

5.8 Agent Performance Report

Bright Pattern Documentation

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Agent Email Report

The *Agent Email* report provides key performance indicators for agents handling interactions of the email media type.



The Agent Email report gives performance indicators for agents handling emails

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows.

Offered

Offered provides the number of inbound emails that were pushed to the agent within the given reporting interval.

Not Accepted

Not Accepted provides the number of emails that were pushed to the agent and were not accepted (i.e., returned to the queue or to the transferring agent). Note that a postponed email is considered accepted.

Pulled

Pulled provides the number of inbound emails that the agent pulled from the service queues within the given reporting interval.

Assigned

Assigned provides the number of emails that were placed in this agent's personal queue by a supervisor or another agent.

Carried Over

Carried Over provides the number of emails that were delivered to this agent by any method before the given reporting interval and remained unprocessed at the beginning of the interval.

Processed - Total

Processed - Total provides the number of inbound emails that this agent completed by any method within the given reporting interval. It is the sum of *Replied*, *Closed*, *Transferred*, and *Service Changed*.

Processed - Replied

Processed - Replied provides the number of inbound emails that this agent replied to within the given reporting interval (including emails that the agent forwarded). Note that only the first response is counted. Possible follow-up email messages related to previously replied emails are considered outbound emails and are counted by the *Outbound Sent* metric.

Processed - Closed

Processed - Closed provides the number of inbound emails that this agent closed without reply within the given reporting interval.

Processed - Transferred

Processed - Transferred provides the number of inbound emails that this agent transferred within the given reporting interval.

Processed - Service Changed

Processed - Service Changed provides the number of inbound emails that this agent recategorized (i.e., the agent changed this service to another email service and continued processing the interaction).

Remaining

Remaining provides the number of emails in the agent's personal queue at the end of the reporting interval.

Avg Reply Time

Avg Reply Time is the average time that this agent spent replying to an inbound email. The time is measured from the moment an email is delivered to the agent (to the agent's desktop or to *My Queue*) to the moment when the first meaningful response leaves the agent's *My Queue*.

Avg In-focus Time

Avg In-focus Time is the average time that the agent had an inbound email selected in the active communications list. This metric is counted only for the emails that agents replied to.

Avg Out-of-focus Time

Avg Out-of-focus Time is the average time that the agent had an inbound email active on Agent Desktop but not selected in the active communications list. This metric is counted only for the emails that agents replied to.

Avg ACW Time

Avg ACW Time is the average time that the agent spent doing after call work related to replied emails.

Outbound Sent

Outbound Sent provides the total number of outbound emails that this agent sent within the given reporting interval. This metric includes both new outbound emails and possible follow-up email messages related to existing threads.

Outbound Discarded

Outbound Discarded provides the number of outbound emails that this agent started at any time and discarded (deleted without sending) within the given reporting interval. This metric includes both new outbound emails and possible follow-up email messages related to existing email threads.

Connect Call



The Connect Call scenario block connects a call to the destination specified in the $\$(destination)$ variable (typically, the extension of the agent found by the preceding [Find Agent](#) block). If the destination extension has an agent logged in, the system tracks the agent's state according to the state of the call. The block handles call transfers and conferences internally and only ends when the remote party disconnects or the last agent on the call disconnects.

If a [Find Agent](#) block was executed prior to a Connect Call block, then the queue treatment started by that Find Agent block continues until the specified destination answers the call. If a *Service Announcement* prompt (whisper) is specified for a Connect Call block, the ring back tone or music on hold is played to the caller while the service announcement is played to destination party. The caller will not hear the announcement.

For external destinations, Caller IDs are set according to the configuration of the corresponding [dial-out entries](#).

Settings



Scenario Builder Connect Call scenario block settings

Title text

The name of the instance of the block.

Default Destination

The default phone number to which the call connects if variable $\$(destination)$ is empty.

