

5.3 Agent Metrics View

Bright Pattern Documentation

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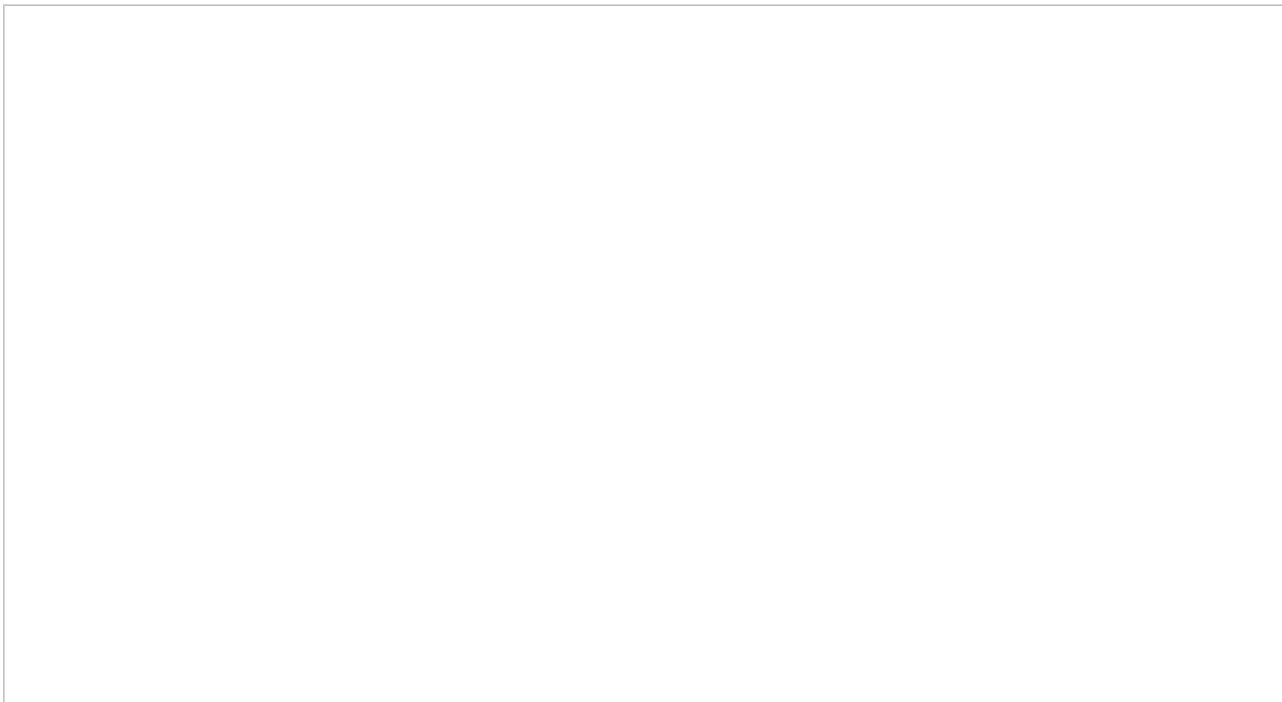
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Team Metrics View

Team metrics, while similar to [agent metrics](#), focus specifically on the performance of the team you supervise. Team metrics are found within the Supervision center, at the top of the screen. You can have services sorted automatically by the value of any currently displayed metric. The current sorting parameter will have the sorting icon displayed next to the metric name. By default, services are sorted alphabetically.

While several of the team metrics are available in other metric view areas, team metrics are the sum or average of all values pulled from individual agents within a given team. For detailed descriptions of the metrics used in this section, see [List of Team Metrics](#). To learn how to customize team metrics, see *Tutorials for Supervisors*, section [Customizing Metrics](#).



A view of team metrics, located at the top of the Supervision center

Agent Activity Report

The *Agent Activity* report provides detailed records of activities of selected agents in chronological order. These details are called metrics.



