

# 5.3 Metrics

## Bright Pattern Documentation

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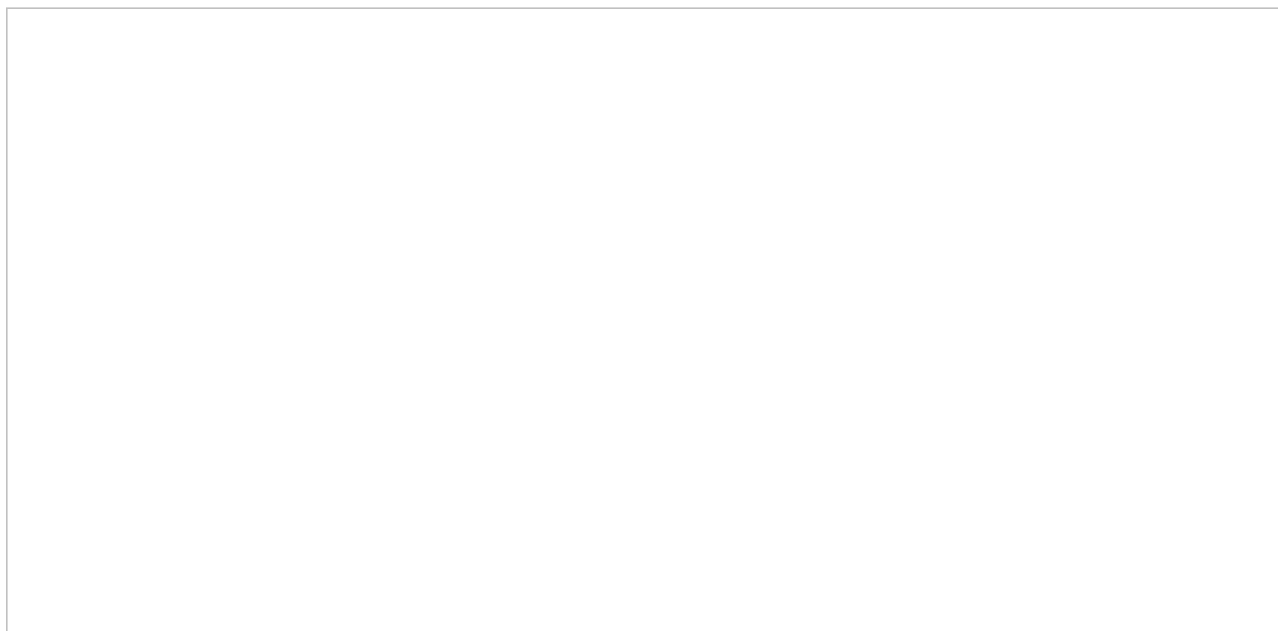
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# Edit Mode

Users with the privilege *Customize Wallboards* may edit a wallboard's layout. If you have been granted the privilege, your wallboards will be displayed in Edit mode with wallboard control elements visible. You can select and edit various parts of the wallboard by clicking or mousing over them.

For information about granting privileges for customizing, pushing, and pulling wallboards, refer to the [Contact Center Administrator Guide](#).



A wallboard in edit mode

## Cells

A wallboard is a grid of 12 x 12 cells, which contain information, stats, and metrics. When launching the Wallboard Builder application, if your wallboard has not been configured yet, you will see a grid of 12 cards and/or empty cells, as shown.

[Dark-Wallboard-Grid-316.png](#)



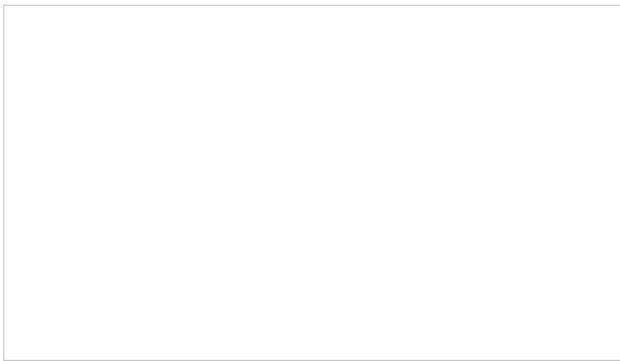
If you have the privilege to customize wallboards, the wallboard will be shown in Edit mode, and mousing over a card or cell will enable you to click to edit it. Clicking on any cell creates a new 2 x 2 card if there is space available. It is also possible to create a card by click-dragging across cells.

Note that the size of the card is a multiple of grid cells, and the minimum card size is 2 x 2.

There are two standard color schemes from which to choose: dark (black background and grey cards) and light (light grey background and white cards).

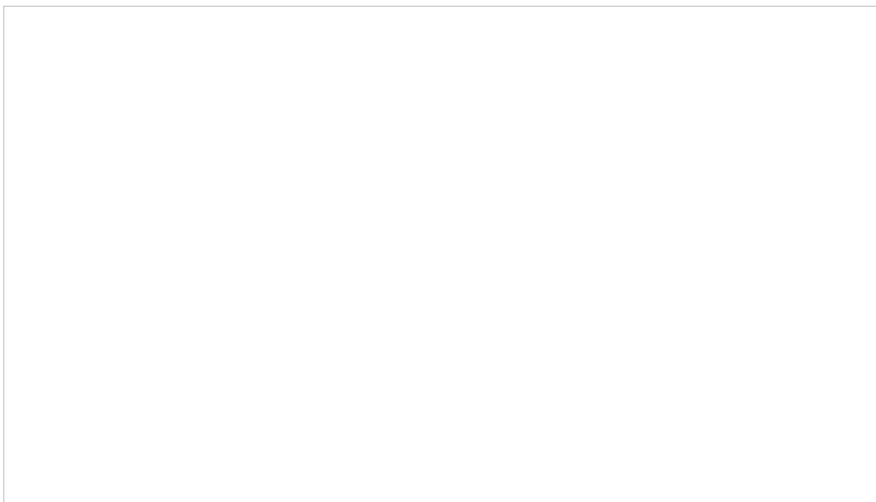
## Cards

When mousing over an empty card, graphics for editing the card appear. At the center of each empty card is a "focus bracket" that shows where a card can be placed.



Wallboard focus bracket

When clicked, the plus sign graphic will show a widget selector that allows you to choose the type of widget to be placed in the card.



Select a Widget window

To delete the card and its contents, if any, click the Delete  icon located in the upper right-hand corner of the card.

## Resizing and Moving Cards

In addition to changing a card's contents, it is possible to change a card's size and placement on the grid.

