



5.2 Real-Time Statistics API Specification

Bright Pattern Documentation

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API Description

Authenticate

Authenticate user on server. In the case of successful authentication, the server sets session cookies.

Note that the user must have [privileges](#) "Access Realtime Stats API", "View real-time agent metrics", and "View real-time service metrics" enabled, as well as be the assigned supervisor for the corresponding [teams](#).

URI

<https://{host:port}/statsapi/auth>

HTTP Method

POST

Body

```
{
  "tenant_url" : "<tenant_url>",
  "username" : "<username>",
  "password" : "<password>"
}
```

Response

- 401 – Unauthorized
- 200 – OK

```
{
  "token": <token>
}
```

The token has the same value that is set in the server cookie. The cookie can also be supplied manually on a request using Cookie header.

Cookie:X-STATSAPI-TOKEN=88d41319-cb02-4d9a-a1f3-bd2611cd7f68; X-STATSAPI-TENANT=tenant.brightpattern.com; X-STATSAPI-LOGIN=john.smith

The cookie is valid until next user login into any wallboard (one cookie per user).

Create subscription

Creates subscription for specific set of metrics. Each client can have only one active subscription.

URI

<https://{host:port}/statsapi/subscription>

HTTP Method

POST

Body

```
{
  "<app id>": {
    "stats_totals": ["statistic name"], //array of statistics
    "service_grids": [//array of service grid definitions
      {
        "id": "<grid id>",
        "columns": [//array of stats for columns
          {
            "id": "<column id>",
            "stat_name": "<statistic protocol name>|SUM",
            "sum_stat_names": ["<(optional)list of statistic protocol name for sum>"]
          }
        ],
        "order_by": "<column id>",
        "order_dir": "ASC|DESC",
        "limit": "<count of top records>",
        "filter_by": "<column id>",
        "filter_value": "<value>",
        "filter_operation": "EQ|NE|LT|GT|LE|GE"
      }
    ],
    "agent_grids": [ //array of agent grid definitions
      {
        "id": "<grid id>",
```

```

"columns": [//array of stats for columns
  {
    "id": "<column id>",
    "stat_name": "<statistic protocol name>|SUM",
    "dispositions": ["<(optional)list of dispositions>"],
    "sum_stat_names": ["<(optional)list of statistic protocol name for sum>"]
  }
],
"order_by": "<column id>",
"order_dir": "ASC|DESC",
"limit": "<count of top records>",
"filter_by": "<column id>",
"filter_value": "<value>",
"filter_operation": "EQ|NE|LT|GT|LE|GE"
}
]
"chat_messages": {//top of internal chat messages
  "filter": "<filter by message content>",
  "limit": "<count of top records>"
},
}
}

```

Response

- 400 – Bad Request

```

{
  "error_code": <error code>,
  "error_message": "<error message>"
}

```

- 401 – Unauthorized
- 409 – limit of active subscriptions exceeded for tenant
- 200 – OK subscription was created

Delete subscription

Deletes active subscription, clears data cache on server

URI

<https://{host:port}/statsapi/subscription/active>

HTTP Method

DELETE

Get subscription data

Gets statistics data of an active subscription.

URI

<https://{host:port}/statsapi/subscription/data>

HTTP Method

GET

Response

- 401 – Unauthorized
- 404 – Bad Request (There is no active subscription)
- 204 –No Content (Data is not ready yet)
- 200 – OK

```

{
  {
    "<app id>": {
      "stats_totals": [//array of single statistics
        "<statistic name>": <statistic value>
      ],
      "service_grids": [//array of service grids
        {
          "id": "<grid Id>",

```

```

    "values": [
      {
        "<column id>": "<statistic value>"
      }
    ]
  },
  "agent_grids": [ //array of agent grids
    {
      "id": "<grid Id>",
      "values": [
        {
          "<column id>": "<statistic value>"
        }
      ]
    }
  ],
  "chat_messages": [
    {
      "id": "<message id>",
      "login_id": "<sender loginId>",
      "first_name": "<sender first name>",
      "last_name": "<sender last name>",
      "send_time": "<utc timestamp>",
      "is_urgent": "1|0",
      "content": "<chat message>"
    }
  ]
}

```

Get dispositions

Gets disposition names for all supervised services.

