



View Agent Personal Statistics

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View Agent Statistics

Depending on the configuration of your agent profile by your Organization Administrator, you can view your personal statistics. Click **Agent Statistics** on the navigation bar to view your personal statistics.

The real time statistics are refreshed at a time interval that is configured by your Organization Administrator. You can manually refresh the real time and historical statistics information at any time by clicking the **Refresh** icon.



Note

- When you sign out of the desktop, you must close the browser. Launch the browser and sign in to the desktop again to reflect the Customer Journey Analyzer configuration updates.
 - If you are accessing Agent Performance Statistics in incognito (private browsing) mode, you must enable third-party cookies for Agent Performance Statistics reports to load successfully.
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Summary Report

The APS Summary report displays the number of customers that you handle and the average time that you take to wrap up customer conversations. You can select the time period for which you want to view the data from the **Channel Type** and **Duration** drop-down lists.

The Agent Desktop retains your filter selections even if you sign out, or refresh or reload the browser. To reset filters to the default value, click the **Reset filters** link.



Note The **Reset filters** link appears when you change the default value in a drop-down list to filter your report.

Parameter	Description
Total Handled - Teams	The total number of customer interactions that the team handles.
Average Handled Time - Teams	The average time that the team takes to handle a customer interaction.
Average Wrapup Time - Teams	The average time that the team takes to wrap up a customer interaction.
Total Handled - Me	The total number of customer interactions that an agent handles.
Average Handle Time - Me	The average time that an agent takes to handle a customer interaction.
Average Wrapup Time - Me	The average time that an agent takes to wrap up a customer interaction.



Note All the values that you see are for the duration and the channels that you select.

Agent Stats - Historic Report

This report displays the historical statistics of an agent. You can select the time period for which you want to view the data from the **Interval** and **Duration** drop-down. You can also view the report in a chart. You can see the summary of the report at the end of the **Detailed Summary** table. Click the **Launch** icon at the right side of the report or chart to view the report in Customer Journey Analyzer.

The Agent Desktop retains your filter selections even if you sign out, or refresh or reload the browser. To reset filters to the default value, click the **Reset filters** link.



Note The **Reset filters** link appears when you change the default value in a drop-down list to filter your report.

The **Detailed Summary** report displays the following details:

Parameter	Description
Interval	The time interval for the report.
Channel Type	The mode of customer interaction, such as voice, email, or chat.
Initial Log In Time	The login date and time of the agent.
Final Log Out Time	The logout date and time of the agent.
# Contacts Handled	The total number of customer interactions that the agent handles in the report interval.
Avg Handle Time	The average time that the agent takes to handle a customer request. The average time includes the connected and wrap-up time.
Avg Wrapup Time	The average time the agent takes to wrap up a customer interaction.

Agent Stats - Realtime Report

This report displays the statistics of an agent in real time. You can also view the report in a chart. You can see the summary of the report at the end of the **Detailed Summary** table. Click the **Launch** icon at the right side of the report or chart to view the report in Customer Journey Analyzer.

The **Detailed Summary** report displays the following details:

Parameter	Description
Agent Session ID	A string to identify the login session of the agent.
Channel Type	The mode of customer interaction, such as voice, email, or chat.
Log In Time	The login date and time of the agent.
Log Out Time	The logout date and time of the agent.
# Contacts Handled	The total number of customer interactions that the agent handles in the report interval.
Avg Handle Time	The average time that the agent takes to handle a customer request. The average time includes the connected and wrap-up time.

Parameter	Description
Avg Wrapup Time	The average time the agent takes to wrap up a customer interaction.

Agent Stats by State - Historic Report

This report displays the historical statistics for the activity states of an agent. You can select the time period for which you want to view the data from the **Interval** and **Duration** drop-down. You can also view the report in a chart. You can see the summary of the report at the end of the **Detailed Summary** table. Click the **Launch** icon at the right side of the reports or chart to view the report in Customer Journey Analyzer.

The Agent Desktop retains your filter selections even if you sign out, or refresh or reload the browser. To reset filters to the default value, click the **Reset filters** link.



Note The **Reset filters** link appears when you change the default value in a drop-down list to filter your report.

The **Detailed Summary** report displays the following details:

Parameter	Description
Interval	The time interval for the report.
Agent Session ID	A string to identify the login session of the agent.
Activity State	The state of the agent, such as Idle, Available, and so on.
State Duration	The duration the agent spends in the corresponding state.

Agent Stats by State - Realtime Report

This report displays the statistics for the activity states of an agent in real time. You can also view the report in a chart. You can see the summary of the report at the end of the **Detailed Summary** table. Click the **Launch** icon at the right side of the report or chart to view the report in Customer Journey Analyzer.

The **Detailed Summary** report displays the following details:

Parameter	Description
Agent Session ID	A string to identify the login session of the agent.
Activity State	The state of the agent, such as Idle, Available, and so on.
State Duration	The duration the agent spends in the corresponding state.

