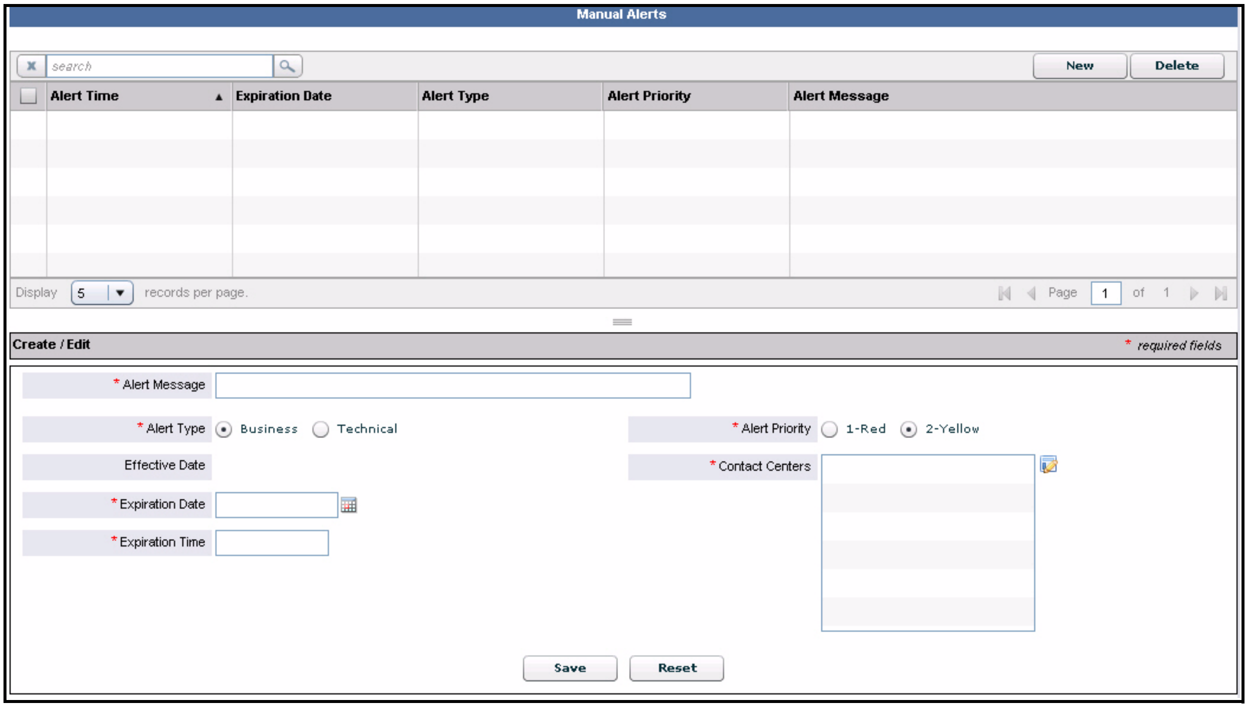

Figure 34: Alerts Page

Adding a Manual Alert

Procedure: Adding a manual alert

Start of procedure

1. Click `New`.
2. 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.

3. Type the alert message.
4. Choose the alert type.
5. Choose the alert priority and severity.
6. To determine the duration of the displayed message, type the expiration date and the expiration time.
7. To choose the affected contact centers, select the associated check boxes.

8. To add the alert, click `Save`.
   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` 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 35) 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)—Properties that identify the person who created the cause on the Alert Causes page or on a key action report. These are the person's first and last name, or e-mail address, or username, depending on what is available in the Configuration Manager.
- 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).

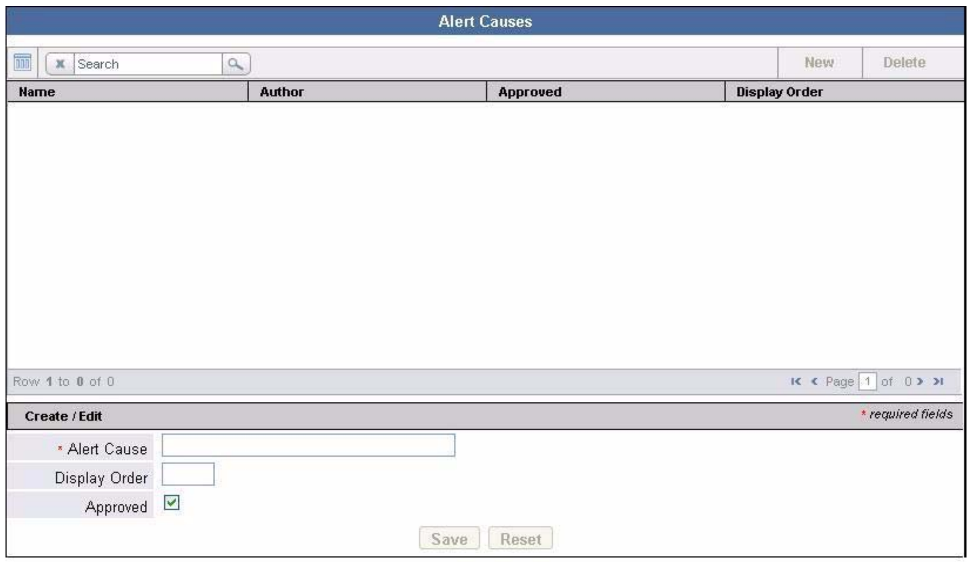

Figure 35: Alert Causes Page

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 127.
- Approve an alert cause, see “Approving or rejecting an alert cause” on page 102.
- 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

Access to metrics must be configured by an administrator in Genesys Configuration Manager. Data relating to or depending on metrics to which users have no permissions will not be displayed.

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 36 on page 104) 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—Properties that identify the person who created the key action on the Key Actions page or on a key action report. These are the person's first and last name, or e-mail address, or username, depending on what is available in the Configuration Server. 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).

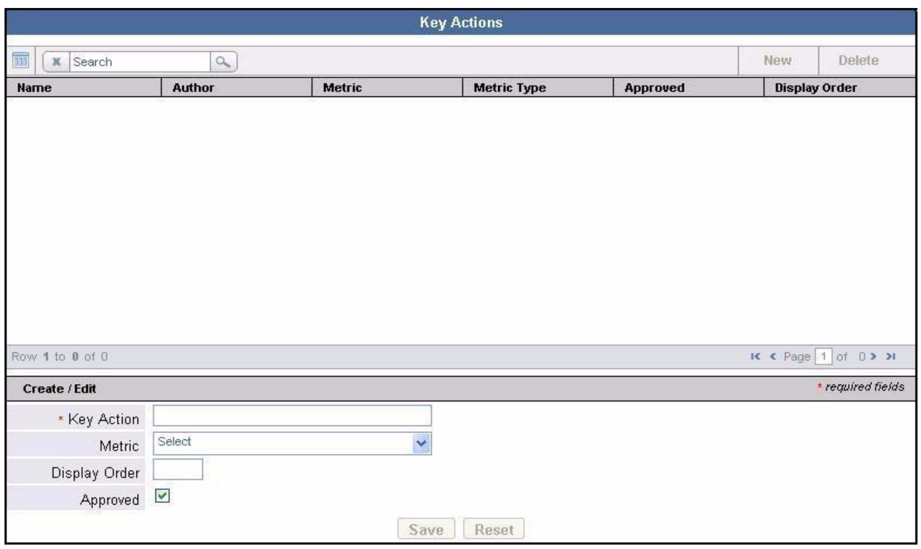

Figure 36: Key Actions Page

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 105.
- 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 107.
  - Search for an e-mail address. See “Searching for a Row with Text” on page 128.
- Add a notification list. See “Adding a notification list” on page 106.

- 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 106.
- Reset the updates to a notification list before it is saved. See “Resetting the Details for an Item” on page 128.

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 127. 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 128.

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 levels 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 5: 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> Additional Comments: <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>. Additional Comments <Insert any comments entered by the user— this is what is displayed in the message text box> Agents Affected <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>. Additional Comments <Insert any comments entered by the user— this is what is displayed in the message text box> Agents Affected <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>. Additional Comments <Insert any comments entered by the user— this is what is displayed in the message text box>

Table 5: 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>. Additional Comments: <Insert any comments entered by the user—this is what is displayed in the message text box> Agents Affected <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>. Additional Comments sent to Agent <Insert any comments entered by the user—this is what is displayed in the message text box> Additional Comments <Insert the additional comments entered for the notification lists here> Agents Affected: <Insert list of agents here>
General Notification	Agent	<title of template that is used>	Message From the Operator: <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 pages are available from the Administration module. 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.

Access Permissions

Visibility of the agent groups and queues on `the Object Configuration` page is determined by the tenants to which the administrator has access. Note that the access permission is determined only at the tenant level. If the administrator has access to a given tenant, all the objects under that tenant are displayed in the `Object Configuration` page, irrespective of whether the administrator has access to individual objects in it.

Therefore, in order for an administrator to be able to view objects to publish in the `Object Configuration` page, either the user or the user's access group must be granted at least read access permission to the tenants under which the administrator will be publishing the objects.

Navigation Pane

Figure 37 shows the Genesys Adapters configuration options that display on the navigation pane of the Administration module.

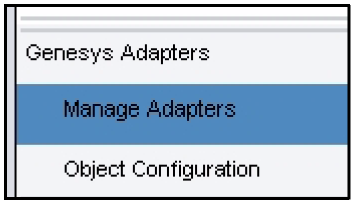

Figure 37: Navigation Pane

Note: The appearance of the Administration module is dependent on the specific version of software you use. Your Advisors Administration module may differ slightly from examples shown in this section. Functionality is consistent unless otherwise noted.

The two pages in the Genesys Adapters configuration section enable you to do the following:

- Manage Genesys adapters—See "Managing Genesys Adapters" on page 112.
- Configure Genesys objects—See "Configuring Genesys Objects" on page 114.

Managing Genesys Adapters

The Genesys Configuration page enables you to add or delete Genesys Adapters—See Figure 38, "Genesys Adapter Configuration Page," on page 113.

