



5.8 Home Page

Bright Pattern Documentation

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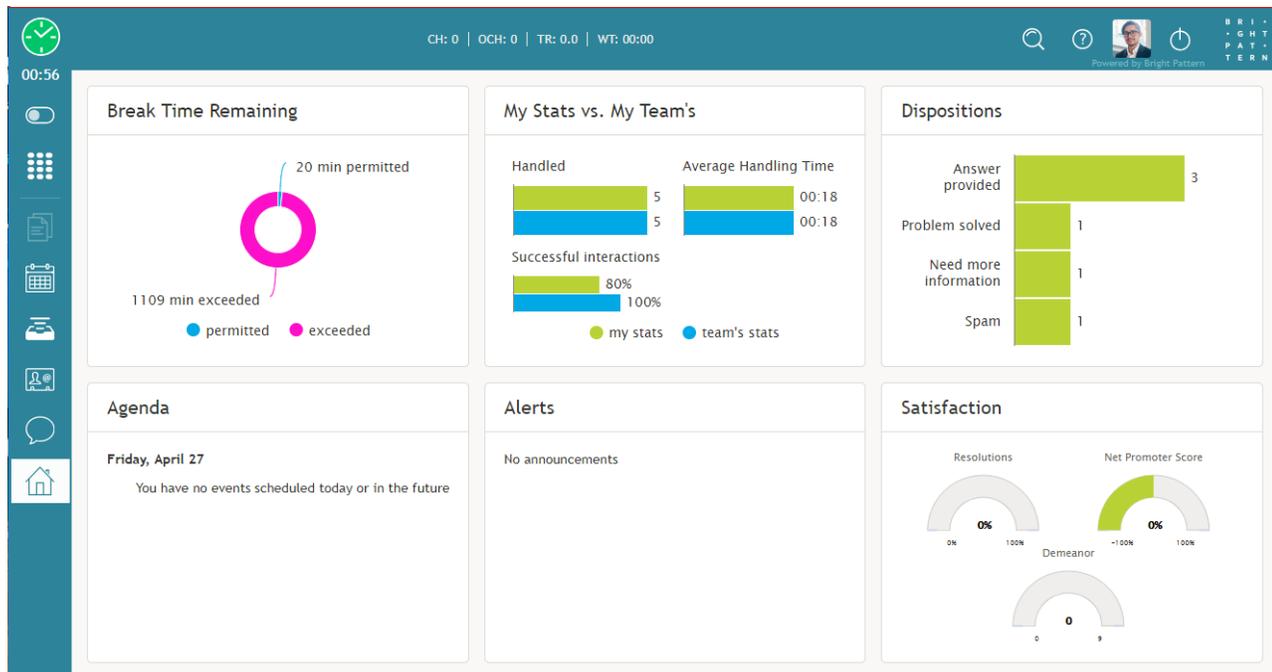
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Home Page Overview

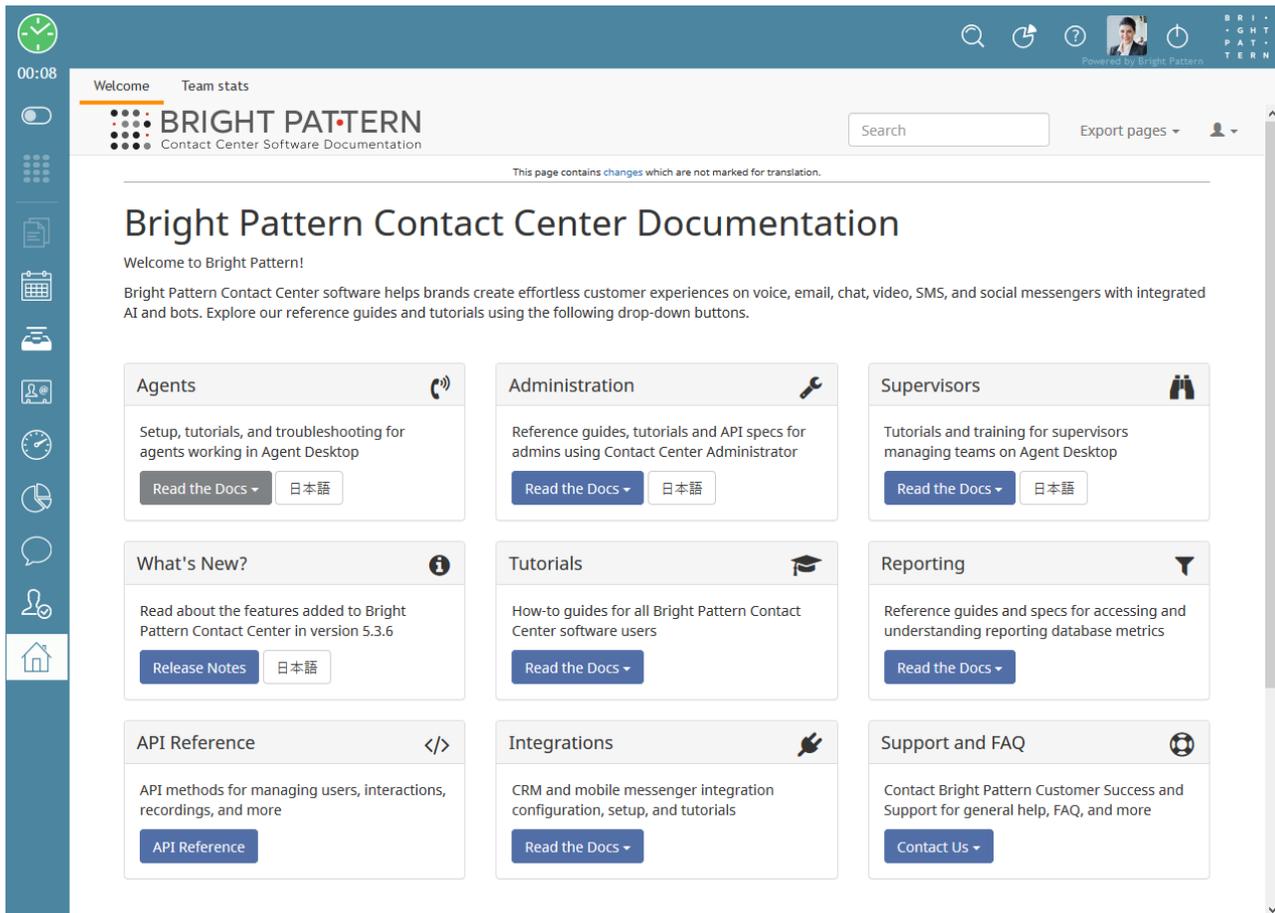


The *home page* displays widgets containing metrics that allow you to monitor key areas of your and your team's performance. You can change the placement of the widgets and configure some widget metrics.



A general view of the home page

Depending on your contact center configuration, your Home Page can also display an external web page. If defined, access to this web page will be available to you at any time while you are logged on.



A Home Page with a displayed external web page

Home Page Widgets

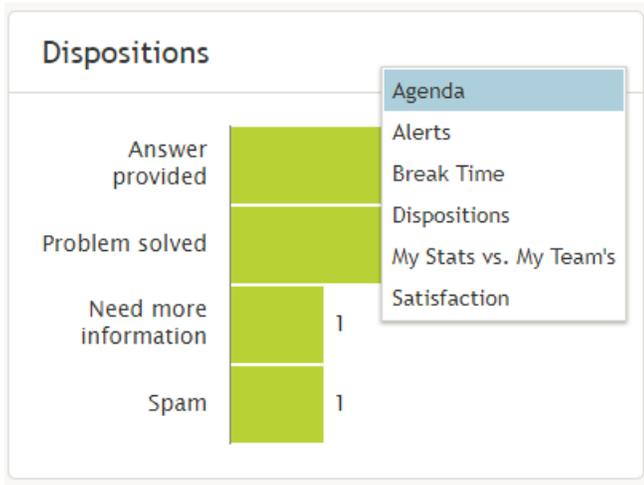
There are six widget options within the home page as well as six slots for these widgets to be displayed. The widgets available for display are:

- [Agenda](#)
- [Alerts](#)
- [Break Time Remaining](#)
- [Dispositions](#)
- [My Stats vs. My Team's](#)
- [Satisfaction](#)

For explanations of what is displayed within these widgets, see [Home Page Widgets](#).

Changing Displayed Widgets

To change the widget displayed in a given slot, click the **down arrow**  located in the upper right-hand corner of a widget. This will produce a drop-down menu that allows you to choose any of the widgets for display.



Choose the widgets you see on the home page by selecting from the drop-down menu

Managing Calendar Events

The Agent Desktop application is equipped with a calendar that agents can use to schedule various tasks and events related to their work, such as follow-up calls with customers. For general information about the calendar, see the Bright Pattern Contact Center *Agent Guide*, section [How to Open the Calendar](#).

Working with Agent Calendars

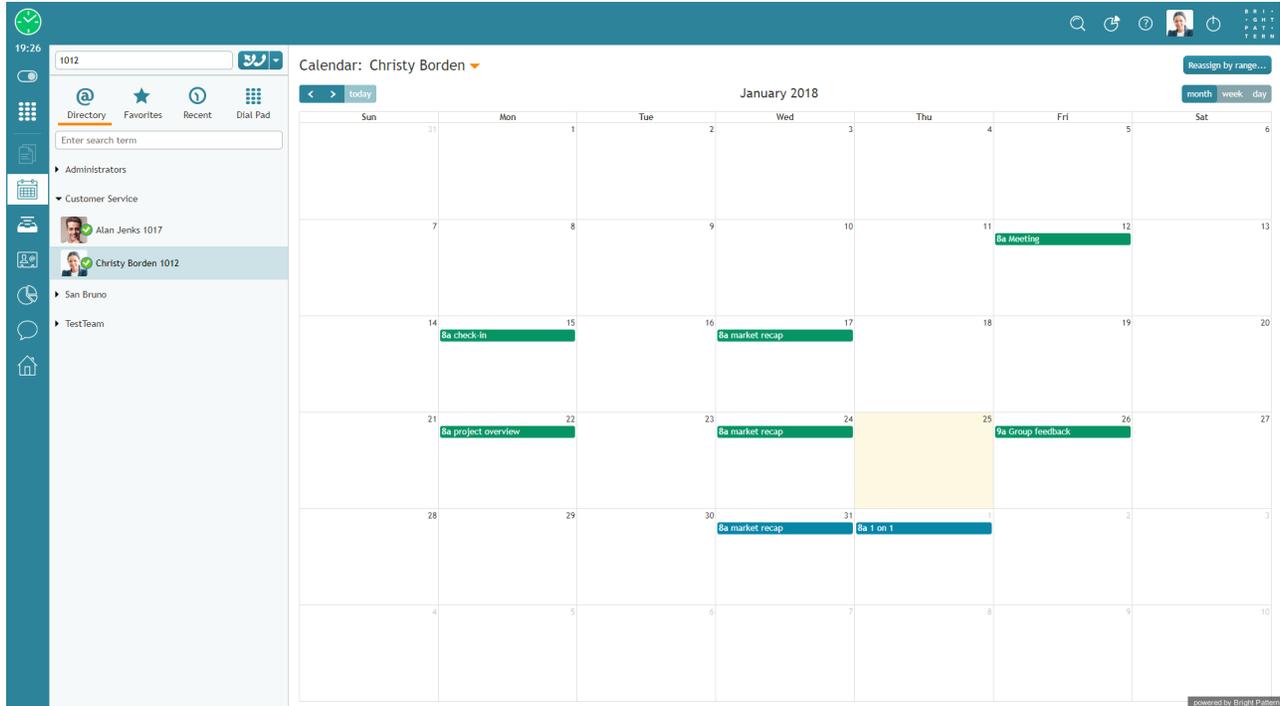
In addition to using your own calendar for your personal scheduled events (as a supervisor), you can also view calendars of members of your team and reassign their scheduled tasks to other agents.

