



5.3 Quota Metrics View

Bright Pattern Documentation

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Table of Contents

| | |
|-----------------------|---|
| Table of Contents | 2 |
| List of Quota Metrics | 3 |
| Metric Descriptions | 3 |
| Completed | 3 |
| Quota | 3 |
| Remaining | 3 |
| Successes | 4 |
| Total Records | 4 |

List of Quota Metrics

This section provides detailed descriptions of the real-time metrics that apply to quota groups that are configured within a campaign and are displayed via the [Quota Metrics View](#). Metrics are arranged in alphabetical order.

Note the following considerations regarding the quota metrics:

- The term *records* in the metric definitions shall be interpreted as *records of of the list associated with the given campaign and currently enabled within this campaign*. Note that a quota-based campaign can have only one list enabled within it at a time.
- Metrics have different meanings depending on the quota type: field-based, disposition-based, or list-wide. For the differences between these quota types, see the description of the *Quota* metric. For more information about campaign quotas, see the *Contact Center Administration Guide*, section [Lists Tab](#).

[Campaigns](#) >> [Survey Retest](#) >> [Quota](#)

| Group | Total Records | Quota | Completed | Successes | Remaining |
|-------------------------------------|---------------|-------|-----------|-----------|-----------|
| State/Province: CA, Range: 30 to 50 | 10 | 30 | 0 | 0 | 10 |

A view of quota metrics

Metric Descriptions

Completed

- For field-based quota groups, the *Completed* metric provides the number of records matching the group selection criteria that have been completed (i.e., the records for which any final disposition have been set).
- For disposition-based quota groups or a list-wide quota, *Completed* provides the total number of records in the list that have been completed (i.e., the records for which any final disposition have been set).

Quota

- For field-based quota groups, the configured *Quota* provides the number of records matching the group selection criteria that must be completed with any disposition of "success" type.
- For disposition-based quota groups, the configured *Quota* provides the number of records in the list that must be completed with the disposition specified for this group.
- For a list-wide quota, the configured *Quota* provides the number of records in the list that must be completed with any disposition of the "success" type.

Note that any changes in configured quota values will be reflected here only after the campaign is started.

Remaining

- For field-based quota groups, *Remaining* provides the number of records matching the group selection criteria whose processing within this campaign has not finished.
- For disposition-based quota groups or a list-wide quota, *Remaining* provides the total number of records in the list whose processing within this campaign has not finished.

Successes

- For field-based quota groups, *Successes* provides the number of records matching the group selection criteria that have been completed with any disposition of "success" type.
- For disposition-based quota groups, *Successes* provides the number of records in the list that have been completed with the disposition specified for this group.
- For a list-wide quota, *nSuccesses* provides the number of records in the list that have been completed with any disposition of the "success" type.

Total Records

- For field-based quota groups, this metric provides the total number of records in the list matching the group selection criteria.
- For disposition-based quota groups or a list wide quota, this metric provides the total number of records in the entire list.