

## 5.3 List of Quota Metrics

### Bright Pattern Documentation

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# Quota Metrics View

If you are running a quota campaign, you can view real-time metrics specific to the configured quotas.

If quotas are configured for a campaign selected in the general campaign metrics view, the individual campaign view will have the clickable word *Quota* displayed next to the campaign name.

## To open the quota metrics view:

Simply click the **Quota** link. (See the highlighted link in the image shown.)

### Campaigns

Name	Completed	Mode	Logged In	Busy	Ready	Not Ready	Occupancy	OUT Queue	Abandoned %	OUT Routed
Survey	0		2	1	1	0	100		0	0
Survey Retest	0		2	0	2	0	96		0	0

### Survey Retest (Quota)

Stop

Total Records	50	Total Completed	0	Total DNC	0	Total remaining	50	Attempted	0
Completed	0	ASR %	-	Mode	preview	Busy	0	Abandoned	-

## Link to the quota metrics view

The quota metrics view will provide a separate set of metrics for each quota group configured for this campaign. For detailed descriptions of these metrics, see section [List of Quota Metrics](#).

The bottom row of the quota metrics view displays the cumulative values for all quota groups.

The screenshot shows the 'Quota' view for the 'Survey Retest' campaign. The interface includes a top navigation bar with 'EmailService', 'WT: 4504:42:36', and 'Q: 100'. A sidebar on the left contains various icons for navigation. The main content area displays a table with the following data:

Group	Total Records	Quota	Completed	Successes	Remaining
State/Province: CA, Range: 30 to 50	10	30	0	0	10
State/Province: CA, Range: 50 and A...	3	400	0	0	3
State/Province: CA, Range: Below 30	4	15	0	0	4
State/Province: FL, Range: 30 to 50	0	30	0	0	0
State/Province: FL, Range: 50 and Ab...	3	400	0	0	3
State/Province: FL, Range: Below 30	2	30	0	0	2
State/Province: MT, Range: 30 to 50	6	15	0	0	6
State/Province: MT, Range: 50 and A...	2	400	0	0	2
State/Province: MT, Range: Below 30	3	15	0	0	3
State/Province: TX, Range: 30 to 50	2	30	0	0	2
State/Province: TX, Range: 50 and A...	2	400	0	0	2
State/Province: TX, Range: Below 30	2	15	0	0	2
State/Province: UT, Range: 30 to 50	5	30	0	0	5
State/Province: UT, Range: 50 and Ab...	4	400	0	0	4
State/Province: UT, Range: Below 30	2	15	0	0	2
Total	50	2225	0	0	50

## Quota metrics view

Unlike the other real-time metric views, the quota metrics view needs to be updated manually to get the current values of all metrics.

**To update the view with current metric values:**

Click the **Refresh** button.

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