



Aspect[®] Via[®] Real-Time Reports Guide

Legal Notices

© 2020 Aspect Software, Inc. Unauthorized reproduction prohibited by law.

The content of this publication is furnished for informational use only and should not be construed as a commitment by Aspect Software, Inc. ("Aspect"). Aspect assumes no responsibility or liability for any errors or inaccuracies that may appear in this publication. Aspect reserves the right to change information in this publication without notice as a result of product enhancements or other reasons.

Aspect®, Unified IP® and other marks as indicated are trademarks or registered trademarks of Aspect Software, Inc. in the United States and other countries. Use of any Aspect trademark is prohibited unless expressly approved in writing in advance by an authorized representative of Aspect Software, Inc. Microsoft Windows®, and Microsoft SQL Server® are registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Any other brands, product names, company names, logos, trademarks, and/or service marks used in this publication are the property of their respective owners. You may not copy, modify or display any of Aspect's or its affiliates' or licensors' trademarks, trade names or logos appearing in this publication in any way without Aspect's express written consent.

The works of authorship, including but not limited to all design, text and images, contained and the software described in this publication are owned by Aspect or its affiliates or licensors, except as otherwise expressly stated. The entire contents of this publication are protected by United States and worldwide copyright laws and treaty provisions. In accordance with these laws and provisions, you may not copy, reproduce, modify, use, republish, upload, post, transmit or distribute in any way material from this publication. Further, except as permitted by your written agreement with Aspect, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, or otherwise, without the prior written permission of Aspect.

RESTRICTED RIGHTS LEGEND

This publication is provided with "Restricted Rights". No part of this publication may be photocopied, reproduced or transmitted, in any form or by any means, without the prior written consent of Aspect. Use, duplication, or disclosure by the United States Government ("Government") is subject to the restrictions set forth in DFARS 252.227-7013 (b)(3) and FAR 52.227-19. Use of the materials by the Government constitutes acknowledgement of Aspect's proprietary rights in them. Aspect is located at 5 Technology Park Drive, Suite 9, Westford, MA, 01886, USA.

LIMITED RIGHTS NOTICE (DEC 2007)

(a) These data are submitted with limited rights under Aspect's contracts with various Government entities. These data may be reproduced and used by the Government with the express limitation that they will not, without written permission of the Aspect, be used for purposes of manufacture nor disclosed outside the Government; except that the Government may disclose these data outside the Government for the following purposes, if any, provided that the Government makes such disclosure subject to prohibition against further use and disclosure: None.

(b) This notice must be marked on any reproduction of these data, in whole or in-part.

EXPORT

This item is subject to U.S. export control laws and regulations. This item may not be exported, re-exported, re-transferred, disclosed or otherwise diverted contrary to U.S. export control laws or regulations.

NO WARRANTY

THE CONTENTS OF THIS PUBLICATION ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF QUALITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR THAT OPERATION OF THE PRODUCTS SOLD BY ASPECT WILL BE UNINTERRUPTED OR ERROR FREE.

NO LIABILITY

ASPECT, ITS AFFILIATES, AND LICENSORS ARE NOT LIABLE FOR ANY DAMAGES SUFFERED AS A RESULT OF USING THE CONTENTS OF THIS PUBLICATION. IN NO EVENT WILL ASPECT, ITS AFFILIATES OR LICENSORS BE LIABLE FOR ANY (i) CONSEQUENTIAL, INDIRECT, PUNITIVE, SPECIAL, OR INCIDENTAL DAMAGES, (ii) ANY INTERRUPTION OF BUSINESS OR OPERATIONS, COST OF COVER, GOODWILL, TOLL FRAUD, OR LOSS OF DATA, PROFITS, OR REVENUE, OR (iii) FAILURE OF A REMEDY TO ACHIEVE ITS ESSENTIAL PURPOSE. THE LIMITATIONS IN THIS SECTION WILL APPLY TO ANY DAMAGES, HOWEVER CAUSED, AND ON ANY THEORY OF LIABILITY, WHETHER FOR BREACH OF CONTRACT, TORT, MISREPRESENTATION, NEGLIGENCE, THE USE OR PERFORMANCE OF A PRODUCT OR SERVICE, OR OTHERWISE AND REGARDLESS OF WHETHER THE DAMAGES WERE FORESEEABLE OR UNFORESEEABLE. NEITHER PARTY WILL BE LIABLE FOR ANY CLAIM BROUGHT BY THE OTHER PARTY MORE THAN 12 MONTHS AFTER THE OTHER PARTY BECAME AWARE OF THE ISSUE GIVING RISE TO THE CLAIM. ASPECT'S, ITS AFFILIATES' OR LICENSORS' FAILURE TO EXERCISE A RIGHT OR REMEDY IS NOT A WAIVER. BECAUSE SOME JURISDICTIONS PROHIBIT THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

PROGRAMMING AND USE OF PRODUCTS

THE PRODUCTS DESCRIBED IN THIS PUBLICATION CAN BE USED AND PROGRAMMED IN A WIDE VARIETY OF WAYS BASED ON THE REQUIREMENTS OF YOUR PARTICULAR TECHNOLOGY, ENVIRONMENT AND BUSINESS. NOTWITHSTANDING THE USE OF EXAMPLES IN THIS PUBLICATION OR THE PROVISION OF PROFESSIONAL SERVICES BY ASPECT, ASPECT RESELLERS, OR ANY THIRD PARTY ENGAGED BY ASPECT, IT IS IN ALL CASES YOUR RESPONSIBILITY TO ENSURE THAT THE PRODUCTS ARE PROGRAMMED AND USED IN ACCORDANCE WITH ALL APPLICABLE LAWS AND REGULATIONS AND IN A MANNER THAT DOES NOT VIOLATE THE INTELLECTUAL PROPERTY OR OTHER RIGHTS OF ANY THIRD-PARTY.

Contents

About this Guide	vii
Audience	vii
Organization of this Guide	vii
 Chapter 1	
Real-Time Datasets	1-1
OmniChannelChannelActivity Dataset	1-1
OmniChannelChannelActivity Attributes	1-3
OmniChannelChannelActivity Metrics	1-4
OmniChannelChannelActivity Calculation	1-5
OmniChannelChannelActivity Custom Metrics	1-5
OmniChannelChannelActivitySummary Dataset	1-7
OmniChannelChannelActivitySummary Attributes	1-7
OmniChannelChannelActivitySummary Metrics	1-8
OmniChannelChannelActivitySummary Calculation	1-11
OmniChannelChannelActivitySummary Custom Metrics ..	1-11
OmniChannelInboundVoiceSummary Dataset	1-13
OmniChannelInboundVoiceSummary Attributes	1-13
OmniChannelInboundVoiceSummary Metrics	1-13
OmniChannelInboundVoiceSummary Custom Metrics ..	1-14
OmniChannelManualOutboundVoice Dataset	1-15
OmniChannelManualOutboundVoice Attributes	1-15
OmniChannelManualOutboundVoice Metrics	1-15
OmniChannelOutboundAOD Dataset	1-16
OmniChannelOutboundAOD Attributes	1-16
OmniChannelOutboundAOD Metrics	1-16
OmniChannelOutboundConsultation Dataset	1-17
OmniChannelOutboundConsultation Attributes	1-17
OmniChannelOutboundConsultation Metrics	1-17
OmniChannelTeamActivity Dataset	1-18
OmniChannelTeamActivity Attributes	1-18
OmniChannelTeamActivity Metrics	1-18
OmniChannelTeamActivity Calculation	1-19
OmniChannelTeamActivity Custom Metrics	1-19
OmniChannelUserActivity Dataset	1-20
OmniChannelUserActivity Attributes	1-20
OmniChannelUserActivity Metrics	1-21
OmniChannelUserActivity Calculation	1-22

OmniChannelUserActivity Custom Metrics	1-22
OmniChannelUserActivitySummary Dataset	1-24
OmniChannelUserActivitySummary Attributes	1-24
OmniChannelUserActivitySummary Metrics	1-25
OmniChannelUserActivitySummary Calculation	1-26
OmniChannelUserActivitySummary Custom Metrics	1-26
OmniChannelUserInteractionActivity Dataset	1-28
OmniChannelUserInteractionActivity Attributes	1-28
OmniChannelUserInteractionActivity Metrics	1-30
OmniChannelUserInteractionActivity Calculations	1-31
OmniChannelUserInteractionActivity Metrics	1-31
OmniChannelUserInteractionActivitySummary Dataset	1-33
OmniChannelUserInteractionActivitySummary Attributes	1-33
OmniChannelUserInteractionActivitySummary Metrics	1-35
OmniChannelUserInteractionActivitySummary Calculation	1-36
OmniChannelUserInteractionActivitySummary Custom Metrics	1-36
OmniChannelWorkTypeRoutingActivity Dataset	1-38
OmniChannelWorkTypeRoutingActivity Attributes	1-38
OmniChannelWorkTypeRoutingActivity Metrics	1-39
OmniChannelWorkTypeRoutingActivity Calculation	1-39
OmniChannelWorkTypeRoutingActivity Custom Metric	1-40
.	1-40

Chapter 2

Real-Time Interaction Processing Overviews	2-1
OmniChannelChannelActivitySummary Call Scenarios	2-1

Chapter 3

Real-Time Dashboards	3-1
Inbound Voice Summary Dashboard	3-3
Dashboard Layout	3-3
Dashboard Details	3-3
Outbound Voice Summary Dashboard	3-5
Dashboard Layout	3-5
Dashboard Details	3-5
Team Activity Dashboard	3-6
Dashboard Layout	3-7
Dashboard Details	3-7
Team Filter	3-7
Logged in By Team Graph	3-8
Handled by Work Type Graph	3-8
Current Team Occupancy %	3-9
# Agent(s) Not Ready	3-10
User(s) Current State Graph	3-10
User Grid	3-11

User Status Summary Dashboard	3-13
Dashboard Layout	3-13
Dashboard Details	3-14
Users Filter	3-14
Handled By Channel Graph	3-14
Handled By Work Type Graph	3-15
Current User Interaction Grid	3-15
Status	3-18
Total Handled	3-19
User Status Duration	3-19
Handled By Completion Status Graph	3-20
Work Type Activity Summary Dashboard	3-22
Dashboard Layout	3-22
Work Type Activity Summary (Tab 1)	3-22
Work Type Activity Detail (Tab 2).	3-23
Dashboard Details	3-24
Work Type Activity Summary (Tab 1)	3-24
Work Type Filter	3-24
Active Interactions Graph	3-24
Interactions By Channel Graph	3-26
In Queue Graph	3-26
Offered	3-28
Handled	3-28
In Queue	3-28
Current Avg. Queue Time	3-29
Abandoned in Queue %	3-30
Current Max Queue Time	3-31
Service Level %	3-31
In Self Service	3-32
Work Type Activity Detail (Tab 2).	3-33
Daily Metrics Grid	3-33
Detail Grid	3-34

Appendix A

Convert Time Metrics.	A-1
secondsTOd hh:mm:ss	A-1
secondsTOhhh:mm:ss.	A-2
secondsTOhh:mm:ss.	A-2
secondsTOMmm:ss.	A-2
secondsTOMm:ss	A-2
Hours	A-2
Minutes	A-2
Seconds.	A-3
CombinedTime	A-3

About this Guide

This guide provides the pre-defined Real-Time datasets and dashboards available with Aspect Via® Reports.

For information about Training, Technical Support, commenting on the documentation, and a list of additional documentation see the appropriate product Release Notes document on the Aspect Software web site at <http://www.aspect.com>.

Audience

This guide is intended for Aspect team leads, managers, developers, and account owners who use Via Reports.

Organization of this Guide

This guide consists of these chapters:

- [Chapter 1, Real-Time Datasets](#), provides descriptions of datasets that provide data for Aspect Via Real-Time dashboards. These datasets contain attributes that provide string values such as user name, and date attributes. Datasets also contain metrics that provide duration or count data in integer form, such as Hold Duration and Hold Count.
- [Chapter 2, Real-Time Dashboards](#), contains detailed descriptions of the Aspect Via Real-Time dashboards, including a screen shot of a generated instance of a dashboard and descriptions and derivation information for each element in the dashboard.
- [Appendix A, Convert Time Metrics](#), provides information for creating custom metrics in Real-Time dashboards to display time in a different format.

Chapter 1

Real-Time Datasets

This chapter contains descriptions of datasets that provide data for Aspect Via Real-Time dashboards. These datasets contain attributes that provide string values such as user name, and date attributes. Datasets also contain metrics that provide duration or count data in integer form, such as Hold Duration and Hold Count.

Note:

- A DNIS is available in the system, but the DNIS is not assigned to anything. In the event an incoming call dialed to this number, an Undefined call is generated. There is no Service_Id associated to it, neither a CallActionId and a CallActionReasonId.
- A DNIS is removed from the system and replaced for another. Any calls made to this number, no longer in service, will generate an Undefined CDR.
- On Real time datasets such as OmniChannelActivity Summary, undefined calls will show with rt_interactiontypeid and rt_interactiontypename of “Unresolved.0”

The following datasets are described in this chapter:

OmniChannelChannelActivity Dataset
OmniChannelChannelActivitySummary Dataset
OmniChannelInboundVoiceSummary Dataset
OmniChannelManualOutboundVoice Dataset
OmniChannelOutboundAOD Dataset
OmniChannelOutboundConsultation Dataset
OmniChannelTeamActivity Dataset
OmniChannelUserActivity Dataset
OmniChannelUserActivitySummary Dataset
OmniChannelUserInteractionActivity Dataset
OmniChannelUserInteractionActivitySummary Dataset
OmniChannelWorkTypeRoutingActivity Dataset

OmniChannelChannelActivity Dataset

Name: OmniChannelChannelActivity

Purpose: This dataset tracks current interaction activity by channel, work type, and interaction type. A record is created upon the first interaction with the channel, work type, and interaction type.