How to View an Agent's Calendar

There are a couple ways to view the calendar of an agent on your team. You can access their calendars from your own personal calendar, or you can navigate to their calendars from the agent management functions available on your *Supervision* screen.

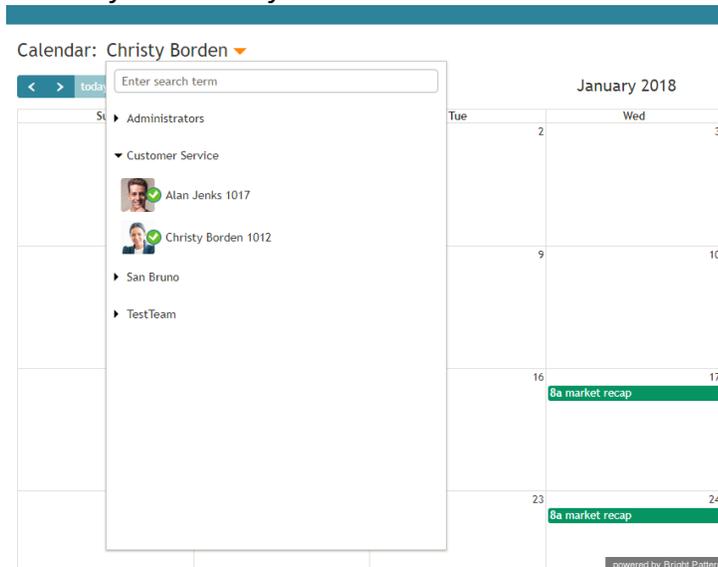
From Your Own Calendar

1. To view an agent's calendar from your own calendar, click the **Calendar** icon  on Agent Desktop's main menu. Your calendar will be shown in the Context Information Area.



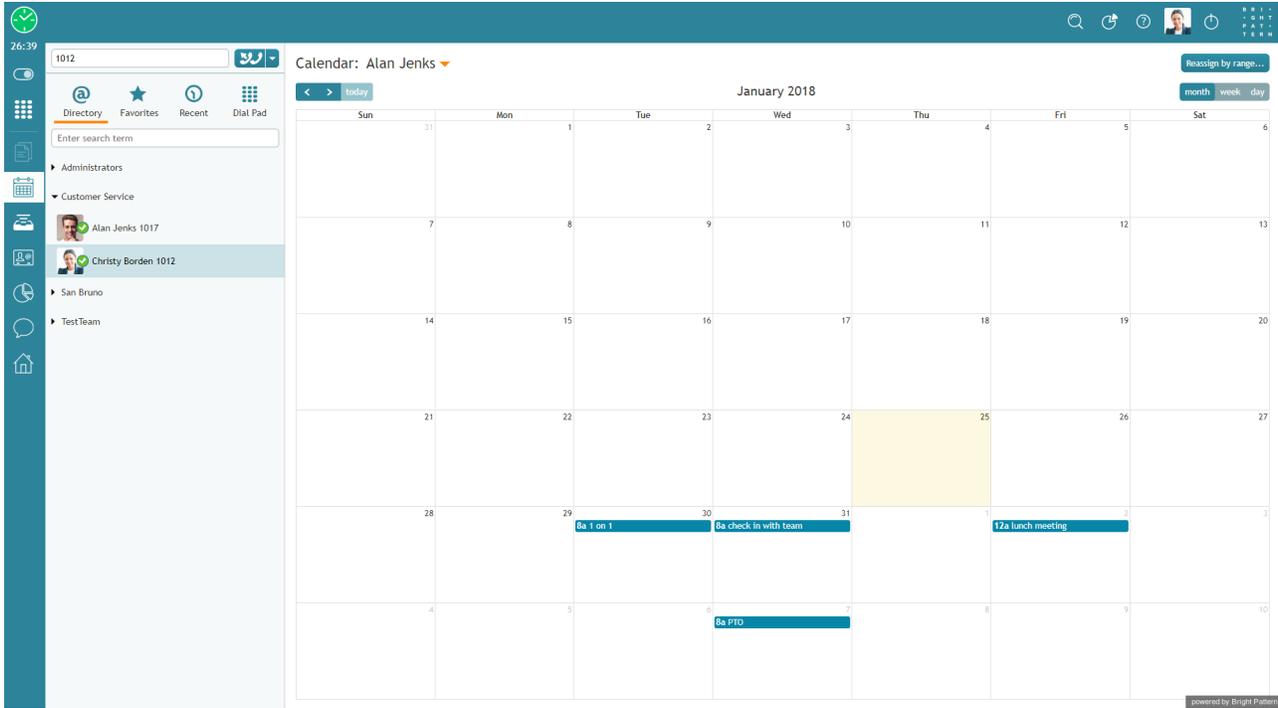
Calendar

2. At the top of the calendar, to the right of your name, select the down arrow to display a drop-down list of users in your directory.



Select a user from the directory

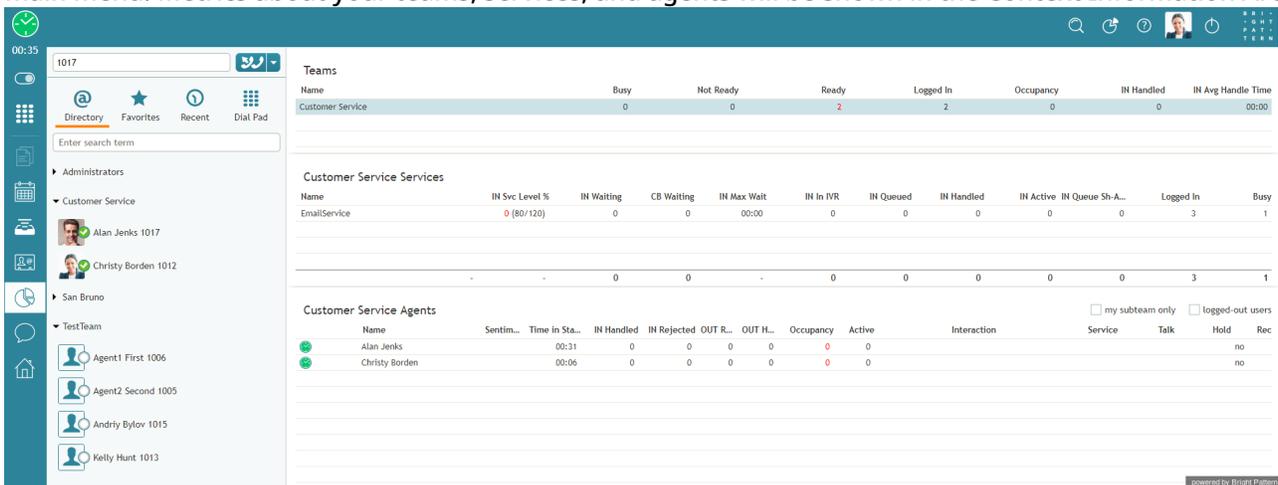
3. Select the name of the agent whose calendar you wish to view. The agent's calendar will be shown in your Context Information Area. You can tell whose calendar you are viewing by looking at the name shown at the top of the calendar.



Viewing an agent's calendar

From Your Supervision Screen

1. To view an agent's calendar from your *Supervision* screen, click the **Supervision** icon  in Agent Desktop's main menu. Metrics about your teams, services, and agents will be shown in the Context Information Area.



Supervision metrics in the Context Information Area

2. Select the desired agent from the [Agent Metrics View](#). A pop-up card will display agent management functions for the selected agent.

Teams							
Name	Busy	Not Ready	Ready	Logged In	Occupancy	IN Handled	IN Avg Handle Time
Customer Service	0	0	2	2	0	0	00:00

Customer Service Services											
Name	IN Svc Level %	IN Waiting	CB Waiting	IN Max Wait	IN In IVR	IN Queued	IN Handled	IN Active	IN Queue Sh-A...	Logged In	Busy
EmailService	0 (80/120)	0	0	00:00	0	0	0	0	0	2	0

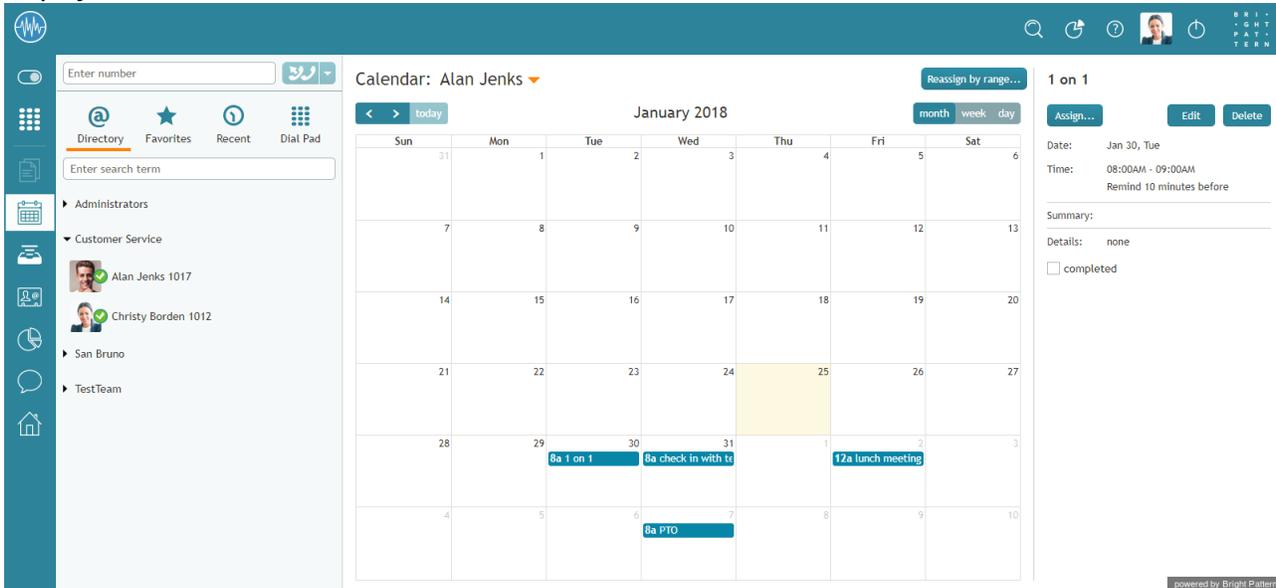
Customer Service Agents										
Name	Sentim...	Time It	OUT H...	Occupancy	Active	Interaction	Service	Talk	Hold	Rec
Alan Jenks			0	0	0					no
Christy Borden			0	0	0					no

Agent management functions

3. Click the **Show Agent's Calendar** button . The agent's calendar will be popped to your *Context Information Area*.

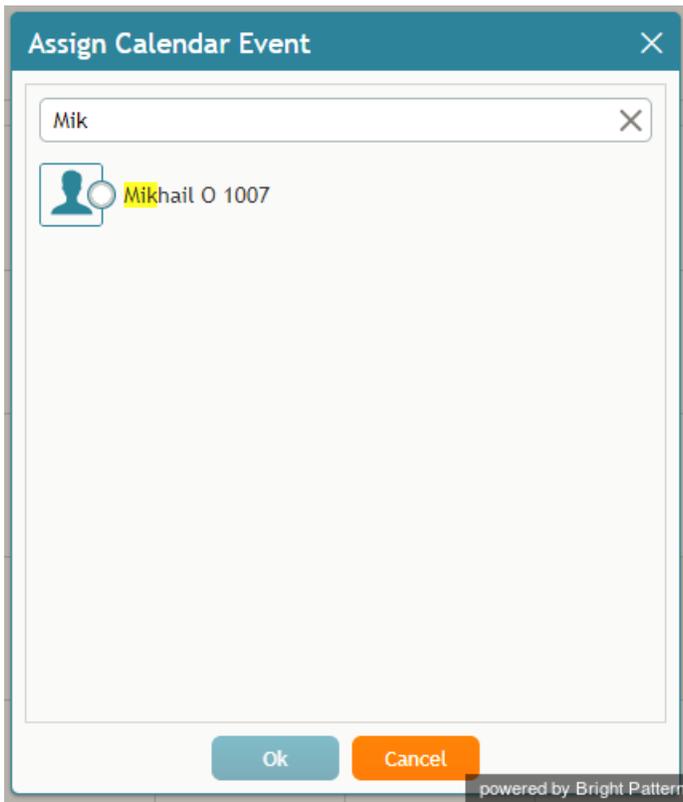
How to Reassign an Event

1. To reassign a single agent's event to another agent, view the agent's calendar. See section [How to View an Agent's Calendar](#).
2. Select the event in the agent's calendar that you want to reassign. The event properties on the right will display the event information.



