

5.2 General Information About My Grades

Bright Pattern Documentation

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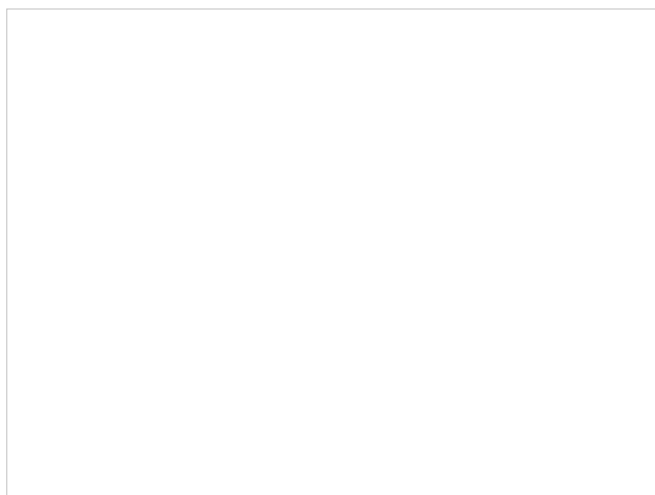
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My Grades Views

The configuration of *My Grades* can be changed; either you or your supervisor can select what widgets to show in any of the six slots. If the widgets are changed, the current layout is saved upon logout.

To change the display in a given widget, click the **down arrow**  located in the upper right-hand corner. This will produce a drop-down menu that allows you to choose any of the widgets for display.



Choose the widgets you see in My Grades by selecting from the drop-down menu

List of My Grades Widgets

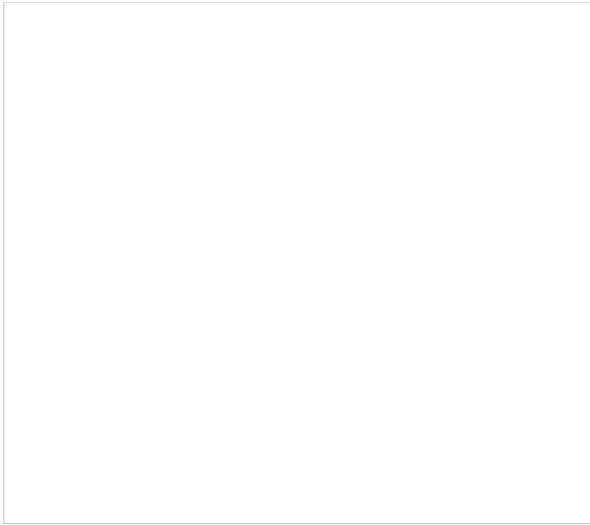
The following is a list of the widgets available in My Grades, including descriptions of what they do. Widgets are listed in alphabetical order.

Agenda

The *Agenda* widget displays upcoming agenda items from your [Calendar](#). If there is no agenda, the widget will display text stating so.

The widget shows your schedule for today based on the current time (all items currently in progress and scheduled later than the current time). Items in progress or items that are due in less than 10 minutes are shown with a red bar on the left side. Items that are due in less than 2 hours are shown with a brown bar on the left side. Other items are shown with a blue bar on the left side.

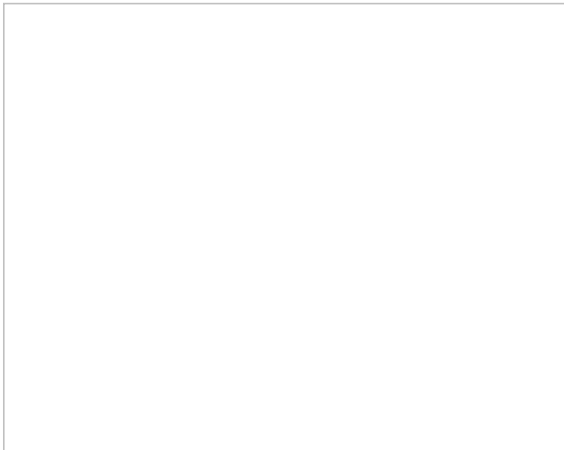
If the number of scheduled items is too large, then the widget shows the top few items and dots (“...”). If you click within the widget, Agent Desktop navigates to the Calendar.



Agenda widget

Alerts

The *Alerts* widget displays the last delivered supervisor’s internal chat message. If a new message is delivered, it replaces the previous one. If you click within the Alerts widget, Agent Desktop navigates to [Personal Chat](#) and the current message is considered “read” and is removed from the widget.



Alerts widget

Break Time Remaining

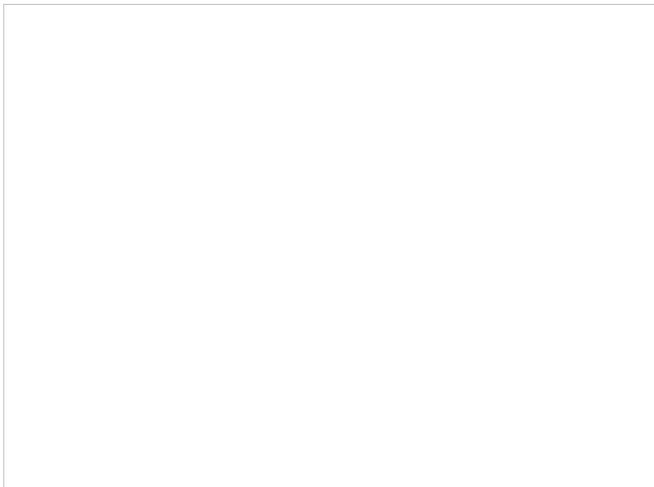
The *Break Time Remaining* widget displays the total time used out of your allotted [Break](#) time. If you hover your cursor over the widget, you may highlight either allotted break time or used time.



Break time remaining

Dispositions

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Dispositions widget

My Stats vs. My Team

The *My Stats vs. My Team's* widget displays metrics of your performance against the average of your team's. The metrics are the following:

- **Handled**

Displays the number of interactions handled by agents for the day

- **Average handling time**

Displays the average amount of time spent handling and completing interactions

- **Successful interactions**

Displays the percentage of calls that received the [Success](#) disposition type

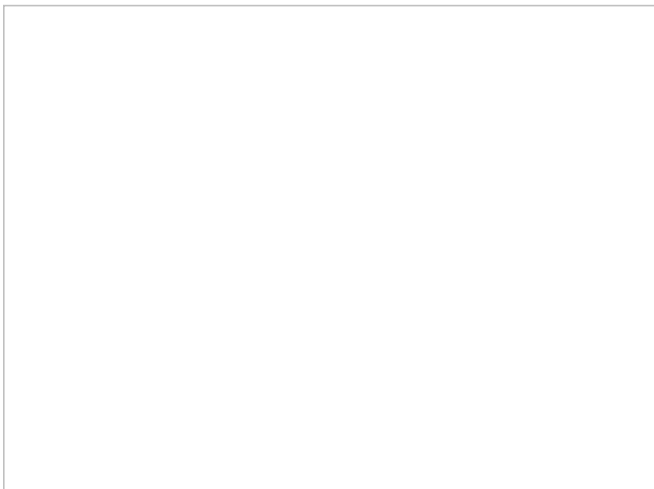
If you hover your cursor over the widget, you may highlight information about any of the displayed metrics.



