



5.8 Real-Time Statistics API Specification

Bright Pattern Documentation

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agent_total_acw_time	My ACW Time	x			
agent_total_ready_time	My Ready Time	x			
agent_fcr	First Call Resolution	x	x	x	
agent_nps	Net Promoter Score	x	x		x
agent_csat	Customer Satisfaction	x	x		x
agent_cm1	Custom Survey Metric 1	x	x	x	
agent_cm2	Custom Survey Metric 2	x	x	x	
top_dispositions_per_day	Most Frequent Dispositions	x			
team_success_ratio_per_day	My Team Success Rate		x		x x x

Calendar entries

Protocol Name	Name	Applicable to object type					Campaign/Service type				
		Item	User	Team	Service Calling List	Calling List Quota	Inbound	Outb - Preview	Outb - Predictive	Outb - SMS Auto	Email
agent_calendar_pending	Calendar reminders	x	x								
agent_calendar_overdue	Calendar reminders in the past	x	x								

Calls (Inbound)

Protocol Name	Name	Applicable to object type					Campaign/Service type				
		Item	User	Team	Service Calling List	Calling List Quota	Inbound	Outb - Preview	Outb - Predictive	Outb - SMS Auto	Email
in_calls_received_per_day	Inbound interactions received for the day				x			x			x
in_transfers_received_per_day	Inbound transfers received for the day			x		x		x			

out_transfers_received_per_day	Outbound transfers received for the day	x	x	x
in_calls_in_ivr	Inbound calls currently in IVR		x	x
in_calls_self_serviced_per_day	Inbound calls self serviced for the day		x	x
in_calls_abandoned_in_ivr_per_day	Inbound calls abandoned in IVR for the day		x	x
in_calls_abandoned_total_per_day	Inbound calls abandoned for the day		x	x
in_calls_abandoned_percent_per_day	Percentage of inbound calls abandoned for the day		x	x
in_calls_dropped_in_ivr_per_day	Inbound calls dropped by system in IVR for the day		x	x
in_calls_queued_per_day	Inbound calls queued for the day		x	x
in_calls_first_time_queued_per_day	Inbound calls first time queued for the day			x
in_calls_waiting	Inbound interactions currently in queue		x	x

in_calls_in_progress (renamed from in_calls_waiting_or_active, merged with in_email_waiting_in_all_queues)	Inbound interactions currently in IVR, queue or on agents	x	x	x
in_calls_abandoned_in_queue_per_day	Inbound calls abandoned in queue for the day	x	x	
in_calls_abandoned_in_queue_ratio_per_day	Percentage of inbound calls abandoned in queue for the day	x	x	
in_calls_short_abandoned_in_queue_per_day	Inbound calls short abandoned in queue for the day	x	x	
in_calls_short_abandoned_in_queue_ratio_per_day	Percentage of inbound calls short abandoned in queue for the day	x	x	
in_calls_dropped_in_queue_per_day	Inbound calls dropped by system in queue for the day	x	x	
service_level	Percentage of inbound interactions answered in Service Level	x	x	x
service_level_per_day	Percentage of inbound interactions answered in Service Level over the day	x	x	

service_level_target	Inbound Service Level target			x		x			x
service_level_threshold_time	Inbound Service Level threshold			x		x			x
in_max_wait_time	Max inbound wait time			x		x			
in_ewt	Estimated wait time			x		x			
in_calls_routed_per_day	Inbound calls routed to agents for the day			x		x			
in_calls_ringing	Inbound calls currently ringing			x		x			
in_calls_handled_per_day	Inbound interactions handled by agents for the day	x	x	x		x			x
in_calls_handled_percent_per_day	Percentage of inbound calls handled for the day			x		x			
in_calls_first_time_handled_per_day	Unique Inbound calls handled by agents for the day	x		x		x			
in_calls_put_on_hold_per_day	Inbound interactions being put on hold by agent(s) for the day	x				x			

in_calls_first_time_put_on_hold_per_day	Unique inbound interactions being put on hold by agent(s) for the day	x		x	
in_calls_rejected_per_day	Inbound calls rejected or unanswered by agents for the day	x	x		x
in_calls_abandoned_ringing_per_day	Inbound calls abandoned while ringing for the day		x		x
in_calls_dropped_ringing_per_day	Inbound calls dropped by system while ringing for the day		x		x
in_calls_active_on_agents (renamed from in_calls_talking)	Inbound interactions currently handled by agents	x	x		x
in_calls_disconnected_talking_per_day	Inbound calls released by callers for the day		x		x
in_calls_dropped_talking_per_day	Inbound calls released by agents for the day	x	x		x
in_calls_duration_average_per_day	Inbound calls duration average for the day	x	x		x

in_calls_duration_total_per_day	Inbound calls duration total for the day	x			x			x			
in_calls_transferred_per_day	Inbound interactions transferred by agents for the day	x			x			x			
in_average_speed_of_answer	For calls, average speed of answer. For emails, average time to reply				x			x			x
calls_average_handling_time_per_day	Average Handle time	x	x		x			x	x	x	x
calls_average_acw_time_per_day	Average ACW Time	x	x		x			x	x	x	
agent_call_handling_rate	Call handling rate per hour		x					x	x	x	
in_callbacks_requested_per_day	Callbacks requested for the day				x			x			
in_callbacks_waiting	Callbacks currently waiting in queue				x			x			