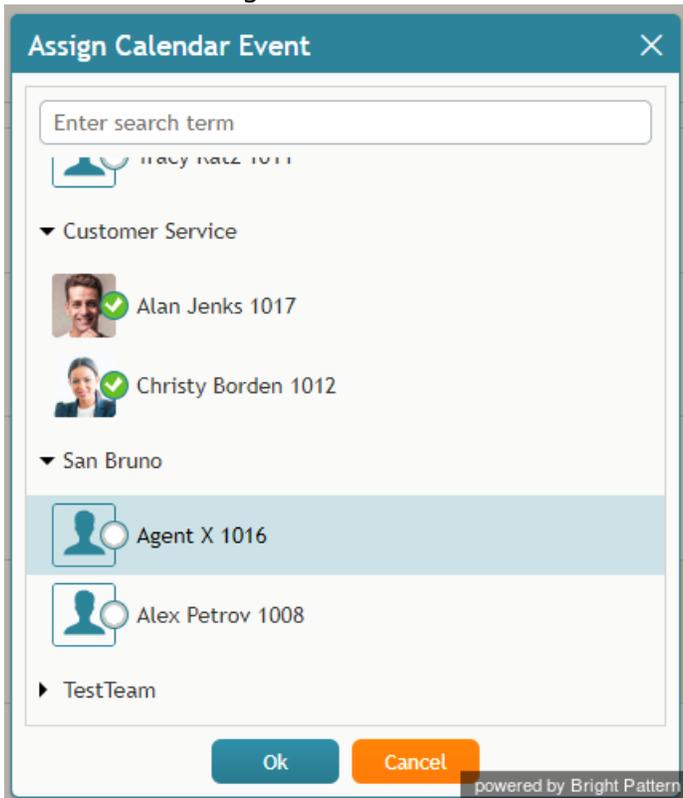
Calendar and event properties

3. Click the **Assign...** button. A dialog window will appear, showing the list of agents to which this task can be assigned. To find a specific agent quickly, you can start typing the agent's name in the **Enter search term** field and matching users will be listed in search results.



You can search for a specific agent

4. Select the desired agent and click **Ok**.

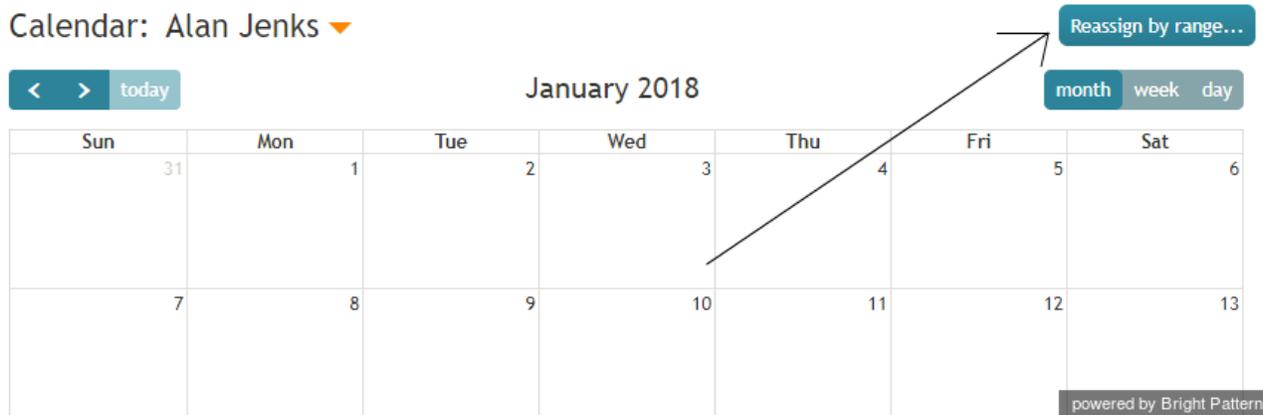


Reassign an event to a selected agent

How to Reassign All of an Agent's Events to Another Agent

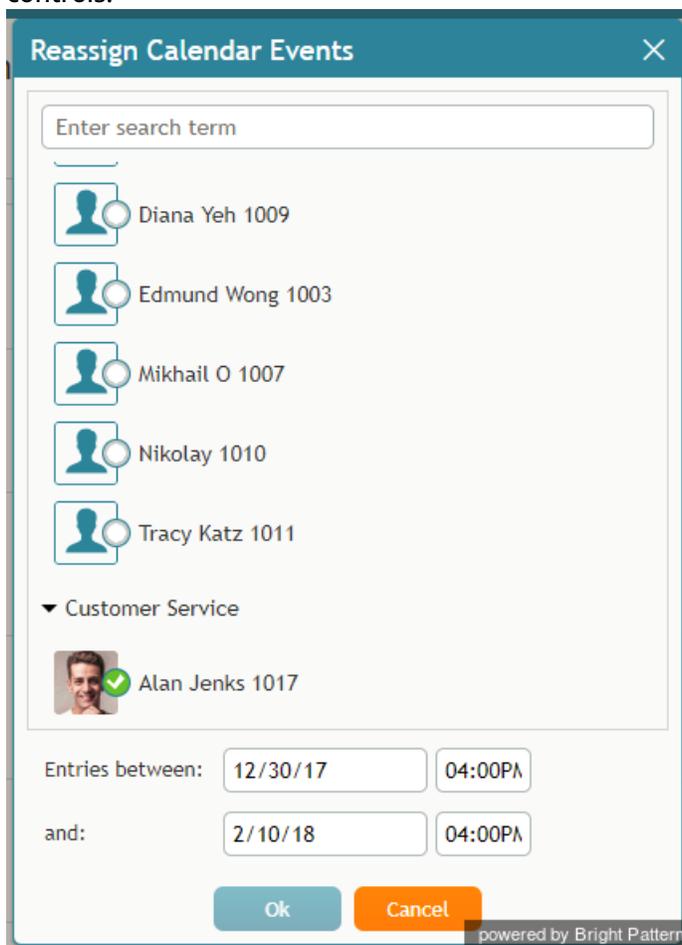
Sometimes it may be more convenient to reassign all of the agent's events within a time range in a single step.

1. Click the **Reassign by range...** button.



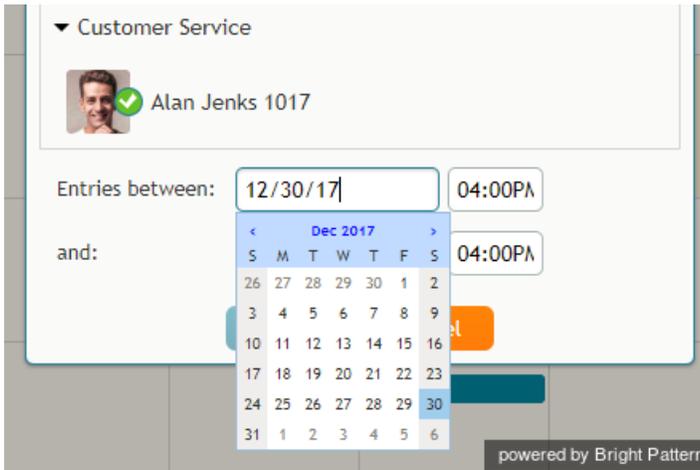
Reassign by Range button

2. A dialog window will appear showing the list of agents that this task can be assigned to and time range controls.



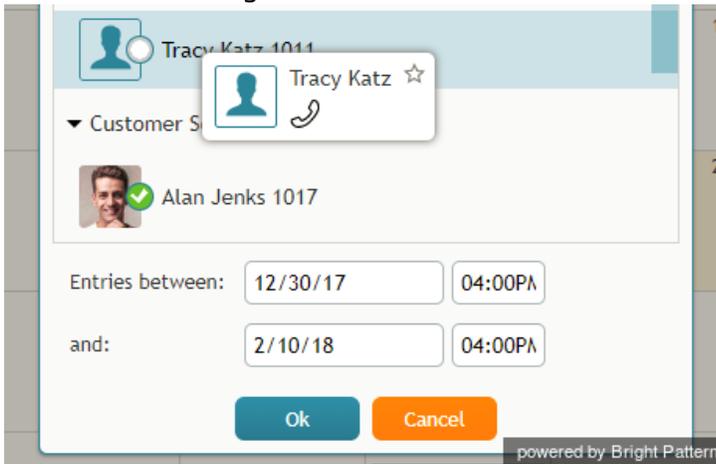
Select an agent to be assigned a range of events

3. Specify the desired time range by either typing in the date or clicking into the date field and selecting the date from the mini calendar.



Select the date range

4. Select the desired agent and click **Ok**.



Select the agent

1. REDIRECT [5.3:Agent-guide/Tutorials/States/HowtoInterpretYourCurrentStateInformation](#)

1. REDIRECT [5.3:Agent-guide/Tutorials/States/HowtoInterpretYourCurrentStateInformation](#)

1. REDIRECT [5.3:Agent-guide/Tutorials/States/HowtoInterpretYourCurrentStateInformation](#)

1. REDIRECT [5.3:Agent-guide/Tutorials/States/HowtoInterpretYourCurrentStateInformation](#)

1. REDIRECT [5.3>Contact-center-administrator-guide/ServicesandCampaigns/DispositionsTab](#)

General Settings

General settings define various aspects of your operations that apply to your entire contact center as opposed to any individual entity. When you specify a certain parameter at this level, the specified value will be applied to all corresponding resources of your contact center. Note that some of the same settings can also be defined at lower levels such as teams, services, and/or users. The values defined at such lower levels always supersede these general settings defined at the contact center level.

To view and edit the general settings, select the *General Settings* option from the *Call Center Configuration* menu. Note that all of these settings are optional.

The screenshot shows the 'General Settings' configuration page. On the left is a navigation menu with 'Call Center Configuration' selected. The main area contains various settings:

- Default time zone: +00:00 Etc/UTC
- Default country: United States
- System Not Ready reason names for (check if counts toward break time):
 - Agent no answer: No answer
 - UI connection loss: Connection loss
 - After call break: After call break
 - Logout Pending: Logout Pending
- Not ready reasons sorting type: Alphabetic Custom
- Custom Not Ready reasons (check if counts toward break time):
 - Away from Desk
 - Break
 - Lunch
 - Not ready

[add](#)
- Agent state upon login: Not ready
- Enter After Call Work:
- Exit After Call Work: automatically after 180 seconds
- Enter Break:
- Exit Break: automatically after 120 seconds
- Non-call cases URL:
- Display name format: First name Last name
- External number inactivity timeout: 5 minutes
- Agent daily Break time limit: 20 minutes
- Require service on outbound calls:
- Reset selected service for outbound calls after each call:

Buttons: Apply, Reset

Call Center Configuration > General Settings

Screen Properties

The *General Settings* screen properties are described as follows.