### To resize a card:

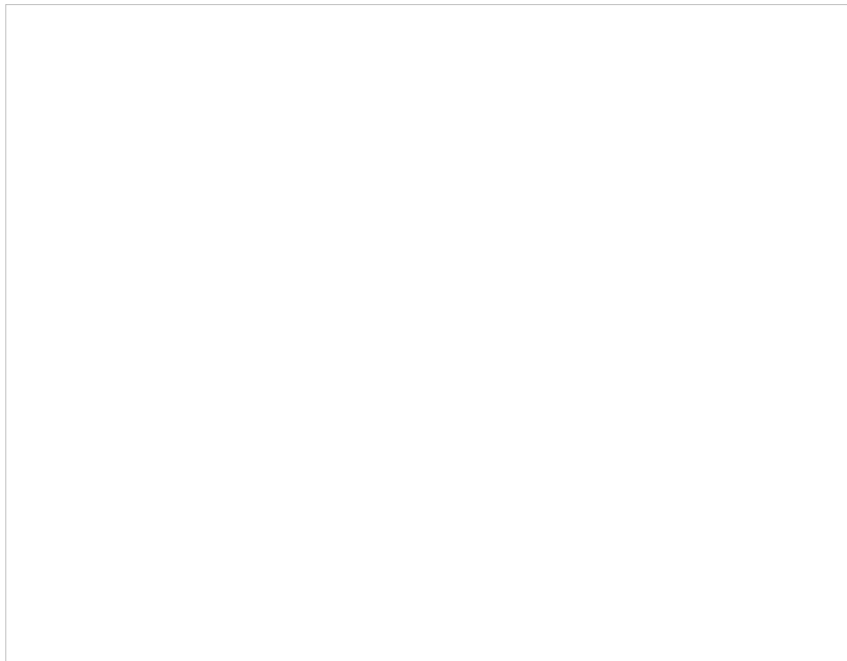
Click and drag the corner of the card until it is the desired size. Note that a resized card cannot overlap with another card on the grid.

### To move a card:

Drag and drop it onto an empty space on the grid. As with a resized card, a dragged card can be dropped onto empty spaces only, and the cards cannot overlap.

## Widget Selector

Widgets are used to display metrics, statistics, news, and other specific information in real-time on your wallboard. Widgets are added to cards on your wallboard using the widget selector. Mousing over a widget highlights it.



You can add a widget to a card by making a selection in the widget selector.

The widget selector groups widgets into three categories:

- [Standard Widgets](#)

- [User Widgets](#)
- [Copy from Existing Widgets](#)

Widgets from other wallboards are shown in the widget selector according to their configuration and titles.

To select a widget and add it to a card, click on a widget shown in the widget selector. A widget configuration screen will open, presenting widget-specific properties and settings to edit.

Cards that already have defined widgets will display a Delete icon, a Configure icon, and the title and actual data for the widget according to its configuration.

## Scalable Display

When displayed, a wallboard scales to the all available space on the Agent Desktop. This means that cards do not keep their aspect ratio (e.g., it is impossible to ensure that cards are always square). Widget content is scaled according to the widget design.

The selector dialog can expand vertically to fit the Agent Desktop. If there are too many items in a section, a scroll bar appears.

## List of All Real-Time Metrics

The following is a list of real-time metrics. The metrics are listed in alphabetical order by their full name; shortened names will be shown in parenthesis if available. [Wallboard](#) and [Dashboard](#) names will also be listed where applicable.

For a full list of the vocabulary used in metrics definitions, see [Glossary](#). Additionally, for a list of all metrics by category, see [Real-Time Metrics by Category](#). A grid view of these metrics can also be found in [List of Statistics](#) in the *Real-Time Statistic API* guide.

### Agent Idle Time (Idle Time)

**Metrics categories:** Agent, Campaign

*Agent Idle Time* is the current idle time for agents, which is the number of seconds an agent has waited since the last interaction; it is calculated as the difference between the current time and time of last agent state change. Note that Idle Time includes Not Ready time.

### Agent State

**Metrics category:** Agent

*Agent State* displays the current agent state in text form. For the [Not Ready](#) state, this metric includes the reason for not being ready, if available. Note that the same information is shown as an icon preceding agent's name. Agent states and icons are explained in detail in the Bright Pattern Contact Center *Agent Guide*, section [Understanding and Handling Your States](#).



## Agents Busy With Interactions of This Service (Busy Svc)

**Wallboard name:** *Agents busy with this service*

**Metrics categories:** Campaign, Service

*Agents Busy With Interactions of This Service* provides the number of agents who are currently handling interactions associated with the given service. This metric includes agents in the [ACW](#) state with respect to such interactions.

## Agents in ACW State (ACW Count)

**Metrics category:** Campaign, Service, Team

*Agents in ACW State* is the number of agents currently handling [After Call Work \(ACW\)](#). When displayed as a total for several services, this metric shows the total number of distinct agents with the given service skill(s) in this state. Agents with skills corresponding to multiple services in the set are counted once.

## Agents Ready (Ready)

**Wallboard name:** *Matching agents ready*

**Metrics categories:** Campaign, Skill, Service, Team

*Agents Ready* is the number of agents in [Ready](#) state. When displayed as a total for several services, this metric shows the total number of distinct agents with the given service skill(s) in this state. Agents with skills corresponding to multiple services in the set are counted once.

## Average ACW Time (Avg ACW Time or AACW)

**Dashboard name:** *AACW*

**Metrics category:** Agent, Campaign, Service, Team

*Average ACW Time* is the average daily time agents spend handling [After Call Work \(ACW\)](#). When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services).

## Average Handle Time (IN Avg Handle Time)

**Wallboard name:** *Average handle time*

**Metrics category:** Agent, Campaign, Service, Team

*Average Handle Time* is the average time, including hold time and after-call-work time, that the agent has answered and handled calls to the service. When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services).

## Average Idle Time (Avg Idle Time)

**Wallboard name:** *Average idle time of matching agents*

**Metrics categories:** Agent, Campaign, Service, Team

*Average Idle Time* is the average time that agents have waited between the handling of service interactions. When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services). Note that Avg Idle Time includes Not Ready time.

## Average Preview Time (Avg Preview Time)

**Wallboard name:** *Average preview time of matching agents*

**Metrics categories:** Agent, Campaign, Service

*Average Preview Time* is the average time that agents reviewed records of previewed outbound campaigns, from the moment the preview record was accepted by agents and until it was either dialed or skipped. When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services).

## Average Sentiment (Sentiment)

**Metrics categories:** Agent, Campaign

*Average Sentiment* is the average current sentiment of calls. When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services).

## Average Speed of Answer/Reply (IN ASA)

**Wallboard name:** Average speed of answer/reply

**Metrics categories:** Service

*Average Speed of Answer* is the average time that the calls waited in the service queue before being answered. *Average Time to Reply* is the average time between email arrival and the sending of the first meaningful reply (acknowledgment is not considered a meaningful reply). This metric is a cumulative statistic calculated for all interactions since the reset time. When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services) and is common for both inbound calls and emails.

**Note:** If ACW is set for an email service, then this metric is changed only after an agent leaves the ACW state.

## Average Success Rate - percentage of successful call attempts (ASR %)

**Metrics category:** Campaign

*Average Success Rate* is the percentage of successful call attempts out of the last several hundred call attempts made (250 attempts, by default). This metric is used to adjust the calling rate of a predictive campaign to achieve optimal occupancy of available agents without losing answered calls. Thus, the successful call attempt is defined as any call attempt that was answered and queued for delivery to an agent.

## Busy Agents (Busy)

**Wallboard name:** Matching agents busy

**Metrics categories:** Campaign, Service, Team

*Matching Agents Busy* is the number of agents in a [Busy](#) state. When displayed as a total for several services, this metric shows the total number of distinct agents with the given service skill(s) in this state. Agents with skills corresponding to multiple services in the set are counted once.

## Calendar Reminders (CAL Reminders)

**Metrics categories:** Agent, Team

*Calendar Reminders* is the number of entries in the [calendar events](#) queue with time in the future, allowing supervisors to see how many recalls are set up by team, per agent.

## **Calendar Reminders in the Past (CAL Overdue)**

**Metrics categories:** Agent, Team

*Calendar Reminders in the Past* is the number of entries in the [calendar events](#) queue with time in the past, allowing supervisors to see how many recalls are overdue per team, per agent.

