# 5.8 Real-Time Metrics

## Bright Pattern Documentation

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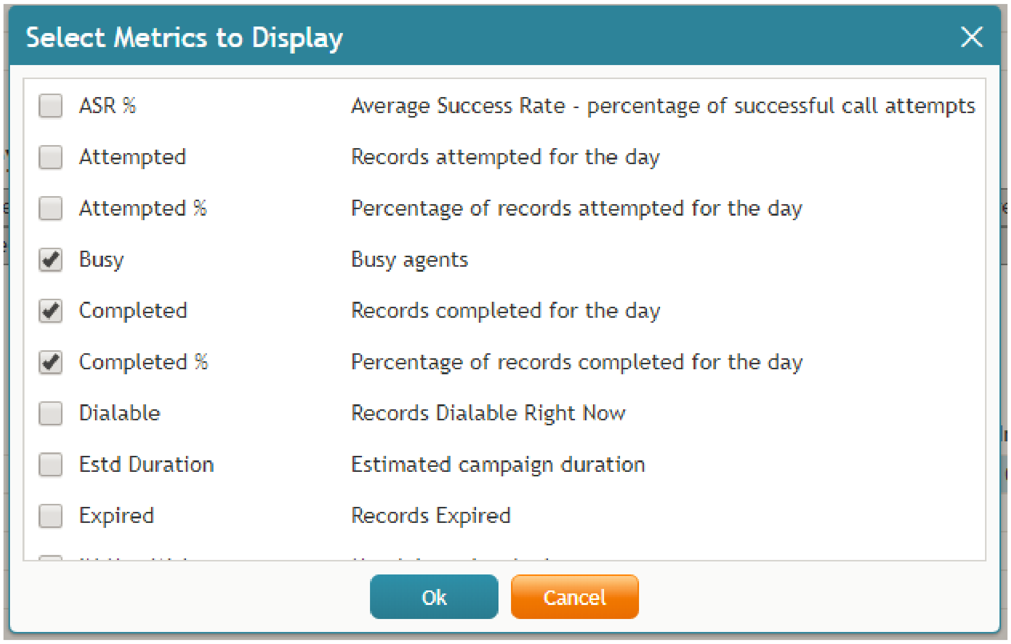
# Overview

Real-time metrics tutorials describe how to customize the statistics and attributes that are displayed on the Supervision screen, as well as related alerts.




Metrics selectio

## Section Articles

- [Customizing Metrics]
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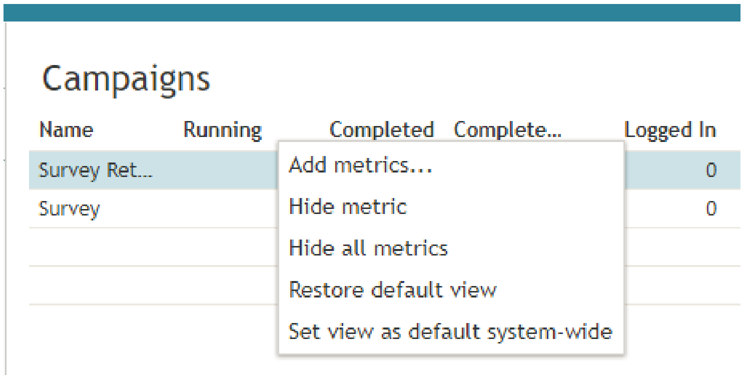
# Customizing Metrics

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:**

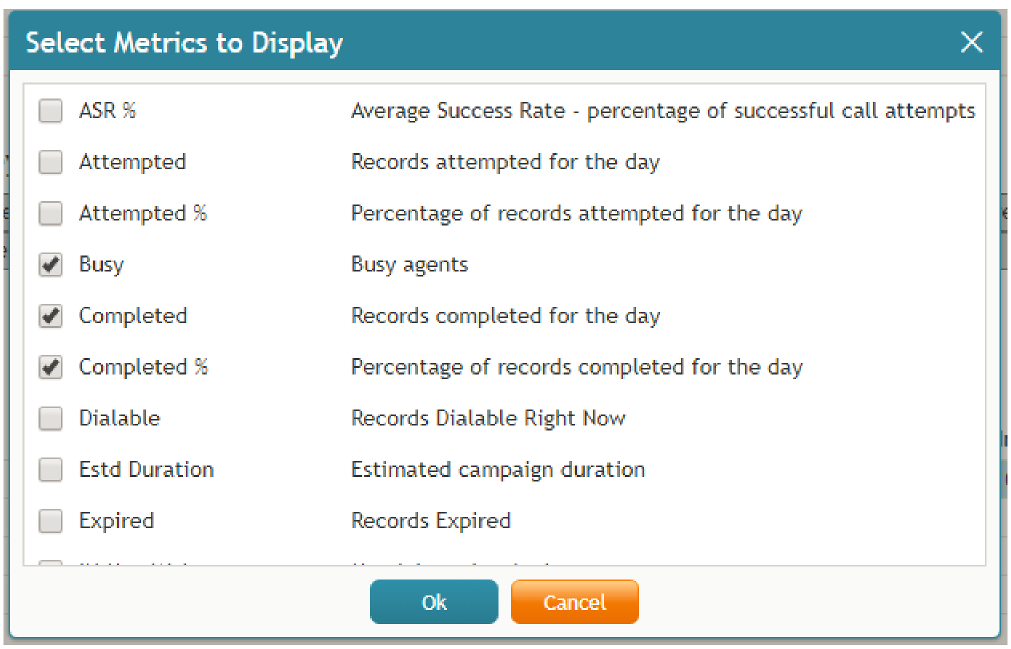
1. Hover your cursor over the corresponding column name and click the drop-down menu icon  that will appear.
2. Select the **Hide metric** option.