Default time zone

The *Default time zone* is the time zone that will be used by default when you define time-based parameters of your contact center resources such as service hours. Note that you will be able to change this default time zones setting when defining time-based parameters of individual contact center resources. Note also that changing this default time zone parameter will not affect any of the previously defined time-base parameters of your contact center.

Default country

The *Default country* is the "home country" that will be used by default when you define location-based parameters of your contact center resources. The tenant numbers for the default country will be shown in national format, whereas other countries will be shown in international format.

System Not Ready reason names for

This property allows you to define custom names for the *Not Ready* agent state for various conditions when the system automatically applies this state to agents. The Not Ready state indicates that the agent is logged in but is temporarily unavailable to handle customer interactions.

If defined, such custom names will be allowed and displayed instead of the generic *Not Ready* in the corresponding situations for the agents themselves, for the supervisors monitoring agents' performance, and in the agent activity reports.

Check if counts toward break time

If a checkbox next to a system Not Ready reason is selected, any time spent in this state will apply towards agent break time; if a checkbox is not selected, no amount of time spent in this state will apply to agent break time. Break time is reflected in the following:

- The [Break Time Remaining](#) widget in the Agent Desktop application
- The [Longest Break Time](#) widget in the Agent Desktop application
- The [Break Time](#) widget in the Wallboard application
- The [My Break Time](#) real-time metric
- The [agent total break time](#) statistic

If any checkbox is selected or unselected, note that the changes will take effect for all agents on their next state/reason change. For example, if an agent was in the affected Not Ready reason state when the change was applied, his break time will continue to be calculated as before the change until he transitions to another state or to another Not Ready reason.

For new contact centers:

- The predefined custom Not Ready reasons Break and Lunch will be selected; all other custom and system Not Ready reasons will be unselected.
- Any newly created Not Ready reasons will be selected.

Agent no answer

This property means that the agent is set to *Not Ready* because the agent has rejected an incoming service interaction or failed to answer it within a predefined amount of time. The default name is *No answer*. The No Answer timeout is specified in the [Connect Call](#) scenario block. The default value is 10 seconds.

UI connection loss

The agent is set to *Not Ready* because the connection between the Agent Desktop application and the system has been lost. The default name is *Connection loss*.

After call break

The agent is set to *Not Ready* because the agent has finished handling an interaction and must have a mandatory break time. (See setting *Enter Break* below.) The default name for this is *After call break*.

Logout Pending

The agent is set to *Not Ready* because the agent has requested to be logged out of the system while handling an interaction (e.g., when the agent's working shift is almost over). In this case, the system will let the agent finish processing the current interaction and will then switch the agent to *Not Ready* for a brief moment before logging out the agent.

Note that if the only active interactions are emails, the logout will be immediate. All actively processed emails will be stored as [drafts](#) in the agent's *My*.

Not Ready reasons sorting type

This option allows the list of custom *Not Ready* reasons to be sorted; the options are *Alphabetical* or *Custom*. The order of *Not Ready* reasons in the various Agent Desktop UIs (i.e., the Agent Desktop application and all widgets) is determined by their current order in the Contact Center Administrator application.

For new contact centers, the default sorting option will be *Alphabetical*.

If *Alphabetical* is selected, all existing and newly created reasons will be arranged in A to Z order automatically. If *Custom* is selected, you may drag and drop any existing or newly created reasons in the order you desire.

Note: The states *Supervising* and *Ready* are not affected by sorting options (i.e., they will always appear at the top of the list in the Agent Desktop application).

Custom Not Ready reasons

This allows you to define a custom name and select an icon for the *Not Ready* agent state, depending on the reason the agent makes sets the state manually to *Not Ready*. If such reasons are defined, agents will have to select one of these reasons, instead of the generic *Not Ready*, when making themselves unavailable to handle customer interactions.

Bright Pattern Contact Center provides a number of default *Not Ready* reasons. To delete or edit any of the existing reasons, hover over their names. To define additional *Not Ready* reasons, click **add**. Up to 40 custom *Not Ready* reasons can be created.

Check if counts toward break time

If the checkbox next to the custom *Not Ready* reason is selected, when an agent selects this state in the Agent Desktop application, the amount of time spent in this state will apply toward break time. If the checkbox is not selected, no amount of time spent in this state will apply toward agent break time. Break time is reflected in the following:

- The [Break Time Remaining](#) widget in the Agent Desktop application
- The [Longest Break Time](#) widget in the Agent Desktop application
- The [Break Time](#) widget in the Wallboard application

- The [My Break Time](#) real-time metric
- The [agent_total_break_time](#) statistic

If any checkbox is selected or unselected, note that the changes will take effect for all agents on their next state/reason change. For example, if an agent was in the affected Not Ready reason state when the change was applied, his break time will continue to be calculated as before the change until he transitions to another state or to another Not Ready reason.

For new contact centers:

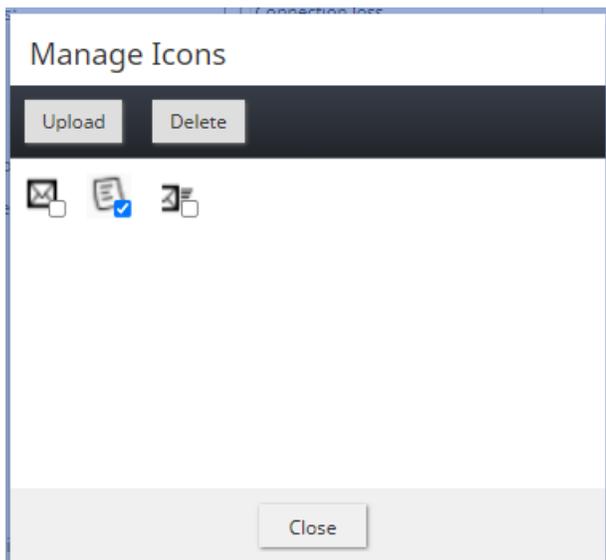
- The predefined custom Not Ready reasons Break and Lunch will be selected; all other custom and system Not Ready reasons will be unselected.
- Any newly created Not Ready reasons will be selected.

Manage icons

The *manage icons* option allows you to upload your own icons for use with your Bright Pattern Contact Center *Not Ready* and *Custom Not Ready* reasons icons list.

To upload an icon, click **manage icons**, and the *Manage Icons* window will appear. Click on the **Upload** button, and then the **Browse** button to browse your computer for an appropriate image. The system will accept images with a max of 195 Kb in either .SVG or .PNG formats. Up to 40 custom *Not Ready* reason icons may be uploaded.

To delete a custom uploaded icon, click **manage icons**, and the *Manage Icons* window will appear. Click on the checkbox in the lower right-hand corner of any icons you wish to delete— you may choose more than one. A checkmark will appear on the icon(s) and the **Delete** button will become available for you to select. A confirmation dialog will appear before the images are deleted.



The *Manage Icons* window

Agent state upon login

The state that will be applied to the agents of your contact center when they log into their Agent Desktops. You can select any of the custom Not Ready reasons defined above or make the agent *Ready*. Note that if you select *Ready* for this setting, the agents may start receiving customer interactions as soon as they log in. Otherwise, they will have to make themselves *Ready* manually before they begin receiving any service calls.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Auto logout timeout upon connection loss

This specifies how long the system will wait for the Agent Desktop application to reconnect, from the moment a connection loss is detected, before the agent is logged out automatically. **Note:** This setting is removed starting from Bright Pattern Contact Center version 5.7.0.

Enter After Call Work

This property specifies whether After Call Work is used in your contact center. If selected, agents will enter the *After Call Work* state after finishing any type of service call. Note that you can override this setting at the [service level](#).

Exit After Call Work

Exit After Call Work sets the maximum time in the *After Call Work* state for the agents of your contact center. This setting is essential only if the option *Enter After Call Work* is selected. If you wish to restrict the After Call Work time, select the checkbox and set the desired timeout in seconds. Deselect this option to allow the agents to remain in After Call Work until they exit this state manually. Note that you can override this setting at the [team level](#).

Enter Break

Enter Break specifies whether the agents of your contact center be allowed any rest time when they finish handling of a service call including after-call work. Select this option to enable a mandatory break.

Exit Break

Exit Break sets the maximum time in the Break state after finishing a service call for the agents of this team. This setting is essential only if the option *Enter Break* is selected. If you wish to restrict the mandatory break time, select the checkbox and set the desired timeout in seconds. Deselect this option to allow the agents to remain in the *Break* state until they exit this state manually. Note that you can override this setting at the [team level](#).

Non-call cases URL

This setting can be used to display an external web resource to the agents (for example, a search screen of an external knowledge base). Unlike [Web Screen Pop](#), where a page is displayed with respect to a specific interaction, the web resource specified here will be available to the agent at any time via the [Agent Desktop Home Screen](#). Note that you can override this setting at the [team level](#).

Display name format

Display name format is the format for displaying users' and contacts' names in reports and in the Agent Desktop application. Note that Contact names displayed via any Contact forms are not affected by this setting (i.e., the order of the names in such forms is expected to be changed via [form customization](#)).

External number inactivity timeout

This setting is essential for agents who connect to the system using the phone device option [An external phone](#). The setting specifies in how many minutes agents' external phone connection will be disconnected automatically in absence of any active calls on them. This enables the reuse of a once-established physical connection for subsequent voice calls. If you prefer agents' external phone connections to be released as soon as the remote party hangs up, set this timeout to zero.

Agent daily Break time limit

This setting allows you to configure the maximum amount of [Break](#) time an agent is allowed. Note that Break time is calculated as the sum of all System Not Ready reasons and Custom Not Ready Reasons for which the counts toward break time indicator (i.e., checkbox) is selected. This threshold is used for the [Break Time Remaining](#) widget in Agent Desktop, section *Home Page*.

Require service on outbound calls

If this setting is selected, agents will be required to select a service for manual outbound and internal calls they make (i.e., the option *None* will be greyed out). If this checkbox is not selected, association of manual outbound calls with services is optional.

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Reset selected service for outbound calls after each call

When option "Require service on outbound calls" is enabled, this setting further specifies the behavior of Agent Desktop service selector. If this checkbox he previously selected service and offer it as the default choice for the agent when making subsequent outbound calls. 'None' after each call forcing the agents to choose a service explicitly for each subsequent call they make."

Note: Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

Exit No Answer State

When agents reject a customer interaction or do not accept it within a specified *No Answer* timeout, they are automatically placed in the *Not Ready* state with reason *No Answer*. Settings in this section allow you to control how the agent will exit this state. You can apply different settings depending on the type of application the agent is logged on to (desktop or mobile).

Desktop

The following settings apply to all agent applications except the mobile app.

Exit No Answer State

When enabled, this setting forces agents in the *Not Ready - No Answer* state back into the *Ready* state; the default system setting is *automatically after 180 seconds*. This setting is disabled by default which means that the agents will stay in the *Not Ready - No Answer* state until they change it manually.

Logged out

When enabled, this setting forces agents to log out of Bright Pattern Contact Center applications after a specific number of transitions to the *Not Ready - No Answer* state; the default system setting is *automatically after 5 transitions to No Answer state*. Note that this setting is disabled by default, and may not be enabled unless the previous setting (i.e., *Desktop - Exit No Answer State*) is enabled first.

Mobile

The following settings apply to the Mobile user app only.