Running the Agent Activity report

You can narrow the report's data by specifying the following parameters:

- **Timeframe** - The specified time range for which the data will be generated on the report (i.e., *Today, This week, Custom, etc.*)
- **From** - If the *Custom* timeframe is selected, *From* is the custom date range
- **Timezone** - Clicking the link shown allows you to designate the timezone settings for the report's timeframe
- **Agent** - The drop-down menu displays the agent(s) who have activity to report
- **My subteam only** - Selecting this checkbox will run a report for agents selected for a supervisor's [subteam](#)

Metric Descriptions

The Agent Activity Report provides records of activities of selected agents. The metrics of this report are organized into columns, which are described as follows:

Activity

The activity type, which can be one of the following:

- *Ready*
- *Not Ready*
- *Inbound*
- *Outbound*
- *Conference*

Agent disposition

For an interaction-handling activity, the [disposition](#) assigned to the call by this agent

Case ID

For an interaction-handling activity, the identifier of the case that this interaction is related to. It currently applies to email interactions only

Co-browse

Indicates whether any co-browsing sessions took place during this interaction. Currently works for [co-browsing with Surfly](#) only.

Detail

- For the *Outbound* activity, the extension of the called party if the call was made internally and was answered.
- For the *Inbound* activity, the remote party's Caller ID for calls, IP address for chats, and email address for emails.
- For the *Not Ready* activity, the reason for being *Not Ready* if one is specified (otherwise, generic *Not Ready*).

Disposition

For interaction-handling activity, *Disposition* provides information about how the activity ended. Such *Dispositions* are described as follows:

- *Caller Terminated*: Inbound call/chat was terminated by the customer
- *Callee Terminated*: Outbound call/chat was terminated by the customer
- *Agent Disconnected*: Call/chat was terminated by the agent
- *Rejected*: Interaction was rejected by the agent
- *No Answer*: Interaction was not accepted by the agent
- *Busy*: Outbound call did not complete because the destination was busy or did not answer within a timeout
- *Network Failure*: Outbound call did not complete because of network congestion
- *System Disconnected*: Call/chat was disconnected by the system
- *Abandoned*: Outbound call was terminated by the agent before it was answered
- *Transferred*: Remote party on the interaction changed due to a transfer (the after-transfer phase is shown as a subsequent activity)
- *Terminated by Transfer*: Agent transferred the interaction
- *Conferenced*: Call/chat became a conference (the conference phase is shown as a subsequent activity)
- *Replied*: Inbound email was replied to by the agent
- *Closed*: Inbound email was closed without reply by the agent
- *Service Changed*: Email was recategorized by the agent (service associated with the email was changed and the same agent continued processing it; subsequent email processing is shown as a separate activity)
- *Sent*: Outbound email was sent by the agent
- *Discarded*: Outbound email was discarded without being sent by the agent
- *Saved*: Email was saved as a draft in the agent's personal queue

Duration

The time spent in this activity.

For interaction processing activities, duration includes both in-focus and out-of-focus time, as well as After Call Work (ACW) time.

External Number

- For an *Inbound* activity, the originally dialed number or original destination email address
- For an *Outbound* activity, the caller ID or the content of the "From" field of the email when it left the system

Held

The number of times the agent placed the call on hold during this activity (for emails and chats, the number of times the agent had the interaction out of focus during this activity)

Hold Time

- For calls, the total time the agent had the call on hold during the activity
- For emails and chats, the total time that the agent had the interaction out of focus during this activity

Note that *Hold Time* is displayed for interaction-handling activities only.

Max Hold

The duration of the longest period a call was on hold during this activity

Media type

For an interaction-handling activity, the interaction media type

Reply Time

The total amount of time from the moment the email interaction was accepted by the agent or entered his personal queue and until it was completed (including ACW if any) or transferred

Service

For an interaction-handling activity, the name of the service associated with this interaction

Talk Time

- For calls, the total time the agent spent talking during this activity, excluding hold times
- For emails and chats, the total time that the agent had the interaction in focus during this activity

Note that *Talk Time* is displayed for interaction-handling activities only.

Time

The time when the activity started. Only the activities that started within the selected reporting interval will be shown.