## **Call Handling Rate Per Hour (HR)**

**Dashboard name:** HR

**Metrics categories:** Campaign, Team

*Call Handling Rate Per Hour* is the average of all calls made per agent per hour.

## **Callbacks Currently Waiting in Queue (CB Waiting)**

**Wallboard name:** Callbacks in queue now

**Metrics categories:** Campaign, Service

*Callbacks Currently Waiting in Queue* is the current number of callback requests currently waiting in the [virtual queue](#) associated with the given service.

## **Callbacks Requested for the Day (CB Requested)**

**Wallboard name:** Callbacks requested

**Metrics categories:** Campaign, Service

*Callbacks requested* is the number of inbound calls to the given service for the day that have chosen the [callback option](#). Note that this metric counts calls; therefore, if one call has requested the callback option multiple times, it will be counted once by this metric.

## **Campaign Mode (Mode)**

**Metrics category:** Campaign

*Campaign Mode* displays the current dialer mode for a [campaign](#) ("preview, progressive, predictive").

## **Completed Records in Active Lists (Lists Completed)**

**Wallboard name:** Completed records in active lists

**Metrics categories:** Campaign, List, Service

*Completed Records in Active Lists* is the number of records in active lists that have been marked as completed.

## **Completed Records with Personal Agent Assignments (Lists P.A. Completed or P.A. Completed)**

**Wallboard name:** Completed records with personal agent assignments

**Metrics categories:** Agent, Campaign, List, Service

*Completed Records with Personal Agent Assignments* returns the number of personally assigned records completed since the beginning of the campaign. This metric is meaningful for preview campaigns only.

## Count of Selected Dispositions

**Wallboard name:** Count of selected dispositions

**Metrics categories:** Service

*Count of Selected Dispositions* displays the total number of dispositions that are available for a given call service and then selected per interaction per day.

## Custom Survey Metric 1 (Survey 1)

**Wallboard name:** Custom Survey Metric 1

**Metrics categories:** Agent, Service, Team

*Custom Survey Metric 1* is the average percentage of customer survey responses based on a given metric within the survey. This number is calculated by taking the sum of all values, then dividing them by the total number of interactions, where surveys exist (i.e., the [Save Survey Results](#) block was used).

## Custom Survey Metric 2 (Survey 2)

**Wallboard name:** Custom Survey Metric 2

**Metrics categories:** Agent, Service, Team

*Custom Survey Metric 2* is the average percentage of customer survey responses based on an additional metric within the survey. This number is calculated by taking the sum of all values, then dividing them by the total number of interactions, where surveys exist (i.e., the [Save Survey Results](#) block was used).

## Customer Satisfaction (CSAT)

**Wallboard name:** Customer Satisfaction

**Metrics categories:** Agent, Service, Team

*Customer Satisfaction* is the average result of surveys where the customer satisfaction question has been answered.

## Estimated Campaign Duration (Est Duration)

**Wallboard name:** Estimated campaign duration

**Metrics categories:** Campaign, Service

*Estimated Campaign Duration* is the estimated length of time a campaign will run today with enough records to keep all logged-in agents busy.

## Estimated Wait Time (IN EWT)

**Wallboard name:** Estimated wait time

**Metrics categories:** Campaign, Service

*Estimated Wait Time* is the estimated time a client will wait before being serviced. This metric includes callback requests. When this metric is displayed as a total for several services, it shows the value for the service where the wait time is currently the longest.

## **First Call Resolution (FCR)**

**Wallboard name:** First Call Resolution

**Metrics categories:** Agent, Service, Team

*First Call Resolution* is the percentage of calls resolved by agents during a customer's first call. This number is calculated by dividing the sum of interactions marked as First Call Resolution by of all interactions, where save survey exists (i.e., the [Save Survey Results](#) block was used).

## **Inbound Calls Abandoned for the Day (IN Total Abandoned)**

**Wallboard name:** Inbound abandoned

**Metrics categories:** Campaign, Service

*Inbound Calls Abandoned for the Day* is the number of inbound interactions terminated by the originating party.

## **Inbound Calls Abandoned in IVR for the Day (IN IVR Abandoned)**

**Wallboard name:** Inbound abandoned in IVR

**Metrics categories:** Campaign, Service

*Inbound Calls Abandoned in IVR for the Day* is the number of inbound interactions terminated while being serviced by an [IVR](#) application.

## **Inbound Calls Abandoned in Queue for the Day (IN Queue Abandoned)**

**Wallboard name:** Inbound abandoned in queue

**Metrics categories:** Campaign, Service

*Inbound Calls Abandoned in Queue for the Day* is the number of inbound interactions terminated by the originating party while waiting in queue.

## **Inbound Calls Abandoned While Ringing for the Day (IN Ringing Abandoned)**

**Wallboard name:** Inbound abandoned while ringing

**Metrics categories:** Campaign, Service

*Inbound Calls Abandoned While Ringing for the Day* is the number of inbound calls terminated by the originating party while the line is ringing.

## **Inbound Calls Currently in IVR (IN in IVR)**

**Wallboard name:** Inbound in IVR now

**Metrics categories:** Campaign, Service

*Inbound Calls Currently in IVR* is the number of inbound calls currently being processed by an [IVR](#) application.

## **Inbound Calls Currently Ringing (IN Ringing)**

**Wallboard name:** Inbound ringing on agents now

**Metrics categories:** Campaign, Service

*Inbound Calls Currently Ringing* is the number of inbound calls currently ringing for agents.

## **Inbound Calls Dropped by System in IVR for the Day (IN IVR Dropped)**

**Wallboard name:** Inbound dropped by system in IVR

**Metrics categories:** Campaign, Service

*Inbound Calls Dropped by System in IVR for the Day* is the number of inbound calls that have been disconnected by the system while being processed by an [IVR](#) application.

## **Inbound Calls Dropped by System in Queue for the Day (IN Queue Dropped)**

**Wallboard name:** Inbound dropped by system in queue

**Metrics categories:** Campaign, Service

*Inbound Calls Dropped by System in Queue for the Day* is the number of inbound calls that have been disconnected by the system while waiting in queue.

## **Inbound Calls Dropped by System While Ringing for the Day (IN Ringing Dropped)**

**Wallboard name:** Inbound dropped by system while ringing

**Metrics categories:** Campaign, Service

*Inbound Calls Dropped by System While Ringing for the Day* is the number of inbound calls that have been disconnected by the system while ringing.

## **Inbound Calls Duration Average for the Day (IN Avg Talk Time)**

**Wallboard name:** Inbound duration average

**Metrics categories:** Agent, Campaign, Service

*Inbound Calls Duration Average for the Day* is the average of talk time of [IN Handled](#) calls. When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services).

## **Inbound Calls Duration Total for the Day (IN Total Talk Time)**

**Wallboard name:** Inbound duration total

**Metrics categories:** Agent, Campaign, Service

*Inbound Calls Duration Total for the Day* is the sum of talk time of [IN Handled](#) calls.

## **Inbound Calls First Time Queued for the Day (IN Queued Unique)**

**Wallboard name:** Inbound queued unique

**Metrics category:** Campaign

*Inbound Calls First Time Queued for the Day* is the number of inbound calls that entered queued state for the first time. This includes both inbound calls and callbacks dialed and answered by the customer.