Exit No Answer State

When enabled, mobile app agents in the *Not Ready - No Answer* state are forced back into the *Ready* state; the default system setting is *automatically after 180 seconds*. Note that this setting is enabled by default. The reason this setting is enabled for mobile agents is that, when compared to the desktop user, the mobile agent is both far more likely to miss an alerting interaction and to remain unaware that they are forced into the *Not Ready - No Answer* state.

Logged out

When enabled, this setting forces agents to log out of the Mobile app after a specific number of transitions to the *Not Ready - No Answer* state; the default system setting is *automatically after 5 transitions to No Answer state*. Note that this setting is enabled by default.

List of All Real-Time Metrics

The following is a list of real-time metrics. The metrics are listed in alphabetical order by their full name; shortened names will be shown in parenthesis if available. [Wallboard](#) and [Dashboard](#) names will also be listed where applicable.

For a full list of the vocabulary used in metrics definitions, see [Glossary](#). Additionally, for a list of all metrics by category, see [Real-Time Metrics by Category](#). A grid view of these metrics can also be found in [List of Statistics](#) in the *Real-Time Statistic API* guide.

Agent Idle Time (Idle Time)

Metrics categories: Agent, Campaign

Agent Idle Time is the current idle time for agents, which is the number of seconds an agent has waited since the last interaction; it is calculated as the difference between the current time and time of last agent state change. Note that Idle Time includes Not Ready time.

Agent State

Metrics category: Agent

Agent State displays the current agent state in text form. For the [Not Ready](#) state, this metric includes the reason for not being ready, if available. Note that the same information is shown as an icon preceding agent's name. Agent states and icons are explained in detail in the Bright Pattern Contact Center *Agent Guide*, section [Understanding and Handling Your States](#).

Agents Busy With Interactions of This Service (Busy Svc)

Wallboard name: *Agents busy with this service*

Metrics categories: Campaign, Service

Agents Busy With Interactions of This Service provides the number of agents who are currently handling interactions associated with the given service. This metric includes agents in the [ACW](#) state with respect to such interactions.

Agents in ACW State (ACW Count)

Metrics category: Campaign, Service, Team

Agents in ACW State is the number of agents currently handling [After Call Work \(ACW\)](#). When displayed as a total for several services, this metric shows the total number of distinct agents with the given service skill(s) in this state. Agents with skills corresponding to multiple services in the set are counted once.

Agents Ready (Ready)

Wallboard name: *Matching agents ready*

Metrics categories: Campaign, Skill, Service, Team

Agents Ready is the number of agents in [Ready](#) state. When displayed as a total for several services, this metric shows the total number of distinct agents with the given service skill(s) in this state. Agents with skills corresponding to multiple services in the set are counted once.

Average ACW Time (Avg ACW Time or AACW)

Dashboard name: *AACW*

Metrics category: Agent, Campaign, Service, Team

Average ACW Time is the average daily time agents spend handling [After Call Work \(ACW\)](#). When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services).

Average Handle Time (IN Avg Handle Time)

Wallboard name: *Average handle time*

Metrics category: Agent, Campaign, Service, Team

Average Handle Time is the average time, including hold time and after-call-work time, that the agent has answered and handled calls to the service. When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services).

Average Idle Time (Avg Idle Time)

Wallboard name: *Average idle time of matching agents*

Metrics categories: Agent, Campaign, Service, Team

Average Idle Time is the average time that agents have waited between the handling of service interactions. When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services). Note that Avg Idle Time includes Not Ready time.

Average Preview Time (Avg Preview Time)

Wallboard name: *Average preview time of matching agents*

Metrics categories: Agent, Campaign, Service

Average Preview Time is the average time that agents reviewed records of previewed outbound campaigns, from the moment the preview record was accepted by agents and until it was either dialed or skipped. When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services).

Average Sentiment (Sentiment)

Metrics categories: Agent, Campaign

Average Sentiment is the average current sentiment of calls. When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services).

Average Speed of Answer/Reply (IN ASA)

Wallboard name: *Average speed of answer/reply*

Metrics categories: Service

Average Speed of Answer is the average time that the calls waited in the service queue before being answered. *Average Time to Reply* is the average time between email arrival and the sending of the first meaningful reply (acknowledgment is not considered a meaningful reply). This metric is a cumulative statistic calculated for all interactions since the reset time. When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services) and is common for both inbound calls and emails.

Note: If ACW is set for an email service, then this metric is changed only after an agent leaves the ACW state.

Average Success Rate - percentage of successful call attempts (ASR %)

Metrics category: Campaign

Average Success Rate is the percentage of successful call attempts out of the last several hundred call attempts made (250 attempts, by default). This metric is used to adjust the calling rate of a predictive campaign to achieve optimal occupancy of available agents without losing answered calls. Thus, the successful call attempt is defined as any call attempt that was answered and queued for delivery to an agent.

Busy Agents (Busy)

Wallboard name: Matching agents busy

Metrics categories: Campaign, Service, Team

Matching Agents Busy is the number of agents in a [Busy](#) state. When displayed as a total for several services, this metric shows the total number of distinct agents with the given service skill(s) in this state. Agents with skills corresponding to multiple services in the set are counted once.

Calendar Reminders (CAL Reminders)

Metrics categories: Agent, Team

Calendar Reminders is the number of entries in the [calendar events](#) queue with time in the future, allowing supervisors to see how many recalls are set up by team, per agent.

Calendar Reminders in the Past (CAL Overdue)

Metrics categories: Agent, Team

Calendar Reminders in the Past is the number of entries in the [calendar events](#) queue with time in the past, allowing supervisors to see how many recalls are overdue per team, per agent.

Call Handling Rate Per Hour (HR)

Dashboard name: HR

Metrics categories: Campaign, Team

Call Handling Rate Per Hour is the average of all calls made per agent per hour.

Callbacks Currently Waiting in Queue (CB Waiting)

Wallboard name: Callbacks in queue now

Metrics categories: Campaign, Service

Callbacks Currently Waiting in Queue is the current number of callback requests currently waiting in the [virtual queue](#) associated with the given service.

Callbacks Requested for the Day (CB Requested)

Wallboard name: Callbacks requested

Metrics categories: Campaign, Service

Callbacks requested is the number of inbound calls to the given service for the day that have chosen the [callback option](#). Note that this metric counts calls; therefore, if one call has requested the callback option multiple times, it will be counted once by this metric.

Campaign Mode (Mode)

Metrics category: Campaign

Campaign Mode displays the current dialer mode for a [campaign](#) ("preview, progressive, predictive").

Completed Records in Active Lists (Lists Completed)

Wallboard name: Completed records in active lists

Metrics categories: Campaign, List, Service

Completed Records in Active Lists is the number of records in active lists that have been marked as completed.

Completed Records with Personal Agent Assignments (Lists P.A. Completed or P.A. Completed)

Wallboard name: Completed records with personal agent assignments

Metrics categories: Agent, Campaign, List, Service

Completed Records with Personal Agent Assignments returns the number of personally assigned records completed since the beginning of the campaign. This metric is meaningful for both preview and progressive campaigns.

Count of Selected Dispositions

Wallboard name: Count of selected dispositions

Metrics categories: Service

Count of Selected Dispositions displays the total number of dispositions that are available for a given call service and then selected per interaction per day.

Custom Survey Metric 1 (Survey 1)

Wallboard name: Custom Survey Metric 1

Metrics categories: Agent, Service, Team

Custom Survey Metric 1 is the average percentage of customer survey responses based on a given metric within the survey. This number is calculated by taking the sum of all values, then dividing them by the total number of interactions, where surveys exist (i.e., the [Save Survey Results](#) block was used).

Custom Survey Metric 2 (Survey 2)

Wallboard name: Custom Survey Metric 2

Metrics categories: Agent, Service, Team

Custom Survey Metric 2 is the average percentage of customer survey responses based on an additional metric within the survey. This number is calculated by taking the sum of all values, then dividing them by the total number of interactions, where surveys exist (i.e., the [Save Survey Results](#) block was used).

Customer Satisfaction (CSAT)

Wallboard name: Customer Satisfaction

Metrics categories: Agent, Service, Team

Customer Satisfaction is the average result of surveys where the customer satisfaction question has been answered.

Estimated Campaign Duration (Est Duration)

Wallboard name: Estimated campaign duration

Metrics categories: Campaign, Service

Estimated Campaign Duration is the estimated length of time a campaign will run today with enough records to keep all logged-in agents busy.

Estimated Wait Time (IN EWT)

Wallboard name: Estimated wait time

Metrics categories: Campaign, Service

Estimated Wait Time is the estimated time a client will wait before being serviced. This metric includes callback requests. When this metric is displayed as a total for several services, it shows the value for the service where the wait time is currently the longest.

First Call Resolution (FCR)

Wallboard name: First Call Resolution

Metrics categories: Agent, Service, Team

First Call Resolution is the percentage of calls resolved by agents during a customer's first call. This number is calculated by dividing the sum of interactions marked as First Call Resolution by all interactions where save survey exists (i.e., the [Save Survey Results](#) block was used).

Inbound Calls Abandoned for the Day (IN Total Abandoned)

Wallboard name: Inbound abandoned

Metrics categories: Campaign, Service

Inbound Calls Abandoned for the Day is the number of inbound interactions terminated by the originating party.

Inbound Calls Abandoned in IVR for the Day (IN IVR Abandoned)

Wallboard name: Inbound abandoned in IVR

Metrics categories: Campaign, Service

Inbound Calls Abandoned in IVR for the Day is the number of inbound interactions terminated while being serviced by an [IVR](#) application.

Inbound Calls Abandoned in Queue for the Day (IN Queue Abandoned)

Wallboard name: Inbound abandoned in queue

Metrics categories: Campaign, Service

Inbound Calls Abandoned in Queue for the Day is the number of inbound interactions terminated by the originating party while waiting in queue.

Inbound Calls Abandoned While Ringing for the Day (IN Ringing Abandoned)

Wallboard name: Inbound abandoned while ringing

Metrics categories: Campaign, Service

Inbound Calls Abandoned While Ringing for the Day is the number of inbound calls terminated by the originating party while the line is ringing.

Inbound Calls Currently in IVR (IN in IVR)

Wallboard name: Inbound in IVR now

Metrics categories: Campaign, Service

Inbound Calls Currently in IVR is the number of inbound calls currently being processed by an [IVR](#) application.

Inbound Calls Currently Ringing (IN Ringing)

Wallboard name: Inbound ringing on agents now

Metrics categories: Campaign, Service

Inbound Calls Currently Ringing is the number of inbound calls currently ringing for agents.

Inbound Calls Dropped by System in IVR for the Day (IN IVR Dropped)

Wallboard name: Inbound dropped by system in IVR

Metrics categories: Campaign, Service

Inbound Calls Dropped by System in IVR for the Day is the number of inbound calls that have been disconnected by the system while being processed by an [IVR](#) application.

Inbound Calls Dropped by System in Queue for the Day (IN Queue Dropped)

Wallboard name: Inbound dropped by system in queue

Metrics categories: Campaign, Service

Inbound Calls Dropped by System in Queue for the Day is the number of inbound calls that have been disconnected by the system while waiting in queue.

Inbound Calls Dropped by System While Ringing for the Day (IN Ringing Dropped)

Wallboard name: Inbound dropped by system while ringing

Metrics categories: Campaign, Service

Inbound Calls Dropped by System While Ringing for the Day is the number of inbound calls that have been disconnected by the system while ringing.

Inbound Calls Duration Average for the Day (IN Avg Talk Time)

Wallboard name: Inbound duration average

Metrics categories: Agent, Campaign, Service

Inbound Calls Duration Average for the Day is the average of talk time of [IN Handled](#) calls. When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services).

