



5.8 Service Level Tab

Bright Pattern Documentation


Generated: 8/09/2022 1:14 pm

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Service Metrics View

Service metrics are located in the Supervision  section of Agent Desktop and displayed in the middle of the *Context Information Area*. This view displays metrics for either all services assigned to the selected team or all services assigned to all teams. You may toggle between specific team views and the *All Teams* view.

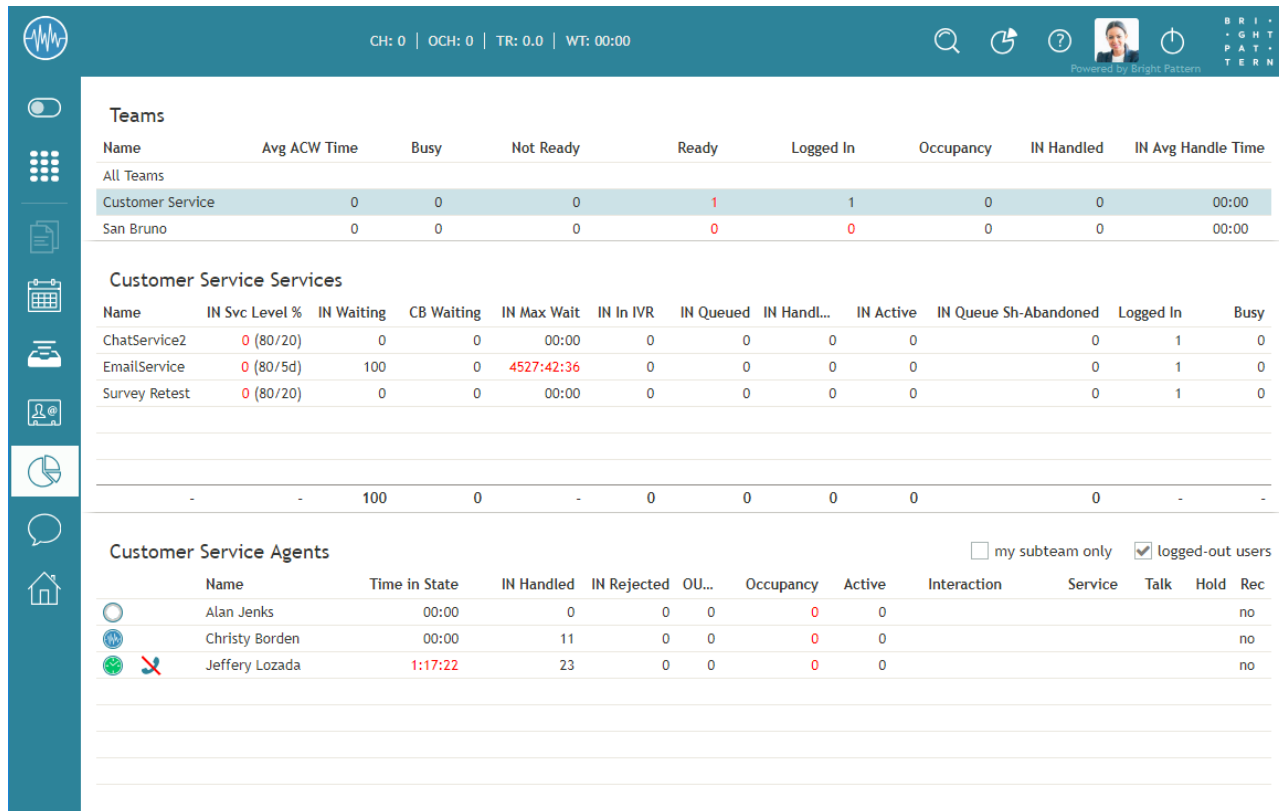
You can have services sorted automatically by the value of any currently displayed metric. To manually sort the metrics, click on the desired metric name; the default sort view is high to low. By default, services are sorted alphabetically.