Id attributes are key attributes. Name attributes can be localized. Data updates every 15-20 seconds.

Dashboard: Work Type Activity Summary

Note: This dataset displays all data, regardless of the role and associations of your login.

OmniChannelChannelActivity Attributes

OmniChannelChannelActivity Attributes

Field Name	Data Type	Comments
ca_clientLastUpdateDateTime	DATE	The last UTC date/time data was refreshed. Note: This attribute is used for troubleshooting and is not intended to display current System time.
rt_channelId	STRING	The identifier of the channel type: chat email voice
rt_channelName	STRING	The name of the channel type: Chat Email Voice
rt_interactionTypeId	STRING	The identifier of the interaction type: InboundACD InboundDID InboundConsultation InboundInternal InboundIVR OutboundAOD OutboundConsultation OutboundConsultationTransfer OutboundMakecall Conference InboundChat InboundEmail InboundIM InboundWorkflow InboundSMS
rt_interactionTypeName	STRING	The name of the interaction type: Inbound ACD Inbound DID Inbound Consultation Inbound Internal Inbound IVR Outbound AOD Outbound Consultation Outbound Consultation Transfer Outbound Makecall Conference Inbound Chat Inbound Email Inbound IM Inbound Workflow Inbound SMS
rt_workTypeId	STRING	The identifier of the work type.
rt_workTypeName	STRING	The name of the work type.

OmniChannelChannelActivity Metrics

Note: To create custom metrics to display time in a different format, refer to [Appendix A, Convert Time Metrics](#).

OmniChannelChannelActivity Metrics

Field Name	Data Type	Comments
rt_activeCount	INTEGER	The number of initiated dials.
rt_activeDuration	INTEGER	The total amount of time, in hh:mm:ss, all interactions currently in the Active state have spent in the Active state.
rt_beforeQueueDuration	INTEGER	The total amount of time, in hh:mm:ss, all interactions currently in the Delivered state spent waiting before entering the queue.
rt_dialCount	INTEGER	The number of interactions currently in the Dialing state.
rt_holdCount	INTEGER	The number of interactions currently in the Hold state.
rt_inactiveCount	INTEGER	The number of interactions currently in the Inactive state.
rt_maxQueueDuration	INTEGER	The longest amount of time, in hh:mm:ss, an interaction currently in queue has been waiting. an interaction currently in queue has been waiting.
rt_offeredCount	INTEGER	The number of inbound interactions (calls, direct inward dial (DID) calls, or SMS (texts) currently associated with a work type.
rt_previewCount	INTEGER	The number of interactions currently in the Preview state.
rt_previewDuration	INTEGER	The total amount of time, in hh:mm:ss, all interactions currently in the Preview state have spent in the Preview state.
rt_queueCount	INTEGER	The number of interactions currently in the Queuing state (currently in queue waiting to be serviced).
rt_queueDuration	INTEGER	The total amount of time, in hh:mm:ss, all interactions currently in the Queuing state have spent in the Queuing state.
rt_ringCount	INTEGER	The number of interactions currently in the Ringing state.
rt_wrapCount	INTEGER	The number of interactions currently in the Wrap state.

OmniChannelChannelActivity Calculation

OmniChannelChannelActivity Calculation

Field Name	Data Type	Comments
Row Count	INTEGER	The number of values in the row for any attribute or metric.

OmniChannelChannelActivity Custom Metrics

The following custom metrics are used in the Work Type Activity Summary dashboard. You can recreate them when creating custom dashboards using the formulas given.

Note: To create custom metrics to display time in a different format, refer to [Appendix A, Convert Time Metrics](#).

OmniChannelChannelActivity Custom Metrics

Field Name	Data Type	Description
currentAvgQueueTime	INTEGER	The average amount of time, in seconds, all interactions currently in the Queuing state have spent in the Queuing state. Calculation: <code>rt_queueDuration / rt_queueCount</code>
currentAvgQueueTime String	STRING	The average amount of time, in hh:mm:ss, all interactions currently in the Queuing state have spent in the Queuing state. Calculation: <code>Concat(ToString<Pattern="00">(Quotient(Mod(Sum(currentAvgQueueTime){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(currentAvgQueueTime){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(currentAvgQueueTime){~+}, 86400), 3600), 60)))</code>
currentInSelfService	INTEGER	The number of inbound interactions (calls, direct inward dial (DID) calls, or SMS (texts) currently associated with a work type. Calculation: <code>rt_offeredCount</code>
currentMaxQueueTime	INTEGER	The longest amount of time, in seconds, an interaction currently in the Queuing state has spent in the Queuing state. Calculation: <code>Max(rt_maxQueueDuration){~+}</code>

OmniChannelChannelActivity Custom Metrics

Field Name	Data Type	Description
currentMaxQueueTime String	STRING	<p>The longest amount of time, in hh:mm:ss, an interaction currently in the Queuing state has spent in the Queuing state.</p> <p>Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(currentMaxQueueTime){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Sum(currentMaxQueueTime){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(currentMaxQueueTime){~+}, 86400), 3600), 60)))</p>
fm_withAgent	INTEGER	<p>The total number of interactions that interacted with a user. This includes initiated dials and interactions in the Hold, Inactive, Preview, and Wrap states.</p> <p>Calculation: (((rt_activeCount+rt_holdCount)+rt_inactiveCount)+rt_previewCount)+rt_wrapCount</p>
TotalInteractions	INTEGER	<p>The total number of interactions. This includes initiated dials, inbound interactions (calls, direct inward dial (DID) calls, or SMS (texts) currently associated with a work type, and interactions in the Dialing, Hold, Inactive, Preview, Queuing, Ringing, and Wrap states.</p> <p>Calculation: Sum((((((((rt_activeCount+rt_dialCount)+rt_holdCount)+rt_inactiveCount)+rt_offeredCount)+rt_previewCount)+rt_queueCount)+rt_ringCount)+rt_wrapCount)){~+}</p>

OmniChannelChannelActivitySummary Dataset

Name: OmniChannelChannelSummaryActivity

Purpose: This dataset summarizes interaction activity for completed interactions. Data is provided in 15-minute summary intervals, beginning at midnight, at 00, 15, 30, and 45 minutes after the hour. If the initial data request for summary data occurs in the middle of a 15-minute interval, the values may be off slightly but will be synchronized at the next refresh interval.

Id attributes are key attributes. Name attributes can be localized.

Dashboard: Work Type Activity Summary

Note: This dataset displays all data, regardless of the role and associations of your login.

OmniChannelChannelActivitySummary Attributes

OmniChannelChannelActivitySummary Attributes

Field Name	Data Type	Comments
cas_clientLastSummaryUpdateDateTime	DATE	The last UTC date/time data was refreshed. Note: This attribute is used for troubleshooting and is not intended to display current System time.
rt_channelId	STRING	The identifier of the channel type: chat email voice
rt_channelName	STRING	The name of the channel type: Chat Email Voice
rt_interactionTypeId	STRING	The identifier of the interaction type: InboundACD InboundDID InboundConsultation InboundInternal InboundIVR OutboundAOD OutboundConsultation OutboundConsultationTransfer OutboundMakecall Conference InboundChat InboundEmail InboundIM InboundWorkflow InboundSMS

OmniChannelChannelActivitySummary Attributes

Field Name	Data Type	Comments
rt_interactionTypeName	STRING	The name of the interaction type: Inbound ACD Inbound DID Inbound Consultation Inbound Internal Inbound IVR Outbound AOD Outbound Consultation Outbound Consultation Transfer Outbound Makecall Conference Inbound Chat Inbound Email Inbound IM Inbound Workflow Inbound SMS
rt_workTypeid	STRING	The identifier of the work type.
rt_workTypeName	STRING	The name of the work type.

OmniChannelChannelActivitySummary Metrics

Note: To create custom metrics to display time in a different format, refer to [Appendix A, Convert Time Metrics](#).

OmniChannelChannelActivitySummary Metrics

Field Name	Data Type	Comments
rt_abandonedAfterSVLCount	INTEGER	The number of interactions that customers abandoned after the service level threshold was reached.
rt_abandonedBeforeQueueCount (Deprecated)	INTEGER	The number of interactions that were terminated in IVR, either because the IVR completed or the customer disconnected the interaction before it's completion.
rt_TerminatedinIVRCount	INTEGER	The number of interactions where either the script played until its completion, disconnecting the call or the customer has disconnected the call before the call was placed into a work type queue.
rt_abandonedBeforeSVLCount	INTEGER	The number of interactions that customers abandoned before the service level threshold was reached.

OmniChannelChannelActivitySummary Metrics

Field Name	Data Type	Comments
rt_handledByAgentCount	INTEGER	<p>The number of interactions handled by a user and completed during the interval.</p> <p>Note: This includes all interactions that were successfully completed by a user for a specific work type. This includes both manually initiated interactions and interactions assigned to the user.</p> <p>This metric measures the number of successful interactions for the work type. Unsuccessful interactions will be counted in other metrics based on the disposition of the interaction. For example, if a user attempts to make an outbound consultation call to another user that goes to voice mail, that interaction is counted in rt_handledByVoiceMailCount.</p>
rt_handledByAgentWithinSVLCount	INTEGER	The number of interactions handled by a user and completed within the service level threshold during the interval.
rt_handledByOtherCount	INTEGER	The number of interactions handled by a resource other than a user and completed during the interval.
rt_handledByOtherWithinSVLCount	INTEGER	The number of interactions handled by a resource other than a user and completed within the service level threshold during the interval.
rt_handledByServiceCount	INTEGER	The number of interactions handled by a work type and completed during the interval.
rt_handledByServiceWithinSVLCount	INTEGER	The number of interactions handled by a work type and completed within the service level threshold during the interval.
rt_handledByVoicemailCount	INTEGER	The number of interactions handled by a voice mail and completed during the interval.
rt_handledByVoicemailWithinSVLCount	INTEGER	The number of interactions handled by a voice mail and completed within the service level threshold during the interval.
rt_handledCount	INTEGER	The total number of all interactions handled by a user and completed during the interval.
rt_handledDuration	INTEGER	<p>The total amount of time completed interactions spent interacting with users during the interval.</p> <p>This is the time when an interaction is connected to a user until it disconnects from the user.</p>
rt_handledWithinSVLCount	INTEGER	The number of completed interactions handled by a user within the service level threshold.

OmniChannelChannelActivitySummary Metrics

Field Name	Data Type	Comments
rt_offeredCount	INTEGER	The number of interactions completed during the interval.
rt_queueCount	INTEGER	The number of completed inbound interactions that were queued during the interval.
rt_shortCount	INTEGER	The number of completed interactions that were short interactions.
rt_rejectedCount	INTEGER	The number of completed interactions that were rejected. This includes inbound calls rejected by the system (e.g. call stuck in the system due a telephony failure that requires to clear it) or for outbound voice calls rejected by users (e.g. Users rejecting calls routed to them as a result of a promised callback).
rt_manualOutboundAnsweredVoiceCount	INTEGER	The number of completed interactions that were dialed manually by a user and answered by an end customer.
rt_outboundVoiceNotAnsweredCount	INTEGER	The number of completed outbound interactions that were dialed, but not answered by an end customer.
rt_hangUpCount	INTEGER	The number of completed outbound interactions that were dialed but were disconnected by the system (e.g. Ring time for outbound calls is set for 60 seconds. If no one answers within that time, call is hunged up at this stage).
rt_cancelledCount	INTEGER	The number of completed outbound interactions that were cancelled prior to be dialed outside of the organization.
rt_internalCount	INTEGER	The number of completed interactions that were dialed within the organization. For example, a user consults a colleague dialing a call internally.
rt_otherCount	INTEGER	<p>The number of interactions that were not handled or abandoned, and which were ended by the user or the system, on an unusual circumstance.</p> <p>Examples:</p> <ul style="list-style-type: none"> • A user discarding an email as there are no further actions required. • Emails reassigned from one work type to another using the “Email Reassignment” VUE widget. • Outbound SMS dialled out of the system sent to an incorrect number.

Note: The numbers on older metrics can be different due to the addition of these metrics, As an example, when a user is successfully dialing manual calls that are answered those will

show as *rt_manualOutboundAnsweredVoiceCount*, and will no longer appear under *rt_HandledByAgentCount*. You must ensure that any existing custom dashboards are updated to reflect these changes.

OmniChannelChannelActivitySummary Calculation

OmniChannelChannelActivitySummary Calculation

Field Name	Data Type	Comments
Row Count	INTEGER	The number of values in the row for any attribute or metric.

OmniChannelChannelActivitySummary Custom Metrics

The following custom metrics are used in the Work Type Activity Summary dashboard. You can recreate them when creating custom dashboards using the formulas given.

Note: To create custom metrics to display time in a different format, refer to [Appendix A, Convert Time Metrics](#).