### **Inbound Calls in IVR, Queue or on Agents Now (IN Calls in Progress)**

**Wallboard name:** Inbound in IVR, queue or on agents now

**Metrics categories:** Campaign, Service

*Inbound in IVR, Queue or on Agents Now* is the number of in-progress, inbound calls that are in either IVR, service queue, or being handled by agents.

### **Inbound Calls Queued for the Day (IN Queued)**

**Wallboard name:** Inbound queued

**Metrics categories:** Campaign, Service

*Inbound Calls Queued for the Day* is the number of inbound calls that enter a queued state for the day. This includes both inbound calls and callbacks dialed and answered by the customer.

### **Inbound Calls Rejected or Unanswered by Agents for the Day (IN Rejected)**

**Wallboard name:** Inbound rejected or missed by agents

**Metrics categories:** Agent, Campaign, Service

*Inbound Calls Rejected or Unanswered by Agents for the Day* is the number of times agent state was moved by the system to not the [Not Ready](#) state. This includes both inbound calls and callbacks dialed and answered by the customer.

### **Inbound Calls Released by Agents for the Day (IN Agent Disconnected)**

**Wallboard name:** Inbound released by agents

**Metrics categories:** Agent, Campaign, Service

*Inbound Calls Released by Agents for the Day* is the number of inbound calls disconnected by agents while talking to callers for the day. This includes both inbound calls and callbacks dialed and answered by the customer.

### **Inbound Calls Released by Callers for the Day (IN Remote Disconnected)**

**Wallboard name:** Inbound released by callers

**Metrics categories:** Campaign, Service

*Inbound Calls Released by Callers for the Day* is the number of inbound calls ended by callers.

### **Inbound Calls Routed to Agents for the Day (IN Routed)**

**Wallboard name:** Inbound routed to agents

**Metrics categories:** Campaign, Service

*Inbound Calls Routed to Agents for the Day* is the number of inbound calls that were queued and then routed to agents for the day.

### **Inbound Calls Self Serviced for the Day (IN Self Serviced)**

**Wallboard name:** Inbound self serviced

**Metrics categories:** Campaign, Service

*Inbound Calls Self Serviced for the Day* is the number of inbound calls disconnected by the caller in [IVR](#) state with self-service flag set. This includes both inbound calls and callbacks dialed and answered by the customer.

### **Inbound Calls Short Abandoned in Queue for the Day (IN Queue Sh-Abandoned)**

**Wallboard name:** Inbound short-abandoned in queue

**Metrics categories:** Campaign, Service

*Inbound Calls Short Abandoned in Queue for the Day* is the number of inbound interactions that have been terminated by the originating party while waiting in the service queue before the configured [Service Level threshold](#).

### **Inbound Emails Carried Over from Previous Day (IN Carried Over)**

**Wallboard name:** Inbound emails carried over

**Metrics categories:** Agent, Campaign, Service

*Inbound Emails Carried Over from Previous Day* is the number of inbound emails that arrived at this service at any time before the reset time and remained unprocessed at the reset time. This metric includes both new emails and emails related to existing threads.

### **Inbound Emails Carried Over from Previous Day for New Cases (IN Carried Over New)**

**Wallboard name:** Inbound emails carried over from previous day

**Metrics categories:** Agent, Campaign, Service

*Inbound Emails Carried Over from Previous Day for New Cases* is the number of inbound emails that arrived at this service the day before the reset time and remained unprocessed at the reset time. This metric includes both new emails and emails related to existing threads.

### **Inbound Emails Closed Without Reply for the Day (IN Closed)**

**Wallboard name:** Inbound emails dispositioned without reply

**Metrics categories:** Agent, Campaign, Service

*Inbound Emails Closed Without Reply for the Day* is the number of inbound emails that have had been assigned a disposition but have not been replied to.

### **Inbound Emails Currently on Agents, Saved in Personal Queues (IN Desktop)**



**Wallboard name:** Inbound emails in personal queues now

**Metrics categories:** Agent, Campaign, Service

*Inbound Emails Currently on Agents, Saved in Personal Queues* is the current number of inbound emails that have been pulled into an agent's personal queue. Note that this metric is not a number of cases, except in the specific situation when each case originates from an inbound email and contains only one inbound email. For more information about the difference between cases and emails, see the *Agent Guide*, section [Cases, Email, and Threads](#).

### **Inbound Emails Currently on Agents, Saved in Personal Queues, Waiting in Excess of SLA Time (IN Breached SLA)**

**Metrics categories:** Agent, Campaign, Service

*Inbound Emails Currently on Agents, Saved in Personal Queues, Waiting in Excess of SLA Time* is processed emails that remained in agent personal queues that were not replied within the [service level agreement \(SLA\)](#) time.

### **Inbound Emails Offered to Agent for the Day (IN Offered)**

**Metrics categories:** Agent, Campaign

*Inbound Emails Offered to Agent for the Day* is the total number of emails that were pushed to the agent in the given reporting interval. This metric does not include pulled or manually assigned emails.

### **Inbound Emails Pulled by Agent for the Day (IN Pulled)**

**Wallboard name:** Inbound emails pulled by agent

**Metrics categories:** Agent, Campaign

*Inbound Emails Pulled by Agent for the Day* is the total number of emails that were pulled by the agent from the service queues in the given reporting interval. Approval queues are excluded.

### **Inbound Emails Replied for the Day (IN Replied)**

**Wallboard name:** Inbound emails replied

**Metrics categories:** Agent, Campaign, Service

*Inbound Emails Replied for the Day* is the number of inbound emails that agents have replied to.

**Note:** If ACW is set for an email service, then this metric is changed only after an agent leaves the ACW state.

### **Inbound Emails Unanswered for the Day (IN Ignored)**

**Wallboard name:** Inbound emails not accepted

**Metrics categories:** Agent, Campaign, Service

*Inbound emails not accepted* is the number of emails that were pushed to the agent and not accepted (returned back to queue or transferring agent). It does not include emails that went into receiving agent personal queue

### **Inbound Interactions Being Put on Hold by Agent(s) for the Day (IN on Hold)**

**Wallboard name:** Inbound held

**Metrics categories:** Agent, Campaign

*Inbound Interactions Being Put on Hold by Agent(s) for the Day* is the number of inbound service calls put on hold by a user during her login session. The counter is reset when the user logs out.

## **Inbound Interactions Currently in IVR, Queue or on Agents (IN in Progress)**

**Metrics categories:** Campaign, Service

*Inbound Interactions Currently in IVR, Queue or on Agents* counts the number of interactions currently in [IVR](#) with a particular Service as well as the number of interactions ringing or connected to agents for the service. It does not count the interactions in [wrap-up](#) state.

**Note:** If ACW is set for an email service, then this metric is changed only after an agent leaves the ACW state.

## **Inbound Interactions Currently in Queue (IN Waiting)**

**Dashboard name:** Q

**Wallboard name:** Inbound in queue now

**Metrics categories:** Campaign, Skill, Service

*Inbound Interactions Currently in Queue* is the number of inbound calls currently in queued state. This includes both inbound calls and callbacks dialed and answered by the customer.

## **Inbound Interactions Currently Handled by Agents (IN Active)**

**Wallboard name:** Inbound handled by agents now

**Metrics categories:** Agent

*Inbound Interactions Currently Handled by Agents* provides the number of inbound interactions currently being actively handled by agents. This metric includes all inbound interactions in the agents' active communications list (ACL), except the ones in the ACW phase. Note that emails in agents' *My Queues* are not considered active and are not included in this count.