Team Stats - Historic Report

This report displays the historical statistics for all the teams in the organization of an agent. You can see the summary of the report at the end of the table.

The report displays the following details:

Parameter	Description
Interval	The time interval for the report.
Team Name	The name of the team.
Agent Name	The name of the agent.
# Contacts Handled	The total number of customer interactions that the agent handles in the report interval.
Average Handle Time	The average time that the agent takes to handle a customer request. The average time includes the connected and wrap-up time.
Average Wrapup Time	The average time the agent takes to wrap up a customer interaction.

Team Stats - Realtime Report

This report displays the statistics for all the teams in the organization of an agent in real time. You can see the summary of the report at the end of the table.

The report displays the following details:

Parameter	Description
Team Name	The name of the team.
Agent Name	The name of the agent.
Current State	The status of the agent.
# Contacts Handled	The total number of customer interactions that the agent handles in the report interval.
Average Handle Time	The average time that the agent takes to handle a customer request. The average time includes the connected and wrap-up time.
Average Wrapup Time	The average time the agent takes to wrap up a customer interaction.

Queue Stats - Historic Report

This report displays the historical statistics for all the queues in the organization of an agent. You can see the summary of the report at the end of the table.

The report displays the following details:

Parameter	Description
Interval	The interval of the report.
Channel Type	The mode of customer interaction, such as voice, email, or chat.
Queue Name	The name of a queue. Queues are holding places for the customer contacts while they await to be assigned to agents. Contacts move from an entry point into a queue and then the system distributes it to agents.
# Contacts	The number of customer contacts that the agent responds to within the service level threshold that the Organization Administrator has provisioned for the queue.
Avg Queue Wait Time	The average time a customer contact waits in a queue before an agent responds to them.
Longest Contact In Queue	The longest time that a customer contact waits in a queue before an agent responds.
# Abandoned Contacts	The number of customer contacts that no agent responds to.

Queue Stats - Realtime Report

This report displays the statistics for all the queues in the organization of the agent in real time. You can see the summary of the report at the end of the table.

The report displays the following details:

Parameter	Description
Channel Type	The mode of customer interaction, such as voice, email, or chat.
Queue Name	The name of a queue. Queues are holding places for the customer contacts while they await to be assigned to agents. Contacts move from an entry point into a queue and then the system distributes it to agents.

Parameter	Description
# Contacts	The number of customer contacts that the agent responds to within the service level threshold that the Organization Administrator has provisioned for the queue.
# Contacts Handled	The total number of customer interactions that the agent handles in the report interval.
# Contacts Waiting in Queue	The number of customer contacts in Queue at that time.
Avg Queue Wait Time	The average time a customer contact waits in a queue before an agent responds to them.
Longest Handled Contact from Queue	The longest time that the customer contact spends in the queue before an agent responds. Calls received in the last 24 hours are considered. Calls that are currently in queue are not considered.
# Abandoned Contacts	The number of customer contacts that no agent responds to.

Agent Outdial Stats - Historic Report

This report displays the historical statistics of the number of outbound (outdial) calls made by an agent. You can see the summary of the report at the end of the table.

The report displays the following details:

Parameter	Description
Agent Name	The name of an agent.
Interval	The time interval for the report.
Channel Type	The mode of customer interaction, such as voice, email, or chat.
Initial Login Time	The date and local time the agent logged in.
Outdial Contact Handled	The number of outbound calls handled within the interval.
Outdial Average Handle Time	The average time that an agent takes to handle the outbound calls. The average time includes the connected and wrap-up time.
Outdial Connected Time	The total amount of time that an agent spends talking to the customer on an outbound call, including the hold time.

Parameter	Description
Outdial Average Connected Time	The average time that an agent spends talking to the customer on an outbound call, including the hold time.
Outdial Talk Time	The total amount of time that an agent spends talking to the customer on an outbound call, excluding the hold time.

Agent Outdial Stats - Realtime Report

This report displays the number of outbound (outdial) calls made by an agent in real time. You can see the summary of the report at the end of the table.

The report displays the following details:

Parameter	Description
Interval	The time interval for the report.
Agent Name	The name of an agent.
Channel Type	The mode of customer interaction, such as voice, email, or chat.
Login Time	The date and local time the agent logged in.
Outdial Contact Handled	The number of outbound calls handled within the interval.
Outdial Average Handle Time	The average time that an agent takes to handle the outbound calls. The average time includes the connected and wrap-up time.
Outdial Connected Time	The total amount of time that an agent spends talking to the customer on an outbound call, including the hold time.
Outdial Average Connected Time	The average time that an agent spends talking to the customer on an outbound call, including the hold time.
Outdial Talk Time	The total amount of time that an agent spends talking to the customer on an outbound call, excluding the hold time.