Inbound Calls Duration Total for the Day (IN Total Talk Time)

Wallboard name: Inbound duration total

Metrics categories: Agent, Campaign, Service

Inbound Calls Duration Total for the Day is the sum of talk time of [IN Handled](#) calls.

Inbound Calls First Time Queued for the Day (IN Queued Unique)

Wallboard name: Inbound queued unique

Metrics category: Campaign

Inbound Calls First Time Queued for the Day is the number of inbound calls that entered queued state for the first time. This includes both inbound calls and callbacks dialed and answered by the customer.

Inbound Calls in IVR, Queue or on Agents Now (IN Calls in Progress)

Wallboard name: Inbound in IVR, queue or on agents now

Metrics categories: Campaign, Service

Inbound in IVR, Queue or on Agents Now is the number of in-progress, inbound calls that are in either IVR, service queue, or being handled by agents.

Inbound Calls Queued for the Day (IN Queued)

Wallboard name: Inbound queued

Metrics categories: Campaign, Service

Inbound Calls Queued for the Day is the number of inbound calls that enter a queued state for the day. This includes both inbound calls and callbacks dialed and answered by the customer.

Inbound Calls Rejected or Unanswered by Agents for the Day (IN Rejected)

Wallboard name: Inbound rejected or missed by agents

Metrics categories: Agent, Campaign, Service

Inbound Calls Rejected or Unanswered by Agents for the Day is the number of times agent state was moved by the system to not the [Not Ready](#) state. This includes both inbound calls and callbacks dialed and answered by the customer.

Inbound Calls Released by Agents for the Day (IN Agent Disconnected)

Wallboard name: Inbound released by agents

Metrics categories: Agent, Campaign, Service

Inbound Calls Released by Agents for the Day is the number of inbound calls disconnected by agents while talking to callers for the day. This includes both inbound calls and callbacks dialed and answered by the customer.

Inbound Calls Released by Callers for the Day (IN Remote Disconnected)

Wallboard name: Inbound released by callers

Metrics categories: Campaign, Service

Inbound Calls Released by Callers for the Day is the number of inbound calls ended by callers.

Inbound Calls Routed to Agents for the Day (IN Routed)

Wallboard name: Inbound routed to agents

Metrics categories: Campaign, Service

Inbound Calls Routed to Agents for the Day is the number of inbound calls that were queued and then routed to agents for the day.

Inbound Calls Self Serviced for the Day (IN Self Serviced)

Wallboard name: Inbound self serviced

Metrics categories: Campaign, Service

Inbound Calls Self Serviced for the Day is the number of inbound calls disconnected by the caller in [IVR](#) state with self-service flag set. This includes both inbound calls and callbacks dialed and answered by the customer.

Inbound Calls Short Abandoned in Queue for the Day (IN Queue Sh-Abandoned)

Wallboard name: Inbound short-abandoned in queue

Metrics categories: Campaign, Service

Inbound Calls Short Abandoned in Queue for the Day is the number of inbound interactions that have been terminated by the originating party while waiting in the service queue before the configured [Service Level threshold](#).

Inbound Emails Carried Over from Previous Day (IN Carried Over)

Wallboard name: Inbound emails carried over

Metrics categories: Agent, Campaign, Service

Inbound Emails Carried Over from Previous Day is the number of inbound emails that arrived at this service at any time before the reset time and remained unprocessed at the reset time. This metric includes both new emails and emails related to existing threads.

Inbound Emails Carried Over from Previous Day for New Cases (IN Carried Over New)

Wallboard name: Inbound emails carried over from previous day

Metrics categories: Agent, Campaign, Service

Inbound Emails Carried Over from Previous Day for New Cases is the number of inbound emails that arrived at this service the day before the reset time and remained unprocessed at the reset time. This metric includes both new emails and emails related to existing threads.

Inbound Emails Closed Without Reply for the Day (IN Closed)

Wallboard name: Inbound emails dispositioned without reply

Metrics categories: Agent, Campaign, Service

Inbound Emails Closed Without Reply for the Day is the number of inbound emails that have had been assigned a disposition but have not been replied to.

Inbound Emails Currently on Agents, Saved in Personal Queues (IN Desktop)

Wallboard name: Inbound emails in personal queues now

Metrics categories: Agent, Campaign, Service

Inbound Emails Currently on Agents, Saved in Personal Queues is the current number of inbound emails that have been pulled into an agent's personal queue. Note that this metric is not a number of cases, except in the specific situation when each case originates from an inbound email and contains only one inbound email. For more information about the difference between cases and emails, see the *Agent Guide*, section [Cases, Email, and Threads](#).

Inbound Emails Currently on Agents, Saved in Personal Queues, Waiting in Excess of SLA Time (IN Breached SLA)

Metrics categories: Agent, Campaign, Service

Inbound Emails Currently on Agents, Saved in Personal Queues, Waiting in Excess of SLA Time is processed emails that remained in agent personal queues that were not replied within the [service level agreement \(SLA\)](#) time.

Inbound Emails Offered to Agent for the Day (IN Offered)

Metrics categories: Agent, Campaign

Inbound Emails Offered to Agent for the Day is the total number of emails that were pushed to the agent in the given reporting interval. This metric does not include pulled or manually assigned emails.

Inbound Emails Pulled by Agent for the Day (IN Pulled)

Wallboard name: Inbound emails pulled by agent

Metrics categories: Agent, Campaign

Inbound Emails Pulled by Agent for the Day is the total number of emails that were pulled by the agent from the service queues in the given reporting interval. Approval queues are excluded.

Inbound Emails Replied for the Day (IN Replied)

Wallboard name: Inbound emails replied

Metrics categories: Agent, Campaign, Service

Inbound Emails Replied for the Day is the number of inbound emails that agents have replied to.

Note: If ACW is set for an email service, then this metric is changed only after an agent leaves the ACW state.

Inbound Emails Unanswered for the Day (IN Ignored)

Wallboard name: Inbound emails not accepted

Metrics categories: Agent, Campaign, Service

Inbound emails not accepted is the number of emails that were pushed to the agent and not accepted (returned back to queue or transferring agent). It does not include emails that went into receiving agent personal queue

Inbound Interactions Being Put on Hold by Agent(s) for the Day (IN on Hold)

Wallboard name: Inbound held

Metrics categories: Agent, Campaign

Inbound Interactions Being Put on Hold by Agent(s) for the Day is the number of inbound service calls put on hold by a user during her login session. The counter is reset when the user logs out.

Inbound Interactions Currently in IVR, Queue or on Agents (IN in Progress)

Metrics categories: Campaign, Service

Inbound Interactions Currently in IVR, Queue or on Agents counts the number of interactions currently in [IVR](#) with a particular Service as well as the number of interactions ringing or connected to agents for the service. It does not count the interactions in [wrap-up](#) state.

Note: If ACW is set for an email service, then this metric is changed only after an agent leaves the ACW state.

Inbound Interactions Currently in Queue (IN Waiting)

Dashboard name: Q

Wallboard name: Inbound in queue now

Metrics categories: Campaign, Skill, Service

Inbound Interactions Currently in Queue is the number of inbound calls currently in queued state. This includes both inbound calls and callbacks dialed and answered by the customer.

Inbound Interactions Currently Handled by Agents (IN Active)

Wallboard name: Inbound handled by agents now

Metrics categories: Agent

Inbound Interactions Currently Handled by Agents provides the number of inbound interactions currently being actively handled by agents. This metric includes all inbound interactions in the agents' active communications list (ACL), except the ones in the ACW phase. Note that emails in agents' *My Queues* are not considered active and are not included in this count.

Note that in earlier versions of Bright Pattern Contact Center, the voice-only equivalent of this metric was called *IN Talking*.

Inbound Interactions Handled by Agents for the Day (IN Handled)

Dashboard name: CH

Wallboard name: Inbound handled by agents

Metrics categories: Agent, Campaign, Service

Inbound Interactions Handled by Agents for the Day is the number of inbound interactions that have been handled by agents since the beginning of the day interval; it includes successful [virtual queue callbacks](#). This metric will count all instances of possible transfers and conferences as separate interactions. For emails, this metric includes [IN Replied](#), [IN Closed](#), [IN Transferred](#), and [IN Svc Changed](#).

Note: If ACW is set for an email service, then this metric is changed only after an agent leaves the ACW state.

Inbound Interactions Received for the Day (IN Received)

Wallboard name: Inbound received

Metrics categories: Campaign, Service

Inbound Interactions Received for the Day is the number of inbound interactions that have requested this service since reset time. For emails, this metric includes both new emails and emails related to existing threads. Interactions received via transfer or service change are not included.

Inbound Interactions Received for the Day for New Cases (IN Received New)

Wallboard name: Inbound emails that created new cases

Metrics categories: Campaign, Service

Inbound Interactions Received for the Day for New Cases is the number of inbound emails which create new cases for the day. This metric excludes emails related to existing email threads.

Inbound Interactions Transferred by Agents for the Day (IN Transferred)

Dashboard name: CT

Wallboard name: Inbound transferred away

Metrics categories: Agent, Campaign, Service

Inbound Interactions Transferred by Agents for the Day is the number of inbound interactions that have been transferred to an external service.

Inbound Service Level Target

Wallboard name: Inbound Service Level target

Metrics categories: Campaign, Service

Inbound Service Level Target the target percentage of inbound interactions being serviced; this number is configured by system administrators.

Inbound Service Level Threshold

Wallboard name: Inbound Service Level threshold

Metrics categories: Campaign, Service

Inbound Service Level Threshold is the amount of time allotted to inbound service interactions.

Inbound Transfers Received for the Day (IN Transfers)

Wallboard name: Inbound received as transfers

Metrics categories: Agent, Campaign, Service

Inbound Transfers Received for the Day is the number of inbound call transfers.

Logged-in Agents (Logged In)

Wallboard name: Matching agents logged-in

Metrics categories: Campaign, Skill, Service, Team

Logged-in Agents is the number of agents currently logged into Agent Desktop in any [state](#) except Supervising. When displayed as a total for several services, this metric shows the total number of distinct agents with the given service skill(s) in this state. Agents with skills corresponding to multiple services in the set are counted once.

Max Inbound Wait Time (IN Max Wait)

Dashboard name: WT

Wallboard name: Inbound longest wait now

Metrics categories: Campaign, Skill, Service

Max Inbound Wait Time provides the current wait time of the inbound interaction that has been waiting in queue the longest and is still unanswered; this includes inbound calls, callbacks dialed and answered by customers, inbound chats, and inbound emails. Note that an interaction could wait in queue several times (i.e., it could be requeued for another service either automatically or manually). In this case, the metric shows the interaction for the service it is currently waiting for but calculates the total waiting time since the moment the interaction entered the first service queue. When this metric is displayed as a total for several services, it shows the value for the service where the wait time is currently the longest.

For inbound email interactions, note the following: This metric is the current wait time of the email that has been waiting in the queue the longest time (and is still waiting), compared to all other emails currently waiting in the same queue. This includes service closure hours and is available for both Push and Pull distribution modes. Note that for email services this metric is updated once per hour.

Most Frequent Dispositions (Top Dispositions)

Metrics category: Agent

Most Frequent Dispositions is the 10 most frequent dispositions set by an agent.

My ACW Time (ACW Time)

Metrics category: Agent

My ACW Time is the total number of seconds an agent was in [ACW](#) state. This metric is counted per agent per day.

My Break Time (BT)

Wallboard name: Break time total

Metrics category: Agent

My Break Time counts the total time the agent spends in Not Ready states with reasons marked as "counts toward break time".

My Busy Time (Busy Time)

Metrics category: Agent

My Busy Time is the total number of seconds an agent was in the [Busy](#) state. This metric is counted per agent, per day.