Records (lists, outbound campaigns, inbound services)

Protocol Name	Name	Applicable to object type					Campaign/Service type					
		Item	User	Team	Service Calling List	Calling List Quota	Inbound	Outb - Preview	Outb - Predictive	Outb - SMS Auto	Email	
records_total	Total number of records in active lists				X					X	X	X
records_completed	Completed records in active lists				X					X	X	X

records_with_assigned_agents_completed	Completed records with personal agent assignments	X	X	X	X			
records_remaining	Remaining records in active lists		X	X	X	X	X	X
records_quota	Quota of successes for the calling list quota group			X				
records_successes	Number of records with a success disposition		X		X			X
records_out_of_quota	Number of records in quota groups that reached quota limits		X					
records_with_assigned_agents_remaining	Remaining records with personal agent assignments	X	X	X		X		
records_in_dnc	Number of records excluded by DNC lists from Active Lists		X	X		X	X	
records_attempted_per_day	Records attempted for the day		X	X		X	X	X
records_attempted_ratio_per_day	Percentage of records attempted for the day		X	X		X	X	X
records_accepted_per_day	Records previewed for the day	X	X			X		
records_skipped_per_day	Records skipped for the day	X	X			X		
records_skipped_ratio_per_day	Percentage of records skipped for the day	X	X			X		
records_completed_per_day	Records completed for the day		X	X		X	X	X
records_completed_ratio_per_day	Percentage of records completed for the day		X	X		X	X	X

records_completed_ratio	Percentage of records completed in active lists	X		X		X	X	X
records_progress	Records state chart	X		X		X	X	X
records_dialable	Records Dialable Right Now	X		X		X	X	X
records_expired	Records Expired	X		X		X	X	

Campaign state (Outbound)

Protocol Name	Name	Applicable to object type					Campaign/Service type				
		Item	User	Team	Service Calling List	Calling List Quota	Inbound	Outb - Preview	Outb - Predictive	Outb - SMS Auto	Email
out_campaign_mode	Campaign mode							X	X	X	
out_campaign_duration_forecast	Estimated campaign duration				X			X	X	X	
out_average_success_rate	Average Success Rate - percentage of successful call attempts								X	X	

Dispositions

Protocol Name	Name	Applicable to object type					Campaign/Service type				
		Item	User	Team	Service Calling List	Calling List Quota	Inbound	Outb - Preview	Outb - Predictive	Outb - SMS Auto	Email
calls_dispositions_per_day			X				X	X	X		
calls_dispositions_ratio_per_day					X		X	X	X		

Calls (Outbound Dialer)

Protocol Name	Name	Applicable to object type					Campaign/Service type			
		Item	User	Team	Service Calling List	Calling List Quota	Inbound	Outb - Preview	Outb - Predictive	Outb - SMS Auto

out_calls_current_call_rate	Outbound current calling rate	X		X	X	
out_calls_placed_per_day	Outbound call attempts for the day	X	X	X	X	X
out_calls_in_progress	Outbound call attempts currently in progress	X	x	x	X	
out_calls_failed_per_day	Outbound calls attempts failed fo the day	x	x	x	x	
out_calls_answered_per_day	Outbound successful calls attempts for the day	x	x	X	X	
out_calls_answered_ratio_per_day	Percentage of outbound successful call attempts for the day	X	x	x	X	
out_calls_in_ivr	Outbound calls currently in IVR	x				x
out_calls_self_serviced_per_day	Outbound calls self serviced for the day	x				x
out_calls_abandoned_in_ivr_per_day	Outbound calls abandoned in IVR for the day	X				X
out_calls_abandoned_in_ivr_ratio_per_day	Percentage of outbound calls abandoned in IVR for the day	X				X
out_calls_dropped_in_ivr_per_day	Outbound calls dropped in IVR for the day	X				X
out_calls_queued_per_day	Outbound calls queued for the day	x				x
out_calls_waiting	Outbound calls currently in queue	x				x

