



5.8 General Campaign Metrics View

Bright Pattern Documentation

Generated: 8/09/2022 2:59 pm

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Table of Contents

Table of Contents	2
Understanding Real-Time Metrics	3
Customization of Metric Views	3
Adding and Removing Metrics	4
Rearranging Metrics Columns and Reverting to Default Views	5
Saving a New Default View	5
List of Campaign Metrics	6
Metric Descriptions	6
ASR %	6
Attempted	6
Attempted %	6
Busy	6
Completed	6
Completed %	6
Dialable	6
Est Duration	6
Expired	7
IN Max Wait	7
Lists P. A. Completed	7
Lists P. A. Remaining	7
Logged In	7
Mode	7
Not Ready	7
OUT Abandoned	7
OUT Abandoned %	7
OUT Active	7
OUT Agent Disconnected	7
OUT Answered	7
OUT Answered %	7
OUT Avg Talk Time	7
OUT Call Rate	7
OUT Dialed	7
OUT Failed	7
OUT Handled	7
OUT IVR Abandoned	7
OUT IVR Abandoned %	7
OUT IVR Dropped	7
OUT in Progress	7
OUT Queue Abandoned	7
OUT Queue Abandoned %	7
OUT Queue Dropped	7
OUT Remote Disconnected	7
OUT Ringing Abandoned	7
OUT Ringing Dropped	8
OUT Routed	8
OUT Total Talk Time	8
OUT Transferred	8
OUT Unattended	8
Occupancy	8
Out of Quota	8
Ready	8
Total Completed	8
Total Completed %	8
Total DNC	8
Total Records	8
Total Remaining	8

Understanding Real-Time Metrics

Real-time metrics are constantly updated in real-time (every few seconds) to reflect the current status of your contact center operations. The system provides real-time metrics of two types: cumulative and instantaneous.

- *Cumulative metrics* include all events matching the described condition since the moment within the previous 24 hours when the real-time statistics were reset according to your contact center configuration. Most of the cumulative metric names end with a verb in the perfect form and their descriptions are given in the present perfect form (e.g., *IN Queued: Number of inbound interactions that have entered the service queue*).
- *Instantaneous metrics* only count the resources that match the described condition at the present moment. Most of the instantaneous metric names end with an adjective or a verb in the progressive form and their descriptions usually have words *current* or *currently* (e.g., *IN Waiting: Number of inbound interactions that are currently waiting in the service queue*). (Compare this example to the cumulative *IN Queued* metric.)

Name	Avg ACW Time	Busy	Not Ready	Ready	Logged In	Occupancy	IN Handled	IN Avg Handle Time
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Agent Desktop displays metrics such as these in real-time

Names of many metrics have prefixes *IN*, *OUT*, or *CB*.

- Metrics whose names start with *IN* are related to inbound interactions.
- Metrics whose names start with *OUT* are related to outbound interactions. Unless explicitly stated otherwise in a metric description, these metrics count both regular outbound interactions made by agents (e.g., consult calls made with respect to inbound services) and campaign calls that may be dialed by the system and distributed to the agents when answered.
- Metrics whose names start with *CB* are related to inbound calls that selected the *Virtual Queue* option (i.e., callback requests).

For more detailed metric descriptions, follow these links:

- [Team Metrics](#)
- [Service Metrics](#)
- [Skill Metrics](#)
- [Agent Metrics](#)
- [Campaign Metrics](#)
- [List Metrics](#)

Additionally, a list of [All Real-Time Metrics](#) and their definitions is available in the *Reporting Reference Guide*. [Information About Real-Time Metrics](#), also located in the *Reporting Reference Guide*, provides general details about how these metrics function.