Note that in earlier versions of Bright Pattern Contact Center, the voice-only equivalent of this metric was called *IN Talking*.

## **Inbound Interactions Handled by Agents for the Day (IN Handled)**

**Dashboard name:** CH

**Wallboard name:** Inbound handled by agents

**Metrics categories:** Agent, Campaign, Service

*Inbound Interactions Handled by Agents for the Day* is the number of inbound interactions that have been handled by agents since the beginning of the day interval; it includes successful [virtual queue callbacks](#). This metric will count all instances of possible transfers and conferences as separate interactions. For emails, this metric includes [IN Replied](#), [IN Closed](#), [IN Transferred](#), and [IN Svc Changed](#).

**Note:** If ACW is set for an email service, then this metric is changed only after an agent leaves the ACW state.

## **Inbound Interactions Received for the Day (IN Received)**

**Wallboard name:** Inbound received

**Metrics categories:** Campaign, Service

*Inbound Interactions Received for the Day* is the number of inbound interactions that have requested this service since reset time. For emails, this metric includes both new emails and emails related to existing threads. Interactions received via transfer or service change are not included.

### **Inbound Interactions Received for the Day for New Cases (IN Received New)**

**Wallboard name:** Inbound emails that created new cases

**Metrics categories:** Campaign, Service

*Inbound Interactions Received for the Day for New Cases* is the number of inbound emails which create new cases for the day. This metric excludes emails related to existing email threads.

### **Inbound Interactions Transferred by Agents for the Day (IN Transferred)**

**Dashboard name:** CT

**Wallboard name:** Inbound transferred away

**Metrics categories:** Agent, Campaign, Service

*Inbound Interactions Transferred by Agents for the Day* is the number of inbound interactions that have been transferred to an external service.

### **Inbound Service Level Target**

**Wallboard name:** Inbound Service Level target

**Metrics categories:** Campaign, Service

*Inbound Service Level Target* the target percentage of inbound interactions being serviced; this number is configured by system administrators.

### **Inbound Service Level Threshold**

**Wallboard name:** Inbound Service Level threshold

**Metrics categories:** Campaign, Service

*Inbound Service Level Threshold* is the amount of time allotted to inbound service interactions.

### **Inbound Transfers Received for the Day (IN Transfers)**

**Wallboard name:** Inbound received as transfers

**Metrics categories:** Agent, Campaign, Service

*Inbound Transfers Received for the Day* is the number of inbound call transfers.

### **Logged-in Agents (Logged In)**

**Wallboard name:** Matching agents logged-in

**Metrics categories:** Campaign, Skill, Service, Team

*Logged-in Agents* is the number of agents currently logged into Agent Desktop in any [state](#) except Supervising. When displayed as a total for several services, this metric shows the total number of distinct agents with the given service skill(s) in this state. Agents with skills corresponding to multiple services in the set are counted once.

## Max Inbound Wait Time (IN Max Wait)

**Dashboard name:** WT

**Wallboard name:** Inbound longest wait now

**Metrics categories:** Campaign, Skill, Service

*Max Inbound Wait Time* provides the current wait time of the inbound interaction that has been waiting in queue the longest and is still unanswered; this includes inbound calls, callbacks dialed and answered by customers, inbound chats, and inbound emails. Note that an interaction could wait in queue several times (i.e., it could be requeued for another service either automatically or manually). In this case, the metric shows the interaction for the service it is currently waiting for but calculates the total waiting time since the moment the interaction entered the first service queue. When this metric is displayed as a total for several services, it shows the value for the service where the wait time is currently the longest.

For inbound email interactions, note the following: This metric is the current wait time of the email that has been waiting in the queue the longest time (and is still waiting), compared to all other emails currently waiting in the same queue. This includes service closure hours and is available for both Push and Pull distribution modes. Note that for email services this metric is updated once per hour.

## Most Frequent Dispositions (Top Dispositions)

**Metrics category:** Agent

*Most Frequent Dispositions* is the 10 most frequent disposition set by agent.

## My ACW Time (ACW Time)

**Metrics category:** Agent

*My ACW Time* is the total number of seconds an agent was in [ACW](#) state. This metric is counted per agent per day.

## My Break Time (BT)

**Wallboard name:** Break time total

**Metrics category:** Agent

*My Break Time* is the total number of seconds an agent was in the [Not Ready](#) state. This metric is counted per agent, per day.

## My Busy Time (Busy Time)

**Metrics category:** Agent

*My Busy Time* is the total number of seconds an agent was in the [Busy](#) state. This metric is counted per agent, per day.

## My Ready Time (Ready Time)

**Metrics category:** Agent

*My Ready Time* is the total number of seconds an agent was in the [Ready](#) state. This metric is counted per agent, per day.

## My Success Rate (SR)

**Dashboard name:** SR

**Wallboard name:** Success rate

**Metrics category:** Agent, Campaign

*My Success Rate* is the percentage of calls handled per agent that received the Success disposition type divided by the total number of calls with this service. This metric is calculated for all services the agent handles.

## My Team Success Rate (TR)

**Dashboard name:** TR

**Wallboard name:** Success rate

**Metrics category:** Campaign, Team

*My Team Success Rate* is the percentage of calls handled per team that received the Success disposition type divided by the total number of calls with this service. This metric is calculated with break-downs per service and per team.

## Net Promoter Score (NPS)

**Wallboard name:** Net Promoter Score

**Metrics categories:** Agent, Service, Team

*Net Promoter Score* (NPS) is the percentage of points for all surveys where a response was given for the contact satisfaction question. The percentage is calculated out of the number of interactions, where surveys exist (i.e., the [Save Survey Results](#) block was used). The percentage is calculated by subtracting the percentage of promoters (values 9 and 10) by the percentage of detractors (values 0-6). For more information about NPS, see [netpromoter.com/know](https://netpromoter.com/know).

## Not Ready Agents (Not Ready)

**Wallboard name:** Matching agents not ready

**Metrics categories:** Campaign, Service, Team

*Not Ready Agents* is the number of agents in [Not Ready](#) state. When displayed as a total for several services, this metric shows the total number of distinct agents with the given service skill(s) in this state. Agents with skills corresponding to multiple services in the set are counted once.

## Number of Inbound Emails Joined to Already Existing Case, Per Day (IN Joined)

**Wallboard name:** Inbound emails for existing queued cases

**Metrics categories:** Agent, Campaign, Service

*Number of Inbound Emails Joined to Already Existing Case, Per Day* is the total number of inbound emails for this service that have been joined to already existing cases.

## Number of Interactions on Agent (Active)

**Metric Categories:** Agent, Campaign

*Number of Interactions on Agent* provides the number of interactions that are currently being actively handled by the agent (i.e., inbound and outbound). This metric includes all interactions in the agents' [Active Communications List \(ACL\)](#), including the ones in the [ACW](#) stage. Emails in agents' *My Queues* are not considered active and are not included in this count. If an agent has more than one active interaction, clicking on the value of this metric will "unfold" the agent's row into a list showing information about all interactions that are currently being handled by this agent. Note that in earlier versions of Bright Pattern Contact Center, the related metrics used to be called *# Calls* and *# Chats*, and email *My Queue* used to be called *Personal Queue*.

