5.8 Lists View

Bright Pattern Documentation

Generated: 7/06/2022 7:17 am

Table of Contents

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.

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](#).

General Campaign Metrics View

General campaign metrics are displayed in a table in the upper section of the right pane of your Agent Desktop. This general campaign metric view will list, in alphabetical order, all active campaigns assigned to you.

The current status of each campaign is indicated in the *Running* column.

The mode in which the campaign is configured to run is indicated in the *Mode* column.

Campaigns

Name	Completed	Logged In	Busy	Ready	Not Ready	Occupancy	OUT Queue Abandoned %	OUT Routed
Survey	0	1	0	0	1	100	0	0
Survey Retest	0	2	1	0	1	100	0	0

General campaign metrics view

A campaign can run in one of the following modes:

- **Preview** - The calling records are submitted to the agents participating in the campaign. The agents are given a chance to review record information before dialing the destination numbers.

- **Predictive** - The system automatically dials numbers from list records according to currently optimal dialing rates, monitors call progress, and connects successful (answered) call attempts to available agents. The dialing rate is optimized to maintain the desired agent occupancy based on the statistical analysis of outcomes of most recent dialing attempts.

- **Progressive** - The system automatically dials numbers from list records according to a fixed (preconfigured) dialing rate, monitors call progress, and connects successful (answered) call attempts to available agents. Note that progressive mode is also used for a short period of time at the beginning of campaigns of the *Predictive* type (see above) until the system has enough real-time statistical input to enable the predictive algorithm.

- **Automatic (IVR)** - The system automatically dials numbers from list records, monitors call progress, and connects successful (answered) call attempts to a prerecorded IVR message. Agents are not involved in campaigns of this type.

More Information

For general information about real-time metrics, see section [Understanding Real-Time Metrics](#).

For view customization, see section [Customization of Metric Views](#).

For detailed descriptions of the available campaign metrics, see [List of Campaign Metrics](#).

List of List Metrics

This section provides detailed descriptions of the real-time metrics that apply to individual calling lists within campaigns and that can be displayed via [Lists View](#). For definitions of all real-time metrics, see [List of All Real-Time Metrics](#). Metrics here are arranged in alphabetical order.

Please note: The term *records* in the following descriptions shall be interpreted as *records of the given list within the given campaign*. Note that if any filters were applied to this list when it was associated with the given campaign, the filtered-out records are excluded from any of the following metrics.

Metric Descriptions

Attempted

Attempted is the number of records from a campaign where contact has been attempted, including the records that are currently being attempted. For campaign operations, this metric is only applicable to individual lists.

Attempted %

Attempted % is the percentage of records attempts during a campaign. This metric provides the percentage of attempted records relative to total records for the day. For campaign operations, this metric is only applicable to individual lists.

Completed

The *Completed* metric provides the number of records that have been completed (i.e., the records for which final dispositions have been set).

Completed %

Completed % is the percentage of completed records from a campaign for the day out of the sum of completed and remaining records for the day. For campaign operations, this metric is only applicable to individual lists.

Dialable

Dialable provides the number of records that can be dialed at this moment. Compare this metric to the*Total Remaining* metric that counts all records whose processing within this campaign has not finished. A difference between the two normally indicates that, even though you still have records to process, some of those records have been rescheduled for a future time and, therefore, you may have substantially fewer records that can be actually dialed at the moment. This metric excludes personally assigned records.

Expired

Expired provides the number of records whose processing was finished because the time period during which those records could be called has expired. A record may be set to expire if, for example, the customer agreed to be contacted (opted in) for a limited period of time or to avoid any chance of calling numbers that may have been added to a national or regional/state do-not-call (DNC) list after they were imported into the system for dialing.

Lists P. A. Completed

P. A. Completed returns the number of personally assigned records completed since the beginning of the campaign. This metric is meaningful for preview campaigns only.

Lists P. A. Remaining

P. A. Remaining returns the number of personally assigned records whose processing within this campaign has not finished. This metric is meaningful for preview campaigns only.

State chart

State chart is a bar graph displaying four types of counted records: auto, remaining, scheduled, and completed. Each of these counted records can be filtered in or out of the graph by clicking on the record name type. For campaign operations, this metric is only applicable to individual lists.

Order

Order defines the order (from low to high) in which lists will be used within a given service. For more information, see [List Order](#) in the *Contact Center Administrator Guide*.

Ratio

For lists with the same order, *Ratio* defines the ratio at which records from these lists will be used. For more information, see [Dialing Ratio](#) in the *Contact Center Administrator Guide*.

Total Completed

This metric provides the total number of records, including personally assigned records, completed since the beginning of the campaign.

Total Completed %

This metric provides the percentage of *Total Completed* records relative to *Total Records*.

Total DNC

Total DNC provides the total number of records excluded from dialing since the beginning of the campaign because they matched records in the associated Do Not Call (DNC) lists. This metric includes personally assigned records.

Total Records

This metric provides the total number of records in the list, including personally assigned records.

Total Remaining

Total Remaining provides the total number of records, personally assigned records, whose processing within this campaign has not finished.

Enabling and Disabling Lists within a Campaign

By default, all lists associated with a campaign are considered disabled (i.e., they have to be activated within the given campaign before any records from those lists will be dialed).

The current statuses of lists are displayed in column *Enabled* of the general campaign metrics view. For a list selected in this view, the status is also indicated by the name of the toggle button below the metrics table. The button is named either *Enable* for an inactive list or *Disable* for an active list.

To enable an inactive list:

1. Select this list in the List Metrics view.
2. Click the **Enable** ❙ button.

The order in which the system will start dialing records from this list relative to other active lists will be defined by the [Order](#) and [Ratio](#) settings.

To disable an active list:

1. Select this list in the List Metrics view.
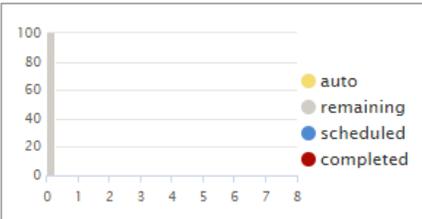2. Click the **Disable** ❙ button.

The system will stop making new call attempts for any records of this list immediately. All call attempts that may have been in progress will be finished normally.

Note that lists can also be enabled and disabled via the [list-campaign association page](#) of the Contact Center Administrator application.

Location of the enable/disable button

1. REDIRECT 5.3:Contact-center-administrator-guide/ServicesandCampaigns/ListsTab