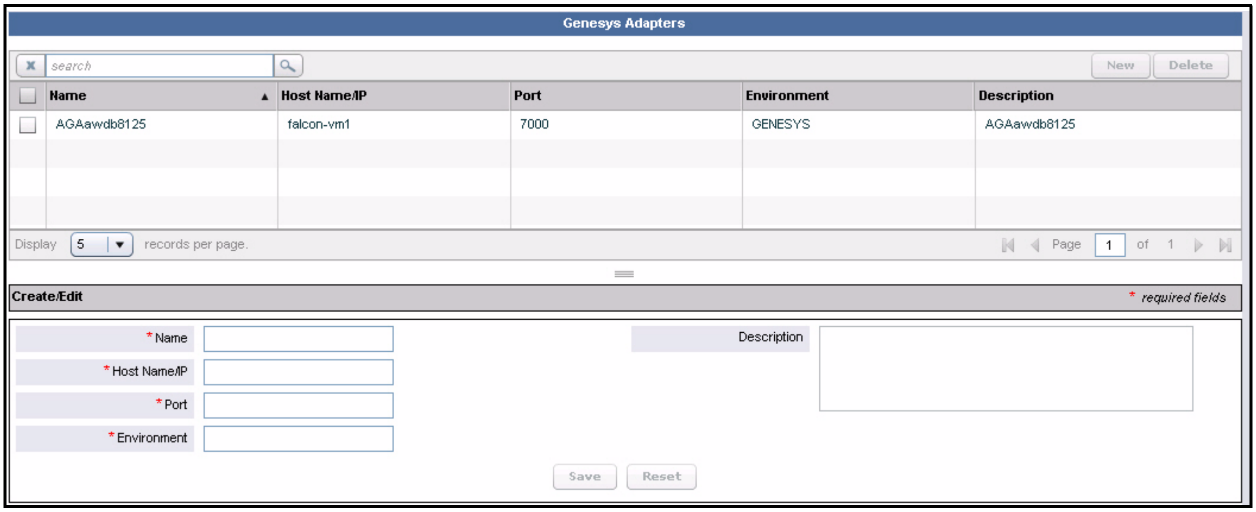

Figure 38: Genesys Adapter Configuration Page

Select a Genesys Adapter to work with by selecting its check box. From the list of Genesys Adapters, you can:

- Add a Genesys Adapter—See “Adding a Genesys Adapter” on page 114.
- Delete a Genesys Adapter from the list—See “Configuring Genesys Objects” on page 114.

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 that 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.
   - `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.
   - `Environment` (required)—The name of the Configuration Management Environment or the Configuration Server that the adapter reads.
   - `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 115

- Filters associated with an agent group—See “Filter by Agent Groups” on page 116
- Filters associated with a queue—See “Filter by Queues” on page 116

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 116.
- Edit the agent group, queue, and filter combinations from any view—See “Editing the Associations of Agent Groups, Queues, and Filters” on page 117
- Search each listbox.

Metric Filters The display of metrics can be filtered. See “Metrics” on page 80.

Agent Groups & Queues by Filter

The `Agent Groups & Queues by Filter` view displays the agent groups and queues associated with a given filter (Figure 39). 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.

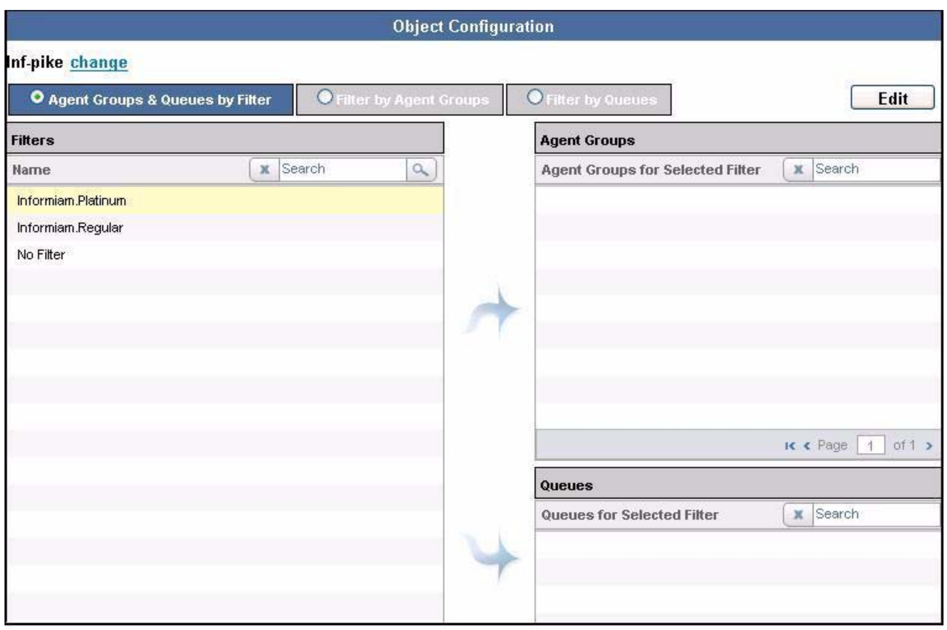

Figure 39: Agent Groups & Queues by Filter

Note: When you click the `Edit` button, additional search boxes for `All Agent Groups` and `All Queues` become available atty. bottom of 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 40). 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 40: 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 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.

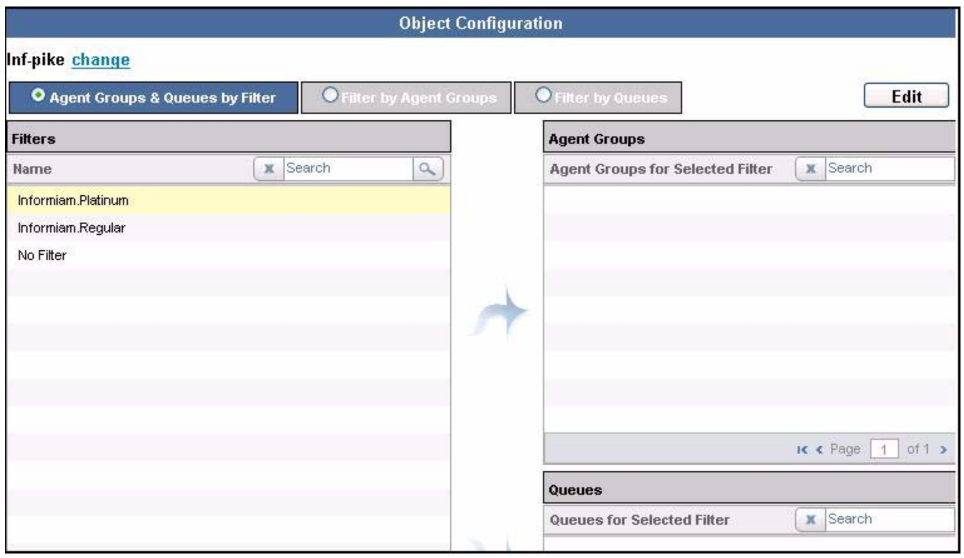

Figure 41: Agent Groups & Queues by Filters

Procedure: Editing the associations

Start of procedure

1. Select the desired view—See “Viewing the associations of agent groups, queues, and filters” on page 116.
   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. Click `Edit`.

4. 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.
5. 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.

The `Select All` and `Deselect All` buttons also operate on filtered lists.If you filter your list, only the filtered items are selected or deselected, not other items that are not shown.

---

6. 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 42).

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

7. To publish your changes, click `Proceed`.
   An information message displays.

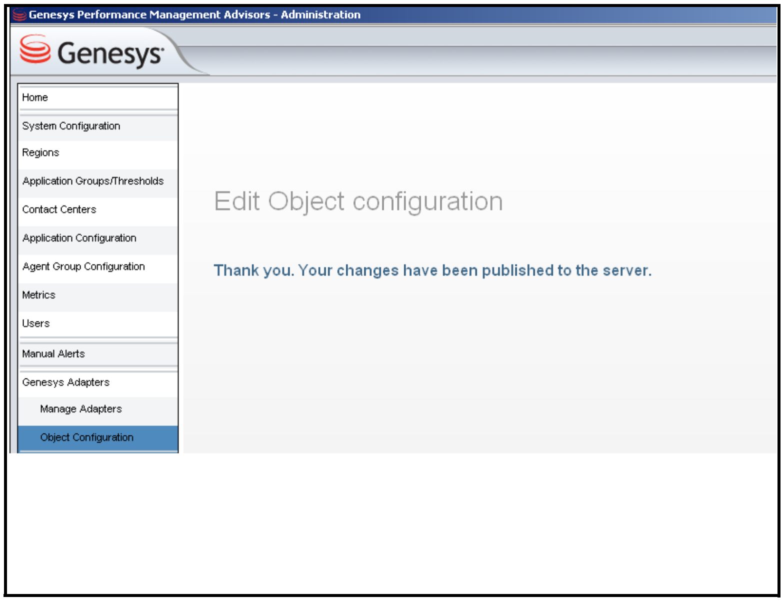

Figure 42: Object Configuration Edit Confirmation Screen

End of procedure

Genesys

Chapter

3 Genesys Advisors Browser

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

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 43 and Figure 44).
   The appearance of the `Login` page is dependent on the software release you use. Figure 43 and Figure 44 are examples of the `Login` page. Information you must enter to log in to the browser is the same, regardless of the appearance.
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.

Notes: The Genesys Advisors browser also accepts login via proxy servers. You need to specify the IP address and port number during login. See "Proxy Login" on page 123.