## Number of Interactions Re-categorized from a Different Service by Agents (IN Svc Change Received)

**Wallboard name:** Number of interactions recategorized from a different service

**Metrics categories:** Campaign, Service

*Number of Interactions Re-categorized from a Different Service by Agents* counts the number of times agents have changed received interaction services from one service to another service.

## Number of Interactions Recategorized to a Different Service by Agents (IN Svc Changed)

**Wallboard name:** Number of interactions recategorized to a different service

**Metrics categories:** Agent, Campaign, Service

*Number of Interactions Recategorized to a Different Service by Agents* counts the number of times agents have changed interaction services to one service from another service.

## Number of New Emails Processed by Agents, Including Replied, Closed Without Reply, Transferred and Service Changes (IN Handled New)

**Wallboard name:** Inbound emails handled

**Metrics categories:** Agent, Campaign, Service

*Number of New Emails Processed by Agents, Including Replied, Closed Without Reply, Transferred and Service Changes* is the number of first actions (reply, closed without reply, transfers and service changes) on new cases/threads. This metric counts only on the first action of an agent per email thread.

**Note:** If ACW is set for an email service, then this metric is changed only after an agent leaves the ACW state.

## Number of Records Excluded by DNC Lists from Active Lists (Lists DNC)

**Wallboard name:** Number of records excluded by DNC lists from active lists

**Metrics categories:** Campaign, List, Service

*Number of Records Excluded by DNC Lists from Active Lists* is the total number of records that are excluded from active lists because they also appear on [Do Not Call \(DNC\)](#) lists.

## Number of Records in Quota Groups That Reached Quota Limits (Out of Quota)

**Wallboard name:** Records in quota groups that reached quota limits

**Metrics category:** Service

*Number of Records in Quota Groups That Reached Quota Limits* is the number of non-finalized records that belong to quota groups that have reached the quota limits. The purpose of this metric is to provide a view on the number of remaining dialable records from a campaign.

### **Number of Records With a Success Disposition (Successes)**

**Metrics categories:** List, Service

*Number of Records With a Success Disposition* is the number of records received with any of the success dispositions.

### **Occupancy in Campaign/Service (Occupancy)**

**Wallboard name:** Occupancy of matching agents

**Metrics categories:** Agent, Campaign, Service, Team

*Occupancy in Campaign/Service* is the percentage of time agents have spent handling interactions of the given service (including the preview time and after-call work) out of their total working time (i.e., the time the agents have spent handling interactions of any service and being [Ready](#) to handle interactions).

### **Outbound Answered Calls That Did Not Connect to Agent in Compliance Time, Per Day (OUT Unattended)**

**Wallboard name:** Outbound calls answered, out of connection speed compliance

**Metrics categories:** Campaign, Service

*Outbound calls answered, out of connection speed compliance* is the number of outbound calls answered that do not meet a minimum connection speed.

### **Outbound Call Attempts Currently in Progress (OUT in Progress)**

**Wallboard name:** Outbound call attempts in progress now

**Metrics categories:** Campaign, Service

*Outbound Call Attempts Currently in Progress* is the number of outbound calls in a dialing or [call progress analysis \(CPA\)](#) state.

### **Outbound Call Attempts for the Day (OUT Dialed)**

**Dashboard name:** CM

**Wallboard name:** Outbound call attempts

**Metrics categories:** Campaign, Service

*Outbound Call Attempts for the Day* is the total number of outbound calls agents have placed for the day.

### **Outbound Calls Abandoned at any Stage for the Day (OUT Abandoned)**

**Wallboard name:** Outbound calls abandoned

**Metrics categories:** Campaign, Service

*Outbound Calls Abandoned at any Stage for the Day* is the number of outbound calls that have been terminated by agents for the day.

### **Outbound Calls Abandoned in IVR for the Day (OUT IVR Abandoned)**

**Wallboard name:** Outbound calls abandoned in IVR

**Metrics categories:** Campaign, Service

*Outbound Calls Abandoned in IVR for the Day* is the number of outbound calls terminated while being processed by an [IVR](#) application for the day.

### **Outbound Calls Abandoned in Queue for the Day (OUT Queue Abandoned)**

**Wallboard name:** Outbound calls abandoned in queue

**Metrics categories:** Campaign, Service

*Outbound Calls Abandoned in Queue for the Day* the number of outbound calls that have been terminated while waiting in the service queue.

### **Outbound Calls Abandoned While Ringing for the Day (OUT Ringing Abandoned)**

**Wallboard name:** Outbound calls abandoned while ringing

**Metrics categories:** Campaign, Service

*Outbound Calls Abandoned While Ringing for the Day* is the number of outbound calls disconnected by customers while ringing on agents for the day.

### **Outbound Calls Attempts Failed for the Day (OUT Failed)**

**Wallboard name:** Outbound calls attempts failed

**Metrics categories:** Campaign, Service

*Outbound Calls Attempts Failed for the Day* is the number of outbound calls initiated by agents and not answered by customers for a particular service for the day.

### **Outbound Calls Currently in IVR (OUT in IVR)**

**Wallboard name:** Outbound calls in IVR %

**Metrics categories:** Campaign, Service

*Outbound Calls Currently in IVR* is the percentage of all outbound calls being processed by an [IVR](#) application out of all current outbound calls. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

### **Outbound Calls Currently in Queue (OUT Waiting)**

**Wallboard name:** Outbound calls in queue now

**Metrics categories:** Campaign, Service

*Outbound Calls Currently in Queue* is the number of outbound calls currently in Queued state.



## **Outbound Calls Delivered to Agents and Currently Ringing (OUT Ringing)**

**Wallboard name:** Outbound calls ringing on agents now

**Metrics categories:** Campaign, Service

*Outbound Calls Delivered to Agents and Currently Ringing* is the number of outbound calls currently in Delivery Pending state (ringing on the agent, waiting for agent answer).

## **Outbound Calls Dropped in IVR for the Day (OUT IVR Dropped)**

**Wallboard name:** Outbound calls dropped in IVR

**Metrics categories:** Campaign, Service

*Outbound Calls Dropped in IVR for the Day* is the number of outbound calls that have been disconnected by the system while being processed by an [IVR](#) application.

## **Outbound Calls Dropped in Queue for the Day (OUT Queue Dropped)**

**Wallboard name:** Outbound calls dropped in queue

**Metrics categories:** Campaign, Service

*Outbound Calls Dropped in Queue for the Day* is the number of outbound calls that have been disconnected by the system while waiting in queue.

## **Outbound Calls Dropped While Ringing for the Day (OUT Ringing Dropped)**

**Wallboard name:** Outbound calls dropped while ringing

**Metrics categories:** Campaign, Service

*Outbound Calls Dropped While Ringing for the Day* is the number of outbound calls that have been disconnected by the system while the line is ringing for agents for the day.

## **Outbound Calls Duration Average for the Day (OUT Avg Talk Time)**

**Wallboard name:** Outbound calls duration average

**Metrics categories:** Agent, Campaign, Service

*Outbound Calls Duration Average for the Day* is the average talk time for [OUT Handled](#) calls. When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services).

## **Outbound Calls Duration Total for the Day (OUT Total Talk Time)**

**Wallboard name:** Outbound calls duration total

**Metrics categories:** Agent, Campaign, Service

*Outbound Calls Duration Total for the Day* is the sum of talk time of [OUT Handled](#) calls.