OmniChannelChannelActivitySummary Custom Metrics

Field Name	Data Type	Description
Abandoned	INTEGER	<p>The total number of abandoned interactions. This includes completed interactions that were short interactions, interactions that customers abandoned before the service level threshold was reached, and interactions that customers abandoned after the service level threshold was reached.</p> <p>Calculation: $(rt_shortCount + rt_abandonedBeforeSVLCount) + rt_abandonedAfterSVLCount$</p>
AbandonedPercentage	INTEGER	<p>The percentage of completed inbound interactions that were queued to a user and were abandoned by the customer, both before and after the service level threshold was reached.</p> <p>Calculation: $IF((rt_queueCount > 0), ((rt_abandonedBeforeSVLCount + rt_abandonedAfterSVLCount) / rt_queueCount), 0)$</p> <p>Note: This includes inbound interactions only.</p>
AverageHandle	INTEGER	<p>The average amount of time completed interactions spent interacting with users during the interval.</p> <p>This is the time when interactions are connected to a user until they are disconnected from the user.</p> <p>Calculation: $Sum((rt_handledDuration / rt_handledCount)) \{ \sim + \}$</p>

OmniChannelChannelActivitySummary Custom Metrics

Field Name	Data Type	Description
HandleCount	INTEGER	<p>The number of interactions handled by a user and completed during the interval - in null to zero format.</p> <p>Calculation: NullToZero(rt_handledCount)</p>
ServiceLevel	INTEGER	<p>The percentage of completed inbound interactions that were queued to a user that were handled within the service level threshold.</p> <p>Calculation: IF((rt_queueCount>0), (rt_handledWithinSVLCount/ rt_queueCount), 0)</p> <p>Note: This includes inbound interactions only.</p>
WithAgent	INTEGER	<p>The total number of interactions that interacted with a user. This includes initiated dials and interactions in the Hold, Inactive, Preview, and Wrap states.</p> <p>Calculation: (((rt_activeCount+rt_holdCount)+rt_inactiveCount)+rt_previewCount)+rt_wrapCount)+0</p>

OmniChannelInboundVoiceSummary Dataset

Name: OmniChannelInboundVoiceSummary

Purpose: This dataset provides detailed information on the inbound voice traffic in the system in 15 minute summary intervals.

OmniChannelInboundVoiceSummary Attributes

OmniChannelInboundVoiceSummary Attributes

Field Name	Data Type	Comments
rt_channelId	STRING	The identifier of the channel type: Voice
rt_channelName	STRING	The name of the channel type: Chat Email Voice
rt_interactionTypeId	STRING	The identifier of the interaction type: InboundACD InboundDID InboundIVR
rt_interactionTypeName	STRING	The name of the interaction type: Inbound ACD Inbound DID Inbound IVR
rt_workTypeId	STRING	The work type.
rt_workTypeName	STRING	The name of the work type.

OmniChannelInboundVoiceSummary Metrics

OmniChannelInboundVoiceSummary Metrics

Field Name	Data Type	Comments
rt_abandonedAfterSVLCount	INTEGER	The number of interactions that customers abandoned after the service level threshold was reached.
rt_abandonedBeforeSVLCount	INTEGER	The number of interactions that customers abandoned before the service level threshold was reached.
rt_handledByVoicemailCount	INTEGER	The number of interactions handled by a voice mail and completed during the interval.
rt_handledCount	INTEGER	The total number of all interactions handled by a user and completed during the interval.

OmniChannelInboundVoiceSummary Metrics

Field Name	Data Type	Comments
rt_handledWithinSVLCount	INTEGER	The number of completed interactions handled by a user within the service level threshold.
rt_offeredCount	INTEGER	The number of interactions completed during the interval.
rt_queueCount	INTEGER	The number of completed inbound interactions that were queued during the interval.
rt_shortCount	INTEGER	The number of completed interactions that were short interactions.
rt_terminatedInIVRCount	INTEGER	The number of interactions where either the script played until its completion, disconnecting the call or the customer has disconnected the call before the call was placed into a work type queue.

OmniChannelInboundVoiceSummary Custom Metrics

The following custom metrics are used in the standard Inbound Voice Summary dashboard. You can recreate them when creating custom dashboards using the formulas given.

OmniChannelInboundVoiceSummary Custom Metrics

Field Name	Data Type	Comments
Service Level %	INTEGER	Calculation: $(([\text{rt_handledWithinSVLCount}] / [\text{rt_queueCount}]) * 100)$

OmniChannelManualOutboundVoice Dataset

Name: OmniChannelManualOutboundVoice

Purpose: This dataset provides detailed information on the manual outbound voice traffic in the system in 15 minute summary intervals.

OmniChannelManualOutboundVoice Attributes

OmniChannelManualOutboundVoice Attributes

Field Name	Data Type	Comments
rt_channelId	STRING	The identifier of the channel type: Voice
rt_channelName	STRING	The name of the channel type: Voice
rt_interactionTypeId	STRING	The identifier of the interaction type: OutboundMakecall (Direction=External)
rt_interactionTypeName	STRING	The name of the interaction type: OutboundMakecall (Direction=External)
rt_workTypeId	STRING	The identifier of the work type.
rt_workTypeName	STRING	The name of the work type.

OmniChannelManualOutboundVoice Metrics

OmniChannelManualOutboundVoice Metrics

Field Name	Data Type	Comments
abandonedCount	INTEGER	The total number of abandoned interactions.
rt_handledCount	INTEGER	The total number of all interactions handled by a user and completed during the interval.
rt_offeredCount	INTEGER	The number of interactions completed during the interval.
rt_cancelledCount	INTEGER	The number of interactions cancelled during the interval.
rt_hangUpCount	INTEGER	The number of interactions hung up during the interval.
rt_outboundVoiceNotAnsweredCount	INTEGER	The number of outbound voice interactions not answered during the interval.

OmniChannelOutboundAOD Dataset

Name: OmniChannelOutboundAOD

Purpose: This dataset provides detailed information on the AOD (Automatic Outbound Dialing) traffic in the system in 15 minute summary intervals.

OmniChannelOutboundAOD Attributes

OmniChannelOutboundAOD Attributes

Field Name	Data Type	Comments
rt_channelId	STRING	The identifier of the channel type: Voice
rt_channelName	STRING	The name of the channel type: Voice
rt_interactionTypeId	STRING	The identifier of the interaction type: OutboundAOD
rt_interactionTypeName	STRING	The name of the interaction type: OutboundAOD

OmniChannelOutboundAOD Metrics

OmniChannelOutboundAOD Metrics

Field Name	Data Type	Comments
abandonedCount	INTEGER	The total number of abandoned interactions.
rt_handledCount	INTEGER	The total number of all interactions handled by a user and completed during the interval.
rt_offeredCount	INTEGER	The number of interactions completed during the interval.
rt_cancelledCount	INTEGER	The number of interactions cancelled during the interval.
rt_hangUpCount	INTEGER	The number of interactions hung up during the interval.
rt_outboundVoiceNotAnsweredCount	INTEGER	The number of outbound voice interactions not answered during the interval.

OmniChannelOutboundConsultation Dataset

Name: OmniChannelOutboundConsultation

Purpose: This dataset provides detailed information on the outbound consultation traffic in the system in 15 minute summary intervals.

OmniChannelOutboundConsultation Attributes

OmniChannelOutboundConsultation Attributes

Field Name	Data Type	Comments
rt_channelId	STRING	The identifier of the channel type: Voice
rt_channelName	STRING	The name of the channel type: Voice
rt_interactionTypeId	STRING	The identifier of the interaction type: OutboundConsultationTransfer
rt_interactionTypeName	STRING	The name of the interaction type: Outbound ConsultationTransfer
rt_workTypeId	STRING	The identifier of the work type.
rt_workTypeName	STRING	The name of the work type.

OmniChannelOutboundConsultation Metrics

OmniChannelOutboundConsultation Metrics

Field Name	Data Type	Comments
rt_offeredCount	INTEGER	The number of interactions completed during the interval.

OmniChannelTeamActivity Dataset

Name: OmniChannelTeamActivity

Purpose: This dataset creates a record for each team when the team is created and provides the current number of users in the team and current state counts.

Id attributes are key attributes. Name attributes can be localized. Data updates every 15-20 seconds.

Note: This dataset displays data based on the role and associations of your login. For example, a manager associated with Team A, Team B, and Team C, will only see data for those teams.

OmniChannelTeamActivity Attributes

OmniChannelTeamActivity Attributes

Field Name	Data Type	Comments
rt_teamId	STRING	The identifier of the team.
rt_teamName	STRING	The name of the team.
ta_clientLastUpdateDateTime	DATE	The last UTC date/time data was refreshed. Note: This attribute is used for troubleshooting and is not intended to display current System time.

OmniChannelTeamActivity Metrics

OmniChannelTeamActivity Metrics

Field Name	Data Type	Comments
rt_activeCount	INTEGER	The number of users currently in the Active state.
rt_holdCount	INTEGER	The number of users currently in the Held state.
rt_idleCount	INTEGER	The number of users currently in the Idle state.
rt_invalidCount	INTEGER	The number of users currently in the Invalid state. This is the time after log in, but before the user enters the Not Ready state.
rt_multiLineCount	INTEGER	The number of users currently in the Multiline state.
rt_notReadyCount	INTEGER	The number of users currently in the Not Ready state.
rt_parkCount	INTEGER	The number of users currently in the Park state.

OmniChannelTeamActivity Metrics

Field Name	Data Type	Comments
rt_pendingActiveCount	INTEGER	The number of users currently in the Pending Active state.
rt_previewCount	INTEGER	The number of users currently in the Preview state.
rt_reservedCount	INTEGER	The number of users currently in the Reserved state.
rt_wrapCount	INTEGER	The number of users currently in the Wrap state.
rt_wrapWarningCount	INTEGER	The number of users currently in the Wrap Warning state.

OmniChannelTeamActivity Calculation

OmniChannelTeamActivity Calculation

Field Name	Data Type	Comments
Row Count	INTEGER	The number of values in the row for any attribute or metric.

OmniChannelTeamActivity Custom Metrics

The following custom metrics are used in the standard Team Activity Summary dashboard. You can recreate them when creating custom dashboards using the formulas given.

OmniChannelTeamActivity Custom Metrics

Field Name	Data Type	Comments
CurrentTeamOccupancy	INTEGER	<p>The current ratio of productive time for the team.</p> <p>Calculation: $\frac{\text{Sum}((\text{LoggedInByTeam} - ((\text{rt_notReadyCount} + \text{rt_parkCount}) + \text{rt_idleCount})))}{\text{Sum}((\text{LoggedInByTeam} - (\text{rt_notReadyCount} + \text{rt_parkCount})))}$ </p>
LoggedInByTeam	INTEGER	<p>The total number of logged in users for the team. This includes users in the Active, Held, Idle, Invalid, Multi line, Not Ready, Park, Pending Active, Preview, and Wrap states.</p> <p>Calculation: $(\text{rt_activeCount} + \text{rt_holdCount}) + (\text{rt_idleCount}) + (\text{rt_invalidCount}) + (\text{rt_multiLineCount}) + (\text{rt_notReadyCount}) + (\text{rt_parkCount}) + (\text{rt_pendingActiveCount}) + (\text{rt_previewCount}) + (\text{rt_wrapCount})$ </p>

OmniChannelUserActivity Dataset

Name: OmniChannelUserActivity

Purpose: This dataset provides current state information for users. A record is created for each user when the user logs on. The record is deleted when the users logs off.

Id attributes are key attributes. Name attributes can be localized. Data updates every 15-20 seconds.

Note: This dataset displays data based on the role and associations of your login. For example, a manager associated with Team A, Team B, and Team C wants to view data for Work Types 1 - 6, and those Work Types include users from Teams A, B, C, D, and E. The manager will only see data for Teams A, B, and C, and not data for Teams D and E.

Dashboards:

Team Activity Summary

User Status Summary

OmniChannelUserActivity Attributes

OmniChannelUserActivity Attributes

Field Name	Data Type	Comments
rt_signOnDateTime	DATE	The time the user signed on, in UTC time.
rt_stateStartDateTime	DATE	The time the user entered the current state, in UTC time.
rt_teamId	STRING	The identifier of the team.
rt_teamName	STRING	The name of the team.
rt_userId	STRING	The identifier of the user.
rt_userName	STRING	The name of the user.
rt_userReasonCodeId	STRING	The identifier of the reason for the user's current status.
rt_userReasonCodeName	STRING	The reason for the user's current status,

OmniChannelUserActivity Attributes

Field Name	Data Type	Comments
rt_userStateId	STRING	The identifier of the user's current status: notready loggedout park loggedon pendingactive active wrap wrapwarning reserved multiline held preview exception idle
rt_userStateName	STRING	The name of the user's current status: Not Ready Logged Out Not Ready Park Logged On Pending Active Active Wrap Wrap Warning Reserved Multiline Held Preview Exception Idle
ua_clientLastUpdateDateTime	DATE	The last UTC date/time data was refreshed. Note: This attribute is used for troubleshooting and is not intended to display current System time.

OmniChannelUserActivity Metrics

Note: To create custom metrics to display time in a different format, refer to [Appendix A, Convert Time Metrics](#).

OmniChannelUserActivity Metrics

Field Name	Data Type	Comments
rt_interactionCount	INTEGER	The current number of interactions being handled by the user. An interaction is considered being handled from the time it connects to a user until it is disconnected from the user.

OmniChannelUserActivity Metrics

Field Name	Data Type	Comments
rt_signOnDuration	INTEGER	The amount of time, in seconds, since the user signed on.
rt_stateDuration	INTEGER	The amount of time, in seconds, the user has spent in the current state.

OmniChannelUserActivity Calculation

OmniChannelUserActivity Calculation

Field Name	Data Type	Comments
Row Count	INTEGER	The number of values in the row for any attribute or metric.

OmniChannelUserActivity Custom Metrics

These custom metrics are used in the standard Via Real-Time dashboards. You can recreate them when creating custom dashboards using the formulas given.

Note: To create custom metrics to display time in a different format, refer to [Appendix A, Convert Time Metrics](#).