Your and your team's statistics

Satisfaction

The *Satisfaction* widget displays a short list of [real-time metrics](#) related to a customer's satisfaction.



Satisfaction widget

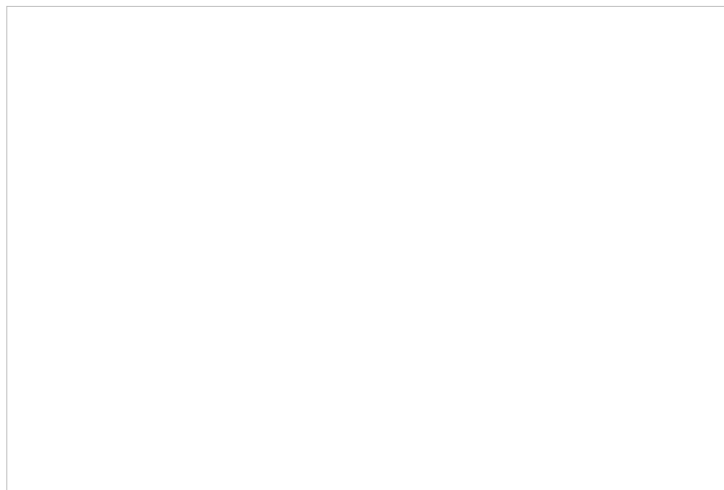
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- [Custom Survey Metric 1](#)
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- [Resolutions](#)

Please note: Demeanor, Net Promoter Score, and Resolutions are the default metrics displayed.

Configuring the Satisfaction Widget

To change the metrics displayed in this widget, click the **cog icon** in the upper right-hand corner of the widget. A pop-out window will allow you to select the desired metric.



Satisfaction metrics selection

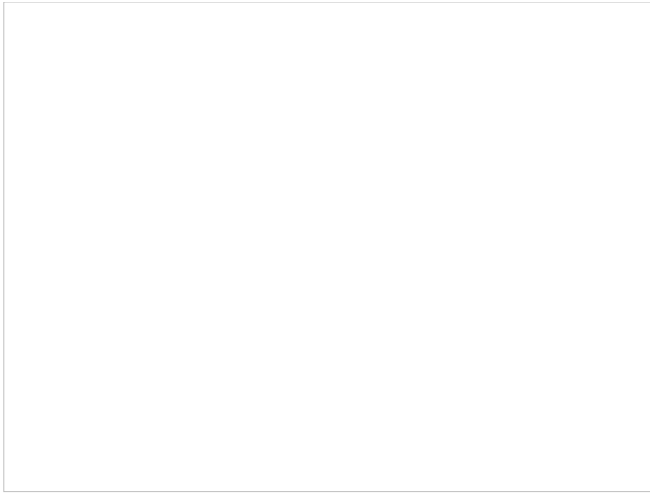
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List of My Grades Widgets

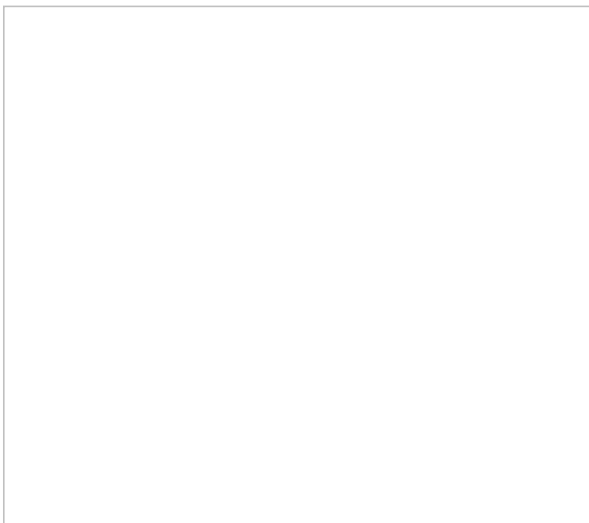
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Agenda widget

Alerts

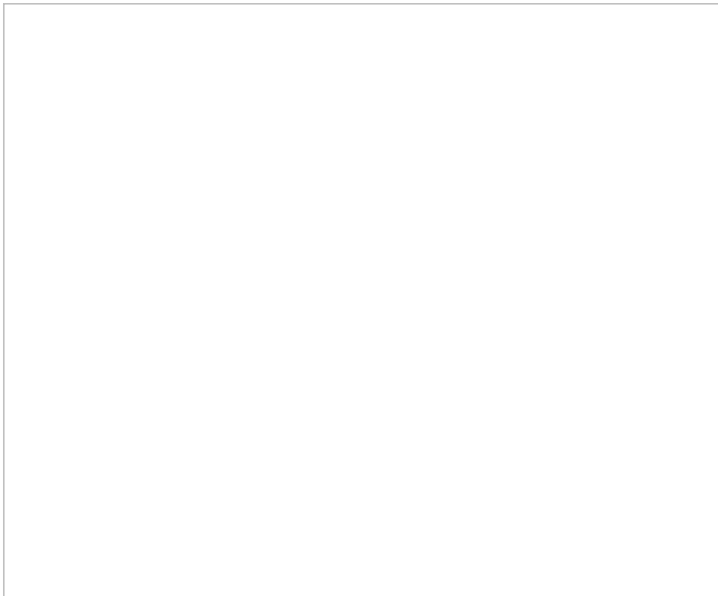
The *Alerts* widget displays the last delivered supervisor’s internal chat message. If a new message is delivered, it replaces the previous one. If you click within the Alerts widget, Agent Desktop navigates to [Personal Chat](#) and the current message is considered “read” and is removed from the widget.



