



5.3 Skill Metrics View

Bright Pattern Documentation

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List of Skill Metrics

This section provides detailed descriptions of the real-time metrics that apply to individual skills associated with a selected service and that can be displayed via the [Skill Metrics View](#). Metrics are arranged in alphabetical order.

Note the following general considerations regarding skill metrics:

- Unless noted otherwise, the terms *interactions* in the metric descriptions shall be interpreted as *interactions that requested (1) the service for which the skill metric view is displayed AND (2) the given skill within this service*.
- The term *agents* in the metric definitions shall be interpreted as *agents who have (1) the service skill for which the skill metric view is displayed AND (2) the given skill*. Note that since one service may be associated with more than one team, the agent-related skill metrics (*Logged In* and *Ready*) may include agents that you are not assigned to supervise

Skill Metrics

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*.

[IN Active](#)

[IN Max Wait](#)

[IN Waiting](#)

[Logged In](#)

[Ready](#)