



5.3 Campaign Teams View

Bright Pattern Documentation

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Information About Real-Time Metrics

Real-time metrics pull data from various areas in Agent Desktop and are constantly updated in real-time (every few seconds) to reflect the current status of your contact center operations. Real-time metrics allow you to stay informed about your and your team's current performance. For a complete list, see [List of All Real-Time Metrics](#).

Teams										
Name	Busy	Not Ready	Ready	Logged In	Occupancy	IN Handled	IN Avg Handle Ti...			
Customer Service	0	0	1	1	0	0	00:00			

Customer Service Services										
Name	Logged In	Busy	IN Svc Level %	IN Waiting	CB Waiting	IN Max Wait	IN Queued	IN Handled	IN Active	
EmailService	2	1	0 (80/5d)	110	0	4189:43:21	0	0	0	
-	2	1	-	110	0	-	0	0	0	

Customer Service Agents											<input type="checkbox"/> my subteam only		<input type="checkbox"/> logged-out users	
Name	Sent...	Time in State	IN Han...	IN Ref...	OU...	OU...	Occup...	Active	Interaction	Service	Talk	Hold	Rec	
Christy Borden		03:30	0	0	0	0	0	0					no	

An example of real-time agent and team metrics as seen via the Supervision section

Real-Time Metrics Categories

Real-time metrics are organized into the following categories. **Please note:** Some metrics fall into several categories.

Agent Metrics

[Agent metrics](#) are related to agent work and performance. Example metrics from this group include *Agent Login Time* and *Avg Reply Time*.

Campaign Metrics

[Campaign metrics](#) are related to the performance of a campaign. Example metrics from this group include *Attempted* and *Total Completed*.

List Metrics

List metrics are related to individual calling lists within campaigns and that can be displayed via [Lists View](#). Example metrics from this group include *Dialable* and *Total Remaining*.

Service Metrics

[Service metrics](#) are for either all services assigned to a selected team or all services assigned to all teams. Example metrics from this group include *Busy* and *IN in Progress*.

Skill Metrics

[Skill metrics](#) are a subset of service metrics and are related to each individual skill within that service. Example metrics from this group include *IN Active* and *Ready*.

Team Metrics

[Team metrics](#) are related to the work and performance of a team. Example metrics from this group include *IN Avg Handle Time* and *Not Ready*.

Dashboard and Wallboard

Real-time metrics are also utilized in the Dashboard and Wallboard applications. For the Wallboard, metrics will appear as a shortened version of the full name; the Dashboard metrics appear as abbreviations of the metric name. For example, the metric *Inbound interactions handled by agents for the day* appears as *Inbound handled by agents* on the Wallboard but as *CH* on the Dashboard. The metrics on the Dashboard appear as abbreviations due to the small size of the Dashboard itself. Dashboard and Wallboard names are included in [All Real-Time Metrics](#). For more information about these applications, see [Dashboard](#) and [Wallboard](#).

Types of Real-Time Metrics

The system provides real-time metrics of two types: cumulative and instantaneous.

- Cumulative metrics

Cumulative metrics include all events matching the described condition since the moment within the previous 24 hours when the real-time statistics were reset according to your contact center configuration. Most of the cumulative metric names end with a verb in the perfect form and their descriptions are given in the present perfect form (e.g., *IN Queued: Number of inbound interactions that have entered the service queue*).

- Instantaneous metrics

Instantaneous metrics only count the resources that match the described condition at the present moment. Most of the instantaneous metric names end with an adjective or a verb in the progressive form and their descriptions usually have words *current* or *currently* (e.g., *IN Waiting: Number of inbound interactions that are currently waiting in the service queue*). (Compare this example to the cumulative *IN Queued* metric.)

Understanding Metrics Terminology

The names of many metrics have prefixes such as *IN*, *OUT*, or *CB*. Here is what these prefixes mean:

- Metrics whose names start with *IN* are related to inbound interactions.
- Metrics whose names start with *OUT* are related to outbound interactions. Unless explicitly stated otherwise in a metric description, these metrics count both regular outbound interactions made by agents (e.g., consult calls made with respect to inbound services) and campaign calls that may be dialed by the system and distributed to the agents when answered.
- Metrics whose names start with *CB* are related to inbound calls that selected the *Virtual Queue* option (i.e., callback requests).

For a list of other terminology used in real-time metrics and their definitions, see [Glossary](#).

General Campaign Metrics View

General campaign metrics are displayed in a table in the upper section of the right pane of your Agent Desktop. This general campaign metric view will list, in alphabetical order, all active campaigns assigned to you.

The current status of each campaign is indicated in the *Running* column.

The mode in which the campaign is configured to run is indicated in the *Mode* column.

Campaigns

Name	Completed	Logged In	Busy	Ready	Not Ready	Occupancy	OUT Queue	Abandoned %	OUT Routed
Survey	0	1	0	0	1	100		0	0
Survey Retest	0	2	1	0	1	100		0	0

General campaign metrics view

A campaign can run in one of the following modes:

- **Preview** - The calling records are submitted to the agents participating in the campaign. The agents are given a chance to review record information before dialing the destination numbers.
- **Predictive** - The system automatically dials numbers from list records according to currently optimal dialing rates, monitors call progress, and connects successful (answered) call attempts to available agents. The dialing rate is optimized to maintain the desired agent occupancy based on the statistical analysis of outcomes of most recent dialing attempts.
- **Progressive** - The system automatically dials numbers from list records according to a fixed (preconfigured) dialing rate, monitors call progress, and connects successful (answered) call attempts to available agents. Note that progressive mode is also used for a short period of time at the beginning of campaigns of the *Predictive* type (see above) until the system has enough real-time statistical input to enable the predictive algorithm.
- **Automatic (IVR)** - The system automatically dials numbers from list records, monitors call progress, and connects successful (answered) call attempts to a prerecorded IVR message. Agents are not involved in campaigns of this type.

More Information

For general information about real-time metrics, see section [Understanding Real-Time Metrics](#).

For view customization, see section [Customization of Metric Views](#).

For detailed descriptions of the available campaign metrics, see [List of Campaign Metrics](#).

List of Team Metrics

This section provides detailed descriptions of the real-time metrics that apply to teams and can be displayed via the [Team Metrics View](#) in the Supervision center or via [Campaign Team View](#) in the Campaign Operations center. For definitions of these metrics, as well as a complete list of real-time metrics, see [List of All Real-Time Metrics](#) in the *Reporting Reference Guide*. Metrics here are arranged in alphabetical order.

[Avg ACW Time](#)

[Avg Idle Time](#)

[Busy](#)

[CAL Overdue](#)

[CAL Reminders](#)

[IN Avg Handle Time](#)

[IN Handled](#)

[Logged In](#)

[Not Ready](#)

[OUT Handled](#)

[OUT Rejected](#)

[Occupancy](#)

[Ready](#)