## **Outbound Calls Queued for the Day (OUT Queued)**

**Wallboard name:** Outbound calls queued

**Metrics categories:** Campaign, Service

*Outbound Calls Queued for the Day* is the number of outbound calls waiting in the service queue.

## **Outbound Calls Rejected or Unanswered by Agents for the Day (OUT Rejected)**

**Wallboard Name:** Outbound calls rejected or missed by agents

**Metrics categories:** Agent, Campaign, Service, Team

*Outbound calls rejected or missed by agents* is the number of outbound calls that have been either rejected or unanswered by agents.

## **Outbound Calls Released by Agent for the Day (OUT Agent Disconnected)**

**Wallboard name:** Outbound calls released by agent

**Metrics categories:** Campaign, Service

*Outbound Calls Released by Agent for the Day* is the number of outbound calls ended by agents.

## **Outbound Calls Released by Remote Party for the Day (OUT Remote Disconnected)**

**Wallboard name:** Outbound calls released by remote party

**Metrics categories:** Campaign, Service

*Outbound Calls Released by Remote Party for the Day* is the number of outbound calls ended by the customer.

## **Outbound Calls Routed to Agents for the Day (OUT Routed)**

**Dashboard name:** CRA

**Wallboard name:** Outbound calls routed to agents

**Metrics categories:** Campaign, Service

*Outbound Calls Routed to Agents for the Day* is the number of outbound calls that were queued and then routed to agents for the day. If a call is routed to an agent more than once with the same service, it is counted multiple times.

## **Outbound Calls Self Serviced for the Day (OUT Self Serviced)**

**Wallboard name:** Outbound calls self serviced

**Metrics categories:** Campaign, Service

*Outbound Calls Self Serviced for the Day* is the number of outbound calls that have been terminated with a [Self-Service](#) indicator while being processed by an [IVR](#) application.

## **Outbound Calls Transferred by Agents for the Day (OUT Xfers or OUT Transferred)**

**Wallboard name:** Outbound calls transferred away

**Metrics categories:** Campaign, Service

*Outbound Calls Transferred by Agents for the Day* is the number of outbound calls where agents initiate transfers for the day (either to queue, another agent or external number).

## **Outbound Current Calling Rate (OUT Call Rate)**

**Dashboard name:** CR

**Wallboard name:** Outbound calling rate now

**Metrics categories:** Campaign, Service

*Outbound Current Calling Rate* is the current number of outbound calls being attempted by agents per minute.

## **Outbound Emails Currently on Agents, Saved in Personal Queues (OUT Desktop)**

**Wallboard name:** Outbound emails in personal queue

**Metrics categories:** Agent, Campaign

*Outbound Emails Currently on Agents, Saved in Personal Queues* is the number of saved drafts of outbound emails that remained in agent personal queues.

## **Outbound Interactions Currently Handled by Agents (OUT Active)**

**Wallboard name:** Outbound interactions handled by agents now

**Metrics categories:** Campaign, Service

*Outbound Interactions Currently Handled by Agents* is the number of outbound interactions currently being handled and completed by agents.

## **Outbound Interactions Handled by Agents for the Day/ Number of Unsolicited Emails and Follow-up Responses (OUT Handled)**

**Dashboard name:** OCH

**Wallboard name:** Outbound interactions handled by agents (email - send non-replies)

**Metrics categories:** Agent, Campaign, Service, Team

*Outbound Interactions Handled by Agents for the Day/ Number of Unsolicited Emails and Follow-up Responses* is the number of outbound interactions that have been handled by agents; it includes campaign calls. For emails, this includes both new outbound emails and possible follow-up email messages related to existing email threads but does not include emails that have been started and discarded without sending.

## **Outbound Successful Calls Attempts for the Day (OUT Answered)**

**Wallboard name:** Outbound calls attempts successful

**Metrics categories:** Campaign, Service

*Outbound Successful Calls Attempts for the Day* is the number of successful outbound call attempted by agents.

## **Percentage of Calls That Did Not Connect to Agent in Compliance Time, Per Day (OUT Unattended %)**

**Wallboard name:** Outbound calls answered, out of connection speed compliance %

**Metrics categories:** Campaign, Service

*Percentage of Calls That Did Not Connect to Agent in Compliance Time, Per Day* is the percentage of all outbound calls answered that do not meet a minimum connection speed. This number is calculated by dividing the total number of unattended calls per day by the total number of outbound calls queued per day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

## Percentage of Inbound Calls Abandoned for the Day (IN Total Abandoned %)

**Wallboard name:** Inbound abandoned %

**Metrics categories:** Campaign, Service

*Percentage of Inbound Calls Abandoned for the Day* is the percentage of inbound interactions terminated by the originating party out of all calls received for the day. This number is calculated by dividing the total number of inbound abandoned calls per day by the total number of calls received per day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

## Percentage of Inbound Calls Abandoned in Queue for the Day (IN Queue Abandoned %)

**Wallboard name:** Inbound abandoned in queue %

**Metrics categories:** Campaign, Service

*Percentage of Inbound Calls Abandoned in Queue for the Day* is the percentage of inbound interactions terminated by the originating party while waiting in queue out of all inbound calls received for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

## Percentage of Inbound Calls Handled for the Day (IN Handled %)

**Wallboard name:** Inbound handled by agents %

**Metrics categories:** Campaign, Service

*Percentage of Inbound Calls Handled for the Day* is the percentage of all inbound interactions that have been handled and completed by agents out of all inbound calls received for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

## Percentage of Inbound Calls Short Abandoned in Queue for the Day (IN Queue Short Abandoned %)

**Wallboard name:** Inbound short-abandoned in queue %

**Metrics categories:** Campaign, Service

*Percentage of Inbound Calls Short Abandoned in Queue for the Day* is the percentage of inbound interactions that have been terminated by the originating party while waiting in the service queue before the configured [Service Level threshold](#). This number is calculated by dividing the total number of inbound calls short-abandoned in queue per day by the total number of inbound calls queued per day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

## Percentage of Inbound Interactions Answered in Service Level Over 20 Most Recent Calls (IN Svc Level % or SLA)

**Dashboard name:** SLA

**Wallboard name:** Inbound interactions answered in Service Level % (moving window)

**Metrics categories:** Campaign, Service

*Inbound interactions answered in Service Level % (moving window)* is the percentage of interactions answered before the threshold time (20 seconds by default) relative to all answered and abandoned interactions (except short abandoned) calculated over most recent 20 calls. For email interactions, it is the percent of emails replied to within the pre-defined [Service Level threshold](#), relative to all replied emails. When this metric is displayed as a total for several services, it shows the value for the service where the service level is currently the lowest.

## **Percentage of Inbound Interactions Answered in Service Level Over the Day (IN Svc Level Day %)**

**Wallboard name:** Inbound interactions answered in Service Level %

**Metrics categories:** Campaign, Service

*Percentage of Inbound Interactions Answered in Service Level Over the Day* is the percentage of calls answered before the threshold time (20 seconds by default) relative to all answered and abandoned interactions (except short abandoned) calculated for the day. For email interactions, it is the percentage of emails replied to within the pre-defined [Service Level threshold](#), relative to all replied emails. When this metric is displayed as a total for several services, it shows the value for the service where the service level is currently the lowest.

