

5.3 Intra-Team Performance Report

Bright Pattern Documentation

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Agent Email Report

The *Agent Email* report provides key performance indicators for agents handling interactions of the email media type.



The Agent Email report gives performance indicators for agents handling emails

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows.

Offered

Offered provides the number of inbound emails that were pushed to the agent within the given reporting interval.

Not Accepted

Not Accepted provides the number of emails that were pushed to the agent and were not accepted (i.e., returned to the queue or to the transferring agent). Note that a postponed email is considered accepted.

Pulled

Pulled provides the number of inbound emails that the agent pulled from the service queues within the given reporting interval.

Assigned

Assigned provides the number of emails that were placed in this agent's personal queue by a supervisor or another agent.

Carried Over

Carried Over provides the number of emails that were delivered to this agent by any method before the given reporting interval and remained unprocessed at the beginning of the interval.

Processed - Total

Processed - Total provides the number of inbound emails that this agent completed by any method within the given reporting interval. It is the sum of *Replied*, *Closed*, *Transferred*, and *Service Changed*.

Processed - Replied

Processed - Replied provides the number of inbound emails that this agent replied to within the given reporting interval (including emails that the agent forwarded). Note that only the first response is counted. Possible follow-up email messages related to previously replied emails are considered outbound emails and are counted by the *Outbound Sent* metric.

Processed - Closed

Processed - Closed provides the number of inbound emails that this agent closed without reply within the given reporting interval.

Processed - Transferred

Processed - Transferred provides the number of inbound emails that this agent transferred within the given reporting interval.

Processed - Service Changed

Processed - Service Changed provides the number of inbound emails that this agent recategorized (i.e., the agent changed this service to another email service and continued processing the interaction).

Remaining

Remaining provides the number of emails in the agent's personal queue at the end of the reporting interval.

Avg Reply Time

Avg Reply Time is the average time that this agent spent replying to an inbound email. The time is measured from the moment an email is delivered to the agent (to the agent's desktop or to *My Queue*) to the moment when the first meaningful response leaves the agent's *My Queue*.

Avg In-focus Time

Avg In-focus Time is the average time that the agent had an inbound email selected in the active communications list. This metric is counted only for the emails that agents replied to.

Avg Out-of-focus Time

Avg Out-of-focus Time is the average time that the agent had an inbound email active on Agent Desktop but not selected in the active communications list. This metric is counted only for the emails that agents replied to.

Avg ACW Time

Avg ACW Time is the average time that the agent spent doing after call work related to replied emails.

Outbound Sent

Outbound Sent provides the total number of outbound emails that this agent sent within the given reporting interval. This metric includes both new outbound emails and possible follow-up email messages related to existing threads.

Outbound Discarded

Outbound Discarded provides the number of outbound emails that this agent started at any time and discarded (deleted without sending) within the given reporting interval. This metric includes both new outbound emails and possible follow-up email messages related to existing email threads.