Alerts widget

Break Time Remaining

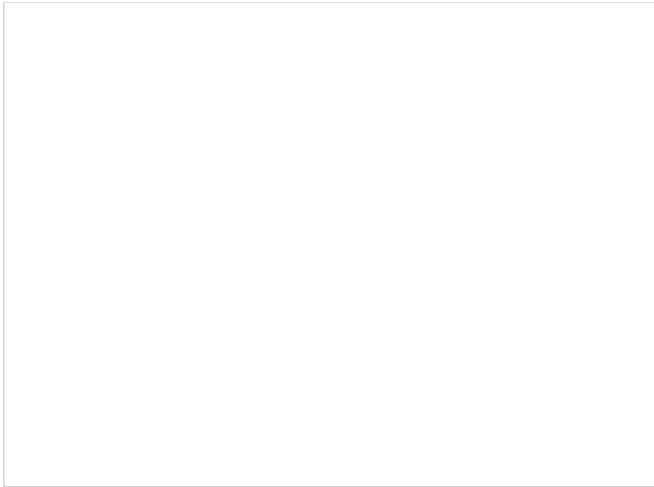
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Break time remaining

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Dispositions widget

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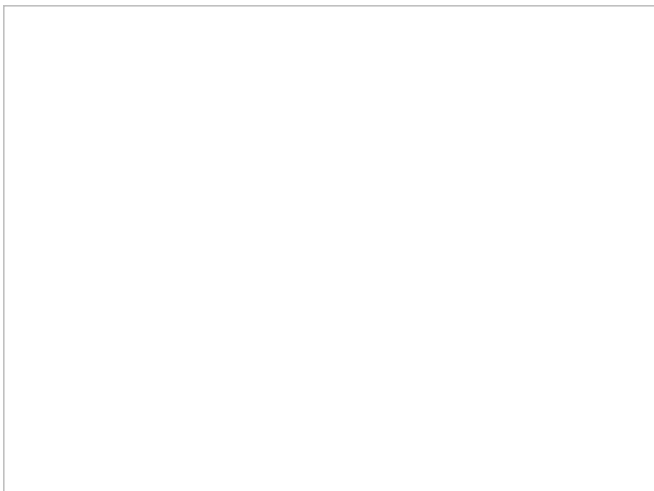
- **Average handling time**

Displays the average amount of time spent handling and completing interactions

- **Successful interactions**

Displays the percentage of calls that received the [Success](#) disposition type

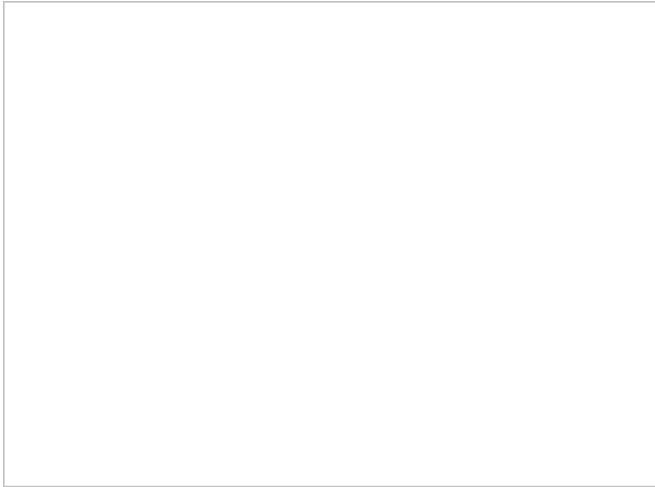
If you hover your cursor over the widget, you may highlight information about any of the displayed metrics.



Your and your team's statistics

Satisfaction

The *Satisfaction* widget displays a short list of [real-time metrics](#) related to a customer's satisfaction.



Satisfaction widget

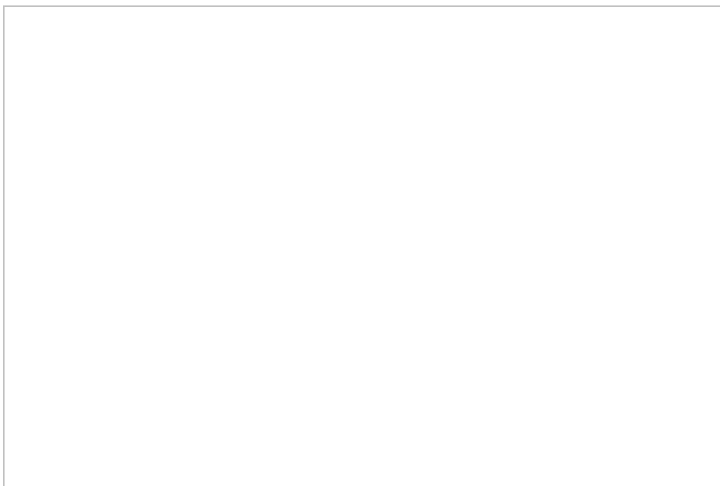
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Please note: Demeanor, Net Promoter Score, and Resolutions are the default metrics displayed.

Configuring the Satisfaction Widget

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Satisfaction metrics selection

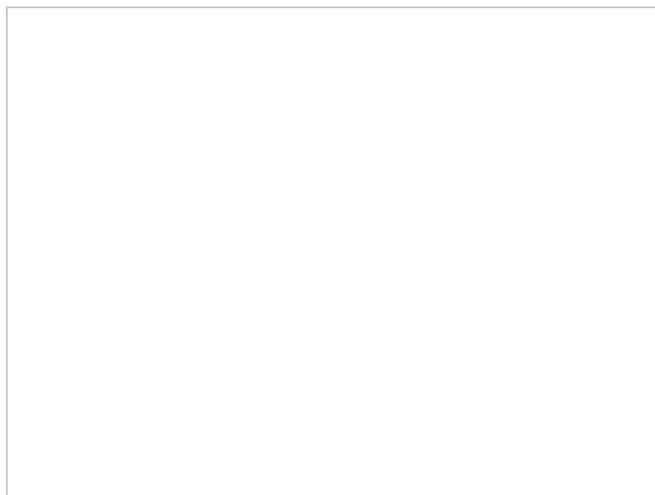
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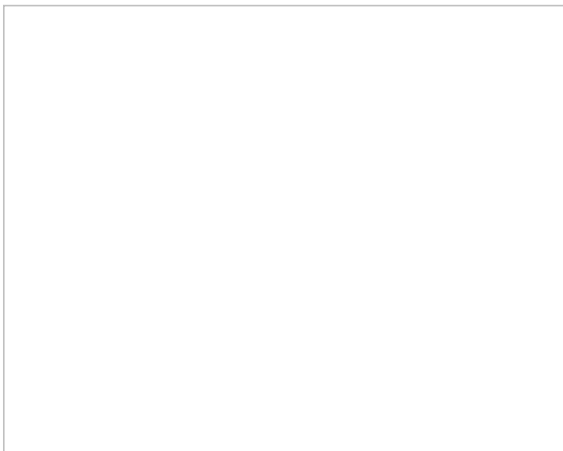
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Agenda widget

