



## 5.8 Service Metrics View

### Bright Pattern Documentation

Generated: 7/05/2022 7:12 am

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IN Ringing Dropped	5
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IN Svc Changed	5
IN Svc Level %	5
IN Svc Level Day %	5
IN Total Abandoned	5
IN Total Abandoned %	5
IN Total Talk Time	5
IN Transferred	5
IN Waiting	5
IN in Progress	5
IN on Hold	6
IN on Hold Unique	6
Logged In	6
Not Ready	6
OUT Abandoned	6
OUT Abandoned %	6

OUT Active	6
OUT Agent Disconnected	6
OUT Answered	6
OUT Answered %	6
OUT Avg Talk Time	6
OUT Dialed	6
OUT Handled	6
OUT in Progress	6
OUT IVR Abandoned	6
OUT IVR Abandoned %	6
OUT IVR Dropped	6
OUT Queue Abandoned	6
OUT Queue Abandoned %	6
OUT Queue Dropped	6
OUT Rejected	6
OUT Remote Disconnected	6
OUT Ringing	6
OUT Ringing Abandoned	6
OUT Ringing Dropped	6
OUT Routed	6
OUT Total Talk Time	6
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# List of Service Metrics

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

[Busy](#)

[Busy Svc](#)

[CB Requested](#)

[CB Waiting](#)

[IN ASA](#)

[IN Active](#)

[IN Agent Disconnected](#)

[IN Avg Talk Time](#)

[IN Breached SLA](#)

[IN Carried Over](#)

[IN Carried Over New](#)

[IN Closed](#)

[IN Desktop](#)

[IN EWT](#)

[IN Handled](#)

[IN Handled New](#)

[IN Handled Unique](#)

[IN Handled Unique %](#)

[IN IVR Abandoned](#)

[IN IVR Dropped](#)

[IN in IVR](#)

[IN Max Wait](#)

[IN Queue Abandoned](#)

[IN Queue Abandoned %](#)

[IN Queue Dropped](#)

[IN Queue Sh-Abandoned](#)

[IN Queue Sh-Abandoned %](#)

[IN Queued](#)

[IN Queued Unique](#)

[IN Received](#)

[IN Received New](#)

[IN Rejected](#)

[IN Remote Disconnected](#)

[IN Replied](#)

[IN Ringing](#)

[IN Ringing Abandoned](#)

[IN Ringing Dropped](#)

[IN Routed](#)

[IN Self Serviced](#)

[IN Svc Change Received](#)

[IN Svc Changed](#)

[IN Svc Level %](#)

[IN Svc Level Day %](#)

[IN Total Abandoned](#)

[IN Total Abandoned %](#)

[IN Total Talk Time](#)

[IN Transferred](#)

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[IN in Progress](#)

[IN on Hold](#)

[IN on Hold Unique](#)

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[Not Ready](#)

[OUT Abandoned](#)

[OUT Abandoned %](#)

[OUT Active](#)

[OUT Agent Disconnected](#)

[OUT Answered](#)

[OUT Answered %](#)

[OUT Avg Talk Time](#)

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[OUT Queue Abandoned](#)

[OUT Queue Abandoned %](#)

[OUT Queue Dropped](#)

[OUT Rejected](#)

[OUT Remote Disconnected](#)

[OUT Ringing](#)

[OUT Ringing Abandoned](#)

[OUT Ringing Dropped](#)

[OUT Routed](#)

[OUT Total Talk Time](#)

[OUT Transferred](#)

[OUT Unattended](#)

[OUT Unattended %](#)

[Occupancy](#)


[Ready](#)

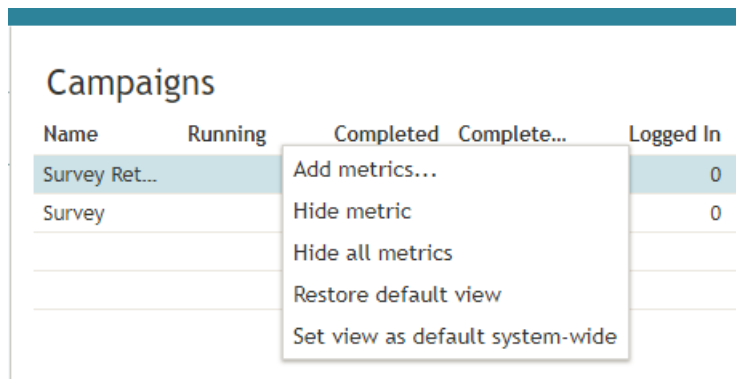
## Customizing Metrics

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

### Adding and Removing Metrics

To remove a particular metric:

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




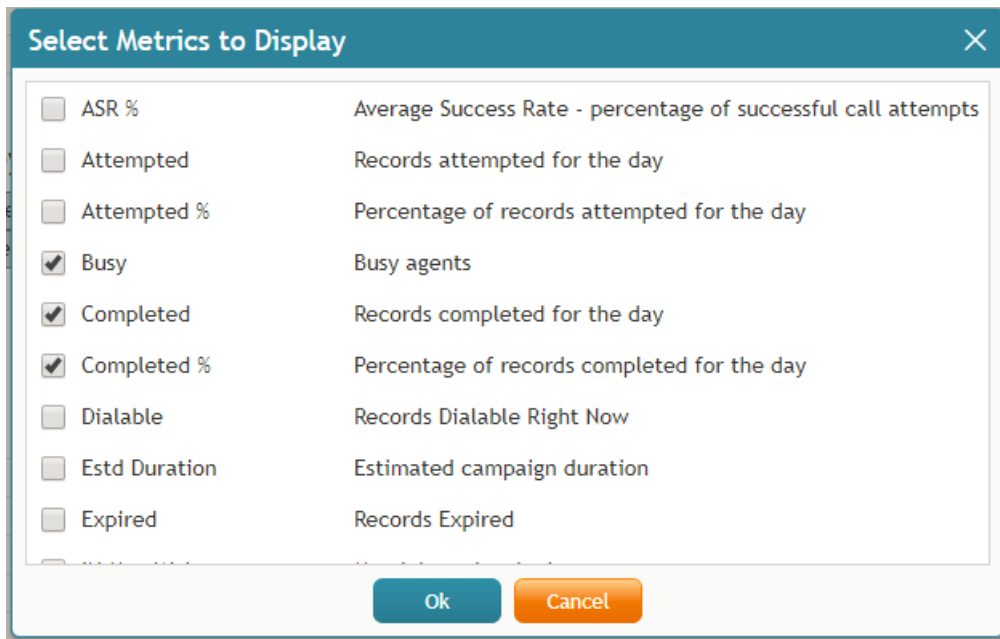
The screenshot shows a table titled 'Campaigns' with the following columns: Name, Running, Completed, Complete..., and Logged In. The 'Running' column is highlighted, and a dropdown menu is open over it, showing the following options: Add metrics..., Hide metric, Hide all metrics, Restore default view,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

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

How to hide metrics

To add a metric:

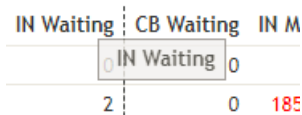
1. Hover your cursor over the name of the column next to where you want to add this new metric, and click the drop-down menu icon  that will appear.
2. Select the **Add metrics...** option. A list of available metrics will appear with checkboxes next to their names.
3. Locate the desired metric in the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



Select the metrics to be shown in Agent Desktop

## Rearranging Metrics Columns and Reverting to Default Views

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



Click and drag to arrange metrics

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

## Saving a New Default View

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

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

For more detailed metric descriptions, see the following articles in the *Supervisor Guide*:

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



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