URI

<https://{host:port}/statsapi/cfg/dispositions>

HTTP Method

GET

URL Parameters

- agentCanSelect = 1
- inbound = 1
- outbound = 1
- preview = 1

Response

- 401 – Unauthorized
- 200 – OK

```

{
  "dispositions": ["<disposition name>", ...]
}

```

Get available agents

Gets "true" or "false" value for agents ready to handle a specific service.

URI

https://{tenant_url:port}/statsapi/info/check_available_agents?service={service-name}

HTTP Method

GET

Note: No authentication or subscription is needed.

Response

- 200 – OK

agent_total_ready_time	My Ready Time		x									
team_success_ratio_per_day	My Team Success Rate			x				x	x	x		
Calendar entries												
agent_calendar_pending	Calendar reminders		x	x								
agent_calendar_overdue	Calendar reminders in the past		x	x								
Calls (Inbound)												
in_calls_received_per_day	Inbound interactions received for the day				x				x			x
in_transfers_received_per_day	Inbound transfers received for the day		x		x				x			
in_calls_in_ivr	Inbound calls currently in IVR				x				x			
in_calls_self_serviced_per_day	Inbound calls self serviced for the day				x				x			
in_calls_abandoned_in_ivr_per_day	Inbound calls abandoned in IVR for the day				x				x			
in_calls_abandoned_total_per_day	Inbound calls abandoned for the day				x				x			
in_calls_abandoned_percent_per_day	Percentage of inbound calls abandoned for the day				x				x			
in_calls_dropped_in_ivr_per_day	Inbound calls dropped by system in IVR for the day				x				x			
in_calls_queued_per_day	Inbound calls queued for the day				x				x			

in_calls_first_time_queued_per_day	Inbound calls first time queued for the day									x			
in_calls_waiting	Inbound interactions currently in queue					x	x				x		x
in_calls_in_progress (renamed from in_calls_waiting_or_active, merged with in_email_waiting_in_all_queues)	Inbound interactions currently in IVR, queue or on agents					x					x		x
in_calls_abandoned_in_queue_per_day	Inbound calls abandoned in queue for the day					x					x		
in_calls_abandoned_in_queue_ratio_per_day	Percentage of inbound calls abandoned in queue for the day					x					x		
in_calls_short_abandoned_in_queue_per_day	Inbound calls short abandoned in queue for the day					x					x		
in_calls_short_abandoned_in_queue_ratio_per_day	Percentage of inbound calls short abandoned in queue for the day					x					x		
in_calls_dropped_in_queue_per_day	Inbound calls dropped by system in queue for the day					x					x		
service_level	Percentage of inbound interactions answered in Service Level					x					x		x
service_level_target	Inbound Service Level target					x					x		x
service_level_threshold_time	Inbound Service Level threshold					x					x		x
in_max_wait_time	Max inbound wait time					x	x				x		

in_ewt	Estimated wait time				x				x			
in_calls_routed_per_day	Inbound calls routed to agents for the day				x				x			
in_calls_ringing	Inbound calls currently ringing				x				x			
in_calls_handled_per_day	Inbound interactions handled by agents for the day		x	x	x				x			x
in_calls_handled_percent_per_day	Percentage of inbound calls handled for the day				x				x			
in_calls_first_time_handled_per_day	Unique Inbound calls handled by agents for the day		x		x				x			
in_calls_put_on_hold_per_day	Inbound interactions being put on hold by agent(s) for the day		x						x			
in_calls_first_time_put_on_hold_per_day	Unique inbound interactions being put on hold by agent(s) for the day		x						x			
in_calls_rejected_per_day	Inbound calls rejected or unanswered by agents for the day		x		x				x			
in_calls_abandoned_ringing_per_day	Inbound calls abandoned while ringing for the day				x				x			
in_calls_dropped_ringing_per_day	Inbound calls dropped by system while ringing for the day				x				x			