Note that if the destination is an IVR, the phone number can include pauses and digits required to get to the desired contact or self-service option. Comma symbols are used for pauses; each comma will delay dialing of the next digit by one second (e.g., 18005552222,,,5,,245). For more information, see the *Agent Guide*, section [How to Speed-Dial Through External IVRs](#).

Override Destination

The phone number to which the call connects. If this field has a value, the scenario ignores the destination variable. Use this field only if you want to override the destination variable.

Note that if the destination is an IVR, the phone number can include pauses and digits required to get to the desired contact or self-service option. Comma symbols are used for pauses; each comma will delay dialing of the next digit by one second (e.g., 18005552222,,5,,245). For more information, see the *Agent Guide*, section [How to Speed-Dial Through External IVRs](#).

Mark all calls connected by this block as overflow calls

If this checkbox is selected, all calls connected via this block will be marked for reporting purposes as calls made to overflow destinations.

Override calling party name with

This setting enables you to override the configured Caller ID name in the outbound call.

No Answer Timeout

The number of seconds that the scenario waits for a destination to answer the call before executing the *No Answer* conditional exit. The default is 30 seconds.

Auto-answer call in

The number of seconds that the scenario waits before the call is auto-answered. If you do not use auto-answer, leave this field empty.

This function will work for agents who use softphones. Support for this function in hardphones depends on a particular hardphone model.

Escape button for customer to hang up the agent

The button that the caller can press to stop a conversation with this agent. Unlike when it is released, the scenario will continue and can further process the call.

Custom hold music

The prompt that the scenario plays when the caller is on hold. The prompt is always played from the beginning. The prompt is optional; if present, it will override the [default Hold and queue music treatment](#) set at the contact center level.

Service announcement

The optional prompt the scenario plays to inform the agent to which service an incoming call pertains or to play a beep as notification. **Note:** Prompt playback duration is counted as talk time.

number of plays

The number of times that the *Service Announcement* prompt, if used, will be played to the agent.

stop announcement button

The button that the agent can use to interrupt playback of the service announcement prompt.

Custom ringback

The prompt that will be played back to the caller instead of a standard ring-back tone. If the *Keep playing hold music while ringing on agent* option is selected in the preceding [Find Agent](#) block, the *Custom ringback* prompt will not be played even if specified. Instead, the queue music will be played up to the moment of answer.

Repeated answer-side prompt

This prompt is used for transfers of service calls to other call centers to announce the call information when the transferred call is answered by the remote agent (e.g., *This a call is from [name], please press [confirm answer button] to connect*).

When the remote agent presses the confirm answer button, a call with the original calling party is established.

Confirm answer button

What the agents of remote contact centers will press to pick up service calls forwarded to them from your contact center after hearing the *Repeated answer-side* prompt.

Drop connection if no answer in

The number of minutes that the scenario will wait for the remote contact center to pick up the call before executing the *No Answer* conditional exit for this call. It starts from the moment that the remote agent answers.

Conditional Exits

The Connect Call block may take one of the following conditional exits: No Answer, Busy, Target Disconnected, or Transfer Failed.

No Answer

The destination phone rings but no one answers within the *No Answer Timeout*. This also includes other types of call failures (except for *Busy*).

Busy

The destination phone is busy (SIP 486) or the call is rejected by an agent.

Target Disconnected

The call was answered by the target side and eventually normally terminated from target side. The current interaction step is completed and a new interaction step is created. This could be used for surveys when the agent hangs up first and survey flow starts from this conditional exit.

Transfer Failed

This is a failure branch for failed agent transfers.

About

Bright Pattern Contact Center software integrates with Surfly, a co-browsing solution, in order to allow co-browsing between agents in the Agent Desktop application and customers viewing specific web resources. Co-browsing is an ideal solution for helping customers negotiate confusing web pages, fill out complex forms, and so forth.

The *Surfly Integration Guide* describes how to do the following:

- Configuring your Surfly account's settings to optimize Bright Pattern Contact Center integration
- Configuring a co-browsing integration account
- Adding the integration account to a messaging/chat scenario entry
- Training your agents how to operate co-browsing with customers