Figure 43: Release 8.1.2 Genesys Advisors Browser Login Page

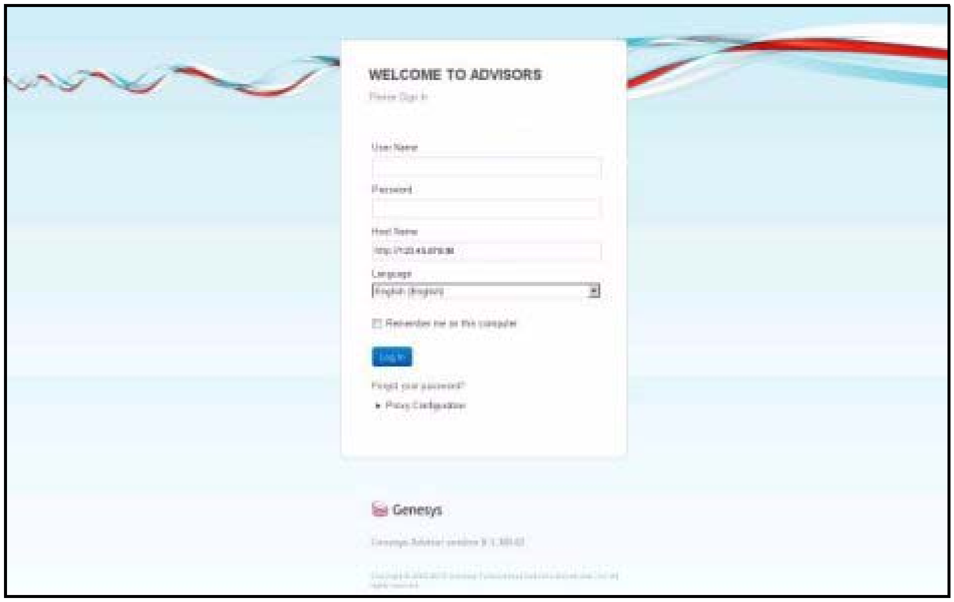

Figure 44: Release 8.1.3 Genesys Advisors Browser Login Page

End of procedure

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 45 and Figure 46 show examples of the proxy login configuration.

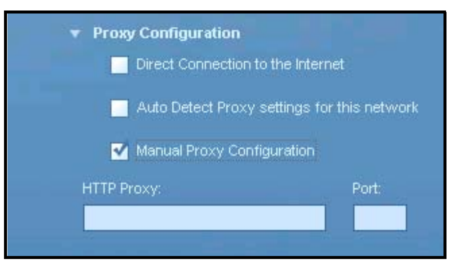

Figure 45: Release 8.1.2 Proxy Login

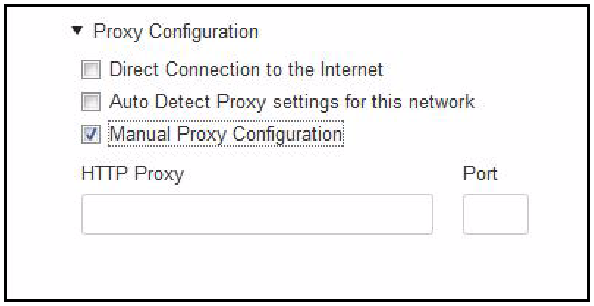

Figure 46: Release 8.1.3 Proxy Login

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.

Note: The appearance of the `Login` page is dependent on the software release you use. Login information is consistent regardless of the appearance.

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 47: 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 48).

> Note: LDAP is handled within the Configuration Management environment.

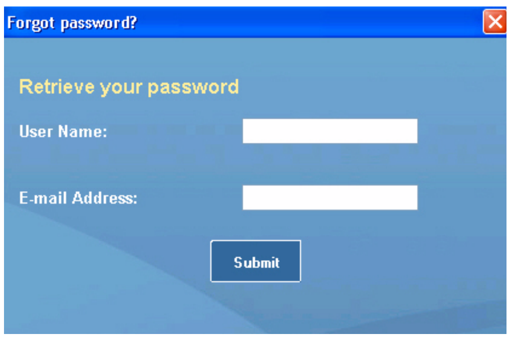

Figure 48: New Password Page

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 your 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 49).

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

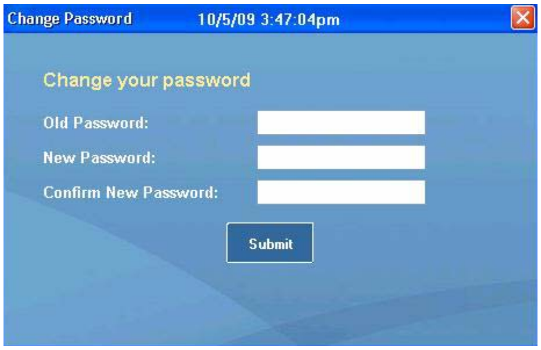

Figure 49: Change Password Page

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 in the Advisors Browser `Administration` tab.

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 sections:

Generic Actions

The generic procedures include:

- "Searching for an Object" on page 127.
- "Resetting the Details for an Item" on page 128.
- "Searching for a Row with Text" on page 128, including
  - "Displaying all Rows in a Table" on page 128
- Display options:
  - "Sorting Rows" on page 128.
  - "Choosing which Columns Display in a Table" on page 128.
  - "Reordering Columns" on page 129.
  - "Refreshing the Data in a Table" on page 129.
  - "Increasing and Decreasing a Column Width" on page 130.
  - "Resizing the Panes" on page 130.
  - "Persisting Settings from Session to Session" on page 130.
- Additional right-click menu options—see "Right-Click Menu Options" on page 130.

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.

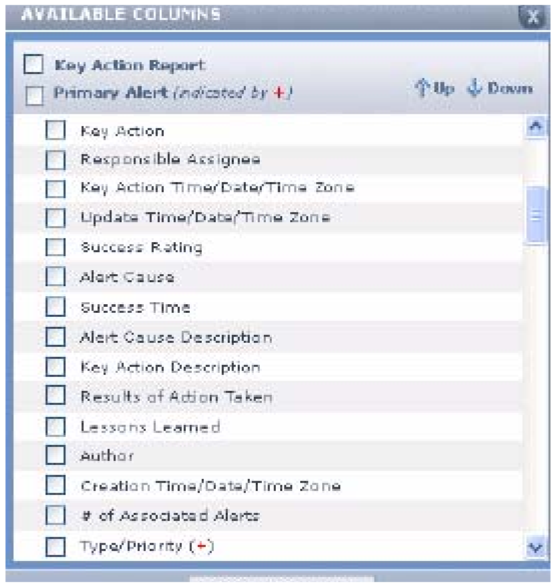

Figure 50: Available Columns

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 user’s 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 and Alert Metrics

Table 6 on page 132 lists Contact Center Advisor application voice and alert metrics.

Table 6: Contact Center Advisor Metrics

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	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	Informiam.Total_Calls_Abandoned → RouterCallsAbandQ	Cisco Services: CallsAbandQTo5 CallsAbandQHalf CallsAbandQToday Genesys/Cisco Call Types: RouterCallsAbandQTo5 RouterCallsAbandQHalf 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	Informiam.Total_Calls_Abandoned → RouterCallsAbandQ Informiam.Total_Calls_Inbound → CallsOffered	Cisco Services: 100*(CallsAbandQTo5/ CallsOfferedTo5) 100*(CallsAbandQHalf/ CallsOfferedHalf) 100*(CallsAbandQToday/ CallsOfferedToday) Genesys/Cisco Call Types: 100*(RouterCallsAbandQTo5/ CallsOfferedTo5) 100*(RouterCallsAbandQHalf / CallsOfferedHalf) 100*(RouterCallsAbandQToday/ CallsOfferedToday)	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Percent

Table 6: Contact Center Advisor Metrics (Continued)

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
Acc% APCT	Accessibility % is a productivity metric that compares the total calls offered to answered.	Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Total_Calls_Answered → CallsAnswered Informiam.Total_Calls_Inbound → CallsOffered	100*(CallsAnsweredTo5 / CallsOfferedTo5) 100*(CallsAnsweredHalf / CallsOfferedHalf) 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	Informiam.Total_Calls_Answered → CallsAnswered	CallsAnsweredTo5 CallsAnsweredHalf 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	Informiam.Total_Calls_Answered → CallsAnswered Informiam.Total_Calls_Abandoned → RouterCallsAbandQ	Cisco Services: CallsAnsweredTo5+ CallsAbandQTo5 CallsAnsweredHalf+ CallsAbandQHalf CallsAnsweredToday+ CallsAbandQToday Genesys/Cisco Call Types: CallsAnsweredTo5+ RouterCallsAbandQTo5 CallsAnsweredHalf+ RouterCallsAbandQHalf CallsAnsweredToday+ RouterCallsAbandQToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count

Table 6: Contact Center Advisor Metrics (Continued)

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
Available [a] AA	The number of agents currently in the ready state.	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	CurrentAgentState (= 115)	Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in AgentState = CISCO: 3 ("Ready") or Genesys: 115 ("WaitForNextCall")	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	Informiam.AgentCurrentTargetState → AgentVoiceReady	Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently ready for voice interactions. Genesys: AgentVoiceReady = 1 CISCO: AgentState = 3	Point in Time	Above Count

Table 6: Contact Center Advisor Metrics (Continued)

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
Available% [a] AvailPCT	Percentage of available agents over staffed.	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	AA (Available): AgentState=115 (WaitForNextCall) STF (Staffed): AgentState <>116(LoggedOut) and AgentState <>101(NotMonitored) and AgentState <>102(Monitored)	AA/STF *100	Point in Time	Above Percent

Table 6: Contact Center Advisor Metrics (Continued)

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
Average After Call Work (AvgACW) AvgACW	Average time in seconds spent on after-call work 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	Informiam.Queue_After_Call_Work_Time → ACWTime Informiam.Queue_Calls_Handled → CallsHandled	Cisco: (HandleTimeTo5 - TalkTimeTo5 - HoldTimeTo5) / CallsHandledTo5 (HandleTimeHalf - TalkTimeHalf - HoldTimeHalf) / CallsHandledHalf (HandleTimeToday - TalkTimeToday - HoldTimeToday) / CallsHandledToday Genesys: For all unique agent groups related to the application(s) in scope: ACWTimeTo5 / CallsHandledTo5 ACWTimeHalf / CallsHandledHalf 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	Informiam.Total_Time_Waiting_Calls → RouterCallsQNowTime Informiam.CurrNumberWaitingCalls → RouterCallsQNow	Cisco Services: CallsQNowTime/CallsQNow at any level Genesys/Cisco Call Types: RouterCallsQNow/ RouterCallsQNowTime	Point in Time	Above Seconds

Table 6: Contact Center Advisor Metrics (Continued)

