



## 5.8 General Information About Metric Viewing

### Bright Pattern Documentation

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# Information About Real-Time Metrics

Real-time metrics pull data from various areas in Agent Desktop and are constantly updated in real-time (every few seconds) to reflect the current status of your contact center operations. Real-time metrics allow you to stay informed about your and your team's current performance. For a complete list, see [List of All Real-Time Metrics](#).

| Teams            |      |           |       |           |           |            |                     |  |  |  |
|------------------|------|-----------|-------|-----------|-----------|------------|---------------------|--|--|--|
| Name             | Busy | Not Ready | Ready | Logged In | Occupancy | IN Handled | IN Avg Handle Ti... |  |  |  |
| Customer Service | 0    | 0         | 1     | 1         | 0         | 0          | 00:00               |  |  |  |

  

| Customer Service Services |           |      |                |            |            |             |           |            |           |  |
|---------------------------|-----------|------|----------------|------------|------------|-------------|-----------|------------|-----------|--|
| Name                      | Logged In | Busy | IN Svc Level % | IN Waiting | CB Waiting | IN Max Wait | IN Queued | IN Handled | IN Active |  |
| EmailService              | 2         | 1    | 0 (80/5d)      | 110        | 0          | 4189:43:21  | 0         | 0          | 0         |  |
| -                         | 2         | 1    | -              | 110        | 0          | -           | 0         | 0          | 0         |  |

  

| Customer Service Agents |         |               |           |           |       |       |          |        |             |         | <input type="checkbox"/> my subteam only |      | <input type="checkbox"/> logged-out users |  |
|-------------------------|---------|---------------|-----------|-----------|-------|-------|----------|--------|-------------|---------|--|------|---|--|
| Name                    | Sent... | Time in State | IN Han... | IN Ref... | OU... | OU... | Occup... | Active | Interaction | Service | Talk                                     | Hold | Rec                                       |  |
| Christy Borden          |         | 03:30         | 0         | 0         | 0     | 0     | 0        | 0      |             |         |  |      | no  |  |

An example of real-time agent and team metrics as seen via the Supervision section

## Real-Time Metrics Categories

Real-time metrics are organized into the following categories. **Please note:** Some metrics fall into several categories.

### Agent Metrics

[Agent metrics](#) are related to agent work and performance. Example metrics from this group include *Agent Login Time* and *Avg Reply Time*.

### Campaign Metrics

[Campaign metrics](#) are related to the performance of a campaign. Example metrics from this group include *Attempted* and *Total Completed*.

### List Metrics

List metrics are related to individual calling lists within campaigns and that can be displayed via [Lists View](#). Example metrics from this group include *Dialable* and *Total Remaining*.

### Service Metrics

[Service metrics](#) are for either all services assigned to a selected team or all services assigned to all teams. Example metrics from this group include *Busy* and *IN in Progress*.

## Skill Metrics

[Skill metrics](#) are a subset of service metrics and are related to each individual skill within that service. Example metrics from this group include *IN Active* and *Ready*.

## Team Metrics

[Team metrics](#) are related to the work and performance of a team. Example metrics from this group include *IN Avg Handle Time* and *Not Ready*.

## Dashboard and Wallboard

Real-time metrics are also utilized in the Dashboard and Wallboard applications. For the Wallboard, metrics will appear as a shortened version of the full name; the Dashboard metrics appear as abbreviations of the metric name. For example, the metric *Inbound interactions handled by agents for the day* appears as *Inbound handled by agents* on the Wallboard but as *CH* on the Dashboard. The metrics on the Dashboard appear as abbreviations due to the small size of the Dashboard itself. Dashboard and Wallboard names are included in [All Real-Time Metrics](#). For more information about these applications, see [Dashboard](#) and [Wallboard](#).

## Types of Real-Time Metrics

The system provides real-time metrics of two types: cumulative and instantaneous.

- Cumulative metrics

*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

*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.)

## Understanding Metrics Terminology

The names of many metrics have prefixes such as *IN*, *OUT*, or *CB*. Here is what these prefixes mean:

- 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 a list of other terminology used in real-time metrics and their definitions, see [Glossary](#).