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Alerts widget

Break Time Remaining

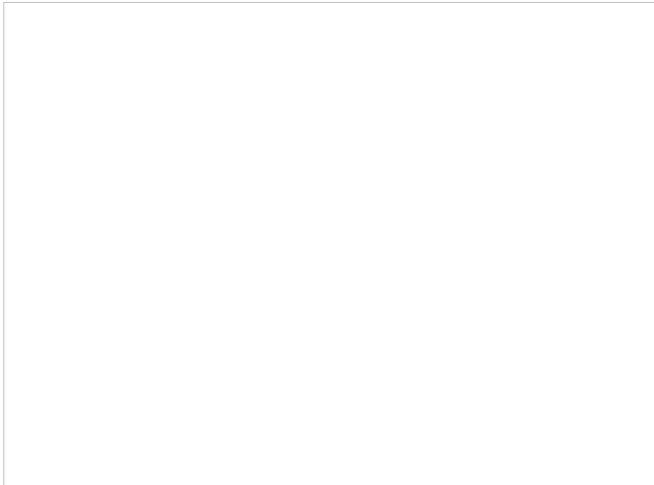
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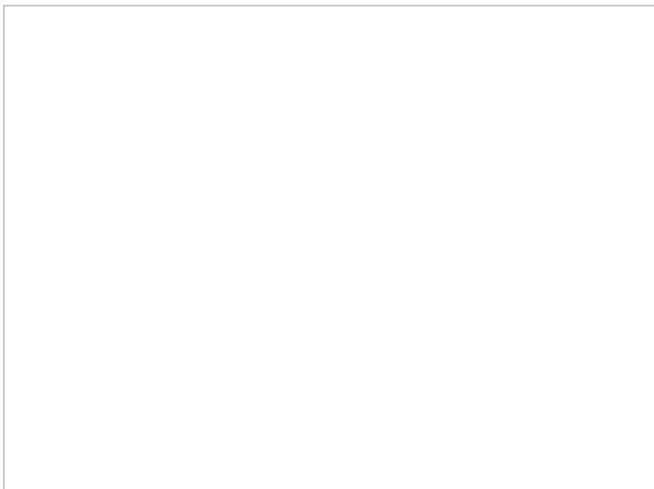
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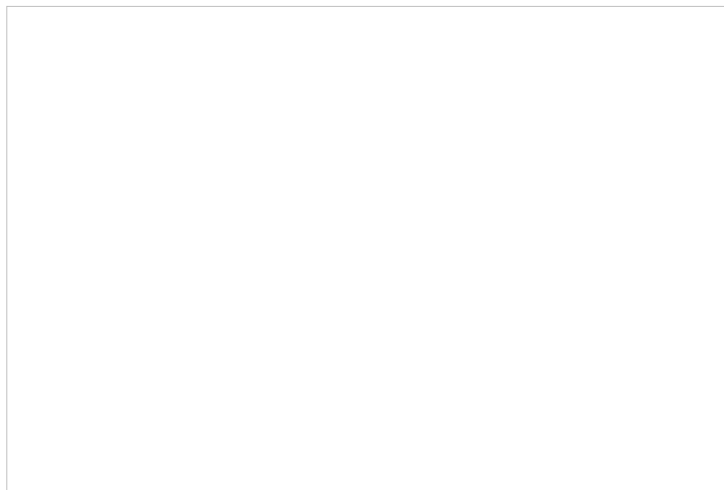
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Satisfaction metrics selection

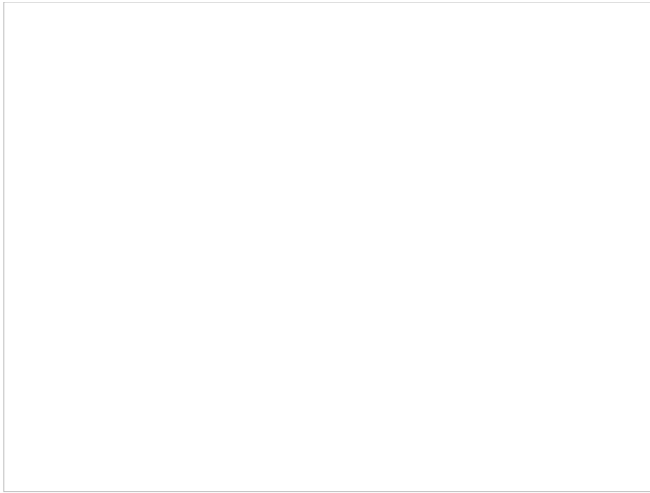
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List of My Grades Widgets

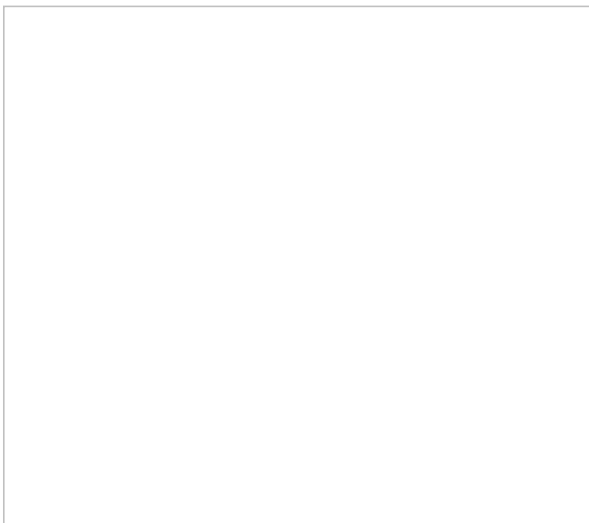
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Agenda widget

Alerts

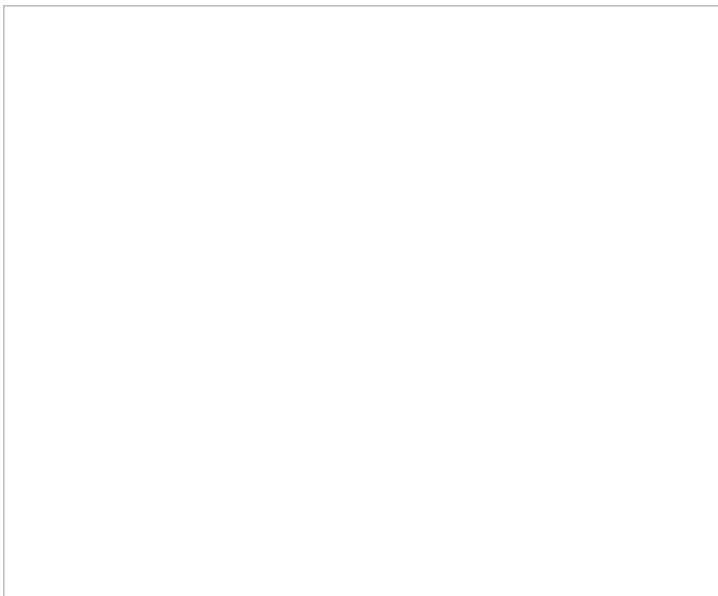
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Alerts widget