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
Average Handle Time (AHT) AHT	Average handle time in seconds for calls.	Cisco ICM Services, Call Types, Cisco Services, Cisco Call Types Genesys Virtual Queues, Genesys Queues	Informiam.Queue_Handle_Time → HandleTime Informiam.Queue_Calls_Handled → CallsHandled	HandleTimeTo5 /CallsHandledTo5 HandleTimeHalf /CallsHandledHalf HandleTimeToday /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	Informiam.Total_Time_To_Answer → AnswerWaitTime Informiam.Total_Calls_Answered → CallsAnswered	AnswerWaitTimeTo5 / CallsAnsweredTo5 AnswerWaitTimeHalf / CallsAnsweredHalf 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	Informiam.Queue_Talk_Time → TalkTime Informiam.Queue_Calls_Handled → CallsHandled	TalkTimeTo5 / CallsHandledTo5 TalkTimeToHalf / CallsHandledHalf TalkTimeToday / CallsHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Seconds

Table 6: Contact Center Advisor Metrics (Continued)

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
Calls [a] CIN	Number of incoming calls currently in progress. 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	Informiam.Current_Calls_Inbound → TalkingIn	Cisco Services: CallsInNow Genesys/Cisco Call Types: For all unique agent/skill groups related to the application(s) in scope: Sum (SGRT.TalkingIn)	Point in Time	Above Count
CallsCleared/ a_CallsCleared	Number of calls that cannot be distributed because the queue is full. These calls negatively affect reachability and service level.	Genesys Virtual Queues	Informiam.TotalCalls_Cleared → CallsCleared	Cisco Services: N/A Cisco Call Types: N/A Genesys ACD Queues: N/A Genesys Virtual Queues: CallsClearedTo5 CallsClearedHalf CallsClearedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count
CallsProg [a] CP_C	Number of inbound and outbound calls currently being handled.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Current_Calls_Inbound → TalkingIn Informiam.Current_Calls_Outbound → TalkingOut	Cisco: CallsInProgress Genesys: For all unique agent groups related to the application(s) in scope: Sum (SGRT.TalkingIn + SGRT.TalkingOut)	Point in Time	N/A Count
DateTime DateTime	Date and time that this data last updated. Used to calculate longest queue and longest wait time.					

Table 6: Contact Center Advisor Metrics (Continued)

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
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	Informiam.Queue_Expected_Wait_Time → ExpectedDelay	Cisco Services/Genesys Queues: ExpectedDelay Cisco Call Types: (([CallsQNow]+1)*([HandleTimeTo5]/[CallsHandledTo5]))/([STF]-[NOT_READY_APP])	Point in Time	Above Seconds
Handle Time (HT) HT	Total handle time in seconds for calls.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Queue_Handle_Time → HandleTime	HandleTimeTo5 HandleTimeHalf 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	Informiam.Queue_Calls_Handled → CallsHandled	CallsHandledTo5 CallsHandledHalf 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.	Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	CurrentAgentState (= 110)	Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in AgentState = CISCO: 10 ("Calls On Hold") or Genesys: 110 ("CallOnHold")	Point in Time	Above Count

Table 6: Contact Center Advisor Metrics (Continued)

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
LongAvail [a] LAA	Time in seconds that the currently longest available agent has been available.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Informiam.LongestAvail Agent → Informiam.LongestAvailAgent	Cisco: DateTime – LongestAvailAgent Genesys: For all unique agent groups related to the application(s) in scope: Max (DateTime – LongestAvailAgent))	Point in Time	Above Seconds
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	Informiam.CurrMaxCallWaitingTime → LongestCallQ	Cisco Services: DateTime – LongestCallQ (ICM calculates LongestCallQ to the end of the five-minute period.) Genesys/Cisco Call Types: DateTime – RouterLongestCallQ	Point in Time	Above Seconds
NotReady NOT_ READY_ APP	Count of the agents unavailable to take a call, either because they are performing after-call work that leaves them in the not ready upon completion state, or because they are in the not ready state (with or without a reason code).	Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	CurrentAgentState (=113)	Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in AgentState = CISCO: 2 ("Not Ready") or 5 ("Work Not Ready") Genesys: 113 ("NotReadyForNextCall").	Point in Time	Above Count

Table 6: Contact Center Advisor Metrics (Continued)

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
Offer COf	Number of incoming and internal calls offered to this application during the period.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Total_Calls_Inbound → CallsOffered	CallsOfferedTo5 CallsOfferedHalf 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	Informiam.Queue_Outbound_Calls → CallsOut	CallsOutTo5 CallsOutHalf CallsOutToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A Count
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	Informiam.CurrNumberWaitingCalls → RouterCallsQNow STF(Staffed): The number of agents in AgentState <>116(LoggedOut) and AgentState <>101(NotMonitored) and AgentState <>102(Monitored)	Cisco Services: CallsQNow / STF * 100 Genesys/Cisco Call Types: RouterCallsQNow / STF * 100		Above Percent

Table 6: Contact Center Advisor Metrics (Continued)

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
QPastSL SLCH	Number of calls currently queued for longer than the service-level threshold.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.ServiceLevelCallsOnHold_Current → ServiceLevelCallsQHeld	ServiceLevelCallsQHeld	Point in Time	Above Count
Queue CQ	Number of calls in queue now.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.CurrNumberWaitingCalls → RouterCallsQNow	Cisco Services: CallsQNow Genesys/Cisco Call Types: RouterCallsQNow	Point in Time	N/A Count
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	Informiam.ServiceLevelAnswered → ServiceLevelCalls Informiam.ServiceLevelCallsOnHold_Total → ServiceLevelCallsOnHold	Cisco: (ServiceLevelCallsto5 / ServiceLevelCallsOfferedTo5) * 100 Genesys: [ServiceLevelCallsto5 / (ServiceLevelCallsTo5+ServiceLevelCallsOnHoldTo5)] *100 Repeat for ToHalf and Today	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Below Percent

Table 6: Contact Center Advisor Metrics (Continued)

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
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	Informiam.ServiceLevelAnswered → ServiceLevelCalls Informiam.ServiceLevelCallsOnHold _Total → ServiceLevelCallsOnHold Informiam.ServiceLevelAband → ServiceLevelAband	Cisco: ((ServiceLevelCallsto5 + ServiceLevel AbandTo5) / ServiceLevelCallsOfferedTo5) * 100 Genesys: [ServiceLevelCallsto5 + ServiceLevel AbandTo5)/ (ServiceLevelCallsTo5+Service LevelCallsOnHoldTo5+Service LevelAbandTo5)] *100 Repeat for ToHalf and Today	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Below Percent
Staffed STF	Number of agents logged on in zero or more agent groups.	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys ACD Queues	CurrentAgentState	Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently not in AgentState CISCO: 0 ("Logged Off") and Genesys: (""NotMonitored" 101), (""NotMonitored" 102), (LoggedOut 116).	Point in Time	N/A Count

Table 6: Contact Center Advisor Metrics (Continued)

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
Talking [a] AT	Number of agents currently in the Talking state.	Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	CurrentAgentState	CISCO Services: AgentsTalking. Genesys/CISCO Call Types: Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in AgentState = CISCO: (4 "Talking") or Genesys: (105 "CallConsult"),(107" CallInbound"),(108 "CallInternal"),(109 "CallOutbound"),(112 CallUnknown)	Point in Time	N/A Count
TransOut TOC	Number of calls transferred out of the queue.	Cisco Services	N/A	TransferOutCallsTo5 TransferOutCallsHalf TransferOutCallsToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count
Number of Active Alerts (voice, chat and e-mail) AlertNum	The number of active application alerts for the time period in the filter.	Threshold violation alerts	N/A		5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count

Table 6: Contact Center Advisor Metrics (Continued)

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	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	N/A	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) AlertsExpiredNum	The number of expired application alerts for the time period in the filter (i.e., selected period).	Threshold violation alerts	N/A		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) AlertExpiredAvgDur	The average duration of the expired application alerts for the time period in the filter (i.e., selected period).	Threshold violation alerts	N/A		5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Minutes

a. 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 7 on page 148 lists Workforce Advisor voice metrics.

Table 7: 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: CallsAbandQHalf Genesys: 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 answered.	Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services: 100*(CallsAbandQHalf/CallsOfferedHalf) Genesys/Cisco Call Types: 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 7: 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: (CallsHandledHalf * AnswerWaitTimeHalf / CallsAnsweredHalf) / CallsHandledHalf Genesys: (Sum(CallsHandledHalf) * AnswerWaitTimeHalf / CallsAnsweredHalf) / Sum(CallsHandledHalf) 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 Calls Entered	ANCE	Number of inbound, outbound, and consult calls for the contact group. This includes transferred calls.	Genesys Queues	CallsEnteredHalf	30 Min (since start of current half-hour)	Convergence	Count
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 inbound calls for the contact group. This does not include transferred calls.	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 7: 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 Genesys Stat Server [(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
AdjReq	AdjReq	Adjusted number of required agents.	Aspect eWFM	WFM Import: N/A IEX: N/A eWFM: SG.SGRREQ JU	30 Min (since start of current half-hour)	N/A	Count
AdjSch	AdjSch	Adjusted number of scheduled agents.	Aspect eWFM	WFM Import: N/A IEX: N/A eWFM: SG.SGRSCH J	30 Min (since start of current half-hour)	N/A	Count

Table 7: Workforce Advisor Metrics (Continued)

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Threshold Type	Unit
AnsPlus Aband	ANSPLSAB ND_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) WHERE AgentState = [3 ("Ready") OR 115 ("WaitForNextCall")] WHERE AgentId from Agent Groups associated with the service(s)/call type(s) associated with the contact group(s).	Point in Time	Convergence	Count
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

Table 7: Workforce Advisor Metrics (Continued)

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Threshold Type	Unit
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
Fore ASA	FASA	Forecast of the average answer wait time in seconds for calls offered. This field may be blank if 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,Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_FRC_CALC_ASA 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%	FNCODEVPCT	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

Table 7: Workforce Advisor Metrics (Continued)

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Threshold Type	Unit
Forecast AHT	FAHT	Current forecast of the average handle time.	Aspect eWFM,Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_FRC_AHT 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,Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_FRC_IV 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 7: 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, Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_FRC_CALC_ SERVICE_PCT 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 associated 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 7: Workforce Advisor Metrics (Continued)

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Threshold Type	Unit
LoggedOnNet	c_LoggedOnNet	Number of agents logged on to voice minus those not ready or non-productive for this contact group.	Genesys Agent Groups	LoggedOnVoice-(COALESCE(NotReadyVoice,0)-COALESCE(NotReadyVoiceF1,0)-COALESCE(NotReadyVoiceF2,0))	Point in Time	Convergence	Count
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)	REQDEVPCT	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