How to hide metrics

**To add a metric:**

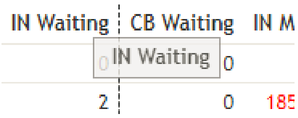
1. Hover your cursor over the name of the column next to where you want to add this new metric, and click the drop-down menu icon that will appear.
2. Select the **Add metrics...** option. A list of available metrics will appear with checkboxes next to their names.
3. Locate the desired metric in the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

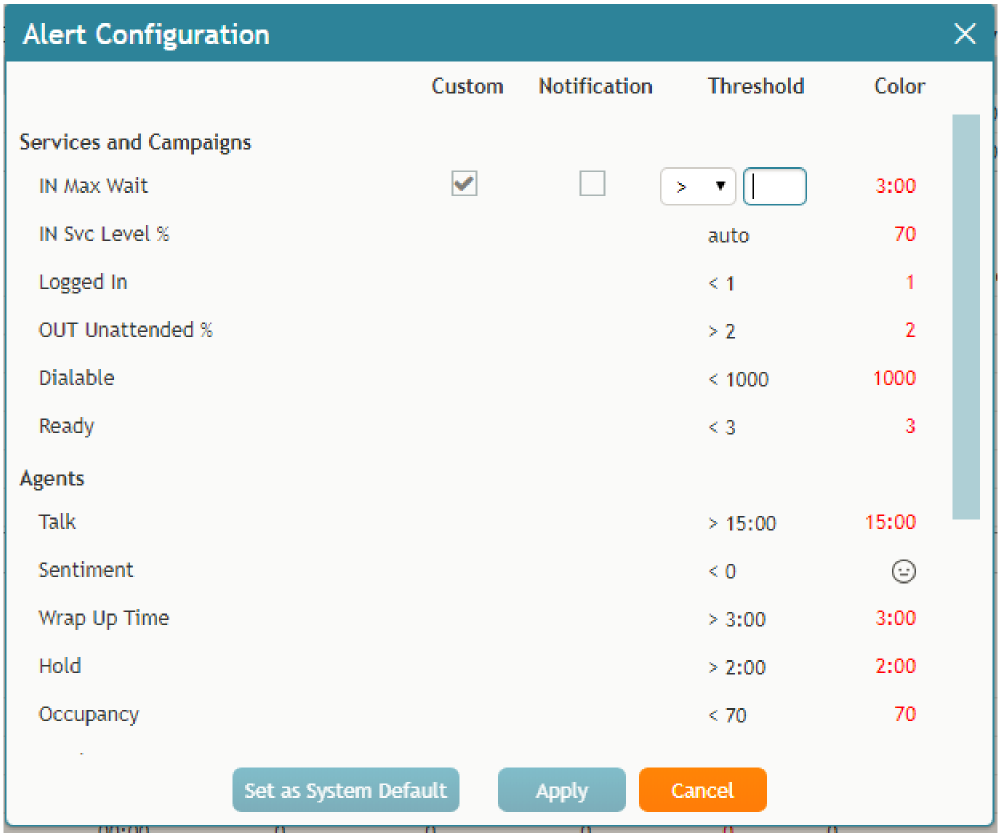
- Service Metrics
- Skill Metrics
- Agent Metrics
- Campaign Metrics
- List Metrics
- Team Metrics

# Customizing Real-Time Metric Alerts

You can set thresholds for some of the service, campaign, and agent metrics and be visually alerted whenever the current values of the corresponding metrics reach those thresholds.

## How to Set Threshold Values

1. Click the **Settings** in the upper right corner of the Agent Desktop.
2. Select **Alert Configuration** from the drop-down menu.
3. Click in the area adjacent to the name of the statistic for which you would like to set or change the threshold and select the **Custom** box.
4. Enter the desired threshold value.
5. Click **Apply**.

