

5.8 Dashboard Overview

Bright Pattern Documentation

Generated: 5/26/2022 7:33 am

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Dashboard Metrics

The Dashboard uses real-time metrics to help agents and supervisors easily monitor important areas of work. Dashboard metric names are displayed above Agent Desktop's Context Information Area as abbreviations. The following is a list of these abbreviations, their corresponding metric names in parenthesis, and their definitions.

Please note: The abbreviations listed here can be renamed by your administrator, including [Dispositions](#) and [Service Names](#). The following metrics abbreviations are the default abbreviations. If you see an abbreviation in your version of Agent Desktop not listed here, please contact your supervisor/administrator for the correct definition.

AACW (Avg ACW Time)

The average daily time agents spend handling after-call work (ACW).

CH (IN Handled)

The number of inbound interactions that have been handled and completed by agents for the day.

CM (OUT Dialed)

The total number of outbound calls agents have placed for the day.

CR (OUT Call Rate)

The current number of outbound calls being attempted by agents per minute.

CRA (OUT Routed)

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.

CT (IN Transferred)

The number of inbound interactions that have been transferred to an external service.

Dispositions

Labels used to categorize the results of interaction attempts and are a subcategory of Service Name metrics.

Dispositions are customized and defined by your contact center administrator but the system does provide pre-defined dispositions. For example, dispositions for an email service might include "Spam" or "Problem solved." The total number of dispositioned transactions can be tracked and monitored.

HR (Call Handling Rate Per Hour)

The average of all calls made per agent per hour.

OCH (OUT Handled)

The number of outbound interactions being handled and completed by agents, including non-replies via email.

Q (IN Waiting)

The number of inbound calls currently in Queued state. This includes both inbound calls and callbacks dialed and answered by the customer.

RR (Total Remaining)

The total remaining records in active lists.

Service Name

The text on the left of the Dashboard.

The service name is the service type you are viewing metrics for. For example, a Dashboard displaying, "EmailService | WT: 25 | Q: 25," means for the service "EmailService" the maximum wait time (WT) is currently 25 minutes and the number of emails in queue (Q) is 25.

SLA (IN Svc Level %)

The percentage of calls answered before the threshold time (30 seconds by default) calculated over most recent 20 calls (short abandoned calls are excluded).

For email interactions, it is the percent of emails replied to within the pre-defined service level threshold, relative to all replied emails; these include those replied to automatically and those replied to by the agent.

SR (My Success Rate)

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

TR (My Team Team Success Rate)

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

WT (IN Max Wait)

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. Note that an interaction can 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.

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Auxiliary Metrics

There are up to three auxiliary metrics that can be shown with a given [Dashboard metric](#), for example *Bad record: 25/24(26) (1st)*.

It is possible to display any combination of the following metrics. Your system administrator may provide an additional explanation regarding the format of each displayed metric.

Team ranking

This value will indicate your personal performance and is displayed as an ordinal number, e.g., *Bad record: 25 (1st)*.

Show next value

This value is the performance of the agent closest to you in current ranking and is displayed as a fraction, e.g., *Bad record: 25/24*.

Show total dispositioned calls

This value is your personal ranking within the team based on a comparison of the current value of the given metric for all members of the team; it is displayed as a number in parenthesis, e.g., *Bad record: 25(26)*.