OmniChannelUserActivity Custom Metrics

Field Name	Data Type	Description
LoggedInByTeamUA	INTEGER	The total number of logged in users. Calculation: Count<Distinct=True>(rt_userName){~+}
rt_stateDurationString	STRING	The amount of time, in hh:mm:ss, the user has spent in the current state. Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_stateDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_stateDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_stateDuration){~+}, 86400), 3600), 60)))
SignOnDurationString	STRING	The amount of time, in hh:mm:ss, since the user signed on. Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_signOnDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_signOnDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_signOnDuration){~+}, 86400), 3600), 60)))

OmniChannelUserActivity Custom Metrics

Field Name	Data Type	Description
StateDurationString	STRING	<p>The amount of time, in hh:mm:ss, the user has spent in the current state.</p> <p>Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_stateDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_stateDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_stateDuration){~+}, 86400), 3600), 60)))</p>

OmniChannelUserActivitySummary Dataset

Name: OmniChannelUserActivitySummary

Purpose: This dataset summarizes user activity in 15-minute intervals, beginning at midnight, at 00, 15, 30, and 45 minutes after the hour. If the initial data request for summary data occurs in the middle of a 15-minute interval, the values may be off slightly but will be synchronized at the next refresh interval. There is one record per user per interval. A record is created when a user logs in.

State counts and durations are counted in the interval when the user leaves the state. This means it is possible for state durations to be higher than 15 minutes if the user entered the state in a previous interval.

Id attributes are key attributes. Name attributes can be localized.

Dashboards:

Team Activity Summary

User Status Summary

Note: This dataset displays data based on the role and associations of your login.
For example, a manager associated with Team A, Team B, and Team C will only see data for those teams and users on those teams.

OmniChannelUserActivitySummary Attributes

OmniChannelUserActivitySummary Attributes

Field Name	Data Type	Comments
rt_teamId	STRING	The identifier of the team.
rt_teamName	STRING	The name of the team.
rt_userId	STRING	The identifier of the user.
rt_userName	STRING	The name of the user.
uas_clientLastSummaryUpdateDateTime	DATE	The last UTC date/time data was refreshed. Note: This attribute is used for troubleshooting and is not intended to display current System time.

OmniChannelUserActivitySummary Metrics

Note: To create custom metrics to display time in a different format, refer to [Appendix A, Convert Time Metrics](#).

OmniChannelUserActivitySummary Metrics

Field Name	Data Type	Comments
rt_dailySignOnDuration	INTEGER	The amount of time since the user signed on, for the interval. This metric is updated every minute while the user is signed on.
rt_idleCount	INTEGER	The number of times the user was in the Idle state during the interval. This value is incremented in the interval when the user leaves the Idle state.
rt_idleDuration	INTEGER	The amount of time the user was in the Idle state during the interval. This duration is counted in the interval when the user leaves the Idle state, so it is possible this value could be higher than 15 minutes if the user entered the Idle state in a previous interval.
rt_notReadyCount	INTEGER	The number of times the user was in the Not Ready state during the interval. This value is incremented in the interval when the user leaves the Not Ready state.
rt_notReadyDuration	INTEGER	The amount of time the user was in the Not Ready state during the interval. This duration is counted in the interval when the user leaves the Not Ready state, so it is possible this value could be higher than 15 minutes if the user entered the Not Ready state in a previous interval.
rt_parkCount	INTEGER	The number of times the user was in the Park state during the interval. This value is incremented in the interval when the user leaves the Park state.
rt_parkDuration	INTEGER	The amount of time the user was in the Park state during the interval. This duration is counted in the interval when the user leaves the Park state, so it is possible this value could be higher than 15 minutes if the user entered the Park state in a previous interval.

OmniChannelUserActivitySummary Calculation

OmniChannelUserActivitySummary Calculation

Field Name	Data Type	Comments
Row Count	INTEGER	The number of values in the row for any attribute or metric.

OmniChannelUserActivitySummary Custom Metrics

These custom metrics are used in the standard Via Real-Time dashboards. You can recreate them when creating custom dashboards using the formulas given.

Note: To create custom metrics to display time in a different format, refer to [Appendix A, Convert Time Metrics](#).

OmniChannelUserActivitySummary Custom Metrics

Field Name	Data Type	Description
LoggedInByTeamUAS	INTEGER	The total number of logged in users. Calculation: Count<Distinct=True>(rt_userName){~+}
NotReadyDurationString	STRING	The amount of time, in hh:mm:ss, the user was in the Not Ready state during the interval. This duration is counted in the interval when the user leaves the Not Ready state, so it is possible this value could be higher than 15 minutes if the user entered the Not Ready state in a previous interval. Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_notReadyDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_notReadyDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_notReadyDuration){~+}, 86400), 3600), 60)))
ParkDurationString	STRING	The amount of time, in hh:mm:ss, the user was in the Park state during the interval. This duration is counted in the interval when the user leaves the Park state, so it is possible this value could be higher than 15 minutes if the user entered the Park state in a previous interval. Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_parkDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_parkDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_parkDuration){~+}, 86400), 3600), 60)))

OmniChannelUserActivitySummary Custom Metrics

Field Name	Data Type	Description
rt_teamOccupancy	INTEGER	<p>The ratio of productive time by team.</p> <p>Calculation: Sum((rt_dailySignOnDuration- ((rt_notReadyDuration+rt_parkDuration)+rt_idleDuration))){~+}/ Sum((rt_dailySignOnDuration- (rt_notReadyDuration+rt_parkDuration))){~+}</p>

OmniChannelUserInteractionActivity Dataset

Name: OmniChannelUserInteractionActivity

Purpose: This dataset provides information about users and interactions. A record is created when a user is associated with an interaction. The record is removed when the user is no longer associated with the interaction. State counts and durations are incremented when the user leaves the state.

Id attributes are key attributes. Name attributes can be localized. Data updates every 15-20 seconds.

Dashboard: User Status Summary

Note: This dataset displays data based on the role and associations of your login. For example, a manager associated with Team A, Team B, and Team C wants to view data for Work Types 1 - 6, and those Work Types include users from Teams A, B, C, D, and E. The manager will only see data for Teams A, B, and C, and not data for Teams D and E.

OmniChannelUserInteractionActivity Attributes

OmniChannelUserInteractionActivity Attributes

Field Name	Data Type	Comments
rt_channelId	STRING	The identifier of the channel type: chat email voice
rt_channelName	STRING	The name of the channel type: Chat Email Voice
rt_interactionId	STRING	The identifier of the interaction.
rt_interactionStateDateTime	DATE	The time the interaction entered the current state.
rt_interactionStateid	STRING	The identifier of the interaction state: Invalid Queuing Preview Hold Inactive Active Wrap Completed Cleared Ended

OmniChannelUserInteractionActivity Attributes

Field Name	Data Type	Comments
rt_interactionStateName	STRING	The name of the interaction state: Invalid Queuing Preview Hold Inactive Active Wrap Completed Cleared Ended
rt_interactionTypeeld	STRING	The identifier of the interaction type: InboundACD InboundDID InboundConsultation InboundInternal InboundIVR OutboundAOD OutboundConsultation OutboundConsultationTransfer OutboundMakecall Conference InboundChat InboundEmail InboundIM InboundWorkflow InboundSMS
rt_interactionTypeName	STRING	The name of the interaction type: Inbound ACD Inbound DID Inbound Consultation Inbound Internal Inbound IVR Outbound AOD Outbound Consultation Outbound Consultation Transfer Outbound Makecall Conference Inbound Chat Inbound Email Inbound IM Inbound Workflow Inbound SMS
rt_line	INTEGER	Reserved for future use.
rt_stationAddress	STRING	The station to which the user belongs.
rt_teamId	STRING	The identifier of the team.
rt_teamName	STRING	The name of the team.
rt_umid	STRING	The unique identifier for this record.
rt_userId	STRING	The identifier of the user.

OmniChannelUserInteractionActivity Attributes

Field Name	Data Type	Comments
rt_userName	STRING	The name of the user.
rt_workTypeeld	STRING	The work type.
rt_workTypeName	STRING	The name of the work type.
uia_clientLastUpdateDateTime	DATE	The last UTC date/time data was refreshed. Note: This attribute is used for troubleshooting and is not intended to display current System time.

OmniChannelUserInteractionActivity Metrics

Note: To create custom metrics to display time in a different format, refer to [Appendix A, Convert Time Metrics](#).

OmniChannelUserInteractionActivity Metrics

Field Name	Data Type	Comments
rt_activeDuration	INTEGER	The amount of time the user spent in the Active state. This value is updated when the user leaves the Active state.
rt_holdCount	INTEGER	The number of times the user was in the Held state. This value is updated when the user leaves the Held state.
rt_holdDuration	INTEGER	The amount of time the user spent in the Held state. This value is updated when the user leaves the Held state.
rt_inactiveCount	INTEGER	The number of times the user was in the Inactive state. This value is updated when the user leaves the Inactive state.
rt_inactiveDuration	INTEGER	The amount of time the user spent in the Inactive state. This value is updated when the user leaves the Inactive state.
rt_interactionStateDuration	INTEGER	The amount of time the interaction has spent in the current state.

OmniChannelUserInteractionActivity Metrics

Field Name	Data Type	Comments
rt_previewDuration	INTEGER	The amount of time the user spent in the Preview state. This value is updated when the user leaves the Preview state.

OmniChannelUserInteractionActivity Calculations

OmniChannelUserInteractionActivity Calculation

Field Name	Data Type	Comments
Row Count	INTEGER	The number of values in the row for any attribute or metric.

OmniChannelUserInteractionActivity Metrics

These custom metrics are used in the standard User Status Summary dashboard. You can recreate them when creating custom dashboards using the formulas given.

Note: To create custom metrics to display time in a different format, refer to [Appendix A, Convert Time Metrics](#).

OmniChannelUserInteractionActivity Custom Metrics

Field Name	Data Type	Description
rt_activeDurationString	STRING	The amount of time, in hh:mm:ss, the user spent in the Active state. This value is updated when the user leaves the Active state. Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_activeDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_activeDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_activeDuration){~+}, 86400), 3600), 60)))
rt_holdDurationString	STRING	The amount of time, in hh:mm:ss, the user spent in the Held state. This value is updated when the user leaves the Held state. Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_holdDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_holdDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_holdDuration){~+}, 86400), 3600), 60)))

OmniChannelUserInteractionActivity Custom Metrics

Field Name	Data Type	Description
rt_inactiveDurationString	STRING	<p>The amount of time, in hh:mm:ss, the user spent in the Inactive state.</p> <p>This value is updated when the user leaves the Inactive state.</p> <p>Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_inactiveDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_inactiveDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_inactiveDuration){~+}, 86400), 3600), 60)))</p>
rt_interactionStateDurationString	STRING	<p>The amount of time, in hh:mm:ss, the interaction has spent in the current state.</p> <p>Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_interactionStateDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_interactionStateDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_interactionStateDuration){~+}, 86400), 3600), 60)))</p>
rt_previewDurationString	STRING	<p>The amount of time, in hh:mm:ss, the user spent in the Preview state.</p> <p>This value is updated when the user leaves the Preview state.</p> <p>Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_previewDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_previewDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_previewDuration){~+}, 86400), 3600), 60)))</p>
rt_totalDuration	INTEGER	<p>The total amount of time, in seconds, the user spent in the Active, Hold, Inactive, and Preview states.</p> <p>This value is updated when the user leaves a state.</p> <p>Calculation: ((rt_activeDuration+rt_holdDuration)+rt_inactiveDuration)+rt_previewDuration</p>

OmniChannelUserInteractionActivitySummary Dataset

Name: OmniChannelUserInteractionActivitySummary

Purpose: This dataset summarizes user interaction activity for 15 minute intervals, beginning at midnight, at 00, 15, 30, and 45 minutes after the hour. If the initial data request for summary data occurs in the middle of a 15 minute interval, the values may be off slightly but will be synchronized at the next refresh interval. A record is created when the first interaction for a work type is handled by a user.

State counts and durations are counted when the interaction is completed. This means it is possible for state durations to be higher than 15 minutes if the user entered the state in a previous interval.

Id attributes are key attributes. Name attributes can be localized.

Dashboards:

Team Activity Summary

User Status Summary

Note: This dataset displays data based on the role and associations of your login. For example, a manager associated with Team A, Team B, and Team C wants to view data for Work Types 1 - 6, and those Work Types include users from Teams A, B, C, D, and E. The manager will only see data for Teams A, B, and C, and not data for Teams D and E.

OmniChannelUserInteractionActivitySummary Attributes

OmniChannelUserInteractionActivitySummary Attributes

Field Name	Data Type	Comments
rt_channelId	STRING	The identifier of the channel type: chat email voice
rt_channelName	STRING	The name of the channel type: Chat Email Voice

OmniChannelUserInteractionActivitySummary Attributes

Field Name	Data Type	Comments
rt_interactionTypeeld	STRING	The identifier of the interaction type: InboundACD InboundDID InboundConsultation InboundInternal InboundIVR OutboundAOD OutboundConsultation OutboundConsultationTransfer OutboundMakecall Conference InboundChat InboundEmail InboundIM InboundWorkflow InboundSMS
rt_interactionTypeName	STRING	The name of the interaction type: Inbound ACD Inbound DID Inbound Consultation Inbound Internal Inbound IVR Outbound AOD Outbound Consultation Outbound Consultation Transfer Outbound Makecall Conference Inbound Chat Inbound Email Inbound IM Inbound Workflow Inbound SMS
rt_teamId	STRING	The identifier of the team.
rt_teamName	STRING	The name of the team.
rt_userId	STRING	The identifier of the user.
rt_userName	STRING	The name of the user.
rt_workTypeeld	STRING	The identifier of the work type.
rt_workTypeName	STRING	The name of the work type.
uias_clientLastSummaryUpdateDateTime	DATE	The last UTC date/time data was refreshed. Note: This attribute is used for troubleshooting and is not intended to display current System time.

