



5.3 Service Metrics Report

Bright Pattern Documentation

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Table of Contents

Table of Contents	2
Email Service Report	3
Metric Descriptions	3
About	5

Email Service Report

The *Email Service* report provides key performance indicators for services of email media types.

Note: If you run service reports for time periods when you had old or discontinued services, the names of these services will be displayed; this includes deleted services. The reports for these time periods will show that you had interactions as well as the service names you had at that time. Note that if you do not have any activity on these services within 30 days, the system will display the service names in italics; the system will not show the names at all after 90 days without activity.

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BRIGHT PATTERN															
Email Service															
Report for Custom From: Feb 1, 2017, 11:52:00 PM To: Apr 22, 2017, 11:52:00 PM															
Service	Received	Received by transfer	Received by service change	Received New	Carried over	Carried Over New	Total processed	Replied	Closed	Transferred	Service Changed	Remaining	Average Reply Time	Replied in SL %	Outbound Sent
Email Service	17	0	0	11	0	0	4	2	2	0	0	13	00:10:52	100	6
total:	17	0	0	11	0	0	4	2	2	0	0	13	00:10:52	100	6

powered by Bright Pattern

Performance indicators for email services

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Received

Received provides the total number of inbound emails that requested this service in the given reporting interval (including both new emails and emails related to existing threads). Interactions received via transfer or service change are excluded.

Received New

Received New provides the number of new inbound emails that requested this service in the given reporting interval. This metric excludes emails related to existing email threads, as well as interactions received via transfer or service change.

Received by transfer

Received by transfer provides the number of inbound emails that requested this service via transfer. Interactions received via service change are excluded.

Received by service change

Received by service change provides the number of inbound emails that were received via recategorization by agents (i.e., the agent changed an originally assigned email service to this service and continued processing the interaction).

Carried Over

Carried Over provides the total number of emails that arrived at this service at any time before the given reporting interval and remained unprocessed at the beginning of the interval (including both new emails and emails related to existing threads).

Carried Over New

Carried Over New provides the number of new emails that arrived at this service at any time before the given reporting interval and remained unprocessed at the beginning of the interval (emails related to existing email threads are excluded).

Processed - Total

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

Processed - Replied

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

Processed - Closed

Processed - Closed provides the number of inbound emails that were closed without reply by agents within the given reporting interval.

Processed - Transferred

Processed - Transferred provides the number of inbound emails that were transferred to other services within the given reporting interval.

Processed - Service Changed

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

Remaining

Remaining provides the number of inbound emails that were not completed at the end of reporting interval.

Avg Reply Time

Avg Reply Time is the average reply time for inbound emails. The time is measured from the moment the email is placed in the service queue to the moment when the first meaningful reply is sent.

Replied in SL %

Replied in SL % refers to the percentage of emails for which the first meaningful reply was sent within the [predefined service level threshold](#) relative to all replied emails. Note that when compared with the service level threshold, the reply time excludes the time that is outside of the hours of operation specified for the given service.

Outbound Sent

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

1. REDIRECT [5.3:Contact-center-administrator-guide/ServicesandCampaigns/ServiceLevelTab](#)
1. REDIRECT [5.3:Scenario-builder-reference-guide/ScenarioBlocks/Self-ServiceProvided](#)
1. REDIRECT [5.3:Scenario-builder-reference-guide/ScenarioBlocks/FindAgent](#)
1. REDIRECT [5.3:Scenario-builder-reference-guide/ScenarioBlocks/FindAgent](#)
1. REDIRECT [5.3:Scenario-builder-reference-guide/ScenarioBlocks/FindAgent](#)

About

Bright Pattern Contact Center software integrates with Surfly, a co-browsing solution, in order to allow co-browsing between agents in the Agent Desktop application and customers viewing specific web resources. Co-browsing is an ideal solution for helping customers negotiate confusing web pages, fill out complex forms, and so forth.

The *Surfly Integration Guide* describes how to do the following:

- Configuring your Surfly account's settings to optimize Bright Pattern Contact Center integration
- Configuring a co-browsing integration account
- Adding the integration account to a messaging/chat scenario entry
- Training your agents how to operate co-browsing with customers