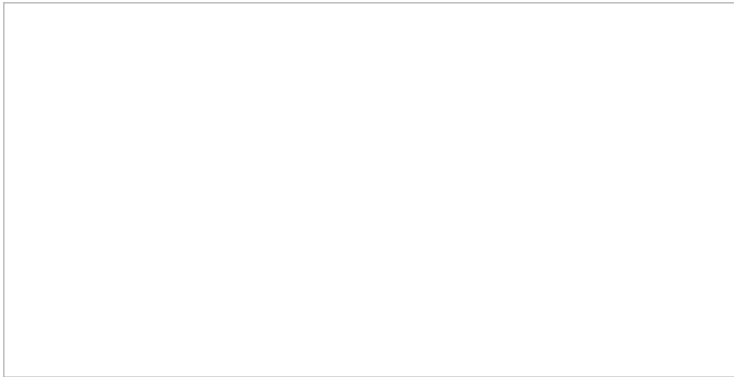
Customization of Metric Views

Depending on your permissions, you may be able to customize real-time metric views by removing undesired metrics, adding other metrics that you may want to see, and changing the order in which metrics are arranged in the table. You may also be able to set such a customized view as a default view for all other supervisors of your contact center.

Adding and Removing Metrics

To remove a particular metric:

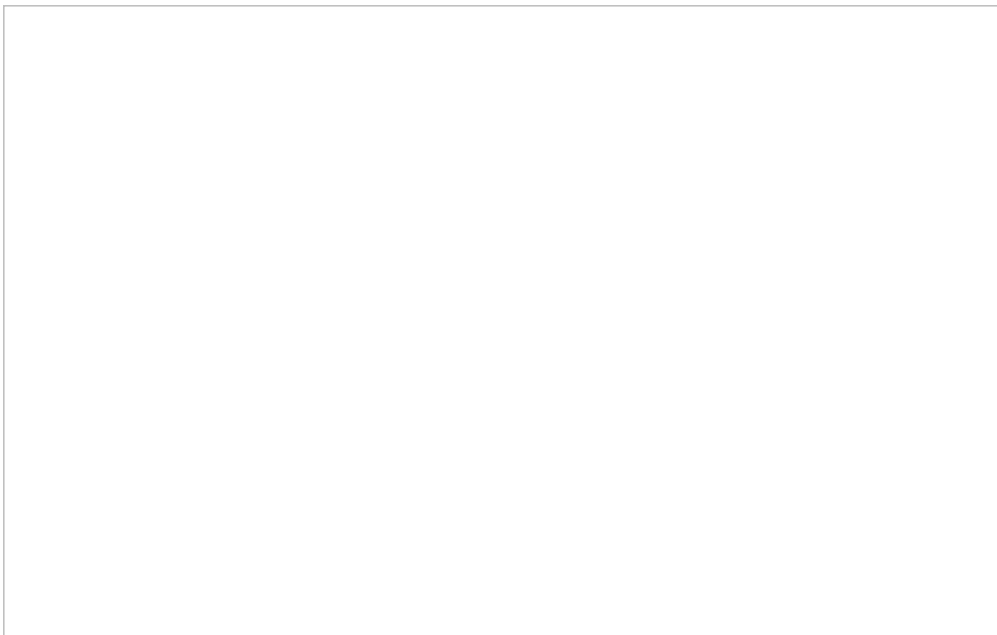
1. Hover your cursor over the corresponding column name and click the drop-down menu icon that will appear.
2. Select the **Hide metric** option.



How to hide metrics

To add a metric:

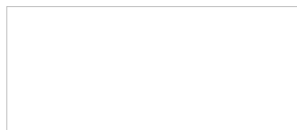
1. Hover your cursor over the name of the column next to where you want to add this new metric, and click the drop-down menu icon that will appear.
2. Select the **Add metrics...** option. A list of available metrics will appear with checkboxes next to their names.
3. Locate the desired metric in the list and select its checkbox.
4. Click **OK**.



Select the metrics to be shown in Agent Desktop

Rearranging Metrics Columns and Reverting to Default Views

To rearrange the order of columns in the metrics view, use the mouse to click on and drag the name of the columns to the desired locations.



Click and drag to
arrange metrics

You can also restore the original metrics set with the original order of columns. To do so, open the drop-down menu next to any metric and click the **Restore default view** option.