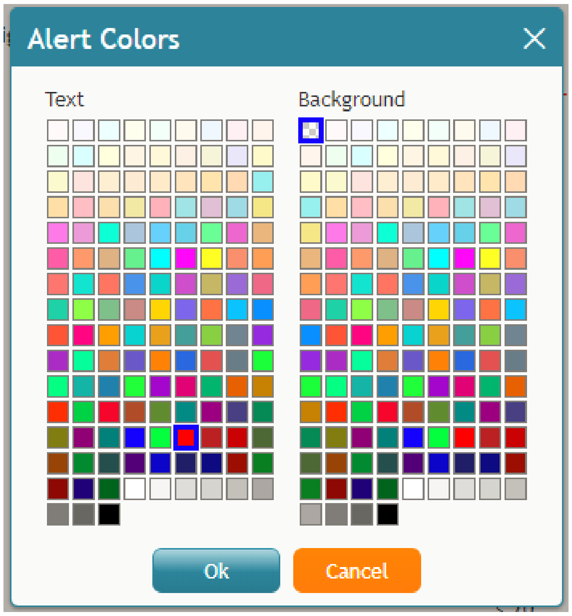


Alert configuration

## Changing Alert Colors

You can customize the color of the text and background of alerts. Do do this, follow these steps:

1. Click the **Settings** in the upper right corner of the Agent Desktop.
2. Select **Alert Configuration** from the drop-down menu.
3. Click in the area adjacent to name of the statistic that you would like to change the color of and select the **Custom** box.
4. From here, click the **Color** field to access *Alert Colors*.
5. Select the color of the text or the background (or both) as it shall appear when the actual metric value reaches the specified threshold, and click **OK**.
6. Back in Alert Configuration, click **Apply**.

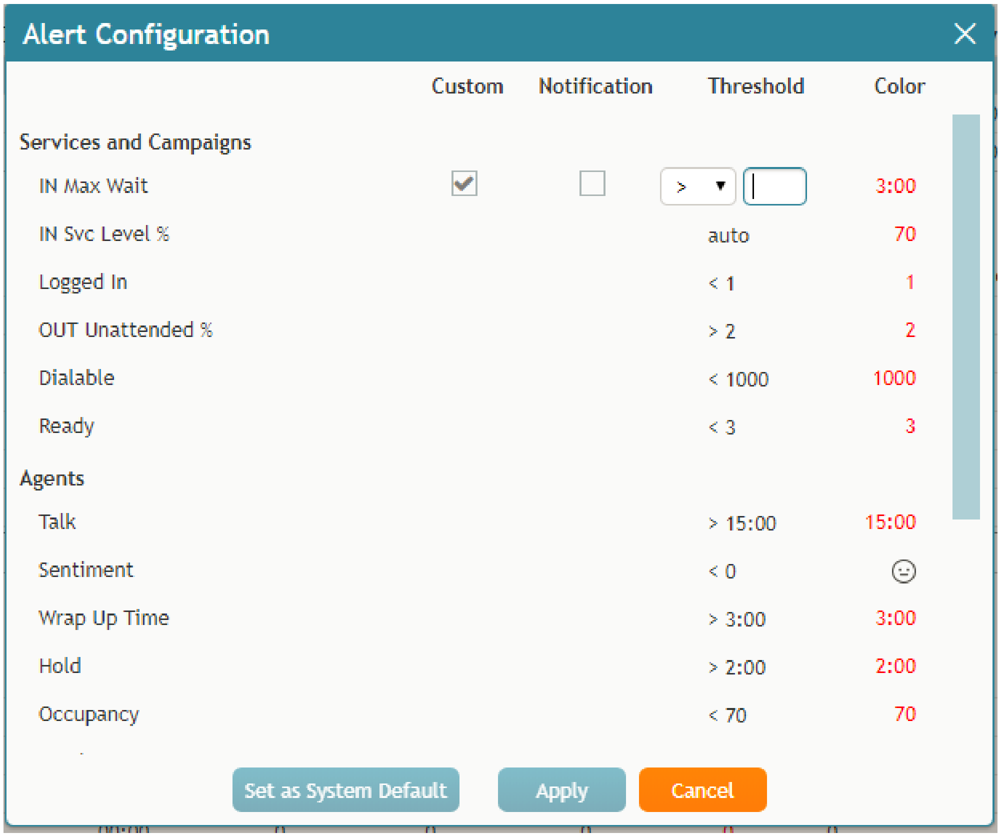


Customize alert colors

## How to Set System-Wide Thresholds

Depending on your privileges, you may be able to make the thresholds that you define available system-wide (i.e., to all other supervisors in your contact center). Note that they may still be able to customize these thresholds for their own desktops. To apply your thresholds system-wide, follow these steps:

1. Click the **Settings** in the upper right corner of the Agent Desktop.
2. Select **Alert Configuration** from the drop-down menu.
3. Click in the area adjacent to the name of the statistic for which you would like to set or change the threshold and select the **Custom** box.
4. Enter the desired threshold value.
5. Click the **Set as System Default** button.




Changing threshold settings