OmniChannelUserInteractionActivitySummary Metrics

Note: To create custom metrics to display time in a different format, refer to [Appendix A, Convert Time Metrics](#).

OmniChannelUserInteractionActivitySummary Metrics

Field Name	Data Type	Comments
rt_acceptedCount	INTEGER	The number of completed interactions that were accepted.
rt_activeDuration	INTEGER	The amount of time completed interactions spent in the Active state.
rt_averageHandledDuration	INTEGER	The average amount of time it took for interactions to be handled by a user and completed.
rt_handledCount	INTEGER	<p>The number of completed interactions that were handled.</p> <p>Note: This includes all interactions a user was associated with (inbound and outbound), regardless of whether they are associated with a work type or how they were completed (whether or not they were successful).</p>
rt_holdCount	INTEGER	The number of completed VoiceAnalog or VoiceSIP channel interactions that were in the Hold state.
rt_holdDuration	INTEGER	The amount of time completed VoiceAnalog or VoiceSIP channel interactions spent in the Hold state.
rt_inactiveCount	INTEGER	The number of completed VoiceAnalog or VoiceSIP channel interactions that were in the Inactive state.
rt_inactiveDuration	INTEGER	The amount of time completed VoiceAnalog or VoiceSIP channel interactions spent in the Inactive state.
rt_interactionCount	INTEGER	The number of completed interactions received.
rt_noAnswerCount	INTEGER	The number of completed interactions that were not answered.
rt_rejectedCount	INTEGER	The number of completed interactions that were rejected.
rt_wrapCount	INTEGER	The number of completed interactions that had wrap-up.
rt_wrapDuration	INTEGER	The amount of time completed interactions spent in the Wrap state.
rt_xferCount	INTEGER	The number of completed interactions that were transferred to another user, work type, or work type external to Aspect Via.

OmniChannelUserInteractionActivitySummary Metrics

Field Name	Data Type	Comments
rt_xferToExternalCount	INTEGER	The number of completed interactions that were transferred to a work type external to Aspect Via.
rt_xferToUserCount	INTEGER	The number of completed interactions that were transferred to another user.
rt_xferToWorkTypeCount	INTEGER	The number of completed interactions that were transferred to another work type.

OmniChannelUserInteractionActivitySummary Calculation*OmniChannelUserInteractionActivitySummary Calculation*

Field Name	Data Type	Comments
Row Count	INTEGER	The number of values in the row for any attribute or metric.

OmniChannelUserInteractionActivitySummary Custom Metrics

These custom metrics are used in the standard User Status Summary dashboard. You can recreate them when creating custom dashboards using the formulas given.

Note: To create custom metrics to display time in a different format, refer to [Appendix A, Convert Time Metrics](#).

OmniChannelUserInteractionActivitySummary Custom Metrics

Field Name	Data Type	Description
rt_activeDurationString	STRING	<p>The amount of time completed interactions spent in the Active state, in hh:mm:ss format.</p> <p>Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_activeDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_activeDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_activeDuration){~+}, 86400), 3600), 60)))</p>

OmniChannelUserInteractionActivitySummary Custom Metrics

Field Name	Data Type	Description
rt_averageHandleDurationString	STRING	<p>The average amount of time it took for interactions to be handled by a user and completed, in hh:mm:ss format.</p> <p>Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_averageHandledDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Sum(rt_averageHandledDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_averageHandledDuration){~+}, 86400), 3600), 60)))</p>
rt_holdDurationString	STRING	<p>The amount of time completed VoiceAnalog or VoiceSIP channel interactions spent in the Hold state, in hh:mm:ss format.</p> <p>Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_holdDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_holdDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_holdDuration){~+}, 86400), 3600), 60)))</p>
rt_inactiveDurationString	STRING	<p>The amount of time completed VoiceAnalog or VoiceSIP channel interactions spent in the Inactive state, in hh:mm:ss format.</p> <p>Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_inactiveDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_inactiveDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_inactiveDuration){~+}, 86400), 3600), 60)))</p>
rt_wrapDurationString	STRING	<p>The amount of time completed interactions spent in the Wrap state, in hh:mm:ss format.</p> <p>Calculation: Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_wrapDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_wrapDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_wrapDuration){~+}, 86400), 3600), 60)))</p>

OmniChannelWorkTypeRoutingActivity Dataset

Name: OmniChannelWorkTypeRoutingActivity

Purpose: This dataset tracks current work type routing activity.

Id attributes are key attributes. Name attributes can be localized. Data updates every 15-20 seconds.

Dashboard: Work Type Activity Summary

Note: This dataset displays all data, regardless of the role and associations of your login.

OmniChannelWorkTypeRoutingActivity Attributes

OmniChannelWorkTypeRoutingActivity Attributes

Field Name	Data Type	Comments
wtra_clientLastUpdateDateTime	DATE	The last UTC date/time data was refreshed. Note: This attribute is used for troubleshooting and is not intended to display current System time.
rt_workTypeId	STRING	The identifier of the work type.
rt_workTypeName	STRING	The name of the work type.
rt_workTypeStatusId	STRING	The identifier of the work type status: NoState Active Inactive Unmanned Holiday Pause Failed Wait Activating Invalid
rt_workTypeStatusName	STRING	The name of the work type status: NoState Active Inactive Unmanned Holiday Pause Failed Wait Activating Invalid

OmniChannelWorkTypeRoutingActivity Metrics

Note: To create custom metrics to display time in a different format, refer to [Appendix A, Convert Time Metrics](#).

OmniChannelWorkTypeRoutingActivity Metrics

Field Name	Data Type	Comments
rt_activeCount	INTEGER	The number of current interactions in the Active state in the work type.
rt_idleCount	INTEGER	The number of users in the work type currently in the Idle state.
rt_maxQueueDuration	INTEGER	The longest amount of time an interaction currently in queue has been waiting.
rt_queueCount	INTEGER	The number of interactions currently in the Queuing state (currently in queue waiting to be serviced).
rt_queueDuration	INTEGER	The total amount of time all interactions currently queueing for this work type have spent in the Queuing state.
rt_signOnCount	INTEGER	The number of users currently signed on in the work type.

OmniChannelWorkTypeRoutingActivity Calculation

OmniChannelWorkTypeRoutingActivity Calculation

Field Name	Data Type	Comments
Row Count	INTEGER	The number of values in the row for any attribute or metric.

OmniChannelWorkTypeRoutingActivity Custom Metric

This custom metric is used in the standard Via Real-Time dashboards. You can recreate it when creating custom dashboards using the formulas given.

OmniChannelWorkTypeRoutingActivity Custom Metrics

Field Name	Data Type	Description
Staff	INTEGER	<p>The number of users currently signed on in the work type, in numeric format.</p> <p>Calculation: The numeric value of rt_signOnCount.</p>

Chapter 2

Real-Time Interaction Processing Overviews

This section contains call scenarios from Work Type and User perspective.

OmniChannelChannelActivitySummary Call Scenarios

For Aspect VIA®, real time metrics are tracked on a granular level that allows for individual call segments to be logged and associated with each interaction. This provides a much more detailed view of the interaction journey as it traverses from the originating caller to one or more agents/users for the duration of the interaction. This results in a detailed view of offered calls when the interactions are handled and/or transferred by multiple team members.

OmniChannelChannelActivitySummary (OCCAS) dataset

User Perspective	Work Type
1) Inbound call comes in, queues for Work type/ Agent, gets answered and handled	Call Segment 1: Inboundacd 1 = rt_offered 1 = rt_handled 1 = rt_queueCount (this means call queued) 1 = rt_handledByAgent

User Perspective	Work Type
<p>1) Inbound call comes in, queues for Work type/ Agent, gets answered by Agent</p> <p>2) Agent 1 consulting with Agent 2, then Agent 1 transferring the call to Agent 2.</p> <p>3) Agent 2 taking the over the call to assist the customer until its completion.</p> <p>Note: From the caller perspective, this was a single call.</p>	<p>Call Segment 1: Inboundacd</p> <p>1 = rt_offered 1 = rt_handled 1 = rt_queueCount (this means call queued) 1 = rt_handledByAgent</p> <p>Call Segment 2: inboundconsultation</p> <p>1 = rt_offered 1 = rt_handled 0 = rt_queueCount (this means call queued) 1 = rt_handledByAgent</p> <p>Call Segment 3: Inboundacd</p> <p>1 = rt_offered 1 = rt_handled 0 = rt_queueCount (this means call queued) 1 = rt_handledByAgent</p>
<p>1) Inbound call comes in, queues for Work type/Agent but it is abandoned 20 seconds into 'queueing'.</p> <p>Note: Goal SVL is: 30 seconds.</p>	<p>Call Segment 1: Inboundacd</p> <p>1 = rt_offered 0 = rt_handled 1 = rt_queueCount (this means call queued) 1 = rt_abandonedBeforeSVLCount</p>
<p>1) Inbound call comes in, queues for Work type/Agent but it is abandoned 32 seconds into 'queueing'.</p> <p>Note: Goal SVL is: 30 seconds</p>	<p>Call Segment 1: Inboundacd</p> <p>1 = rt_offered 0 = rt_handled 1 = rt_queueCount (this means call queued) 0 = rt_abandonedBeforeSVLCount</p>
<p>1) Inbound call comes in, but is rerouted to a new Service due to CX scripting</p> <p>2) Queues to work type/agent and gets answered and handled by Agent</p> <p>Note: From the caller perspective, this was a single call.</p>	<p>Call Segment 1: Inboundacd</p> <p>1 = rt_offered 1 = rt_handled 0 = rt_queueCount (this means call queued) 1 = handledByService</p> <p>Call Segment 2: Inboundacd</p> <p>1 = rt_offered 1 = rt_handled 1 = rt_queueCount (this means call queued) 1 = handledByAgent</p>

Chapter 3

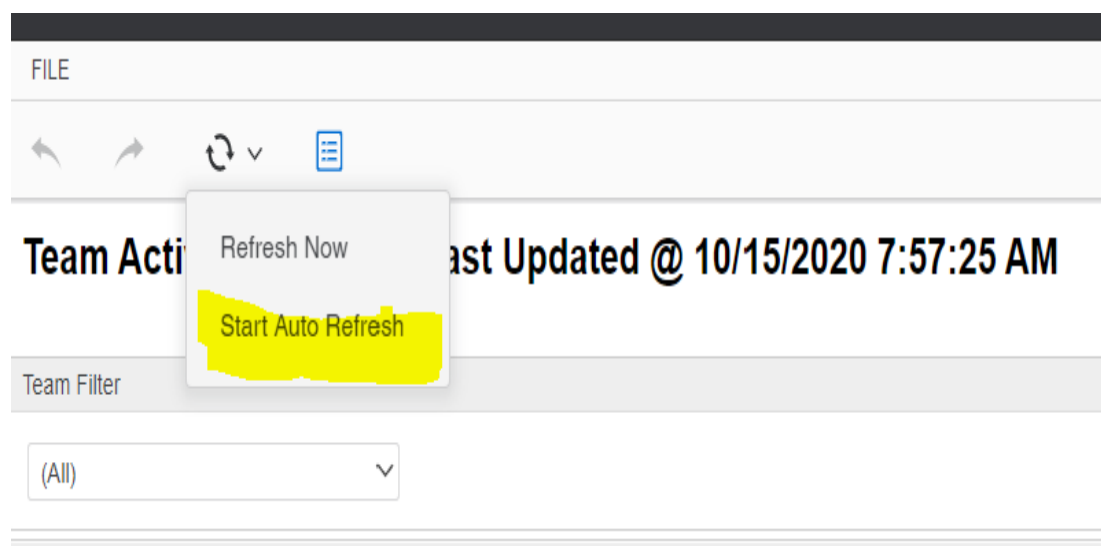
Real-Time Dashboards

This chapter contains detailed descriptions of the Aspect Via Real-Time dashboards, including a screen shot of a generated instance of a dashboard and descriptions and derivation information for each element in the dashboard.

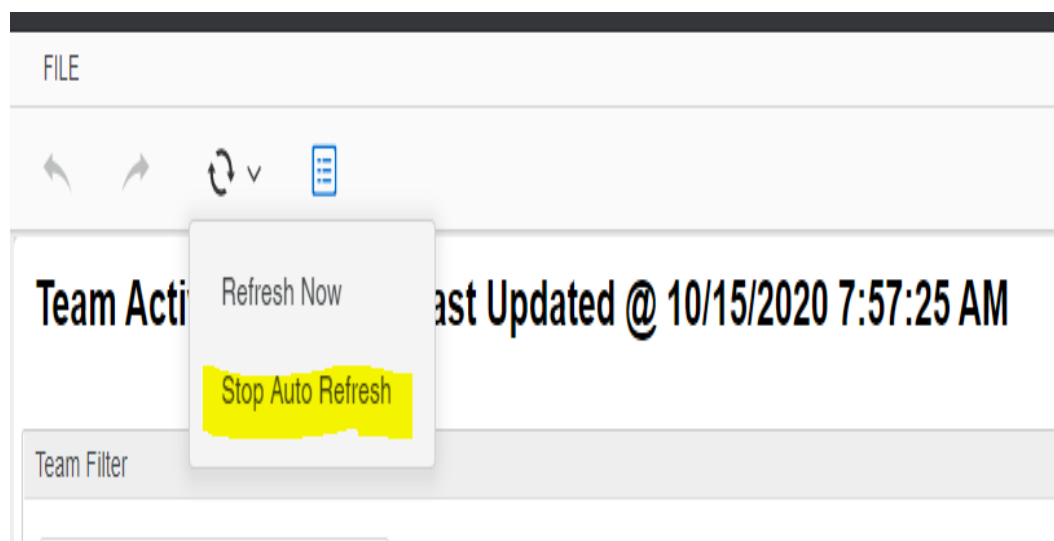
Note: An option to add local date and time is added to the dashboard in Via 18.2 and above versions.