Table 7: Workforce Advisor Metrics (Continued)

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Threshold Type	Unit
Required Staff	REQ	Number of staff required to handle the forecast workload based on the current forecast.	Aspect eWFM,Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_FRC_REQ_ STAFFING 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
Retrieved calls	c_Rtr	Number of calls answered for the contact group.	Genesys Agent Groups	CallsReceivedInternal + CallsHandled - CallsPartyChanged	30 Min (since start of current half-hour)	Convergence	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
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

Table 7: Workforce Advisor Metrics (Continued)

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Threshold Type	Unit
Scheduled Staff	SCH	Tally of agents scheduled to work in this business group.	Aspect eWFM,Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_SCH_COVERAGE 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)	SLPLSLS ABN_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: [sum(ServiceLevelCallsTo5) + sum(ServiceLevelAbandTo5)] / sum(ServiceLevelCallsOffered To5) * 100% Repeat for ToHalf and Today Genesys Stat Server: [ServiceLevelCallsto5 / (ServiceLevelCallsTo5+Service LevelCallsOnHoldTo5+Service LevelAbandTo5)] *100 Repeat for ToHalf and Today	30 Min (since start of current half-hour)	Convergence	Percent

Table 7: Workforce Advisor Metrics (Continued)

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Threshold Type	Unit
Staffed (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) WHERE AgentId from Agent Groups associated with the service(s)/call type(s) associated with the contact group(s) WHERE AgentState INLIST 1 = Logged On 2 = Not Ready 3 = Ready 4 = Talking 5 = Work Not Ready 6 = Work Ready 7 = Busy Other 8 = Reserved 9 = Unknown 10 = Call On Hold 11 = Active 12 = Paused 14 = Not Active 103 = LoggedIn 104 = OnHook 105 = CallConsult 106 = CallDialing 107 = CallInbound 108 = CallInternal 109 = CallOutbound (continued on next page)	Point in Time	Convergence	Count

Table 7: Workforce Advisor Metrics (Continued)

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Threshold Type	Unit
(continued from previous page) Staffed				(continued from previous page) 110 = CallOnHold 111 = CallRinging 112 = CallUnknown 113 = NotReadyForNextCall 114 = OffHook 115 = WaitForNextCall 117 = AfterCallWork 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 8 lists Agent Group voice metrics.

Table 8: Agent Group Voice Metrics

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
AHT S_AHT	AvgHandled CallsTimeTo 5	Average handle time in seconds for calls answered.	**Cisco ICM** SGRT. AvgHandledCallsTimeTo5 SGRT. CallsHandledTo5 **Genesys** Informiam.Aver HandleStatusTime* →AvgHandledCalls TimeTo5 Informiam.Calls_ Received_Inbound* →CallsHandledTo5	AvgHandledCallsTimeTo5	5 Min (rolling/sliding)	Seconds	AvgHandledCallsTimeTo5/ number of agent groups average weighted by CallsHandledTo5, i.e.sum(AvgHandledCallsTimeTo5 * CallsHandledTo5) / sum(CallsHandledTo5)"
ASA S_ASA	AnswerWait TimeTo5 CallsHandled To5	Average answer wait time in seconds for calls answered. **Notes** ASA requires an Origination DN to be set on the Agent Group.	**Cisco ICM** SGRT. AnswerWaitTime To5 SGRT. CallsAnsweredTo5 SGRT. CallsHandledTo5 **Genesys** Informiam.Total_ Time_To_Answer_Agents* →AnswerWaitTimeTo5 Informiam.Calls Answered* →CallsAnsweredTo5 Informiam.Calls_ Received_Inbound* →CallsHandledTo5	AnswerWaitTimeTo5/Calls AnsweredTo5 If CallsAnsweredTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding)	Seconds	SUM(AnswerWaitTimeTo5 /CallsAnsweredTo5) * CallsHandledTo5 /SUM(CallsHandledTo5) If SUM(CallsAnsweredTo5) = 0, the metric value is shown as N/A.

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
Avail Av	Avail	Number of agents currently in the Available state. **Notes** ‘WaitForNextCall’ only.	Cisco ICM: SGRT.Avail Genesys: Informiam.CurrNumber ReadyStatuses* →SGRT.Avail Genesys individual agent state →AgentState	Avail	Point in Time	Count	A count of distinct agents currently in Available states Cisco: AgentState=3 (Ready) Genesys: AgentState=115 (WaitForNextCall)

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
AvgACW AvgACW_S	WorkReady TimeTo5 WorkNot ReadyTime To5 CallsHandled To5	Average time in seconds spent on after-call work including entering data, filling out forms and making outbound calls necessary to complete the transaction. **Notes** The field WorkNotReadyTime is always NULL in Genesys, but is also meaningless. ACW Time is put into WorkReadyTime, so the Genesys formula is correct despite having a NULL value. It is treated like a zero.	Cisco ICM : SGRT. WorkReadyTimeTo5 SGRT. WorkNotReadyTimeTo5 SGRT. CallsHandledTo5 Genesys: Informiam.Total_ACW_ Time* →WorkReadyTimeTo5 Informiam.Calls_Received _Inbound* →CallsHandledTo5 0 WorkNotReadyTimeTo5 is always 0.	(WorkReadyTimeTo5 + WorkNotReadyTimeTo5)/ CallsHandledTo5 If CallsHandledTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding)	Seconds	SUM(WorkReadyTime+ WorkNotReadyTimeTo5) / SUM(CallsHandledTo5) If SUM(CallsHandledTo5) = 0, the metric value is shown as N/A

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
AvgAcw Time AvgAcw Time	WorkReady TimeTo5 ACWStatus To5	Average 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. **Notes** Replaces WrapUp in 8.1.2	Cisco ICM : N/A Genesys: Informiam.Total_ACW_ Time* →WorkReadyTimeTo5 Informiam.TotalNumber ACW* →ACWStatusTo5	WorkReadyTimeTo5/ACW StatusTo5 If ACWStatusTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding)	Seconds	SUM(WorkReadyTimeTo5)/ SUM(ACWStatusTo5) If SUM(ACWStatusTo5) = 0, the metric value is shown as N/A.
AvgTalk AvtT	AvgHandled CallsTalk TimeTo5	Average talk time in seconds for calls.	Cisco ICM: SGRT. AvgHandledCallsTalkTime To5 Genesys: Informiam.AverTalkStatus Time* →AvgHandledCallsTalk TimeTo5	AvgHandledCallsTalkTime To5	5 Min (rolling/sliding)	Seconds	SUM(AvgHandledCallsTalk TimeTo5 * CallsHandledTo5) / SUM(CallsHandledTo5) If SUM(CallsHandledTo5)=0, the metric value is shown as N/A.

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
AvgTalkTime AvgTalkTime	TalkAndHold TimeTo5 Calls Received InternalTo5 CallsHandled To5 CallsParty ChangedTo5	Average time spent talking on inbound voice. No differentiation between initial and secondary contact. **Notes** Replaces Talk in 8.1.2.	Cisco ICM : N/A Genesys: Informiam.TalkAndHold Time* →TalkAndHoldTimeTo5 Informiam.Calls_Received _Internal* →CallsReceivedInternalTo 5 Informiam.Calls_Received _Internal* →CallsReceivedInternalTo 5 Informiam.Calls_Received _Inbound* →CallsHandledTo5 Informiam.Total_CallParty Changed* →CallsPartyChangedTo5	TalkAndHoldTimeTo5 / (CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) If CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5 =0, the metric value is shown as N/A.	5 Min (rolling/sliding)	Seconds	SUM(TalkAndHoldTimeTo5)/SUM(CallsReceivedInternal To5 + CallsHandledTo5 - CallsPartyChangedTo5) If SUM(CallsReceivedInternal To5 + CallsHandledTo5 - CallsPartyChangedTo5) =0, the metric value is shown as N/A.
BusyOther BO		Number of agents currently in the BusyOther state. **Notes** Not returned in Genesys.	Cisco ICM: SGRT.BusyOther ASGRT.AgentState Genesys: N/A	BusyOther	Point in Time	Count	A count of distinct agents currently in BusyOther state. Cisco: AgentState=7 (BusyOther)

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
Calls Offered O	CallsOffered To5	Number of calls offered.	Cisco ICM: SGRT.CallsOfferedTo5 Genesys: Informiam.CallsOffered* →CallsOfferedTo5	CallsOfferedTo5	5 Min (rolling/sliding)	Count	sum(CallsOfferedTo5)
DateTime		Not displayed The date and time that this data last updated. Used to calculate longest queue and longest available agent.					
Handled [a] Ha	CallsHandled To5	Number of calls handled.	Cisco ICM: SGRT.CallsHandledTo5 Informiam.Calls_Received _Inbound* →CallsHandledTo5	CallsHandledTo5	5 Min (rolling/sliding)	Count	sum(CallsHandledTo5)

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
Hold H	Hold	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. **Notes** Hold Status = CallOnHold	Cisco ICM: SGRT.Hold ASGRT.AgentState Genesys: Informiam.CurrNumber HoldStatuses* →Hold Genesys individual agent state →AgentState	Hold	Point in Time	Count	A count of distinct agents that currently are in states CallsOnHold Cisco: AgentState = 10 (CallOnHold) Genesys: AgentState = 110 (CallOnHold)
LoggedIn LO	LoggedOn	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. **Notes** Any status exc. Logged Out or Not Monitored	Cisco ICM: SGRT.LoggedOn ASGRT.AgentState Genesys: Informiam.CurrAgents LoggedIn* →LoggedOn Genesys individual agent state →AgentState	LoggedIn	Point in Time	Count	A count of distinct agents that currently are not in LoggedOff state Cisco: AgentState: <> 0 (Logged Off) Genesys: AgentState <>116(LoggedOut) and AgentState <>101(NotMonitored) and AgentState <>102(Monitored)