Saving a New Default View

Once you have completed all of the desired configuration changes, you can set the new view as the new default view for all other supervisors of your contact center. To do so, open the drop-down menu next to any metric and click the **Set view as default system-wide** setting. Note that this function requires a separate permission.

The list of metrics that appears when you click the **Add metric...** option contains brief descriptions for all real-time metrics available for the selected object (service, campaign, or agent). For the descriptions of metrics currently displayed in the metrics views, you can simply hover over the corresponding column titles.

For more detailed metric descriptions, follow these links:

- [Service Metrics](#)
- [Skill Metrics](#)
- [Agent Metrics](#)
- [Campaign Metrics](#)
- [List Metrics](#)
- [Team Metrics](#)

1. REDIRECT [5.3:Agent-guide/Tutorials/States/HowtoInterpretYourCurrentStateInformation](#)

1. REDIRECT [5.3:Agent-guide/Tutorials/Calls/HowtoUsetheDirectory](#)

List of Agent Metrics

This section provides a list of the real-time statistics and user properties that apply to agents and can be displayed via the [Agent Metrics View](#). For definitions of all real-time statistics, see [List of All Real-Time Metrics](#) in the *Reporting Reference Guide*. Metrics here are arranged in alphabetical order.

[Active](#)

[ACW Time](#)

Agent Login Time

Agent Login Time shows how much time has elapsed since the moment that the agent logged on to the system.

[Agent State](#)

[Avg ACW Time](#)

[Avg Idle Time](#)

[Avg Preview Time](#)

[BT](#)

[Busy Time](#)

[CAL Overdue](#)

[CAL Reminders](#)

[CSAT](#)

[FCR](#)

Hold

- For calls, *Hold* provides the total time that the agent has had the current call on hold.
- For emails and chats, *Hold* provides the total time that the agent has had the current interaction out of focus.
- If the agent is handling multiple interactions, the displayed *Hold* value relates to the interaction that is currently selected in the agent's Active Communications List.

[Idle Time](#)

[IN Active](#)

[IN Avg Handle Time](#)

[IN Avg Talk Time](#)

[IN Breached SLA](#)

[IN Carried Over](#)

[IN Carried Over New](#)

[IN Closed](#)

[IN Desktop](#)

[IN Handled](#)

[IN Handled New](#)

[IN Handled Unique](#)

[IN Ignored](#)

[IN Joined](#)

[IN Offered](#)

[IN on Hold](#)

[IN on Hold Unique](#)

[IN Pulled](#)

[IN Rejected](#)

[IN Replied](#)

[IN Svc Changed](#)

[IN Total Talk Time](#)

[IN Transferred](#)

[IN Transfers](#)

Interaction

Interaction provides the remote party's name, if known, for the interaction that the agent is currently handling.

If the agent is handling multiple interactions, the displayed value relates to the interaction that is currently selected in the agent's Active Communications List. See also the description of metric *Active* above.

[Lists P.A. Completed](#)

[Lists P.A. Remaining](#)

[NPS](#)

[Occupancy](#)

[OUT Agent Disconnected](#)

[OUT Desktop](#)

[OUT Handled](#)

[OUT Rejected](#)

[OUT Remote Disconnected](#)

[OUT Transferred](#)

[Preview Duration](#)

[Previewed](#)

[Ready Time](#)

Rec

Rec indicates whether the currently active call is being recorded.

[Sentiment](#)

Service

Service provides the name of the service associated with the interaction that the agent is currently handling.

If the agent is handling multiple interactions, the displayed value relates to the interaction that is currently selected in the agent's Active Communications List.

[Skipped](#)

[Skipped %](#)

[Survey 1](#)

[Survey 2](#)

Talk

- For calls, *Talk* provides the total time that the agent has spent talking on the current call. This metric excludes hold time.
- For emails and chats, *Talk* is the total time that the agent has had the current interaction in focus.

If the agent is handling multiple interactions, the displayed value relates to the interaction that is currently selected in the agent's Active Communications List.

Time in State

Time in State provides the time elapsed since the last agent's state change.