- Users can configure the date and time format, regional settings, and language using the *Settings* option in Google Chrome browser. In the case of Internet Explorer 11 browser, the formatting is inherited from Windows Regional settings in the Windows Control Panel.
- Using the MicroStrategy Dashboards / Dossiers, which is a built-in functionality of the HTML Visualization, users can change the look and feel with respect to font, font-size, and color of the date-time value. HTML Visualization feature allows the users to display reports either in pure HTML code, or by using an external URI / URL, and an IFRAME. Users with basic HTML knowledge will find it easy to use the HTML Visualization feature.
- No Email-based subscriptions are currently supported in the Real-Time project with the existing underlying architecture. For example, *Email Subscriptions*, *Send Now*, and *Personal Subscription*.
- It is strongly recommended not to use {curly brackets} in the inbuilt HTML containers to avoid performance issues.
- The dashboards refresh in 15-30 seconds interval. You can stop the *Auto Refresh* whenever required and analyze the data at any point of time without making any updates. After the process is complete, you can restart the *Auto Refresh* option.

Starting the *Auto Refresh*



Stopping the *Auto Refresh*



The following dashboards are described in this chapter:

- Inbound Voice Summary Dashboard
- Outbound Voice Summary Dashboard
- Team Activity Dashboard
- User Status Summary Dashboard
- Work Type Activity Summary Dashboard

Inbound Voice Summary Dashboard

The Inbound Voice Summary dashboard provides detailed information on the inbound voice traffic in the system. It also allows to get information on Service Level and adjust the calculation as needed with the existing fields.

Datasets:

OmniChannelInboundVoiceSummary Dataset

Dashboard Layout

Inbound Voice Summary									
Channel		Interaction Type		Work Type					
(All)		(All)		(All)					
Details									
Interaction Type Name	Work Type Name	Offered Count	Queue Count	Handled Count	IVR Count	Handled Within SVL Count	Handled By Voicemail Count	Abandoned Before SVL Count	Abandoned Count
Inbound ACD	workTypeId_30_aspect1	58,198	58,956	58,249	58,130	58,103	57,761	58,188	
Inbound DID	workTypeId_19_aspect1	56,927	58,119	58,075	57,789	57,945	58,779	59,070	
Inbound IVR	workTypeId_21_aspect1	58,679	58,734	57,949	58,156	57,926	57,905	57,209	

Dashboard Details

The Inbound Voice Summary Dashboard consists of the following objects.

Dashboard Object	Description	Derivation
Interaction Type ID	The identifier of the interaction type.	OmniChannelInboundVoiceSummary.rt_interactionTypeId
Interaction Type Name	The name of the interaction type.	OmniChannelInboundVoiceSummary.rt_interactionTypeName
Work Type ID	The identifier of the work type.	OmniChannelInboundVoiceSummary.rt_workTypeId
Work Type Name	The name of the work type.	OmniChannelInboundVoiceSummary.rt_workTypeName
Offered Count	The number of inbound interactions currently associated with a work type.	OmniChannelInboundVoiceSummary.rt_offeredCount

Dashboard Object	Description	Derivation
Queue Count	The number of calls queued into a work type.	OmniChannelInbound VoiceSummary.rt_queueCount
Handled Count	This number of completed interactions handled by the user(s) by channel type since midnight.	OmniChannelInbound VoiceSummary.rt_handledCount
IVR Count	The number of calls that hit the IVR app and stay there, not progressing any further. For example, self-service operations, play messages to end customers and similar.	OmniChannelInbound VoiceSummary.rt_IVRCount
Handled Within Service Level Count	The number of calls handled within the configured Service Level threshold.	OmniChannelInbound VoiceSummary.rt_handledWithinSVLC ount
Handled By Voicemail Count	The number of interactions handled by a voice mail and completed during the interval.calls handled.	OmniChannelInbound VoiceSummary.rt_handledByVoicemai lCount
Abandoned Within Service Level Count	The number of calls abandoned within the configured Service Level threshold.	OmniChannelInbound VoiceSummary.rt_abandonedWithinS VLCCount
Abandoned After Service Level Count	The number of calls abandoned after the configured Service Level threshold.	OmniChannelInbound VoiceSummary.rt_abandonedAfterSVL Count
Handled After Service Level Count	The number of calls handled after the configured Service Level threshold.	OmniChannelInbound VoiceSummary.rt_HandledAfterSVLCo unt
Short Count	The number of calls abandoned within the configured short call threshold.	OmniChannelInbound VoiceSummary.rt_ShortCount
Service Level %	The percentage of completed inbound interactions that were queued to a user that were handled within the service level threshold.	OmniChannelInbound VoiceSummary.rt_ServiceLevel (custom metric): $([rt_handledWithinSVLCCount] / [rt_queueCount]) * 100$

Dashboard Object	Description	Derivation
Outreach Cancelled Count	The number of cancelled calls.	OmniChannelOutboundVoiceSummary.rt_outreachCancelledCount
Outreach Attempted Count	The number of calls attempted but did not reach a contact.	OmniChannelOutboundVoiceSummary.rt_outreachAttemptedCount
Outreach Played Message	The number of calls a message is played to customers.	OmniChannelOutboundVoiceSummary.rt_outreachPlayedMessage
Callback Dialed Count	The number of callbacks dialed.	OmniChannelOutboundVoiceSummary.rt_callbackDialedCount
Manual Dialed Count	The number of manual calls dialed out.	OmniChannelOutboundVoiceSummary.rt_manualDialedCount
Manual Cancelled Count	The number of manual calls cancelled by the agent.	OmniChannelInboundVoiceSummary.rt_manualCancelledCount
Manual Handled Count	The number of manual calls handled by the agent.	OmniChannelOutboundVoiceSummary.rt_manualHandledCount
Manual Not Answered Count	The number of manual calls not answered by the customer.	OmniChannelOutboundVoiceSummary.rt_manualNotAnsweredCount
External Dialed Count	The number of calls dialed externally.	OmniChannelOutboundVoiceSummary.rt_externalDialedCount

Team Activity Dashboard

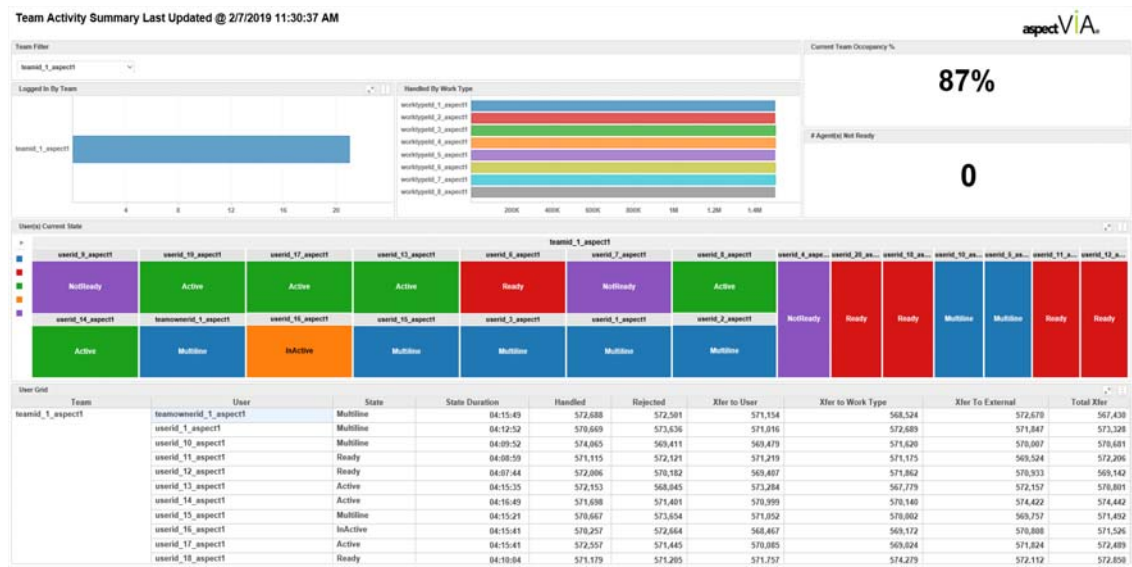
The Team Activity Summary dashboard provides detailed information on user activity by team. It displays team statistics, including the number of completed interactions handled by work type, the number of users currently logged in, occupancy, and the number of users in the Not Ready state. It also provides status information and detailed interaction statistics for each user.

Datasets:

OmniChannelTeamActivity Dataset
 OmniChannelUserActivity Dataset
 OmniChannelUserActivitySummary Dataset
 OmniChannelUserInteractionActivitySummary Dataset

Note: Metrics from the OmniChannelUserActivitySummary and OmniChannelUserInteractionActivitySummary datasets are provided in 15-minute summary intervals, beginning at midnight, at 00, 15, 30, and 45 minutes after the hour. If the initial data request for summary data occurs in the middle of a 15-minute interval, the values may be off slightly but will be synchronized at the next refresh interval.

Dashboard Layout



Dashboard Details

The Team Activity Summary Dashboard consists of the following objects.

Team Filter

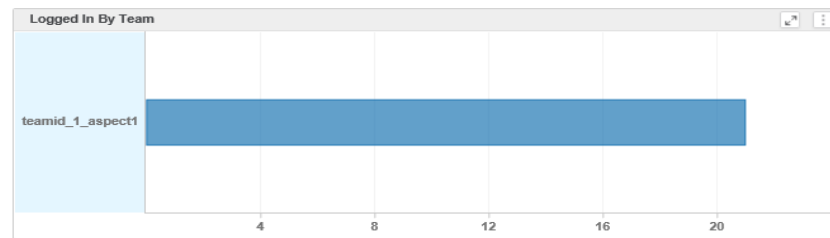
Select one or more teams as filters. Selections that are made will be applied to all visualizations on the dashboard. (All) is the default selection.

Team Filter

(All) ▼

Logged in By Team Graph

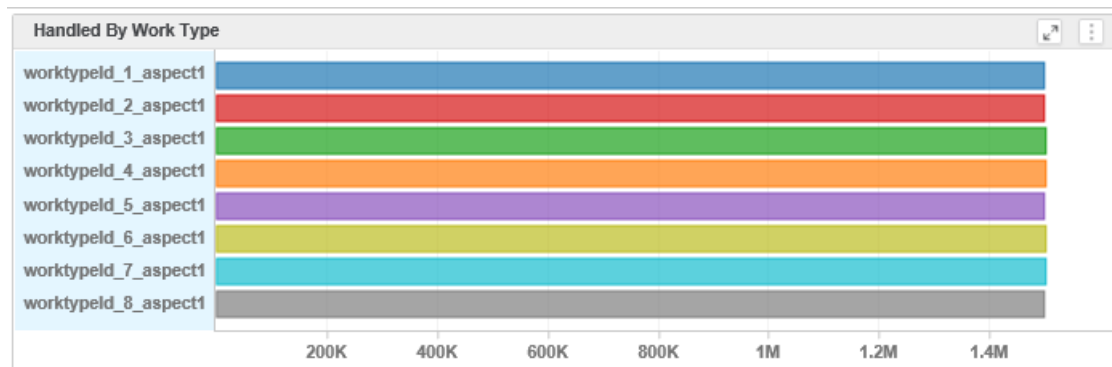
This graph displays the number of users currently logged in to each team. When you select a team, you see the name of the team and the number of logged in users.



Dashboard Object	Description	Derivation
Team	The name of the team.	OmniChannelUserActivity.rt_teamName
Logged In	The number of users currently logged in to each team.	OmniChannelUserActivity.LoggedInByTeamUA (custom metric): Count<Distinct=True>(rt_userName){~+}

Handled by Work Type Graph

The Handled by Work Type graph displays the number of completed interactions handled by each work type since midnight. When you select a work type, you see the name of the work type and the number of handled interactions.

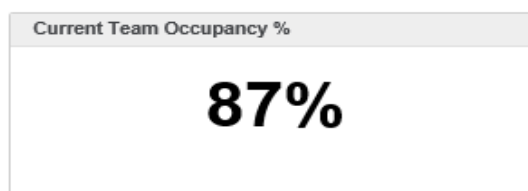


Dashboard Object	Description	Derivation
Work Type	The name of the work type.	OmniChannelUserInteractionActivitySummary.rt_workTypeName

Dashboard Object	Description	Derivation
Handled	<p>This number of completed interactions handled by the user(s) by work type since midnight.</p> <p>Note: This includes all interactions a user was associated with (inbound and outbound), regardless of whether they are associated with a work type or how they were completed (whether or not they were successful).</p>	OmniChannelUserInteractionActivitySummary.rt_handledCount

Current Team Occupancy %

Displays the percentage of productive time for the team since midnight.