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
LoggedOn	LoggedOn Voice	Number of agents logged on to voice.	Cisco ICM:N/A Genesys: Informiam.CurrAgentsLoggedInVoice* →LoggedOnVoice	Cisco: N/A Genesys: LoggedOnVoice	Point-in-Time	Count	Cisco: N/A Genesys: SUM(LoggedOnVoice)
LoggedOn Net	LoggedOn Voice, NotReady Voice, NotReady VoiceF1, NotReady VoiceF2	The number of agents logged on to voice minus those not ready or non-productive	Cisco ICM: N/A Genesys: Informiam.CurrAgents LoggedInVoice* →LoggedOnVoice Informiam.CurrNumberNotReadyVoiceStatuses* →NotReadyVoice Informiam.CurrNumberNotReadyVoiceStatuses* + Filter1 →NotReadyVoiceF1 Informiam.CurrNumberNotReadyVoiceStatuses* + Filter2 →NotReadyVoiceF2	Cisco: N/A Genesys: LoggedOnVoice - (NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2)	Point-in-Time	Count	Cisco: N/A Genesys: SUM(LoggedOnVoice - (NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2))

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
LongAvail LA	LongestAvail Agent	Time in seconds that the longest available agent has been available.	Cisco ICM: SGRT. LongestAvailAgent SGRT.DateTime Genesys: Informiam.LongestAvail Agent* →LongestAvailAgent DateTime	max((DateTime -LongestAvailAgent) * 24 * 60 * 60)	Point in Time	Seconds	max((DateTime -LongestAvailAgent) * 24 * 60 * 60)
LongQueue LQ	LongQueue	Time in seconds that the currently longest (oldest) call has been in queue. **Notes** Not Returned in Genesys	Cisco ICM: SGRT. LongestCallQ SGRT.DateTime Genesys: N/A	(DateTime - LongestCallQ) * 24 * 60 * 60	Point in Time	Seconds	max((DateTime - LongestCallQ) * 24 * 60 * 60)
NotReady NR	NotReady, WorkNot Ready	Number of agents in the Not Ready or Work Not Ready (ACW, Wrap) state. **Notes** Not Ready Status is `NotReadyForNextCall` ACW status is `AfterCallWork`.	Cisco ICM : SGRT. NotReady SGRT. WorkNotReady ASGRT.AgentState Genesys: Informiam.CurrNumberNot ReadyStatuses* →NotReady WorkNotReady is always 0.	NotReady +WorkNotReady	Point in Time	Count	A count of distinct agents currently in Not Ready states Cisco: AgentState=2 (NotReady) or AgentState=5 (WorkNotReady) Genesys AgentState=113 (NotReadyForNextCall)

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
Queue Q	Queue	Number of calls currently queued. **Notes** Not returned in Genesys	Cisco ICM: ASGRT. CallsQueuedNow Genesys: N/A	CallsQueuedNow		Count	SUM(CallsQueuedNow)
Ready R	Ready	Number of agents in the Ready state. **Notes** Any status except: • NotReadyForNext Call • LoggedOut • NotMonitored	Cisco ICM : SGRT. NotReady SGRT. WorkNotReady ASGRT.AgentState Genesys: Informiam.CurrentReady Agents* →Ready Genesys individual agent state →AgentState	Ready		Count	A count of distinct agents currently in Ready states Cisco: AgentState<>2 (NotReady) and AgentState<>5 (WorkNotReady) and AgentState<>0 (Logged Off) Genesys: AgentState<>113 (NotReadyForNextCall) and AgentState <>116(LoggedOut) and AgentState <>101(NotMonitored) and AgentState <>102(Monitored)

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
TalkIn [a] TI	TalkingIn	Number of inbound calls currently associated with the agent group.	Cisco ICM: SGRT. TalkingIn Genesys: Informiam.Current_Calls_Inbound* →TalkingIn	TalkingIn		Count	Cisco: SUM(TalkingIn) Genesys: A count of distinct agents currently in TalkingIn state. Genesys AgentState = 107 (TalkingIn) In mixed environment, Genesys TalkingIn state count is added to SUM(TalkingIn).

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
Talking [a] T	TalkingIn TalkingOut TalkingOther	Number of calls currently associated with the agent group.	Cisco ICM: SGRT.TalkingIn SGRT.TalkingOut SGRT.TalkingOther SGRT.TalkingPreview SGRT. TalkingReserve SGRT.TalkingAutoOut Genesys: Informiam.Current_Calls_Inbound* →TalkingIn Informiam.Current_Calls_Outbound* →TalkingOut Informiam.Current_Calls_Other* →TalkingOther TalkingPreview, TalkingReserve, TalkingAutoOut are always = 0	TalkingIn+ TalkingOut + TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut	Point-in-Time		Cisco: SUM(TalkingIn + TalkingOut + TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut) Genesys: A count of distinct agents currently in Talking state. Genesys AgentState IN (105,107,108,109,112) (Talking) In mixed environment, Genesys Talking state count is added to SUM(TalkingIn + TalkingOut + TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut).

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
TalkOut [a] TIkO	TalkingOut	Number of outbound calls currently associated with the agent group.	Cisco ICM: SGRT.TalkingOut Genesys: Informiam.Current_Calls_Outbound* →TalkingOut	TalkingOut			Cisco: SUM(TalkingOut) Genesys: A count of distinct agents currently in TalkingOut state. Genesys AgentState = 109 (TalkingOut) In mixed environment, Genesys TalkingOut state count is added to SUM(TalkingOut).
Util% U	Percent UtilizationTo 5	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: SGRT. PercentUtilizationTo5 Genesys: Informiam.Utilization*/100 →PercentUtilizationTo5	PercentUtilizationTo5*100 %	5 Min (rolling/sliding)	Percent	SUM(PercentUtilizationTo5 * CallsHandledTo5) / SUM(CallsHandledTo5) * 100 If SUM(CallsHandledTo5)=0, the metric value is shown as N/A.

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping → Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
Wrap W	WorkReady WorkNot Ready	Number of agents in the Work Ready and Work Not Ready (ACW, Wrap) states. **Notes** WorkNotReady does not exist in Genesys, so is always NULL. Formula for Genesys is thus `=WorkReady`.	Cisco ICM : SGRT. WorkReady SGRT. WorkNotReady Genesys: Informiam.CurrNumberNotReadyStatuses* →WorkReady WorkNotReady is always 0.	WorkReady + WorkNotReady	5 Min (rolling/sliding)	Count	Cisco: SUM(WorkReady + WorkNotReady) Genesys: A count of distinct agents currently in AfterCallWork state Genesys AgentState = 117 (AfterCallWork) In mixed environment Genesys AfterCallWork state count is added to SUM(WorkReady + WorkNotReady)
% Handlingtime (plus Campaign Calls / SignOn Time) PctHCpgnSo	TalkAndHold TimeF1To5 OuboundTalk TimeF1to5 LoggedOn VoiceTimeTo 5	Percentage of time spent handling campaign calls versus the time logged on to voice.	Cisco ICM: N/A Genesys: Total_Outbound_Talk_Time*+Filter →OutboundTalkTimeF1To5 Informiam.TalkAndHoldTime*+Filter →TalkAndHoldTimeF1To5 Informiam.Total_LoggedIn_Voice_Time* →LoggedOnVoiceTimeTo5	(OutboundTalkTimeF1To5 +TalkAndHoldTimeF1To5) /LoggedOnVoiceTimeTo5* 100 If LoggedOnVoiceTimeTo5= 0,the metric value is shown as N/A	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	SUM(TalkTimeF1To5+ OutboundTalkTimeF1To5) / SUM(LoggedOnVoiceTime To5) * 100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
% Idle to SignOn PctIdleSo	NotReady VoiceTimeTo 5 NotReady VoiceTimeF1 To5 NotReady VoiceTimeF2 To5 LoggedOn VoiceTimeTo 5	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.	Cisco ICM: N/A Genesys: Informiam.Total_NotReady _Voice_Time* →NotReadyVoiceTime Informiam.Total_NotReady _Voice_Time*+Filter1 →NotReadyVoiceTimeF1 Informiam.Total_NotReady _Voice_Time*+Filter2 →NotReadyVoiceTimeF1 Informiam.Total_LoggedIn _Voice_Time* →LoggedOnVoiceTimeTo 5	(NotReadyVoiceTime To5 - NotReadyVoiceTimeF1 To5 - NotReadyVoiceTimeF2 To5) / LoggedOnVoiceTimeTo5 * 100 If LoggedOnVoiceTimeTo5= 0, the metric value is shown as N/A	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTime To5-NotReadyVoiceTimeF1 To5 - NotReadyVoiceTimeF2To5) / SUM(LoggedOnVoiceTime To5) * 100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A
% Inbound to SignOn PctibSo	TalkAndHold TimeTo5 WorkReaady TimeTo5 LoggedOn VoiceTimeTo 5	Percentage of time spent handling inbound voice versus the time logged on to voice.	Cisco ICM: N/A Genesys: Informiam.TalkAndHold Time* →TalkAndHoldTimeTo5 Informiam.Total_ACW_ Time* →WorkReadyTimeTo5 Informiam.Total_LoggedIn _Voice_Time* →LoggedOnVoiceTimeTo 5	(TalkAndHoldTimeTo5+ WorkReadyTimeTo5)/ LoggedOnVoiceTimeTo5,0)*100 If LoggedOnVoiceTimeTo5= 0, the metric value is shown as N/A.	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	SUM(TalkTimeTo5 + WorkReadyTimeTo5 +HoldTimeTo5)/ SUM(LoggedOnVoiceTime To5)*100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
% Ready to SignOn PctRSo	Available TimeTo5 LoggedOn VoiceTimeTo 5	Percentage of time that agents were ready versus the time they were logged on to voice.	Cisco ICM: N/A Genesys: Informiam.Total_Available _Time* →AvailableTimeTo5 Informiam.Total_LoggedIn _Voice_Time* →LoggedOnVoiceTimeTo 5	AvailableTimeTo5 / LoggedOnVoiceTimeTo5* 100 If LoggedOnVoiceTimeTo5= 0, the metric value is shown as N/A	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	sum(AvailableTimeTo5) / sum(LoggedOnVoiceTimeTo 5) * 100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A
% Uncontrolled Outbound to SignOn PctUobSo	Outbound TalkTime LoggedOn VoiceTimeTo 5	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.	Cisco ICM: N/A Genesys: Informiam.Total_Outbound _Talk_Time*+Filter →OutboundTalkTimeF1T o5 Informiam.Total_LoggedIn _Voice_Time* →LoggedOnVoiceTimeTo 5	OutboundTalkTimeF1To5/ LoggedOnVoiceTimeTo5* 100 If LoggedOnVoiceTimeTo5= 0, the metric value is shown as N/A	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	SUM(OutboundTalkTimeF1 To5)/ SUM(LoggedOnVoiceTime To5)*100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
% WF-NCRMT to SignOn PctWFncrmtSo	NotReady VoiceTimeF2 To5 LoggedOn VoiceTimeTo 5	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.	Cisco ICM: N/A Genesys: Informiam.Total_NotReady _Voice_Time*+Filter →NotReadyVoiceTimeF2 To5 Informiam.Total_LoggedIn _Voice_Time* →LoggedOnVoiceTimeTo 5	NotReadyVoiceTimeF2To5 / LoggedOnVoiceTimeTo5 * 100 If LoggedOnVoiceTimeTo5= 0, the metric value is shown as N/A	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTime F2To5) / sum(LoggedOnVoiceTime To5)* 100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A
% WF-RC2 to SignOn PctWFrc2So	NotReady VoiceTimeF1 To5 LoggedOn VoiceTimeTo 5	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.	Cisco ICM: N/A Genesys: Informiam.Total_NotReady _Voice_Time* →NotReadyVoiceTimeF1 To5 Informiam.Total_LoggedIn _Voice_Time* →LoggedOnVoiceTimeTo 5	NotReadyVoiceTimeF1To5 / LoggedOnVoiceTimeTo5 * 100 If LoggedOnVoiceTimeTo5= 0, the metric value is shown as N/A	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTime F1To5) / SUM(LoggedOnVoiceTime To5) * 100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A
AvailVoice [a]	VoiceAvail	The number of agents currently ready and waiting for next voice.	Cisco ICM: N/A Genesys: Informiam.AgentCurrent TargetState* →VoiceAvail	VoiceAvail	Point in Time	Count	sum(VoiceAvail)