The bottom row of the service metrics view displays the cumulative values for all currently displayed services. In the *Name* column, the bottom row shows the total number of currently displayed services. For detailed descriptions of the available service metrics, see section [List of Service Metrics](#). For definitions of all real-time metrics, see [List of All Real-Time Metrics](#) in the *Reporting Reference Guide*.

To learn how to customize service metrics, see *Tutorials for Supervisors*, section [Customizing Metrics](#).

Service Metrics for One Team

To view the service metrics for one team, select the desired team name from the available list of teams located at the top of the Context Information Area. Doing this will cause that team's service metrics to appear in the middle of the Context Information area. For any team selected, the name of the team appears next to the word "Services."



Teams									
Name	Avg ACW Time	Busy	Not Ready	Ready	Logged In	Occupancy	IN Handled	IN Avg Handle Time	
All Teams									
Customer Service	0	0	0	1	1	0	0	00:00	
San Bruno	0	0	0	0	0	0	0	00:00	

Customer Service Services												
Name	IN Svc Level %	IN Waiting	CB Waiting	IN Max Wait	IN In IVR	IN Queued	IN Handl...	IN Active	IN Queue Sh-Abandoned	Logged In	Busy	
ChatService2	0 (80/20)	0	0	00:00	0	0	0	0	0	0	1	0
EmailService	0 (80/5d)	100	0	4527:42:36	0	0	0	0	0	1	0	
Survey Retest	0 (80/20)	0	0	00:00	0	0	0	0	0	1	0	
-		100	0	-	0	0	0	0	0	-	-	

Customer Service Agents											
Name	Time in State	IN Handled	IN Rejected	OU...	Occupancy	Active	Interaction	Service	Talk	Hold	Rec
Alan Jenks	00:00	0	0	0	0	0					no
Christy Borden	00:00	11	0	0	0	0					no
Jeffery Lozada	1:17:22	23	0	0	0	0					no

Service metrics displayed here are for the Customer Service team

Service Metrics for All Teams

Selecting **All Teams** from the teams list will display the service metrics for all teams for which the supervisor is assigned to appear in the Context Information area. You can tell, at a glance, that the view includes service metrics for all teams by looking at the view's title, which shows "All Teams" next to the word "Services."

The screenshot shows a dashboard with a teal header and a vertical sidebar on the left. The header contains system status (CH: 0 | OCH: 0 | TR: 0.0 | WT: 00:00), search, refresh, help, and user profile icons. The sidebar has icons for home, chat, calendar, and other functions.

Teams

Name	Avg ACW Time	Busy	Not Ready	Ready	Logged In	Occupancy	IN Handled	IN Avg Handle Time
All Teams								
Customer Service	0	0	0	1	1	0	0	00:00
San Bruno	0	0	0	0	0	0	0	00:00

All Teams Services

Name	IN Svc Level %	IN Waiting	CB Waiting	IN Max Wait	IN In IVR	IN Queued	IN Handl...	IN Active	IN Queue Sh-Abandoned	Logged In	Busy
Maintenanc...	0 (80/20)	0	0	00:00	0	0	0	0	0	0	0
ChatService2	0 (80/20)	0	0	00:00	0	0	0	0	0	1	0
EmailService	0 (80/5d)	100	0	4527:42:36	0	0	0	0	0	1	0
Maintenanc...	0 (80/20)	0	0	00:00	0	0	0	0	0	0	0
Email2	0 (80/5d)	2	0	163:34:46	0	0	0	0	0	0	0
Survey Retest	0 (80/20)	0	0	00:00	0	0	0	0	0	1	0
	0	0	102	00:00	0	0	0	0	0	-	-

All Teams Agents

my subteam only logged-out users

Name	Time in State	IN Handled	IN Rejected	OU...	Occupancy	Active	Interaction	Service	Talk	Hold	Rec
Agent X	00:00	0	0	0	0	0					no
Alan Jenks	00:00	0	0	0	0	0					no
Alex Petrov	00:00	0	0	0	0	0					no
Christy Borden	00:00	11	0	0	0	0					no
Jeffery Lozada	1:16:51	23	0	0	0	0					no

Supervisors may view service metrics for all teams they have permission to supervise