

□

# 5.3 Assignments Tab

## Bright Pattern Documentation

Generated: 6/15/2021 1:54 am

Content is available under license unless otherwise noted.

## Table of Contents

Table of Contents	2
Service Metrics View	3
Service Metrics for One Team	3
Service Metrics for All Teams	4
General Information About Campaign Operation	5

1. REDIRECT [5.3:Contact-center-administrator-guide/UsersandTeams/Teams](#)
1. REDIRECT [5.3:Contact-center-administrator-guide/UsersandTeams/SkillLevels](#)

## Service Metrics View

Service metrics are located in the Supervision  section of Agent Desktop and displayed in the middle of the *Context Information Area*. This view displays metrics for either all services assigned to the selected team or all services assigned to all teams. You may toggle between specific team views and the *All Teams* view.

You can have services sorted automatically by the value of any currently displayed metric. To manually sort the metrics, click on the desired metric name; the default sort view is high to low. By default, services are sorted alphabetically.

The bottom row of the service metrics view displays the cumulative values for all currently displayed services. In the *Name* column, the bottom row shows the total number of currently displayed services. For detailed descriptions of the available service metrics, see section [List of Service Metrics](#). For definitions of all real-time metrics, see [List of All Real-Time Metrics](#) in the *Reporting Reference Guide*.

To learn how to customize service metrics, see *Tutorials for Supervisors*, section [Customizing Metrics](#).

### Service Metrics for One Team


To view the service metrics for one team, select the desired team name from the available list of teams located at the top of the Context Information Area. Doing this will cause that team's service metrics to appear in the middle of the Context Information area. For any team selected, the name of the team appears next to the word "Services."



Service metrics displayed here are for the Customer Service team

## Service Metrics for All Teams

Selecting **All Teams** from the teams list will display the service metrics for all teams for which the supervisor is assigned to appear in the Context Information area. You can tell, at a glance, that the view includes service metrics for all teams by looking at the view's title, which shows "All Teams" next to the word "Services."



Supervisors may view service metrics for all teams they have permission to supervise

1. REDIRECT [5.3:Contact-center-administrator-guide/ServicesandCampaigns/Outbound-Diagnostics](#)

1. REDIRECT [5.3:Contact-center-administrator-guide/UsersandTeams/Users](#)

## General Information About Campaign Operation

As a campaign operator, you can use the Agent Desktop application to view [real-time metrics for the campaigns](#) that are assigned to you.

In addition, you can use Agent Desktop to do the following:

- [Start and stop](#) selected campaigns
- [View metrics for lists](#) associated with selected campaigns
- [Enable and disable lists](#) associated with selected campaigns
- [View metrics for agent teams](#) participating in a selected campaign
- [Add and remove campaign teams](#)

Those metrics and controls are displayed in the right pane of your Agent Desktop when you select the *Campaigns* option from the *Active Communications List*.

Note that in order to monitor and control a particular campaign, you must have the default *Campaign Operator* role or a custom role with privilege *Control campaign operations*, and you should be assigned as an operator for this campaign.



Campaign operations view

For general information about viewing real-time metrics, customizing metrics views, restoring the default views, and obtaining metric descriptions, see the following topics of section *Viewing Real-Time Metrics*:

- [General Information About Metric Viewing](#)
- [Understanding Real-Time Metrics](#)
- [Customization of Metrics Views](#)

For how-to articles related to campaigns, see the following articles in *Tutorials for Supervisors*:

- [How to Start and Stop Campaigns](#)
- [How to Enable and Disable Lists within a Campaign](#)
- [How to Add and Remove Campaign Teams](#)