My Ready Time (Ready Time)

Metrics category: Agent

My Ready Time is the total number of seconds an agent was in the [Ready](#) state. This metric is counted per agent, per day.

My Success Rate (SR)

Dashboard name: SR

Wallboard name: Success rate

Metrics category: Agent, Campaign

My Success Rate is the percentage of calls handled per agent that received the Success disposition type divided by the total number of calls with this service. This metric is calculated for all services the agent handles.

My Team Success Rate (TR)

Dashboard name: TR

Wallboard name: Success rate

Metrics category: Campaign, Team

My Team Success Rate is the percentage of calls handled per team that received the Success disposition type divided by the total number of calls with this service. This metric is calculated with break-downs per service and per team.

Net Promoter Score (NPS)

Wallboard name: Net Promoter Score

Metrics categories: Agent, Service, Team

Net Promoter Score (NPS) is the percentage of points for all surveys where a response was given for the contact satisfaction question. The percentage is calculated out of the number of interactions, where surveys exist (i.e., the [Save Survey Results](#) block was used). The percentage is calculated by subtracting the percentage of promoters (values 9 and 10) by the percentage of detractors (values 0-6). For more information about NPS, see netpromoter.com/know.

Not Ready Agents (Not Ready)

Wallboard name: Matching agents not ready

Metrics categories: Campaign, Service, Team

Not Ready Agents is the number of agents in [Not Ready](#) state. When displayed as a total for several services, this metric shows the total number of distinct agents with the given service skill(s) in this state. Agents with skills corresponding to multiple services in the set are counted once.

Number of Inbound Emails Joined to Already Existing Case, Per Day (IN Joined)

Wallboard name: Inbound emails for existing queued cases

Metrics categories: Agent, Campaign, Service

Number of Inbound Emails Joined to Already Existing Case, Per Day is the total number of inbound emails for this service that have been joined to already existing cases.

Number of Interactions on Agent (Active)

Metric Categories: Agent, Campaign

Number of Interactions on Agent provides the number of interactions that are currently being actively handled by the agent (i.e., inbound and outbound). This metric includes all interactions in the agents' [Active Communications List \(ACL\)](#), including the ones in the [ACW](#) stage. Emails in agents' *My Queues* are not considered active and are not included in this count. If an agent has more than one active interaction, clicking on the value of this metric will "unfold" the agent's row into a list showing information about all interactions that are currently being handled by this agent. Note that in earlier versions of Bright Pattern Contact Center, the related metrics used to be called *# Calls* and *# Chats*, and email *My Queue* used to be called *Personal Queue*.

Number of Interactions Re-categorized from a Different Service by Agents (IN Svc Change Received)

Wallboard name: Number of interactions recategorized from a different service

Metrics categories: Campaign, Service

Number of Interactions Re-categorized from a Different Service by Agents counts the number of times agents have changed received interaction services from one service to another service.

Number of Interactions Recategorized to a Different Service by Agents (IN Svc Changed)

Wallboard name: Number of interactions recategorized to a different service

Metrics categories: Agent, Campaign, Service

Number of Interactions Recategorized to a Different Service by Agents counts the number of times agents have changed interaction services to one service from another service.

Number of New Emails Processed by Agents, Including Replied, Closed Without Reply, Transferred and Service Changes (IN Handled New)

Wallboard name: Inbound emails handled

Metrics categories: Agent, Campaign, Service

Number of New Emails Processed by Agents, Including Replied, Closed Without Reply, Transferred and Service Changes is the number of first actions (reply, closed without reply, transfers and service changes) on new cases/threads. This metric counts only on the first action of an agent per email thread.

Note: If ACW is set for an email service, then this metric is changed only after an agent leaves the ACW state.

Number of Records Excluded by DNC Lists from Active Lists (Lists DNC)

Wallboard name: Number of records excluded by DNC lists from active lists

Metrics categories: Campaign, List, Service

Number of Records Excluded by DNC Lists from Active Lists is the total number of records that are excluded from active lists because they also appear on [Do Not Call \(DNC\)](#) lists.

Number of Records in Quota Groups That Reached Quota Limits (Out of Quota)

Wallboard name: Records in quota groups that reached quota limits

Metrics category: Service

Number of Records in Quota Groups That Reached Quota Limits is the number of non-finalized records that belong to quota groups that have reached the quota limits. The purpose of this metric is to provide a view on the number of remaining dialable records from a campaign.

Number of Records With a Success Disposition (Successes)

Metrics categories: List, Service

Number of Records With a Success Disposition is the number of records received with any of the success dispositions.

Occupancy in Campaign/Service (Occupancy)

Wallboard name: Occupancy of matching agents

Metrics categories: Agent, Campaign, Service, Team

Occupancy in Campaign/Service is the percentage of time agents have spent handling interactions of the given service (including the preview time and after-call work) out of their total working time (i.e., the time the agents have spent handling interactions of any service and being [Ready](#) to handle interactions).

Outbound Answered Calls That Did Not Connect to Agent in Compliance Time, Per Day (OUT Unattended)

Wallboard name: Outbound calls answered, out of connection speed compliance

Metrics categories: Campaign, Service

Outbound calls answered, out of connection speed compliance is the number of outbound calls answered that do not meet a minimum connection speed.

Outbound Call Attempts Currently in Progress (OUT in Progress)

Wallboard name: Outbound call attempts in progress now

Metrics categories: Campaign, Service

Outbound Call Attempts Currently in Progress is the number of outbound calls in a dialing or [call progress analysis \(CPA\)](#) state.

Outbound Call Attempts for the Day (OUT Dialed)

Dashboard name: CM

Wallboard name: Outbound call attempts

Metrics categories: Campaign, Service

Outbound Call Attempts for the Day is the total number of outbound calls agents have placed for the day.

Outbound Calls Abandoned at any Stage for the Day (OUT Abandoned)

Wallboard name: Outbound calls abandoned

Metrics categories: Campaign, Service

Outbound Calls Abandoned at any Stage for the Day is the number of outbound calls that have been terminated by agents for the day.

Outbound Calls Abandoned in IVR for the Day (OUT IVR Abandoned)

Wallboard name: Outbound calls abandoned in IVR

Metrics categories: Campaign, Service

Outbound Calls Abandoned in IVR for the Day is the number of outbound calls terminated while being processed by an [IVR](#) application for the day.

Outbound Calls Abandoned in Queue for the Day (OUT Queue Abandoned)

Wallboard name: Outbound calls abandoned in queue

Metrics categories: Campaign, Service

Outbound Calls Abandoned in Queue for the Day the number of outbound calls that have been terminated while waiting in the service queue.

Outbound Calls Abandoned While Ringing for the Day (OUT Ringing Abandoned)

Wallboard name: Outbound calls abandoned while ringing

Metrics categories: Campaign, Service

Outbound Calls Abandoned While Ringing for the Day is the number of outbound calls disconnected by customers while ringing on agents for the day.

Outbound Calls Attempts Failed for the Day (OUT Failed)

Wallboard name: Outbound calls attempts failed

Metrics categories: Campaign, Service

Outbound Calls Attempts Failed for the Day is the number of outbound calls initiated by agents and not answered by customers for a particular service for the day.

Outbound Calls Currently in IVR (OUT in IVR)

Wallboard name: Outbound calls in IVR %

Metrics categories: Campaign, Service

Outbound Calls Currently in IVR is the percentage of all outbound calls being processed by an [IVR](#) application out of all current outbound calls. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

Outbound Calls Currently in Queue (OUT Waiting)

Wallboard name: Outbound calls in queue now

Metrics categories: Campaign, Service

Outbound Calls Currently in Queue is the number of outbound calls currently in Queued state.

Outbound Calls Delivered to Agents and Currently Ringing (OUT Ringing)

Wallboard name: Outbound calls ringing on agents now

Metrics categories: Campaign, Service

Outbound Calls Delivered to Agents and Currently Ringing is the number of outbound calls currently in Delivery Pending state (ringing on the agent, waiting for agent answer).

Outbound Calls Dropped in IVR for the Day (OUT IVR Dropped)

Wallboard name: Outbound calls dropped in IVR

Metrics categories: Campaign, Service

Outbound Calls Dropped in IVR for the Day is the number of outbound calls that have been disconnected by the system while being processed by an [IVR](#) application.

Outbound Calls Dropped in Queue for the Day (OUT Queue Dropped)

Wallboard name: Outbound calls dropped in queue

Metrics categories: Campaign, Service

Outbound Calls Dropped in Queue for the Day is the number of outbound calls that have been disconnected by the system while waiting in queue.

Outbound Calls Dropped While Ringing for the Day (OUT Ringing Dropped)

Wallboard name: Outbound calls dropped while ringing

Metrics categories: Campaign, Service

Outbound Calls Dropped While Ringing for the Day is the number of outbound calls that have been disconnected by the system while the line is ringing for agents for the day.

Outbound Calls Duration Average for the Day (OUT Avg Talk Time)

Wallboard name: Outbound calls duration average

Metrics categories: Agent, Campaign, Service

Outbound Calls Duration Average for the Day is the average talk time for [OUT Handled](#) calls. When displayed as a total for several services, this metric shows the average across all services in the set (i.e., it is calculated as the total sum of all durations across all services divided by the total sum of all interactions across all services).

Outbound Calls Duration Total for the Day (OUT Total Talk Time)

Wallboard name: Outbound calls duration total

Metrics categories: Agent, Campaign, Service

Outbound Calls Duration Total for the Day is the sum of talk time of [OUT Handled](#) calls.

Outbound Calls Queued for the Day (OUT Queued)

Wallboard name: Outbound calls queued

Metrics categories: Campaign, Service

Outbound Calls Queued for the Day is the number of outbound calls waiting in the service queue.

Outbound Calls Rejected or Unanswered by Agents for the Day (OUT Rejected)

Wallboard Name: Outbound calls rejected or missed by agents

Metrics categories: Agent, Campaign, Service, Team

Outbound calls rejected or missed by agents is the number of outbound calls that have been either rejected or unanswered by agents.

Outbound Calls Released by Agent for the Day (OUT Agent Disconnected)

Wallboard name: Outbound calls released by agent

Metrics categories: Campaign, Service

Outbound Calls Released by Agent for the Day is the number of outbound calls ended by agents.

Outbound Calls Released by Remote Party for the Day (OUT Remote Disconnected)

Wallboard name: Outbound calls released by remote party

Metrics categories: Campaign, Service

Outbound Calls Released by Remote Party for the Day is the number of outbound calls ended by the customer.

Outbound Calls Routed to Agents for the Day (OUT Routed)

Dashboard name: CRA

Wallboard name: Outbound calls routed to agents

Metrics categories: Campaign, Service

Outbound Calls Routed to Agents for the Day is the number of outbound calls that were queued and then routed to agents for the day. If a call is routed to an agent more than once with the same service, it is counted multiple times.

Outbound Calls Self Serviced for the Day (OUT Self Serviced)

Wallboard name: Outbound calls self serviced

Metrics categories: Campaign, Service

Outbound Calls Self Serviced for the Day is the number of outbound calls that have been terminated with a [Self-Service](#) indicator while being processed by an [IVR](#) application.

Outbound Calls Transferred by Agents for the Day (OUT Xfers or OUT Transferred)

Wallboard name: Outbound calls transferred away

Metrics categories: Campaign, Service

Outbound Calls Transferred by Agents for the Day is the number of outbound calls where agents initiate transfers for the day (either to queue, another agent or external number).

Outbound Current Calling Rate (OUT Call Rate)

Dashboard name: CR

Wallboard name: Outbound calling rate now

Metrics categories: Campaign, Service

Outbound Current Calling Rate is the current number of outbound calls being attempted by agents per minute.