## **Percentage of Outbound Calls Abandoned at any Stage for the Day (OUT Abandoned %)**

**Wallboard name:** Outbound calls abandoned %

**Metrics categories:** Campaign, Service

*Percentage of Outbound Calls Abandoned at any Stage for the Day* is the percentage of calls that were dropped by customers in [IVR](#) or in Queue (including short and long waits) before being answered by agents out of all calls entered in IVR for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

## **Percentage of Outbound Calls Abandoned in IVR for the Day (OUT IVR Abandoned %)**

**Wallboard name:** Outbound calls abandoned in IVR %

**Metrics categories:** Campaign, Service

*Percentage of Outbound Calls Abandoned in IVR for the Day* is the percentage of calls that were dropped by customers in the [IVR](#) scenario out of all calls entered in IVR for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

## **Percentage of Outbound Calls Abandoned in Queue for the Day (OUT Queue Abandoned %)**

**Wallboard name:** Outbound calls abandoned in queue %

**Metrics categories:** Campaign, Service

*Percentage of Outbound Calls Abandoned in Queue for the Day* is the percentage of calls that were dropped by customers while waiting in queue for an agent out of all calls entered in queue for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

## **Percentage of Outbound Successful Call Attempts for the Day (OUT Answered %)**

**Wallboard name:** Outbound calls attempts successful %

**Metrics categories:** Campaign, Service

*Percentage of Outbound Successful Call Attempts for the Day* is the percentage of successful outbound calls attempted by agents out of all calls attempted for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

## **Percentage of Records Attempted for the Day (Attempted %)**

**Wallboard name:** Records attempts %

**Metrics categories:** Campaign, List, Service

*Percentage of Records Attempted for the Day* is the percentage of records attempts during a campaign out of all records for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

### **Percentage of Records Completed for the Day (Completed %)**

**Wallboard name:** Records completions %

**Metrics categories:** Campaign, List, Service

*Percentage of Records Completed for the Day* is the percentage of completed records from a campaign for the day out of the sum of completed and remaining records for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

### **Percentage of Records Completed in Active Lists (Active Lists Completed %)**

**Wallboard name:** Records completed in active lists %

**Metrics categories:** Campaign, List, Service

*Percentage of Records Completed in Active Lists* is the percentage of records completed per campaign out of the sum of completed and remaining records for the currently enabled lists. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

### **Percentage of Records Skipped for the Day (Skipped %)**

**Wallboard name:** Records skips %

**Metrics categories:** Agent, Campaign, Service

*Percentage of Records Skipped for the Day* is the percentage of records skipped per agent, per day, out of the total number of records the agent previewed. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

### **Quota of Successes for the Calling List Quota Group (Quota)**

**Metrics categories:** List

*Quota of Successes for the Calling List Quota Group* is the number of records that must receive a success disposition in this quota group. For disposition-based groups, it counts only the specific disposition of the group. For source field-based groups, it counts any success disposition.

### **Records Attempted for the Day (Attempted)**

**Wallboard name:** Records attempts

**Metrics categories:** Campaign, List, Service

*Records Attempted for the Day* is the number of records from a campaign where contact has been attempted, including the records that are currently being attempted.

### **Records Completed for the Day (Completed)**

**Wallboard name:** Records completions

**Metrics categories:** Campaign, List, Service

*Records Completed for the Day* is the number of records from a campaign that have been completed (i.e., the records for which final dispositions have been set).

## **Records Dialable Right Now (Dialable)**

**Metrics categories:** Campaign, List, Service

*Records Dialable Right Now* displays the number of records in the list/campaign of non-closed records that can be called right now (taking into account calling hours and reschedule limitations). Please note, if the number of dialable records is more than 1000, the statistic will show "1000+". If the number of records is less than 1000, the statistic will show the actual number.

## **Records Expired (Expired)**

**Metrics categories:** Campaign, List, Service

*Records Expired* displays the number of records in the list that have expired since they have been exported. The expiration is defined in calling list configuration.

## **Records Previewed for the Day (Previewed)**

**Wallboard name:** Records previews

**Metrics categories:** Agent, Campaign, Service

*Records Previewed for the Day* is the number of preview interactions from a campaign for the day that agents have accepted (including auto-accepted ones).

## **Records Skipped for the Day (Skipped)**

**Wallboard name:** Records skips

**Metrics categories:** Agent, Campaign, Service

*Records Skipped for the Day* is the number of records agents have accepted from a campaign but then skipped (canceled) per day.

## **Records State Chart (State Chart)**

**Metrics categories:** Campaign, List, Service

*Records State Chart* returns 4 arrays of numbers: completed, rescheduled, remaining, and auto-completed. All arrays are indexed by attempt number. The attempt number is a record attempt number (retries are not counted).

- The first array (completed) contains the percentage (0-100) of records completed at this attempt number by agents. The percentage is counted by dividing by the List Records metric.
- The second array (rescheduled) contains the percentage of records rescheduled from this attempt number to the next attempt number; the percentage is calculated out of all list records.
- The third array (remaining) contains the percentage of records remaining not attempted on this attempt out of all list records.

- The fourth array (auto-completed) contains the percentage (0-100) of records completed at this attempt number by dialer (either by hitting a [DNC](#) record or reaching max attempts). The percentage is counted by dividing by the List Records metric.

## Remaining Records in Active Lists (Lists Remaining or RR)

**Dashboard name:** RR

**Wallboard name:** Remaining records in active lists

**Metrics categories:** Campaign, List, Service

*Remaining Records in Active Lists* is the approximate number of remaining records from a campaign (not including records from disabled lists).

## Remaining Records With Personal Agent Assignments (Lists P.A. Remaining)

**Wallboard name:** Remaining records with personal agent assignments

**Metrics categories:** Agent, Campaign, List, Service

*Remaining Records With Personal Agent Assignments* is the approximate number of remaining records from a campaign that have assigned personal agents (not including records from disabled lists).

## Selected Dispositions Percentage

**Wallboard name:** Selected dispositions percentage

**Metrics categories:** Service

*Selected Dispositions Positions* displays the total percentage of dispositions that have been selected from all inbound calls out of all dispositioned calls; the metric is displayed per service per day.

## Time in Preview (Preview Duration)

**Wallboard name:** Preview duration now

**Metrics categories:** Agent, Campaign

*Time in Preview* is the number of seconds the agent is spending in the [Busy](#) state with preview interaction. The metric returns a value of 0 if the agent is not doing a preview interaction at the moment.

## Total Number of Records in Active Lists (Lists Records)

**Wallboard name:** Count of records in all active lists

**Metrics categories:** Campaign, Lists, Service

*Total Number of Records in Active Lists* is the number of all records, completed and remaining, in all currently enabled lists.

## Unique Inbound Calls Handled by Agents for the Day (IN Handled Unique)



**Wallboard name:** Inbound handled unique

**Metrics categories:** Agent, Campaign, Service

*Unique Inbound Calls Handled by Agents for the Day* is the number of inbound service calls handled by all agents since the beginning of the day interval. If the same customer call is handled by multiple agents (blind transfer or conference), this metric is increased only on the first answer by the first agent. This includes both inbound calls and callbacks dialed and answered by the customer.

### **Unique Inbound Interactions Being Put on Hold by Agent(s) for the Day (IN on Hold Unique)**

**Wallboard name:** Inbound held, non-transferred

**Metrics categories:** Agent, Campaign

*Unique Inbound Interactions Being Put on Hold by Agent(s) for the Day* is the number of unique inbound service calls put on hold by a user during his login session. The counter is reset when the user logs out.