in_calls_active_on_agents (renamed from in_calls_talking)	Inbound interactions currently handled by agents		x		x	x				x				x
in_calls_disconnected_talking_per_day	Inbound calls released by callers for the day				x					x				
in_calls_dropped_talking_per_day	Inbound calls released by agents for the day		x		x					x				
in_calls_duration_average_per_day	Inbound calls duration average for the day		x		x					x				
in_calls_duration_total_per_day	Inbound calls duration total for the day		x		x					x				
in_calls_transferred_per_day	Inbound interactions transferred by agents for the day		x		x					x				
in_average_speed_of_answer	For calls, average speed of answer. For emails, average time to reply				x					x				x
calls_average_handling_time_per_day	Average Handle time		x	x						x	x	x	x	
calls_average_acw_time_per_day	Average ACW Time		x	x	x					x	x	x		
agent_call_handling_rate	Call handling rate per hour			x						x	x	x		
in_callbacks_requested_per_day	Callbacks requested for the day				x					x				
in_callbacks_abandoned_per_day	Callbacks abandoned during collection of callback data for the day				x					x				

in_callbacks_queued_per_day	Callbacks successfully scheduled for the day				x				x			
in_callbacks_waiting	Callbacks currently waiting in queue				x				x			
in_callbacks_cancelled_per_day	Callbacks cancelled for the day				x				x			
	Callback attempts made for the day		x		x				x			
in_callbacks_failed_per_day	Callback attempts failed for the day				x				x			
in_callbacks_answered_per_day	Callbacks attempts reconnected to customers for the day				x				x			
	Records (lists, outbound campaigns, inbound services)											
records_total	Total number of records in active lists				X		X	X		X	X	
records_completed	Completed records in active lists				X		X	X		X	X	
records_with_assigned_agents_completed	Completed records with personal agent assignments		X		X		X			X		
records_remaining	Remaining records in active lists				X		X	X		X	X	
records_quota	Quota of successes for the calling list quota group							X				

records_successes	Number of records with a success disposition				X			X				
records_out_of_quota	Number of records in quota groups that reached quota limits				X							
records_with_assigned_agents_remaining	Remaining records with personal agent assignments		X		X		X			X		
records_in_dnc	Number of records excluded by DNC lists from Active Lists				X		X			X	X	
records_attempted_per_day	Records attempted for the day				X		X			X	X	
records_attempted_ratio_per_day	Percentage of records attempted for the day				X		X			X	X	
records_accepted_per_day	Records previewed for the day		X		X					X		
records_skipped_per_day	Records skipped for the day		X		X					X		
records_skipped_ratio_per_day	Percentage of records skipped for the day		X		X					X		
records_completed_per_day	Records completed for the day				X		X			X	X	
records_completed_ratio_per_day	Percentage of records completed for the day				X		X			X	X	
records_completed_ratio	Percentage of records completed in active lists				X		X			X	X	
records_progress	Records state chart				X		X			X	X	

records_dialable	Records Dialable Right Now				X		X			X	X	
records_expired	Records Expired				X		X			X	X	
Campaign state (Outbound)												
out_campaign_mode	Campaign mode									X	X	
out_campaign_duration_forecast	Estimated campaign duration				X					X	X	
out_average_success_rate	Average Success Rate - percentage of successful call attempts										X	
Dispositions												
calls_dispositions_per_day			X		X				X	X	X	
calls_dispositions_ratio_per_day					X				X	X	X	
Calls (Outbound Dialer)												
out_calls_current_call_rate	Outbound current calling rate				X					X	X	
out_calls_placed_per_day	Outbound call attempts for the day				X				X	X	X	
out_calls_in_progress	Outbound call attempts currently in progress				X				x	x	X	
out_calls_failed_per_day	Outbound calls attempts failed fo the day				x				x	x	x	
out_calls_answered_per_day	Outbound successful calls attempts for the day				x				x	X	X	
out_calls_answered_ratio_per_day	Percentage of outbound successful call attempts for the day				X				x	x	X	
out_calls_in_ivr	Outbound calls currently in IVR				x						x	

out_calls_self_serviced_per_day	Outbound calls self serviced for the day				x						x	
out_calls_abandoned_in_ivr_per_day	Outbound calls abandoned in IVR for the day				X						X	
out_calls_abandoned_in_ivr_ratio_per_day	Percentage of outbound calls abandoned in IVR for the day				X						X	
out_calls_dropped_in_ivr_per_day	Outbound calls dropped in IVR for the day				X						X	
out_calls_queued_per_day	Outbound calls queued for the day				x						x	
out_calls_waiting	Outbound calls currently in queue				x						x	
out_calls_abandoned_in_queue_per_day	Outbound calls abandoned in queue for the day				X						X	
out_calls_abandoned_in_queue_ratio_per_day	Percentage of outbound calls abandoned in queue for the day				X						X	
out_calls_dropped_in_queue_per_day	Outbound calls dropped in queue for the day				X						X	
out_calls_unattended_per_day	Outbound answered calls that did not connect to agent in compliance time, per day				X						X	
out_calls_unattended_ratio_per_day	Percentage of calls that did not connect to agent in compliance time, per day				x						x	
out_calls_routed_per_day	Outbound calls routed to agents for the day				x						x	