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
CHT-P CHT-P	TalkAndHold TimeTo5 WorkReady Time Calls Received Internal CallsHandled CallsParty Changed	Average handling time for voice. The calculation includes the total time spent on rework, hold time, and the time spent on the inbound, outbound and extension calls answered during the rework. The time spent on inbound callbacks is also considered.	Cisco ICM: N/A Genesys: Informiam.TalkAndHold Time* →TalkAndHoldTime Informiam.Total_ACW Time* →WorkReadyTimeTo5 Informiam.Calls_Received _Inbound* →CallsHandledTo5 Informiam.Calls_Received _Internal* →CallsReceivedInternalTo 5 →CallsPartyChangedTo5 Informiam.Total_CallParty Changed* →CallsPartyChangedTo5	(TalkAndHoldTimeTo5+ WorkReadyTimeTo5)/(Call sReceivedInternalTo5 +CallsHandledTo5 - CallsPartyChangedTo5) If)/(CallsReceivedInternal To5 +CallsHandledTo5 - CallsPartyChangedTo5) =0, the metric value is shown as N/A	30 Min (since start of current half-hour) 60 Min (rolling/sliding) Today/Daily (since midnight)	Seconds	SUM(TalkAndHoldTimeTo5 +WorkReadyTimeTo5)/ SUM(CallsReceivedInternal To5 +CallsHandledTo5 -CallsPartyChangedTo5) If SUM(CallsReceivedInternal To5 +CallsHandledTo5 -CallsPartyChangedTo5) =0, the metric value is shown as N/A

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
Handling Campaign Calls HCpgn	TalkingInF1 TalkingOut F1 TalkingOther F1	Number of agents currently handling a campaign call.	Cisco ICM: N/A Genesys: Informiam.Current_Calls_Inbound* + Filter →TalkingIn Informiam.Current_Calls_Outbound* + Filter →TalkingOut Informiam.Current_Calls_Other* + Filter →TalkingOther	TalkingInF1 + TalkingOutF1 + TalkingOtherF1	Point in Time	Count	SUM(TalkingInF1 + TalkingOutF1 + TalkingOtherF1)
Handling Voice [a] HVoice	TalkingIn TalkingOther	Number of agents talking on inbound (ACD) calls.	Cisco ICM: N/A Genesys: Informiam.Current_Calls_Inbound* + Filter →TalkingIn Informiam.Current_Calls_Other* + Filter →TalkingOther	TalkingIn + TalkingOther	5 Min (rolling/sliding)	Count	sum(TalkingIn + TalkingOther)
HandlingNon Voice HandlingNon Voice	HandlingF1 (F1 = MediaType!= Voice)	Number of agents currently involved in a non-voice interaction.	Cisco: N/A Genesys: Informiam.CurrentNumber Handling	N/A (this is a source metric, no computation at agent level)	Point-in-time	Count	SUM(HandlingNonVoice)

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
LoggedOn [a] LoggedOn	LoggedOn Voice	Number of agents logged on to voice.	Cisco ICM: SGRT.LoggedOn ASGRT.AgentState Genesys: Informiam.CurrAgents LoggedInVoice* →LoggedOnVoice	Cisco : LoggedOn Genesys: LoggedOnVoice		Count	A count of distinct CISCO agents that currently are not in LoggedOff state Cisco: AgentState: <> 0 (Logged Off) Genesys: SUM(LoggedOnVoice) In mixed environment Genesys LoggedOnVoice count is added to the count of Cisco AgentState count.

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
Retrieved calls [FILTER*n*] Rtr RtrF1 RtrF2 RtrF*n* **NOTE:** Only Rtr is supported in WA. CCAdv supports Rtr, RtrF1, RtrF2 … RtrFn. There is only one metric called Retrieved Calls in WA (without filter). There are multiple Retrieved Calls metrics in CCAdv (without filter and with filters).	Calls ReceivedInter nalF*n*To5 CallsHandled F*n*To5 CallsParty ChangedF*n* To5	Number of calls answered by the selected group (not filtered or filtered)	Genesys Agent Groups Informiam.Calls_Received _Internal* (+ Filter) →CallsReceivedInternal (Fn)To5 Informiam.Calls_Received _Inbound* (+Filter) →CallsHandled(Fn)To5 Informiam.Total_CallParty Changed* →CallsPartyChanged(Fn) To5	CallsReceivedInternal(Fn) To5 + CallsHandled(Fn)To5 – CallsPartyChanged(Fn)To5	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Count	sum(CallsReceivedInternal (Fn)To5 + CallsHandled(Fn)To5 – CallsPartyChanged(Fn)To5)

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping →Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
SignOn [a] So		Total time spent logged on to voice.	Cisco ICM: N/A Genesys: Informiam.Total_LoggedIn_Voice_Time* →LoggedOnVoiceTimeTo5	LoggedOnVoiceTimeTo5	5 Min (rolling/sliding) 30 Min (since start of current half-hour),	Minutes	sum(LoggedOnVoiceTimeTo5)
NotReady (CRMT) NRcrmt	NotReady VoiceF1	Number of agents in the not ready state due to reason code 2 (CRMT).	Cisco ICM: N/A Genesys: Informiam.CurrNumberNotReadyVoiceStatuses* →NotReadyVoiceF1	NotReadyVoiceF1	Point in Time	Count	sum(NotReadyVoiceF1)
NotReady (not productive) [a] NRnp	NotReady Voice NotReady VoiceF1 NotReady VoiceF2	Number of agents in the not ready, non-productive state.	Cisco ICM: N/A Genesys: Informiam.CurrNumberNotReadyVoiceStatuses* + Filter1 →NotReadyVoiceF1 Informiam.CurrNumberNotReadyVoiceStatuses* + Filter2 →NotReadyVoiceF2	NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2 NotReadyVoiceF3	Point in Time	Count	sum(NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2)

Table 8: Agent Group Voice Metrics (Continued)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping → Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
NotReady (other productive) [a] NRothp	NotReady VoiceF2 NotReady VoiceF3	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.	Cisco ICM: N/A Genesys: Informiam.CurrNumberNotReadyVoiceStatuses* + Filter2 →NotReadyVoiceF2 Informiam.CurrNumberNotReadyVoiceStatuses* + Filter3 →NotReadyVoiceF3	NotReadyVoiceF2+ NotReadyVoiceF3	Point in Time	Count	sum(NotReadyVoiceF2+ NotReadyVoiceF3)

a. Metric duplication in Totals for these metrics is possible if there are agents that belong to more than one Genesys agent group.

Appendix

D Alert Metrics

Table 9 on page 186 lists alert metrics.

Table 9: 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. • For a key action report, display the Key Action Date from the `Action Management` page.	

Table 9: 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`) • 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. `(3, 2, 1, 0, -1, -2, or -3)` 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`). 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 9: 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 10 lists Stat Server metrics.