Break Time Remaining

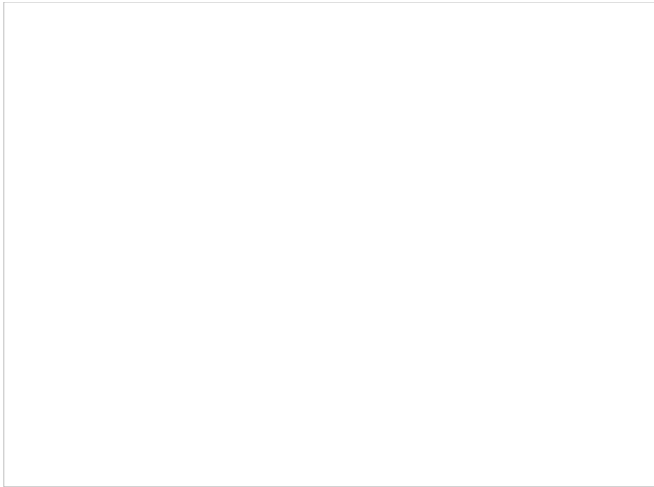
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Break time remaining

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Dispositions widget

My Stats vs. My Team

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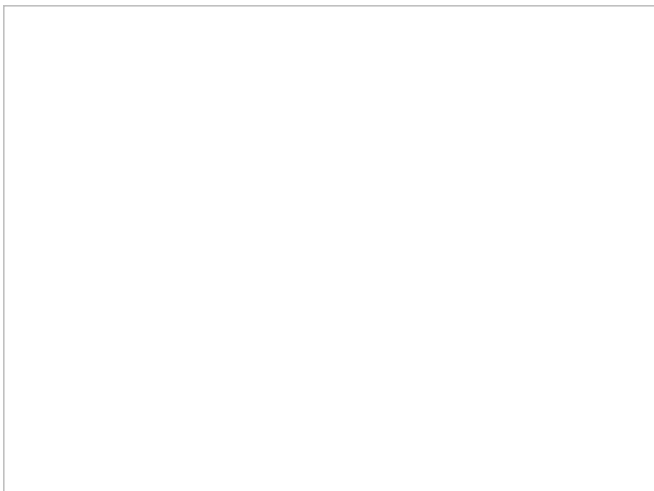
- **Average handling time**

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- **Successful interactions**

Displays the percentage of calls that received the [Success](#) disposition type

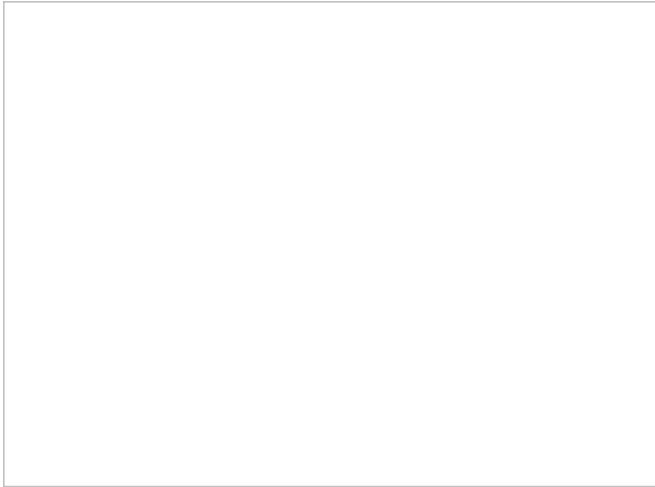
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Your and your team's statistics

Satisfaction

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Satisfaction widget

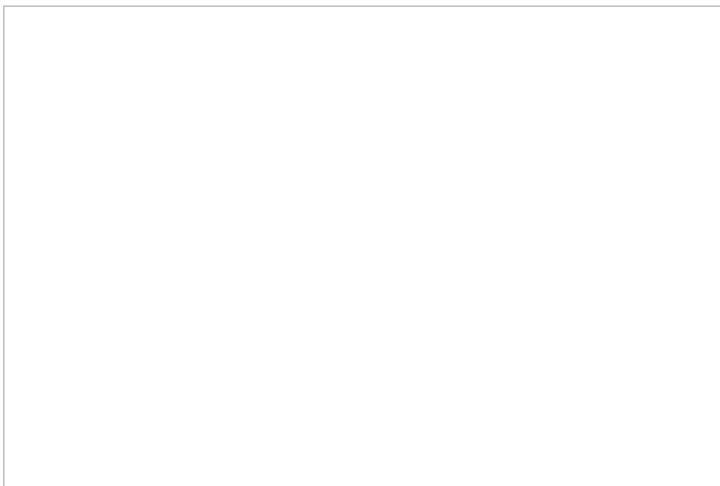
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Satisfaction metrics selection

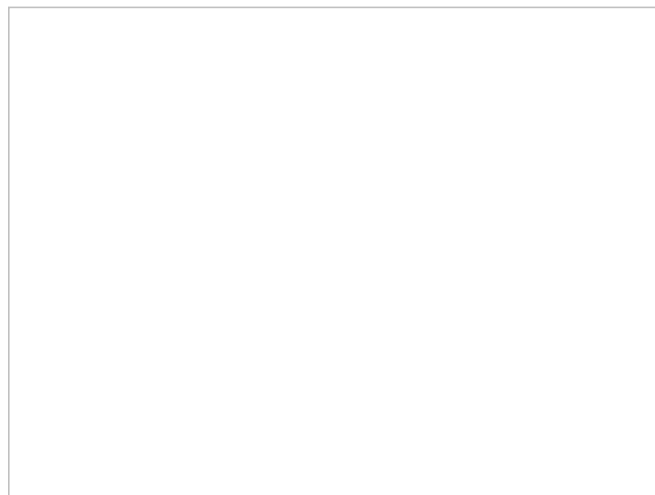
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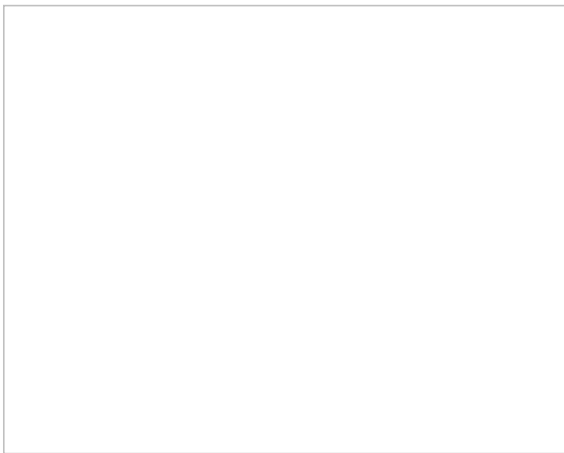
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Alerts widget