out_calls_ringing	Outbound calls delivered to agents and currently ringing				x						x	
out_calls_abandoned_ringing_per_day	Outbound calls abandoned while ringing for the day				X						X	
out_calls_dropped_ringing_per_day	Outbound calls dropped while ringing for the day				X						X	
out_calls_duration_average_per_day	Outbound calls duration average for the day		x		x					x	x	
out_calls_duration_total_per_day	Outbound calls duration total for the day		x		x					x	x	
out_calls_rejected_per_day	Outbound calls rejected or unanswered by agents for the day		X	X	X						x	
out_calls_handled_per_day	Outbound interactions handled by agents for the day. For email - number of unsolicited emails and follow-up responses.		x	x	x						x	x
out_calls_active_on_agents (renamed from out_calls_talking)	Outbound interactions currently handled by agents				x					x	x	x
out_calls_disconnected_talking_per_day	Outbound calls released by remote party for the day				x					x	x	
out_calls_dropped_talking_per_day	Outbound calls released by agent for the day				x					x	x	

out_calls_transferred_per_day	Outbound calls transferred by agents for the day				x					x	x	x
out_calls_in_progress (renamed from out_calls_in_progress_or_active)	Outbound interactions in any stage				x					x	x	
out_calls_abandoned_per_day	Outbound calls abandoned at any stage for the day				X				X		X	
out_calls_abandoned_ratio_per_day	Percentage of outbound calls abandoned at any stage for the day				X				X		X	
Email												
in_emails_joined_existing_queue	number of inbound emails joined to already existing case, per day		x		x							x
in_email_received_new_per_day	Inbound interactions received for the day for new cases		x		x							x
in_email_carried_over	Inbound emails carried over from previous day		x		x							x
in_email_carried_over_new	Inbound emails carried over from previous day for new cases		x		x							x
in_email_offered_per_day	Inbound emails offered to agent for the day		x									x
in_email_pulled_per_day	Inbound emails pulled by agent for the day		x									x
in_email_processed_replied_per_day	Inbound emails replied for the day		x		x							x
in_email_processed_noreply_per_day	Inbound emails closed without reply for the day		x		x							x

list_id							X					
name				X	X		X					
firstname			X									
lastname			X									
login_id			X									
extension			X									
is_logged			X									
login_time			X						X	X	X	
acd_state			X						X	X	X	
state_duration			X						X	X	X	
reason			X						X	X	X	
acd_next_state			X						X	X	X	
next_reason			X						X	X	X	
active_item_id			X						X	X	X	
active_item_service_id			X						X	X	X	
active_item_service_name			X						X	X	X	
active_item_media_type			X						X	X	X	
active_item_state			X						X	X	X	
active_item_direction			X						X	X	X	
active_item_party_name			X						X	X	X	
active_item_party_firstname			X						X	X	X	
active_item_party_lastname			X						X	X	X	
active_item_is_flagged			X						X	X	X	
active_item_qm_monitor_user			X						X	X	X	

active_item_qm_monitor_mode			X						X	X	X	
active_item_qm_monitor_item_id			X						X	X	X	
active_item_qm_monitored_item_id			X						X	X	X	
active_item_talk_duration			X						X	X	X	
active_item_hold_duration			X						X	X	X	
items			X									
media_type		X										
state		X			X							
direction		X										
service_name		X										
party_name		X										
party_firstname		X										
party_lastname		X										
is_flagged		X										
qm_is_recording		X										
qm_monitor_user		X										
qm_monitor_mode		X										
qm_monitor_item_id		X										
qm_monitored_item_id		X										
talk_duration		X										
hold_duration		X										
priority							X					
state_reason					X							
is_enabled				X			X					
ratio							X					

outbound_campaign_link_group					X							
------------------------------	--	--	--	--	---	--	--	--	--	--	--	--