Dashboard Object	Description	Derivation
Current Team Occupancy %	The percentage of productive time for the team since midnight.	<p>OmniChannelTeamActivity.CurrentTeamOccupancy (custom metric)</p> $\frac{\text{Sum}((\text{LoggedInByTeam} - ((\text{rt_notReadyCount} + \text{rt_parkCount}) + \text{rt_idleCount})))}{\text{Sum}((\text{LoggedInByTeam} - (\text{rt_notReadyCount} + \text{rt_parkCount})))}$ <p>where LoggedInByTeam is: $(\text{rt_activeCount} + (\text{rt_holdCount}) + (\text{rt_idleCount}) + (\text{rt_invalidCount}) + (\text{rt_multiLineCount}) + (\text{rt_notReadyCount}) + (\text{rt_parkCount}) + (\text{rt_pendingActiveCount}) + (\text{rt_reviewCount}) + (\text{rt_wrapCount})$</p>

Agent(s) Not Ready

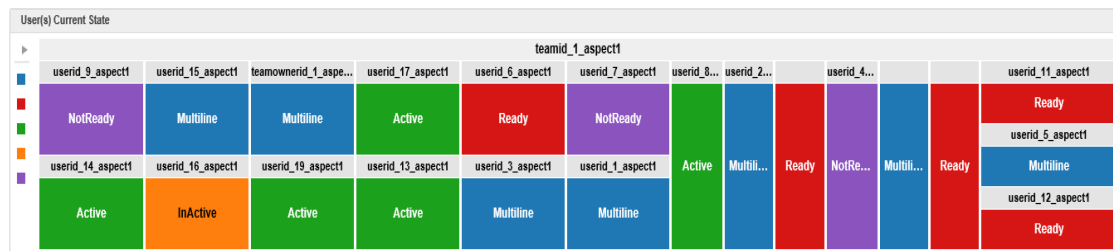
Displays the number of times users were in the Not Ready state since midnight.



Dashboard Object	Description	Derivation
# Agent(s) Not Ready	<p>The number of times users were in the Not Ready state since midnight.</p> <p>This value is incremented in the interval when a user leaves the Not Ready state.</p>	OmniChannelTeamActivity.rt_notReadyCount

User(s) Current State Graph

This graph displays each user in each team with the current state and number of seconds the user(s) has been in that state.



When you select a team, you see the name of the team and the number of seconds all users in the team have been in the current state:

Dashboard Object	Description	Derivation
Team	The name of the team.	OmniChannelUserActivitySummary.rt_teamName
Total of State Duration	The number of seconds all users in the team have been in the current state.	OmniChannelUserActivity.rt_stateDuration

When you select a user, you see the name of the team, the name of the user, and the number of seconds the user has been in the current state:

Dashboard Object	Description	Derivation
Team	The name of the team.	OmniChannelUserActivitySummary.rt_teamName

Dashboard Object	Description	Derivation
User	The name of the user.	OmniChannelUserActivitySummary.rt_userName
Total of State Duration	The number of seconds the user has spent in the current state.	OmniChannelUserActivity.rt_stateDuration

When you select a user state, you see the name of the team, the name of the user, the name of the state, and the number of seconds the user has been in the current state:

Dashboard Object	Description	Derivation
Team	The name of the team.	OmniChannelUserActivitySummary.rt_teamName
User	The name of the user.	OmniChannelUserActivitySummary.rt_userName
State	The name of the user's current status.	OmniChannelUserActivity.rt_userState Name
State Duration	The number of seconds the user has spent in the current state.	OmniChannelUserActivity.rt_stateDuration

User Grid

This grid displays user statistics by team. Interaction counts are incremented when an interaction is completed.

User Grid									
Team	User	State	State Duration	Handled	Rejected	Xfer to User	Xfer to Work Type	Xfer To External	Total Xfer
teamid_1_aspect1	teamownerid_1_aspect1	Multiline	04:29:50	593,167	592,569	591,442	588,972	593,204	588,323
	userid_1_aspect1	Multiline	04:26:52	591,646	594,335	591,789	593,252	592,871	593,901
	userid_10_aspect1	Multiline	04:23:56	594,630	589,926	589,901	592,010	590,836	591,611
	userid_11_aspect1	Ready	04:23:13	591,725	592,438	591,895	591,899	589,514	592,923
	userid_12_aspect1	Ready	04:23:00	592,387	590,908	589,448	592,412	591,686	590,087
	userid_13_aspect1	Active	04:29:27	593,340	589,017	593,678	588,572	592,666	591,553
	userid_14_aspect1	Active	04:30:36	592,242	591,960	591,951	590,729	595,489	594,770
	userid_15_aspect1	Multiline	04:30:10	591,008	594,586	591,154	590,918	590,387	592,040
	userid_16_aspect1	InActive	04:30:09	591,463	593,667	588,818	589,603	591,716	592,266

Dashboard Object	Description	Derivation
Team	The name of the team.	OmniChannelUserInteractionActivitySummary.rt_teamName
User	The name of the user.	OmniChannelUserInteractionActivitySummary.rt_userName
State	The name of the user's current status.	OmniChannelUserActivity.rt_userState Name

Dashboard Object	Description	Derivation
State Duration	The amount of time the user has spent in the current state, in hh:mm:ss format.	OmniChannelUserActivity.StateDurationString (custom metric): Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_stateDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_stateDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_stateDuration){~+}, 86400), 3600), 60)))
Handled	The number of completed interactions that were handled by the user since midnight.	OmniChannelUserInteractionActivitySummary.rt_handledCount
Rejected	The number of completed interactions that were rejected by the user since midnight.	OmniChannelUserInteractionActivitySummary.rt_rejectedCount
Xfer to User	The number of completed interactions for the user that were transferred to another user since midnight.	OmniChannelUserInteractionActivitySummary.rt_xferToUserCount
Xfer to Work Type	The number of completed interactions for the user that were transferred to another work type since midnight.	OmniChannelUserInteractionActivitySummary.rt_xferToWorkTypeCount
Xfer to External	The number of completed interactions for the user that were transferred to a work type external to Aspect Via since midnight.	OmniChannelUserInteractionActivitySummary.rt_xferToExternalCount
Total Xfer	The number of completed interactions for the user that were transferred to another user, work type, or work type external to Aspect Via since midnight.	OmniChannelUserInteractionActivitySummary.rt_xferCount

User Status Summary Dashboard

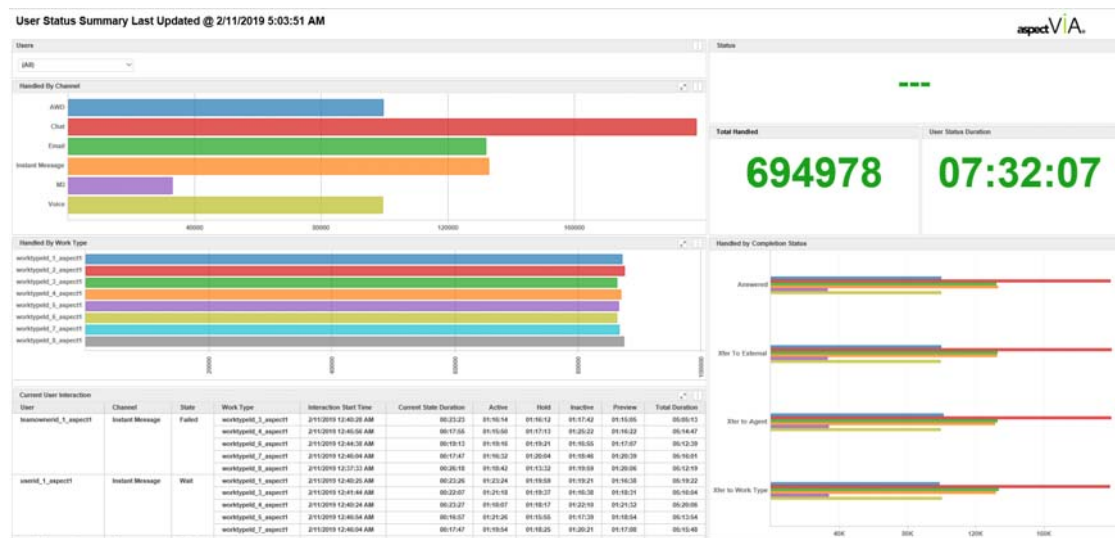
The User Status Summary dashboard provides detailed information on user interaction activity. You can select a single user or see data on all users. This dashboard displays the number of completed interactions handled by the user(s) by channel type and by work type. It also shows interaction activity by channel for each 15-minute interval since midnight. It provides a grid of current user status information and displays occupancy percentage and the completion status of interactions.

Datasets:

OmniChannelUserActivity Dataset
 OmniChannelUserActivitySummary Dataset
 OmniChannelUserInteractionActivity Dataset
 OmniChannelUserInteractionActivitySummary Dataset

Note: Metrics from the OmniChannelUserActivitySummary and OmniChannelUserInteractionActivitySummary datasets are provided in 15-minute summary intervals, beginning at midnight, at 00, 15, 30, and 45 minutes after the hour. If the initial data request for summary data occurs in the middle of a 15-minute interval, the values may be off slightly but will be synchronized at the next refresh interval.

Dashboard Layout



Dashboard Details

The User Status Summary dashboard consists of the following objects.

Users Filter

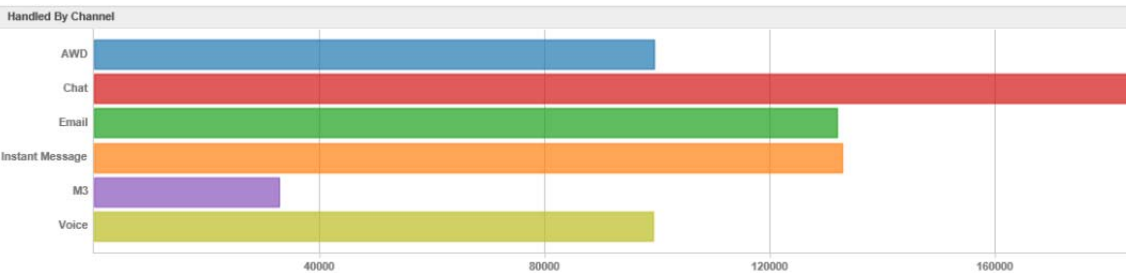
Select one or more users as filters. Selections that are made will be applied to all visualizations on the dashboard. (All) is the default selection.

Users

(All) ▾

Handled By Channel Graph

This graph displays the number of completed interactions handled by user(s) by channel type. When you select a channel, you see the name of the channel and the number of handled interactions.



Dashboard Object	Description	Derivation
Channel	The name of the channel type: Chat, Email, Voice.	OmniChannelUserInteractionActivitySummary.rt_channelName
Handled Count	<p>This number of completed interactions handled by the user(s) by channel type since midnight.</p> <p>Note: This includes all interactions a user was associated with (inbound and outbound), regardless of whether they are associated with a work type or how they were completed (whether or not they were successful).</p>	OmniChannelUserInteractionActivitySummary.rt_handledCount

Handled By Work Type Graph

This graph displays the number of completed interactions handled by user(s) by work type. When you select a work type, you see the name of the work type and the number of handled interactions.



Dashboard Object	Description	Derivation
Work Type	The name of the work type.	OmniChannelUserInteractionActivitySummary.rt_workTypeName
Handle Count	<p>This number of completed interactions handled by the user(s) by work type since midnight.</p> <p>Note: This includes all interactions a user was associated with (inbound and outbound), regardless of whether they are associated with a work type or how they were completed (whether or not they were successful).</p>	OmniChannelUserInteractionActivitySummary.rt_handledCount

Current User Interaction Grid

This grid displays the number of completed interactions handled by user(s) during each 15-minute interval, by channel. When you make a selection, you see the name of the channel, the hour and minutes of the interval, and the handled count for that interval.

Current User Interaction									
User	Channel	State	Work Type	Interaction Start Time	Current State Duration	Active	Hold	Inactive	Preview
teamownerid_1_aspect1	Instant Message	Failed	worktypeid_3_aspect1	2/11/2019 12:40:28 AM	00:23:23	01:16:14	01:16:12	01:17:42	01:15:05
			worktypeid_4_aspect1	2/11/2019 12:45:56 AM	00:17:55	01:15:50	01:17:13	01:25:22	01:16:22
			worktypeid_6_aspect1	2/11/2019 12:44:38 AM	00:19:13	01:19:16	01:19:21	01:16:55	01:17:07
			worktypeid_7_aspect1	2/11/2019 12:46:04 AM	00:17:47	01:16:32	01:20:04	01:18:46	01:20:39
			worktypeid_8_aspect1	2/11/2019 12:37:33 AM	00:26:18	01:18:42	01:13:32	01:19:59	01:20:06
userid_1_aspect1	Instant Message	Wait	worktypeid_1_aspect1	2/11/2019 12:40:25 AM	00:23:26	01:23:24	01:19:59	01:19:21	01:16:38
			worktypeid_3_aspect1	2/11/2019 12:41:44 AM	00:22:07	01:21:18	01:19:37	01:16:38	01:18:31
			worktypeid_4_aspect1	2/11/2019 12:40:24 AM	00:23:27	01:18:07	01:18:17	01:22:10	01:21:32
			worktypeid_5_aspect1	2/11/2019 12:46:54 AM	00:16:57	01:21:26	01:15:55	01:17:39	01:18:54
			worktypeid_7_aspect1	2/11/2019 12:46:04 AM	00:17:47	01:19:54	01:18:25	01:20:21	01:17:08

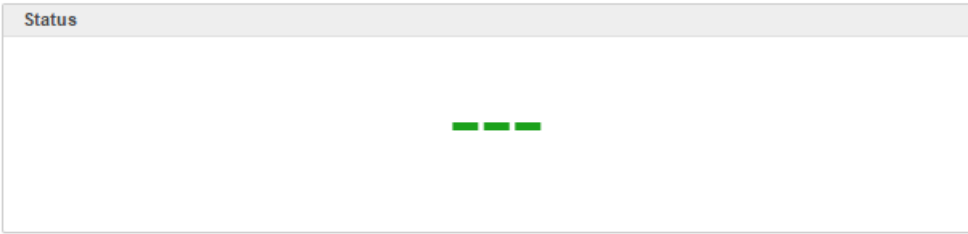
Dashboard Object	Description	Derivation
User	The name of the user.	OmniChannelUserInteractionActivity.rt_userName
Channel	The name of the channel type: Chat, Email, Voice.	OmniChannelUserInteractionActivity.rt_channelName