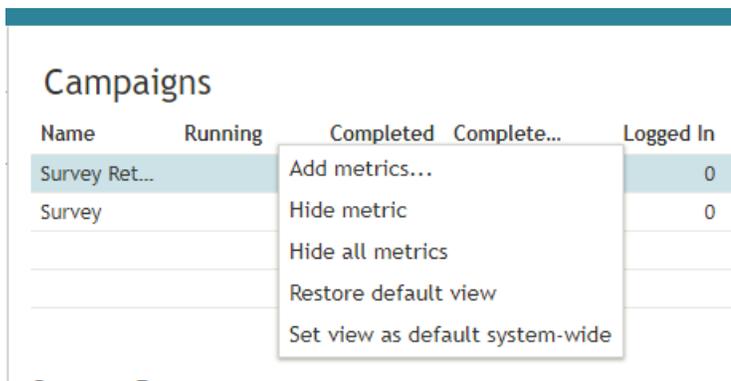
Customization of Metric Views

Depending on your permissions, you may be able to customize real-time metric views by removing undesired metrics, adding other metrics that you may want to see, and changing the order in which metrics are arranged in the table. You may also be able to set such a customized view as a default view for all other supervisors of your contact center.

Adding and Removing Metrics

To remove a particular metric:

1. Hover your cursor over the corresponding column name and click the drop-down menu icon  that will appear.
2. Select the **Hide metric** option.



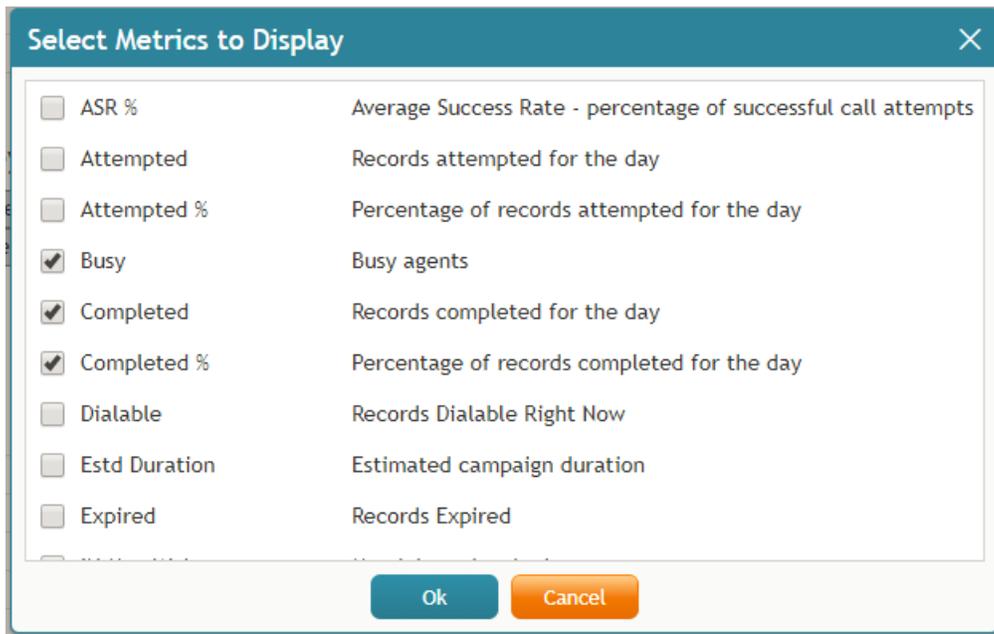
The screenshot shows a table titled 'Campaigns' with the following columns: Name, Running, Completed, Complete..., and Logged In. The 'Completed' column is highlighted, and a dropdown menu is open over it, showing the following options: Add metrics..., Hide metric, Hide all metrics, Restore default view, and Set view as default system-wide. The 'Survey Ret...' row is highlighted in blue, and the 'Survey' row is highlighted in light blue. The 'Logged In' column shows the value '0' for both rows.

Name	Running	Completed	Complete...	Logged In
Survey Ret...				0
Survey				0

How to hide metrics

To add a metric:

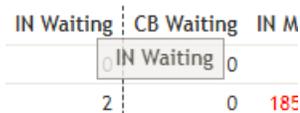
1. Hover your cursor over the name of the column next to where you want to add this new metric, and click the drop-down menu icon  that will appear.
2. Select the **Add metrics...** option. A list of available metrics will appear with checkboxes next to their names.
3. Locate the desired metric in the list and select its checkbox.
4. Click **OK**.