Table 10: 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 10: 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 10: 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 10: Stat Server Metrics (Continued)

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

Table 10: 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 10: Stat Server Metrics (Continued)

Metric ID	Stat Server Metric Name	Definition	Conversion Type
16	Informiam.CurrNumberWaiting Calls	Category=CurrentNumber	None
		Description=Current Number of Calls waiting in Queue	
		Formula=DCID	
		MainMask=CallWait	
		Objects=Queue, RoutePoint, GroupQueues	
		Subject=DNAction	
91	Informiam.CurrentNumber Handling	Category=CurrentNumber	None
		MainMask=CallInbound, CallInternal, Call Consult, CallUnknown, CallOnHold, CallOutbound	
		Objects=Agent, GroupAgents	
		Subject=AgentStatus	
17	Informiam.CurrTotalLoginTime	Category=CurrentContinuousTime	None
		MainMask=*, ~LoggedOut	
		Objects=Agent	
		Subject=AgentStatus	

Table 10: Stat Server Metrics (Continued)

Metric ID	Stat Server Metric Name	Definition	Conversion Type
18	Informiam.Calls_Received_ Inbound	Category=TotalNumber	None
		MainMask=CallInbound	
		Objects=Agent, Place, GroupAgents, GroupPlaces	
		Subject=Action	
		Media Type=Voice	
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	

Table 10: Stat Server Metrics (Continued)

Metric ID	Stat Server Metric Name	Definition	Conversion Type
102	Informiam.Longest_Call	Category=MaxTime	None
		MainMask=CallInbound, CallUnknown	
		Objects=Agent	
		Subject=DNAction	
107	Informiam.Reason_Code	Category= CurrentStateReasons	ReasonCode
		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 10: 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 10: Stat Server Metrics (Continued)

Metric ID	Stat Server Metric Name	Definition	Conversion Type
106	Informiam.Total_ACW_Calls_inTRange	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	
90	Informiam.TotalNumberACW	Category=TotalNumber	None
		MainMask=AfterCallWork	
		Objects=Agent, GroupAgents	
		Subject=DNAction	
		MediaType=voice	

Table 10: 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 10: Stat Server Metrics (Continued)

Metric ID	Stat Server Metric Name	Definition	Conversion Type
312	Informiam.TotalCalls_Cleared	Category=TotalNumber	None
		Description=Number of calls that cannot be distributed, because the queue is full.	
		MainMask=CallCleared	
		Objects=Queue, GroupQueue	
		Subject=DNAction	
313	Informiam.TotalCalls_Entered	Category=TotalNumber	None
		MainMask=CallEntered	
		Objects=Queue, GroupQueue	
		Subject=DNAction	
		MediaType=Voice	
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	

Table 10: Stat Server Metrics (Continued)

Metric ID	Stat Server Metric Name	Definition	Conversion Type
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 10: 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=TotalTime	None
		MainMask=CallInbound, CallUnknown, CallConsult, CallInternal	
		Objects=Agent, Place, GroupAgents, GroupPlaces	
		Subject=DNAction	
		MediaType=voice	
29	Informiam.Total_Time_To_ Answer	Category=TotalTime	None
		Description=Total time to answer	
		MainMask=CallAnswered	
		Objects=GroupQueues,Queue,RoutePoint	
		Subject=DNAction	

Table 10: 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 10: 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=*, ~NotMonitored	
		Objects=Agents, GroupAgents, GroupPlaces	
		Subject=DNStatus	
		MediaType=voice	
81	Informiam.Total_NotReady_Time	Category=TotalTime	None
		MainMask=NotReadyForNextCall	
		Objects=GroupAgents, GroupPlaces	
		Subject=AgentStatus	

Table 10: Stat Server Metrics (Continued)

Metric ID	Stat Server Metric Name	Definition	Conversion Type
89	Informiam.TotalTalkAnd HoldTime	Category=TotalTime	None
		MainMask=CallInbound, CallConsult, CallUnknown, CallInternal	
		Objects=Agent, GroupAgents, Place, GroupPlaces	
		Subject=DNAction	
		MediaType=voice	
	Informiam.TotalTime InteractionsHandled	Category=TotalTime	
		MainMask=CallInbound, CallInternal, Call Consult, CallUnknown, CallOnHold	
		Objects=Agent, GroupAgents	
		Subject=AgentStatus	
82	Informiam.Queue_Calls_Handled	Category=TotalNumber	None
		MainMask=CallReleased	
		Objects=Queue, GroupQueues, RoutePoint	
		Subject=DNAction	

Table 10: Stat Server Metrics (Continued)

Metric ID	Stat Server Metric Name	Definition	Conversion Type
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	
86	Informiam.CurrentAgent MembersLoggedIn	Category=CurrentState	addAgentsToGroup
		MainMask=LoggedIn	
		Objects=GroupAgents	
		Subject=DNAction	

Table 10: Stat Server Metrics (Continued)

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

Appendix

F Queue Metrics and Agent Statistics

This appendix contains two sections:

Queue Metrics

Table 11 lists queue metrics, and maps Advisors metrics to Stat Server metrics.

Table 11: 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 11: 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
CallsClearedTo5	Informiam.TotalCalls_Cleared	Last5Mins	N/A	Yes
CallsClearedHalf	Informiam.TotalCalls_Cleared	Last30Mins, Growing	N/A	Yes
CallsCleared Today	Informiam.TotalCalls_Cleared	OneDay, Growing	N/A	Yes
CallsEnteredHalf	Informiam.TotalCalls_Entered	Last30Mins	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

Table 11: Queue Metrics (Continued)

Advisors Metric	Stat Server Metric	Time Profile	Time Range	Filtered
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
RouterCallsQ Now	Informiam.CurrNumberWaitingCalls	CollectorDefault	N/A	Yes
RouterCallsQ NowTime	Informiam.Total_Time_Waiting_ Calls	CollectorDefault	N/A	Yes
RouterLongest CallQ	Informiam.CurrMaxCallWaitingTim e	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

Table 11: Queue Metrics (Continued)

Advisors Metric	Stat Server Metric	Time Profile	Time Range	Filtered
ServiceLevel CallsQHeld	Informiam.ServiceLevelCallsOnHold _Current	CollectorDefault	GreaterThan20 Secs	Yes
TalkTimeHalf	Informiam.Queue_Talk_Time	Last30MinsGrowing	N/A	Yes
TalkTimeTo5	Informiam.Queue_Talk_Time	Last5Mins	N/A	Yes
TalkTimeToday	Informiam.Queue_Talk_Time	OneDay	N/A	Yes

Agent Statistics

Table 12 lists agent statistics.

Table 12: Agent Statistics

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

Appendix

G Agent Group Metrics

Table 13 shows the list of all Advisors metrics retrieved for Contact Center Advisor and Workforce Advisor and maps the Advisors metrics to Stat Server metrics.

Table 13: Agent Group Metrics

Advisors Metric	Stat Server Metric	Time Profile	Filtered
ACWStatusTo5	Informiam.TotalNumberACW	Last5Mins	Yes
AnswerWaitTimeTo5	Informiam.Total_Time_To_Answer_Agents	Last5Mins	Yes
Avail	Informiam.CurrNumberReady Statuses	CollectorDefault	No
AvgHandledCallsTalkTimeTo5	Informiam.AverTalkStatusTime	Last5Mins	Yes
AvgHandledCallsTimeTo5	Informiam.AverHandleStatusTime	Last5Mins	Yes
CallsAnsweredTo5	Informiam.CallsAnswered	Last5Mins	Yes
CallsHandledHalf	Informiam.Calls_Received_Inbound	Last30MinsGrowing	Yes
CallsHandledTo5	Informiam.Calls_Received_Inbound	Last5Mins	Yes
CallsHandledToday	Informiam.Calls_Received_Inbound	OneDay	Yes
CallsOfferedTo5	Informiam.CallsOffered	Last5Mins	Yes
HandlingF1	Informiam.CurrentNumber Handling	CollectorDefault	Yes
Hold	Informiam.CurrNumberHoldStatuses	CollectorDefault	Yes

Table 13: Agent Group Metrics (Continued)

Advisors Metric	Stat Server Metric	Time Profile	Filtered
LoggedOn	Informiam.CurrAgentsLoggedIn	CollectorDefault	No
LoggedOnTimeTo5	Informiam.Total_LoggedIn_Time	Last5Mins	No
LongestAvailAgent	Informiam.LongestAvailAgent	CollectorDefault	No
NotReady	Informiam.CurrNumberNotReady Statuses	CollectorDefault	No
PercentUtilizationTo5	Informiam.Utilization	Last5Mins	No
TalkAndHoldTimeTo5	Informiam.TalkAndHoldTime	Last5Mins	Yes
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

H Web and E-mail Metrics (CCAdv Only)

This appendix contains four sections:

Queue Metrics—Web Chat

Table 14 lists Queue metrics for Web chat interactions.

Table 14: 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 ChatEnteredHalf 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 ChatMaxInQHalf ChatMaxInQToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)		Count

Table 14: 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 ChatMinInQHalf 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 ChatMovedHalf 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 ChatProcessedHalf 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 15 lists Queue metrics for e-mail interactions.

Table 15: 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 EmailEnteredHalf 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 EmailMaxInQHalf EmailMaxInQToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)		Count

Table 15: 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 EmailMinInQHalf 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 EmailMovedHalf 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 16 lists Web chat metrics for agent groups.

Table 16: 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 ChatAcceptedHalf 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 ChatHandleTimeHalf / ChatHandledHalf 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 ChatHandledHalf / ChatOfferedHalf 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 ChatHandledHalf ChatHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A	Count

Table 16: 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 ChatHandleTimeHalf ChatHandleTime Today	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Seconds
Metric: [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 Chat_InbStopped_ Half 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 ChatOfferedHalf 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 ChatRejectedHalf / ChatOfferedHalf 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 ChatRejectedHalf ChatRejectedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Count

Table 16: 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 ChatTimedOutHalf / ChatOfferedHalf 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 ChatTimedOutHalf 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 ChatTransfersHalf 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 17 lists agent group metrics for e-mail.

Table 17: 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 EmailAcceptedHalf 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 EmailHandleTime Half/ EmailHandledHalf 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 EmailHandledHalf / EmailOfferedHalf 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 EmailHandledHalf EmailHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)		Count

Table 17: 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 Email_InbStopped_Half 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 EmailOfferedHalf 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 EmailRejectedHalf / EmailOfferedHalf 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 EmailRejectedHalf 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 EmailTimedOutHalf / EmailOfferedHalf EmailTimedOut Today / EmailOfferedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Percent

Table 17: 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 EmailTimedOutHalf 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 EmailTransfersHalf 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 18 describes and illustrates the type conventions that are used in this document.

Table 18: Type Styles

Type Style	Used For	Examples
Italic	• Document titles • Emphasis • Definitions of (or first references to) unfamiliar terms • Mathematical variables 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 230).	Please consult the *Genesys Migration Guide* for more information. Do *not* use this value for this option. A *customary and usual* practice is one that is widely accepted and used within a particular industry or profession. The formula, x +1 = 7 where x stands for . . .

Table 18: Type Styles (Continued)

Type Style	Used For	Examples
Monospace font (Looks like `teletype` or `typewriter text`)	All programming identifiers and GUI elements. This convention includes: • 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. • The values of options. • Logical arguments and command syntax. • Code samples. 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. In the `Operand` text box, enter your formula. Click `OK` to exit the `Properties` dialog box. T-Server distributes the error messages in `EventError` events. If you select `true` for the `inbound-bsns-calls` option, all established inbound calls on a local agent are considered business calls. 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. **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>`

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