Break Time Remaining

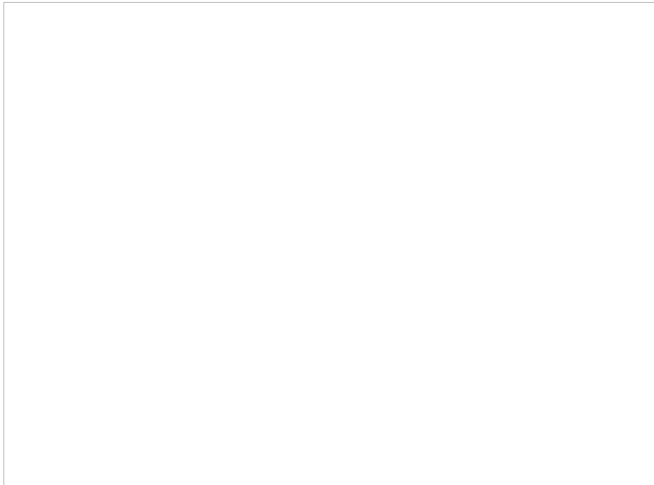
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- **Successful interactions**

Displays the percentage of calls that received the [Success](#) disposition type

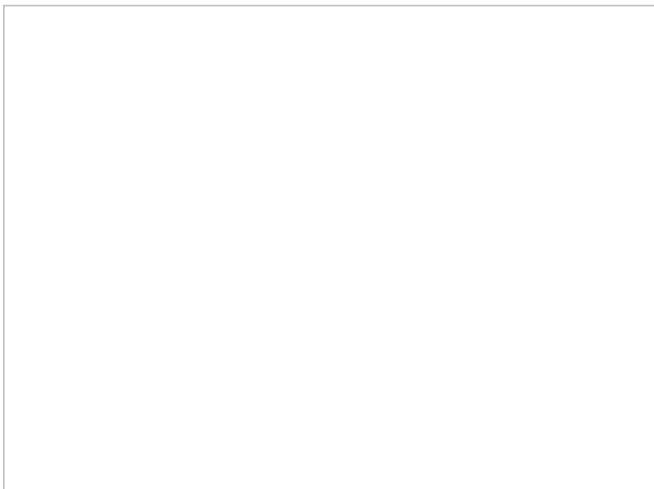
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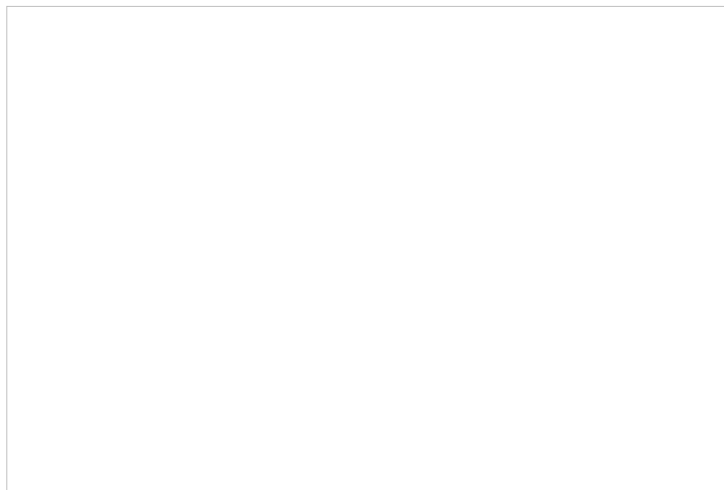
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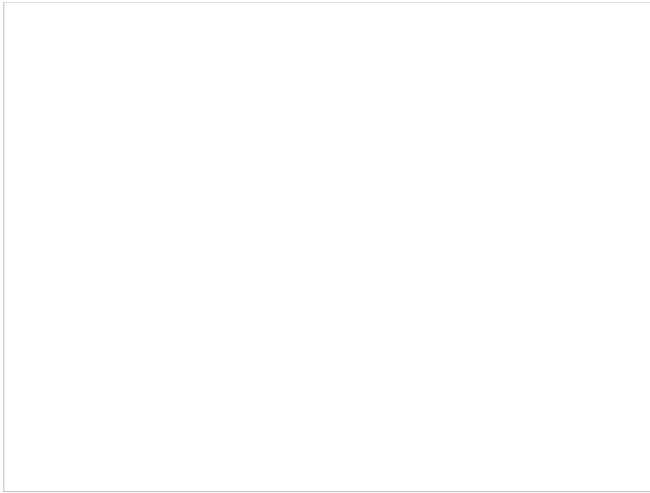
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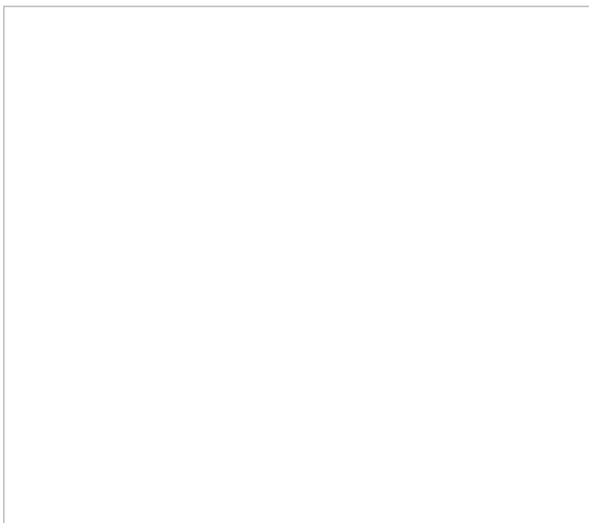
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The *Agenda* widget displays upcoming agenda items from your [Calendar](#). If there is no agenda, the widget will display text stating so.

The widget shows your schedule for today based on the current time (all items currently in progress and scheduled later than the current time). Items in progress or items that are due in less than 10 minutes are shown with a red bar on the left side. Items that are due in less than 2 hours are shown with a brown bar on the left side. Other items are shown with a blue bar on the left side.

If the number of scheduled items is too large, then the widget shows the top few items and dots (“...”). If you click within the widget, Agent Desktop navigates to the Calendar.