Outbound Emails Currently on Agents, Saved in Personal Queues (OUT Desktop)

Wallboard name: Outbound emails in personal queue

Metrics categories: Agent, Campaign

Outbound Emails Currently on Agents, Saved in Personal Queues is the number of saved drafts of outbound emails that remained in agent personal queues.

Outbound Interactions Currently Handled by Agents (OUT Active)

Wallboard name: Outbound interactions handled by agents now

Metrics categories: Campaign, Service

Outbound Interactions Currently Handled by Agents is the number of outbound interactions currently being handled and completed by agents.

Outbound Interactions Handled by Agents for the Day/ Number of Unsolicited Emails and Follow-up Responses (OUT Handled)

Dashboard name: OCH

Wallboard name: Outbound interactions handled by agents (email - send non-replies)

Metrics categories: Agent, Campaign, Service, Team

Outbound Interactions Handled by Agents for the Day/ Number of Unsolicited Emails and Follow-up Responses is the number of outbound interactions that have been handled by agents; it includes campaign calls. For emails, this includes both new outbound emails and possible follow-up email messages related to existing email threads but does not include emails that have been started and discarded without sending.

Outbound Successful Calls Attempts for the Day (OUT Answered)

Wallboard name: Outbound calls attempts successful

Metrics categories: Campaign, Service

Outbound Successful Calls Attempts for the Day is the number of successful outbound call attempted by agents.

Percentage of Calls That Did Not Connect to Agent in Compliance Time, Per Day (OUT Unattended %)

Wallboard name: Outbound calls answered, out of connection speed compliance %

Metrics categories: Campaign, Service

Percentage of Calls That Did Not Connect to Agent in Compliance Time, Per Day is the percentage of all outbound calls answered that do not meet a minimum connection speed. This number is calculated by dividing the total number of unattended calls per day by the total number of outbound calls queued per day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

Percentage of Inbound Calls Abandoned for the Day (IN Total Abandoned %)

Wallboard name: Inbound abandoned %

Metrics categories: Campaign, Service

Percentage of Inbound Calls Abandoned for the Day is the percentage of inbound interactions terminated by the originating party out of all calls received for the day. This number is calculated by dividing the total number of inbound abandoned calls per day by the total number of calls received per day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

Percentage of Inbound Calls Abandoned in Queue for the Day (IN Queue Abandoned %)

Wallboard name: Inbound abandoned in queue %

Metrics categories: Campaign, Service

Percentage of Inbound Calls Abandoned in Queue for the Day is the percentage of inbound interactions terminated by the originating party while waiting in queue out of all inbound calls received for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

Percentage of Inbound Calls Handled for the Day (IN Handled %)

Wallboard name: Inbound handled by agents %

Metrics categories: Campaign, Service

Percentage of Inbound Calls Handled for the Day is the percentage of all inbound interactions that have been handled and completed by agents out of all inbound calls received for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

Percentage of Inbound Calls Short Abandoned in Queue for the Day (IN Queue Short Abandoned %)

Wallboard name: Inbound short-abandoned in queue %

Metrics categories: Campaign, Service

Percentage of Inbound Calls Short Abandoned in Queue for the Day is the percentage of inbound interactions that have been terminated by the originating party while waiting in the service queue before the configured [Service Level threshold](#). This number is calculated by dividing the total number of inbound calls short-abandoned in queue per day by the total number of inbound calls queued per day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

Percentage of Inbound Interactions Answered in Service Level Over 20 Most Recent Calls (IN Svc Level % or SLA)

Dashboard name: SLA

Wallboard name: Inbound interactions answered in Service Level % (moving window)

Metrics categories: Campaign, Service

Inbound interactions answered in Service Level % (moving window) is the percentage of interactions answered before the threshold time (20 seconds by default) relative to all answered and abandoned interactions (except short abandoned) calculated over the 20 most recent calls. For email interactions, it is the percent of emails replied to within the predefined [Service Level threshold](#), relative to all replied emails. When this metric is displayed as a total for several services, it shows the value for the service where the service level is currently the lowest.

Percentage of Inbound Interactions Answered in Service Level Over the Day (IN Svc Level Day %)

Wallboard name: Inbound interactions answered in Service Level %

Metrics categories: Campaign, Service

Percentage of Inbound Interactions Answered in Service Level Over the Day is the percentage of calls answered before the threshold time (20 seconds by default) relative to all answered and abandoned interactions (except short abandoned) calculated for the day. For email interactions, it is the percentage of emails replied to within the predefined [Service Level threshold](#), relative to all replied emails. When this metric is displayed as a total for several services, it shows the value for the service where the service level is currently the lowest.

Percentage of Outbound Calls Abandoned at any Stage for the Day (OUT Abandoned %)

Wallboard name: Outbound calls abandoned %

Metrics categories: Campaign, Service

Percentage of Outbound Calls Abandoned at any Stage for the Day is the percentage of calls that were dropped by customers in [IVR](#) or in Queue (including short and long waits) before being answered by agents out of all calls entered in IVR for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

Percentage of Outbound Calls Abandoned in IVR for the Day (OUT IVR Abandoned %)

Wallboard name: Outbound calls abandoned in IVR %

Metrics categories: Campaign, Service

Percentage of Outbound Calls Abandoned in IVR for the Day is the percentage of calls that were dropped by customers in the [IVR](#) scenario out of all calls entered in IVR for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

Percentage of Outbound Calls Abandoned in Queue for the Day (OUT Queue Abandoned %)

Wallboard name: Outbound calls abandoned in queue %

Metrics categories: Campaign, Service

Percentage of Outbound Calls Abandoned in Queue for the Day is the percentage of calls that were dropped by customers while waiting in queue for an agent out of all calls entered in queue for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

Percentage of Outbound Successful Call Attempts for the Day (OUT Answered %)

Wallboard name: Outbound calls attempts successful %

Metrics categories: Campaign, Service

Percentage of Outbound Successful Call Attempts for the Day is the percentage of successful outbound calls attempted by agents out of all calls attempted for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

Percentage of Records Attempted for the Day (Attempted %)

Wallboard name: Records attempts %

Metrics categories: Campaign, List, Service

Percentage of Records Attempted for the Day is the percentage of records attempts during a campaign out of all records for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

Percentage of Records Completed for the Day (Completed %)

Wallboard name: Records completions %

Metrics categories: Campaign, List, Service

Percentage of Records Completed for the Day is the percentage of completed records from a campaign for the day out of the sum of completed and remaining records for the day. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

Percentage of Records Completed in Active Lists (Active Lists Completed %)

Wallboard name: Records completed in active lists %

Metrics categories: Campaign, List, Service

Percentage of Records Completed in Active Lists is the percentage of records completed per campaign out of the sum of completed and remaining records for the currently enabled lists. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

Percentage of Records Skipped for the Day (Skipped %)

Wallboard name: Records skips %

Metrics categories: Agent, Campaign, Service

Percentage of Records Skipped for the Day is the percentage of records skipped per agent, per day, out of the total number of records the agent previewed. When displayed as a total for several services, this metric shows the percentage calculated across all services in the set.

Quota of Successes for the Calling List Quota Group (Quota)

Metrics categories: List

Quota of Successes for the Calling List Quota Group is the number of records that must receive a success disposition in this quota group. For disposition-based groups, it counts only the specific disposition of the group. For source field-based groups, it counts any success disposition.

Records Attempted for the Day (Attempted)

Wallboard name: Records attempts

Metrics categories: Campaign, List, Service

Records Attempted for the Day is the number of records from a campaign where contact has been attempted, including the records that are currently being attempted.

Records Completed for the Day (Completed)

Wallboard name: Records completions

Metrics categories: Campaign, List, Service

Records Completed for the Day is the number of records from a campaign that have been completed (i.e., the records for which final dispositions have been set).

Records Dialable Right Now (Dialable)

Metrics categories: Campaign, List, Service

Records Dialable Right Now displays the number of records in the list/campaign of non-closed records that can be called right now (taking into account calling hours and reschedule limitations). Please note, if the number of dialable records is more than 1000, the statistic will show "1000+". If the number of records is less than 1000, the statistic will show the actual number.

Records Expired (Expired)

Metrics categories: Campaign, List, Service

Records Expired displays the number of records in the list that have expired since they have been exported. The expiration is defined in calling list configuration.

Records Previewed for the Day (Previewed)

Wallboard name: Records previews

Metrics categories: Agent, Campaign, Service

Records Previewed for the Day is the number of preview interactions from a campaign for the day that agents have accepted (including auto-accepted ones).

Records Skipped for the Day (Skipped)

Wallboard name: Records skips

Metrics categories: Agent, Campaign, Service

Records Skipped for the Day is the number of records agents have accepted from a campaign but then skipped (canceled) per day.

Records State Chart (State Chart)

Metrics categories: Campaign, List, Service

Records State Chart returns 4 arrays of numbers: completed, rescheduled, remaining, and auto-completed. All arrays are indexed by attempt number. The attempt number is a record attempt number (retries are not counted).

- The first array (completed) contains the percentage (0-100) of records completed at this attempt number by agents. The percentage is counted by dividing by the List Records metric.
- The second array (rescheduled) contains the percentage of records rescheduled from this attempt number to the next attempt number; the percentage is calculated out of all list records.
- The third array (remaining) contains the percentage of records remaining not attempted on this attempt out of all list records.
- The fourth array (auto-completed) contains the percentage (0-100) of records completed at this attempt number by dialer (either by hitting a [DNC](#) record or reaching max attempts). The percentage is counted by dividing by the List Records metric.

Remaining Records in Active Lists (Lists Remaining or RR)

Dashboard name: RR

Wallboard name: Remaining records in active lists

Metrics categories: Campaign, List, Service

Remaining Records in Active Lists is the approximate number of remaining records from a campaign (not including records from disabled lists).

Remaining Records With Personal Agent Assignments (Lists P.A. Remaining)

Wallboard name: Remaining records with personal agent assignments

Metrics categories: Agent, Campaign, List, Service

Remaining Records With Personal Agent Assignments is the approximate number of remaining records from a campaign that have assigned personal agents (not including records from disabled lists).

Selected Dispositions Percentage

Wallboard name: Selected dispositions percentage

Metrics categories: Service

Selected Dispositions Positions displays the total percentage of dispositions that have been selected from all inbound calls out of all dispositioned calls; the metric is displayed per service per day.

Time in Preview (Preview Duration)

Wallboard name: Preview duration now

Metrics categories: Agent, Campaign

Time in Preview is the number of seconds the agent is spending in the [Busy](#) state with preview interaction. The metric returns a value of 0 if the agent is not doing a preview interaction at the moment.

Total Number of Records in Active Lists (Lists Records)

Wallboard name: Count of records in all active lists

Metrics categories: Campaign, Lists, Service

Total Number of Records in Active Lists is the number of all records, completed and remaining, in all currently enabled lists.

Unique Inbound Calls Handled by Agents for the Day (IN Handled Unique)

Wallboard name: Inbound handled unique

Metrics categories: Agent, Campaign, Service

Unique Inbound Calls Handled by Agents for the Day is the number of inbound service calls handled by all agents since the beginning of the day interval. If the same customer call is handled by multiple agents (blind transfer or conference), this metric is increased only on the first answer by the first agent. This includes both inbound calls and callbacks dialed and answered by the customer.

Unique Inbound Interactions Being Put on Hold by Agent(s) for the Day (IN on Hold Unique)

Wallboard name: Inbound held, non-transferred

Metrics categories: Agent, Campaign

Unique Inbound Interactions Being Put on Hold by Agent(s) for the Day is the number of unique inbound service calls put on hold by a user during his login session. The counter is reset when the user logs out.