out_calls_abandoned_in_queue_per_day	Outbound calls abandoned in queue for the day		X			X
out_calls_abandoned_in_queue_ratio_per_day	Percentage of outbound calls abandoned in queue for the day		X			X
out_calls_dropped_in_queue_per_day	Outbound calls dropped in queue for the day		X			X
out_calls_unattended_per_day	Outbound answered calls that did not connect to agent in compliance time, per day		X			X
out_calls_unattended_ratio_per_day	Percentage of calls that did not connect to agent in compliance time, per day		x			x
out_calls_routed_per_day	Outbound calls routed to agents for the day		x			x
out_calls_ringing	Outbound calls delivered to agents and currently ringing		x			x
out_calls_abandoned_ringing_per_day	Outbound calls abandoned while ringing for the day		X			X
out_calls_dropped_ringing_per_day	Outbound calls dropped while ringing for the day		X			X
out_calls_duration_average_per_day	Outbound calls duration average for the day	x	x		x	x

out_calls_duration_total_per_day	Outbound calls duration total for the day	x		x		x	x		
out_calls_rejected_per_day	Outbound calls rejected or unanswered by agents for the day	X	X	X				x	
out_calls_handled_per_day	Outbound interactions handled by agents for the day. For email - number of unsolicited emails and follow-up responses.	x	x	x				x	x
out_calls_active_on_agents (renamed from out_calls_talking)	Outbound interactions currently handled by agents			x		x	x		x
out_calls_disconnected_talking_per_day	Outbound calls released by remote party for the day			x		x		x	
out_calls_dropped_talking_per_day	Outbound calls released by agent for the day			x		x		x	
out_calls_transferred_per_day	Outbound calls transferred by agents for the day			x		x		x	x
out_calls_in_progress (renamed from out_calls_in_progress_or_active)	Outbound interactions in any stage			x		x		x	
out_calls_abandoned_per_day	Outbound calls abandoned at any stage for the day			X		X		X	

out_calls_abandoned_ratio_per_day	Percentage of outbound calls abandoned at any stage for the day	X			X		X
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Email

Protocol Name	Name	Applicable to object type					Campaign/Service type					
		Item	User	Team	Service	Calling List	Calling List Quota	Inbound	Outb - Preview	Outb - Predictive	Outb - SMS Auto	Email
in_emails_joined_existing_cases (renamed from in_emails_joined_existing_queue)	number of inbound emails joined to already existing case, per day		x			x						x
in_email_received_new_per_day	Inbound interactions received for the day for new cases		x			x						x
in_email_carried_over	Inbound emails carried over from previous day		x			x						x
in_email_carried_over_new	Inbound emails carried over from previous day for new cases		x			x						x
in_email_offered_per_day	Inbound emails offered to agent for the day		x									x
in_email_rejected_per_day	Inbound emails unanswered for the day		x			x						x
in_email_pulled_per_day	Inbound emails pulled by agent for the day		x									x
in_email_processed_replied_per_day	Inbound emails replied for the day		x			x						x
in_email_processed_noreply_per_day	Inbound emails closed without reply for the day		x			x						x

user_id		X							
team_id		X	X						
service_id	X			X					
list_id								X	
name			X	X				X	
firstname		X							
lastname		X							
login_id		X							
extension		X							
team_name		X							
is_agent		X							
is_super		X				X	X	X	X
is_mobil		X							
is_logged		X							
login_time		X				X	X	X	
acd_state		X				X	X	X	
state_duration		X				X	X	X	
reason		X				X	X		X

acd_next_state	X	X	X	X
next_reason	X	X	X	X
active_item_id	X	X	X	X
active_item_service_id	X	X	X	X
active_item_service_name	X	X	X	X
active_item_media_type	X	X	X	X
active_item_state	X	X	X	X
active_item_direction	X	X	X	X
active_item_party_name	X	X	X	X
active_item_party_firstname	X	X	X	X
active_item_party_lastname	X	X	X	X
active_item_is_flagged	X	X	X	X
active_item_qm_monitor_user	X	X	X	X
active_item_qm_monitor_mode	X	X	X	X
active_item_qm_monitor_item_id	X	X	X	X
active_item_qm_monitored_item_id	X	X	X	X
active_item_talk_duration	X	X	X	X
active_item_hold_duration	X	X	X	X

active_item_sentiment	X		X	X	X
items	X				
media_type	X				
state	X		X		
direction	X				
service_name	X				
party_name	X				
party_firstname	X				
party_lastname	X				
is_flagged	X				
qm_is_recording	X				
qm_monitor_user	X		>		
qm_monitor_mode	X				
qm_monitor_item_id	X				
qm_monitored_item_id	X				
talk_duration	X				
hold_duration	X				
priority					X

state_reason		X	
is_enabled	X		X
ratio			X
outbound_campaign_link_group		X	