Agenda widget

Alerts

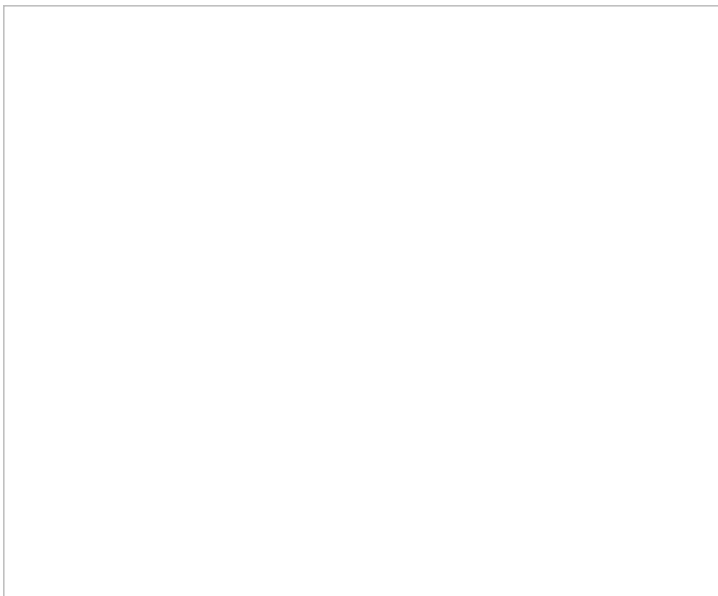
The *Alerts* widget displays the last delivered supervisor’s internal chat message. If a new message is delivered, it replaces the previous one. If you click within the Alerts widget, Agent Desktop navigates to [Personal Chat](#) and the current message is considered “read” and is removed from the widget.



Alerts widget

Break Time Remaining

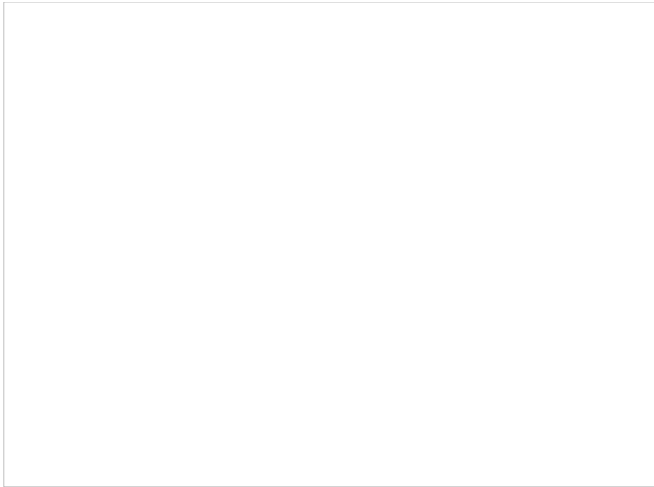
The *Break Time Remaining* widget displays the total time used out of your allotted [Break](#) time. If you hover your cursor over the widget, you may highlight either allotted break time or used time.



Break time remaining

Dispositions

The *Dispositions* widget displays a count of all dispositions that have been assigned to handled tasks. If you hover your cursor over the widget, you may highlight information about any of the displayed dispositions.



Dispositions widget

My Stats vs. My Team

The *My Stats vs. My Team's* widget displays metrics of your performance against the average of your team's. The metrics are the following:

- **Handled**

Displays the number of interactions handled by agents for the day

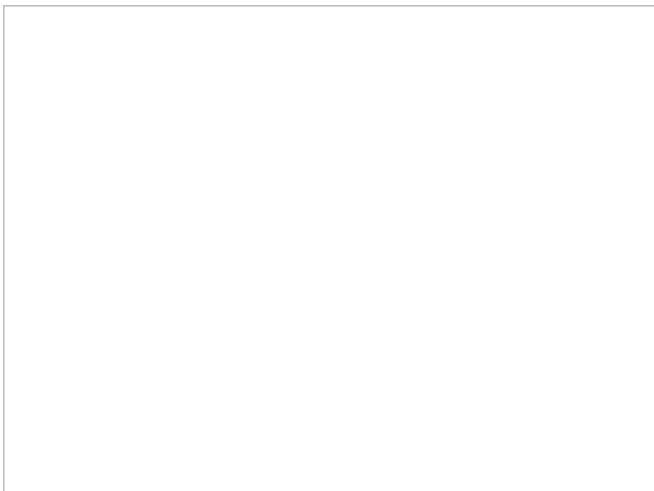
- **Average handling time**

Displays the average amount of time spent handling and completing interactions

- **Successful interactions**

Displays the percentage of calls that received the [Success](#) disposition type

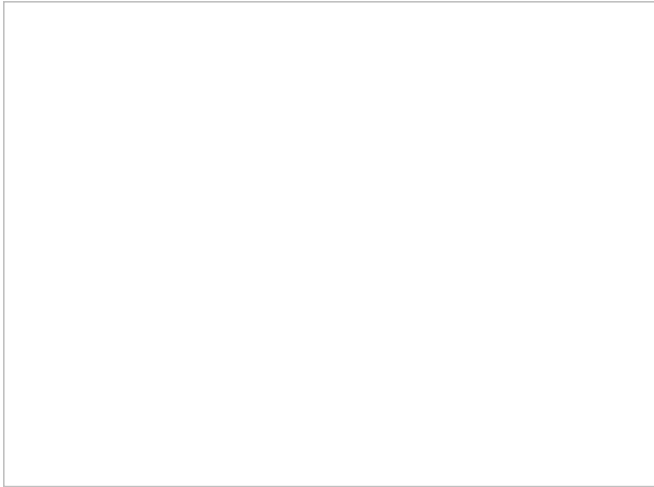
If you hover your cursor over the widget, you may highlight information about any of the displayed metrics.



Your and your team's statistics

Satisfaction

The *Satisfaction* widget displays a short list of [real-time metrics](#) related to a customer's satisfaction.