Select the metrics to be shown in Agent Desktop

Rearranging Metrics Columns and Reverting to Default Views

To rearrange the order of columns in the metrics view, use the mouse to click on and drag the name of the columns to the desired locations.



Click and drag to arrange metrics

You can also restore the original metrics set with the original order of columns. To do so, open the drop-down menu next to any metric and click the **Restore default view** option.

Saving a New Default View

Once you have completed all of the desired configuration changes, you can set the new view as the new default view for all other supervisors of your contact center. To do so, open the drop-down menu next to any metric and click the **Set view as default system-wide** setting. Note that this function requires a separate permission.

The list of metrics that appears when you click the **Add metric...** option contains brief descriptions for all real-time metrics available for the selected object (service, campaign, or agent). For the descriptions of metrics currently displayed in the metrics views, you can simply hover over the corresponding column titles.

For more detailed metric descriptions, follow these links:

- [Service Metrics](#)
- [Skill Metrics](#)

- [Agent Metrics](#)
- [Campaign Metrics](#)
- [List Metrics](#)
- [Team Metrics](#)

List of Campaign Metrics

This section provides detailed descriptions of the real-time metrics that apply to campaigns and that can be displayed via the [General](#) and [Individual](#) Campaign Metrics views. Metrics are arranged in alphabetical order.

Many metrics available for display in this view can also be displayed via the [Service Metrics View](#). If you cannot find the description of the desired metric in this section, see section [List of Service Metrics](#) or [All Real-Time Metrics](#) in the *Reporting Reference Guide*.

Note the following considerations regarding the general campaign metrics:

- The term *calls* in the metric definition shall be interpreted as *outbound calls associated with the given campaign*.
- The term *agents* in the metric definitions shall be interpreted as *agents qualified to participate in the given campaign* (i.e., those who have the corresponding skill with any level higher than zero). Note that because a campaign may be associated with more than one team, the agent-related service metrics (e.g., *Logged In*, *Ready*, *Occupancy*, etc.) may include agents that you are not assigned to supervise.
- The term *records* shall be interpreted as *records of all lists associated with the given campaign and enabled within this campaign*. Note that if any filters were applied to those lists when they were associated with the given campaign, the filtered-out records will be excluded from any of the following record-related metrics.

Metric Descriptions

For definitions of these metrics, as well as a complete list of real-time metrics, see [List of All Real-Time Metrics](#) in the *Reporting Reference Guide*. The metrics here are listed in alphabetical order.

[ASR %](#)

[Attempted](#)

[Attempted %](#)

[Busy](#)

[Completed](#)

[Completed %](#)

[Dialable](#)

[Est Duration](#)

[Expired](#)

[IN Max Wait](#)

[Lists P. A. Completed](#)

[Lists P. A. Remaining](#)

[Logged In](#)

[Mode](#)

[Not Ready](#)

[OUT Abandoned](#)

[OUT Abandoned %](#)

[OUT Active](#)

[OUT Agent Disconnected](#)

[OUT Answered](#)

[OUT Answered %](#)

[OUT Avg Talk Time](#)

[OUT Call Rate](#)

[OUT Dialed](#)

[OUT Failed](#)

[OUT Handled](#)

[OUT IVR Abandoned](#)

[OUT IVR Abandoned %](#)

[OUT IVR Dropped](#)

[OUT in Progress](#)

[OUT Queue Abandoned](#)

[OUT Queue Abandoned %](#)

[OUT Queue Dropped](#)

[OUT Remote Disconnected](#)

[OUT Ringing Abandoned](#)

[OUT Ringing Dropped](#)

[OUT Routed](#)

[OUT Total Talk Time](#)

[OUT Transferred](#)

[OUT Unattended](#)

[Occupancy](#)

[Out of Quota](#)

[Ready](#)

[Total Completed](#)

[Total Completed %](#)

[Total DNC](#)

[Total Records](#)

[Total Remaining](#)