Satisfaction widget

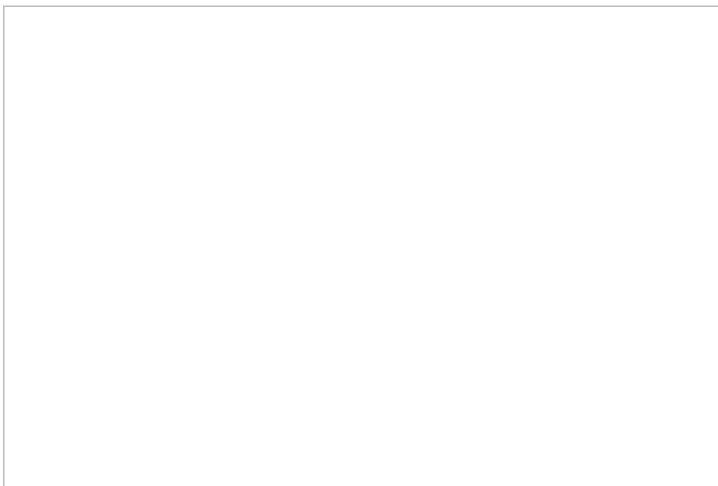
You can also configure what real-time metrics are displayed within the widget. The metrics are:

- [Custom Survey Metric 1](#)
- [Custom Survey Metric 2](#)
- [Demeanor](#)
- [Net Promoter Score](#)
- [Resolutions](#)

Please note: Demeanor, Net Promoter Score, and Resolutions are the default metrics displayed.

Configuring the Satisfaction Widget

To change the metrics displayed in this widget, click the **cog icon** in the upper right-hand corner of the widget. A pop-out window will allow you to select the desired metric.



Satisfaction metrics selection

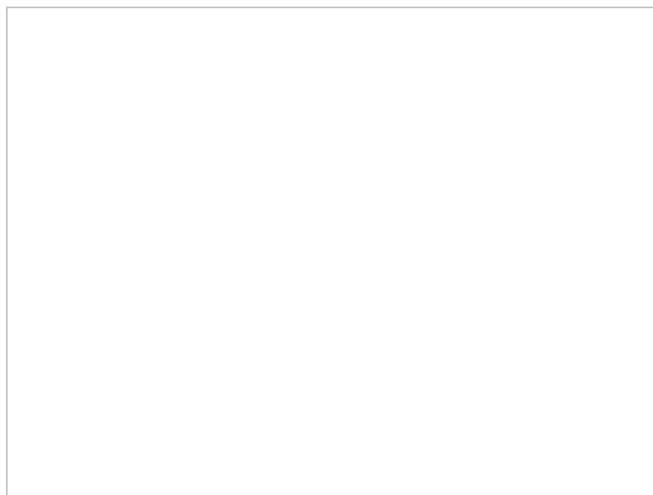
Metrics available for display will be seen in the *Available* box on the left and metrics already displayed will be seen in the *Included* box on the right.

- To add a metric, select the button with the greater-than symbol
- To remove a metric, select the button with the less-than symbol
- To add all metrics, select the button with two greater-than symbols
- To remove all metrics, select the button with two less-than symbols

My Grades Views

The configuration of *My Grades* can be changed; either you or your supervisor can select what widgets to show in any of the six slots. If the widgets are changed, the current layout is saved upon logout.

To change the display in a given widget, click the **down arrow** located in the upper right-hand corner. This will produce a drop-down menu that allows you to choose any of the widgets for display.



Choose the widgets you see in My Grades by selecting from the drop-down menu

List of My Grades Widgets

The following is a list of the widgets available in My Grades, including descriptions of what they do. Widgets are listed in alphabetical order.

Agenda

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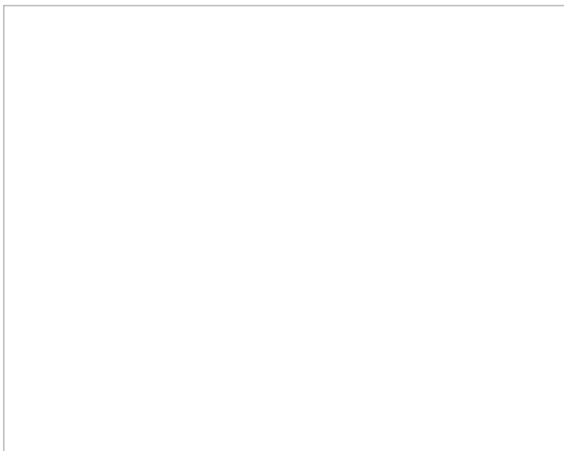
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Agenda widget

Alerts

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Alerts widget

Break Time Remaining

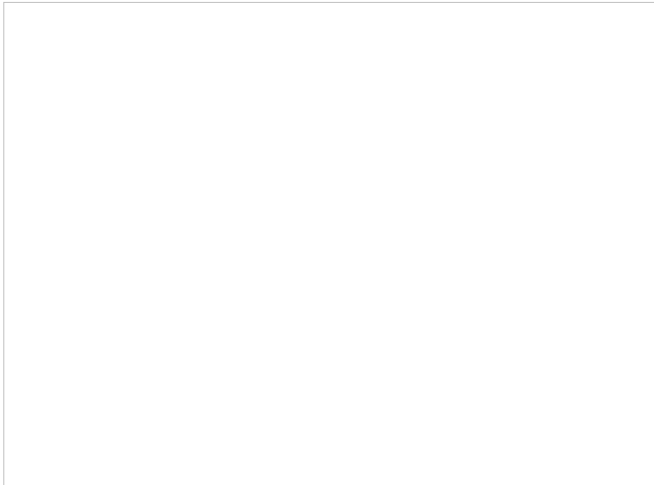
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Break time remaining

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Dispositions widget

My Stats vs. My Team

The *My Stats vs. My Team's* widget displays metrics of your performance against the average of your team's. The metrics are the following:

- **Handled**

Displays the number of interactions handled by agents for the day

- **Average handling time**

Displays the average amount of time spent handling and completing interactions

- **Successful interactions**

Displays the percentage of calls that received the [Success](#) disposition type

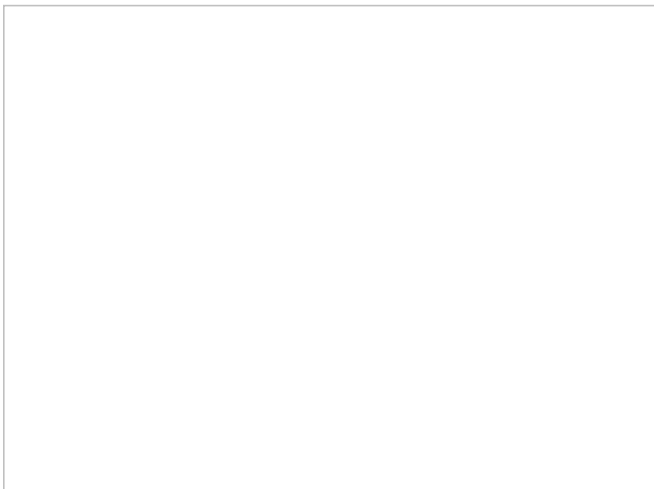
If you hover your cursor over the widget, you may highlight information about any of the displayed metrics.



Your and your team's statistics

Satisfaction

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Satisfaction widget

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