Dashboard Object	Description	Derivation
State	The name of the interaction state: Invalid, Queuing, Preview, Hold, Inactive, Active, Wrap, Completed, Cleared, Ended	OmniChannelUserInteractionActivity.rt_interactionStateName
Work Type	The name of the work type.	OmniChannelUserInteractionActivity.rt_workTypeName
Interaction Start Time	The date and time the interaction entered the current state.	OmniChannelUserInteractionActivity.rt_interactionStateDateTime
Current State Duration	The amount of time the interaction has spent in the current state.	OmniChannelUserInteractionActivity.rt_interactionStateDurationString (custom metric) Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_interactionStateDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_interactionStateDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_interactionStateDuration){~+}, 86400), 3600), 60)))
Active	The amount of time the user spent in the Active state. This value is updated when the user leaves the Active state.	OmniChannelUserInteractionActivity.rt_activeDurationString (custom metric): Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_activeDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_activeDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_activeDuration){~+}, 86400), 3600), 60)))
Hold	The amount of time the user spent in the Held state. This value is updated when the user leaves the Held state.	OmniChannelUserInteractionActivity.rt_holdDurationString (custom metric): Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_holdDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_holdDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_holdDuration){~+}, 86400), 3600), 60)))

Dashboard Object	Description	Derivation
Inactive	<p>The amount of time the user spent in the Inactive state.</p> <p>This value is updated when the user leaves the Inactive state.</p>	<code>OmniChannelUserInteractionActivity.rt_inactiveDurationString (custom metric):Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_inactiveDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_inactiveDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_inactiveDuration){~+}, 86400), 3600), 60)))</code>
Preview	<p>The amount of time the user spent in the Preview state.</p> <p>This value is updated when the user leaves the Preview state.</p>	<code>OmniChannelUserInteractionActivity.rt_previewDurationString (custom metric):Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_previewDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_previewDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_previewDuration){~+}, 86400), 3600), 60)))</code>
Total Duration	<p>The total amount of time the user spent in the Active, Held, Inactive, or Preview state for the interaction.</p>	<code>OmniChannelUserInteractionActivity.rt_totalDurationString (custom metric):Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_totalDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_totalDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_totalDuration){~+}, 86400), 3600), 60)))</code> <p>where <code>rt_totalDuration</code> <code>=((rt_activeDuration+rt_holdDuration)+rt_inactiveDuration)+rt_previewDuration</code></p>

Status

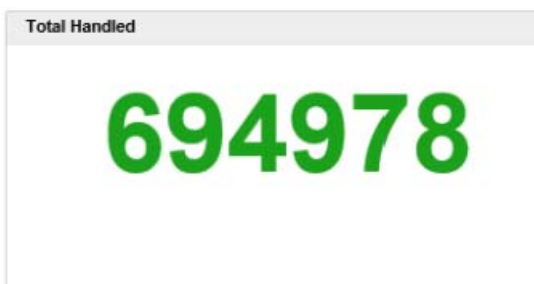
Displays the name of the user's current status.



Dashboard Object	Description	Derivation
Status	The name of the user's current status: Not Ready Logged Out Not Ready Park Logged On Pending Active Active Wrap Wrap Warning Reserved Multiline Held Preview Exception Idle	OmniChannelUserActivity.rt_userState Name

Total Handled

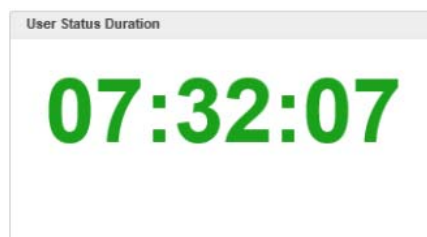
Displays the number of completed interactions that were handled since midnight.



Dashboard Object	Description	Derivation
Total Handled	The number of completed interactions that were handled since midnight. Note: This includes all interactions a user was associated with (inbound and outbound), regardless of whether they are associated with a work type or how they were completed (whether or not they were successful).	OmniChannelUserInteractionActivitySummary.rt_handledCount

User Status Duration

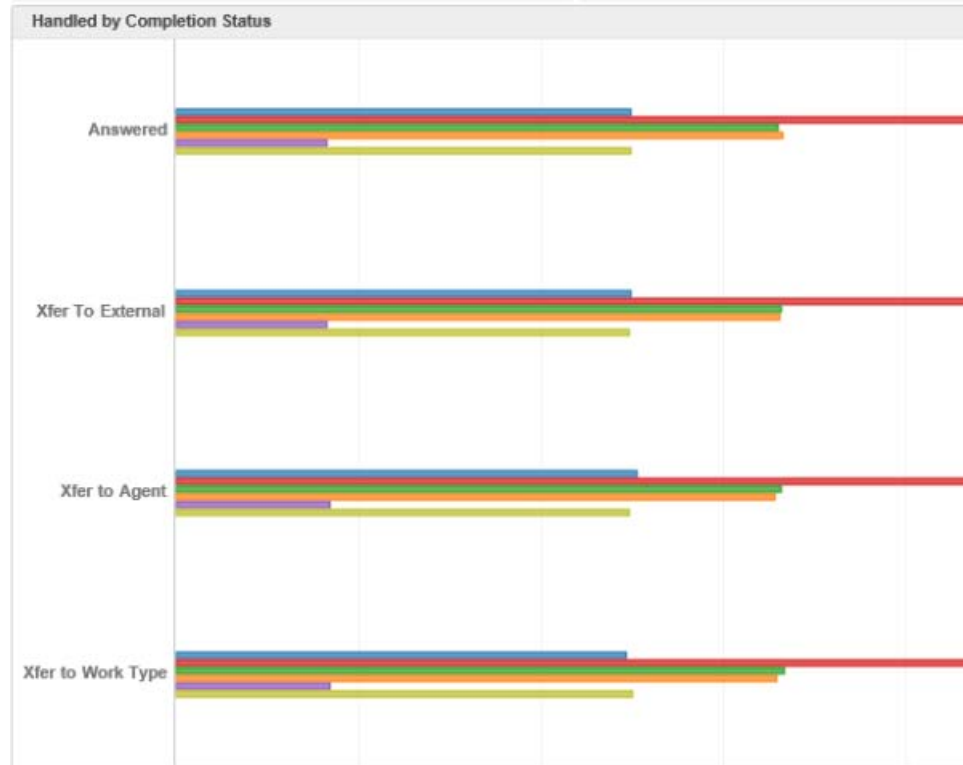
Displays the amount of time the user has spent in the current state.



Dashboard Object	Description	Derivation
User Status Duration	The amount of time the user has spent in the current state, in hh:mm:ss format.	OmniChannelUserActivity.rt_stateDurationString (custom metric): Concat(ToString<Pattern="00">(Quotient(Mod(Sum(rt_stateDuration){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(rt_stateDuration){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(rt_stateDuration){~+}, 86400), 3600), 60)))

Handled By Completion Status Graph

This graph displays the number of completed interactions by how they were completed. When you select a bar, you see the name of the channel and the number of completed interactions for that type of completion and channel.



Dashboard Object	Description	Derivation
Channel	The name of the channel type: Chat, Email, Voice.	OmniChannelUserInteractionActivitySummary.rt_channelName
Answered	The number of completed interactions that were handled since midnight. Note: This includes all interactions a user was associated with (inbound and outbound), regardless of whether they are associated with a work type or how they were completed (whether or not they were successful).	OmniChannelUserInteractionActivitySummary.rt_handledCount
Xfer to External	The number of completed interactions for the user that were transferred to a work type external to Aspect Via since midnight.	OmniChannelUserInteractionActivitySummary.rt_xferToExternalCount
Xfer to Agent	The number of completed interactions for the user that were transferred to another user since midnight.	OmniChannelUserInteractionActivitySummary.rt_xferToUserCount

Dashboard Object	Description	Derivation
Xfer to Work Type	The number of completed interactions for the user that were transferred to another work type since midnight.	OmniChannelUserInteractionActivitySummary.rt_xferToWorkTypeCount

Work Type Activity Summary Dashboard

The Work Type Activity Summary dashboard provides detailed information on work type activity. It displays the current number of interactions by state and by channel. It provides a graph of current queue statistics. This dashboard also displays abandoned percentages. Service Level is provided for all work types, but based on queued interactions.

Datasets:

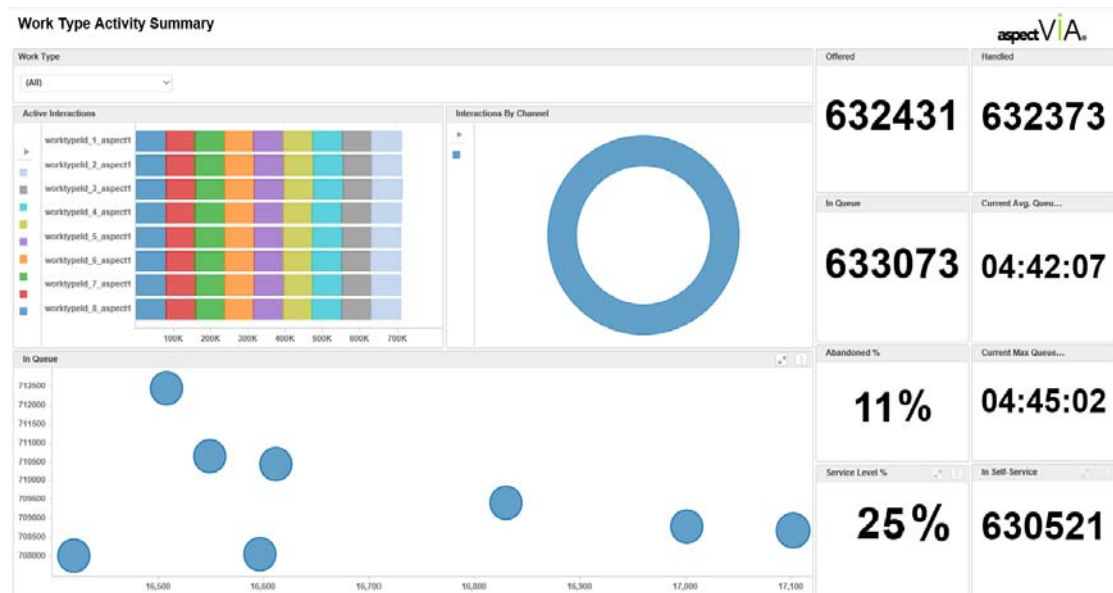
OmniChannelChannelActivity Dataset
OmniChannelChannelActivitySummary Dataset
OmniChannelWorkTypeRoutingActivity Dataset

Note: Metrics from the OmniChannelChannelActivitySummary dataset are provided in 15-minute summary intervals, beginning at midnight, at 00, 15, 30, and 45 minutes after the hour. If the initial data request for summary data occurs in the middle of a 15-minute interval, the values may be off slightly but will be synchronized at the next refresh interval.

Dashboard Layout

The Work Type Activity Summary dashboard consists of two tabs:

Work Type Activity Summary (Tab 1)



Work Type Activity Detail (Tab 2)



Dashboard Details

Work Type Activity Summary (Tab 1)

The Work Type Activity Summary tab consists of the following objects.

Work Type Filter

Select one or more work types as filters. Selections that are made will be applied to all visualizations on the dashboard. (All) is the default selection.

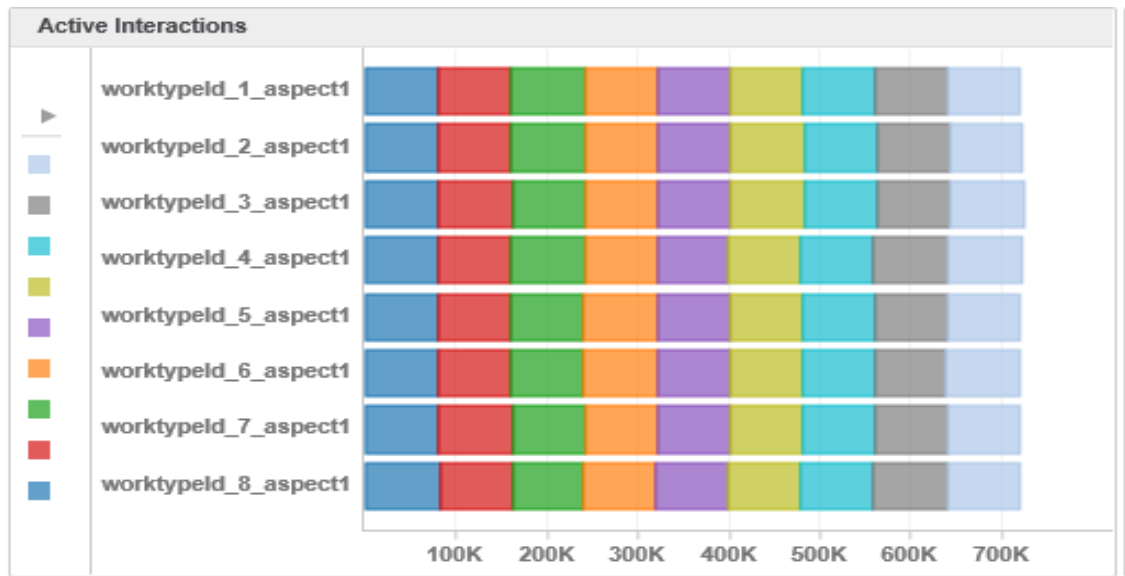
Work Type

(All)

▼

Active Interactions Graph

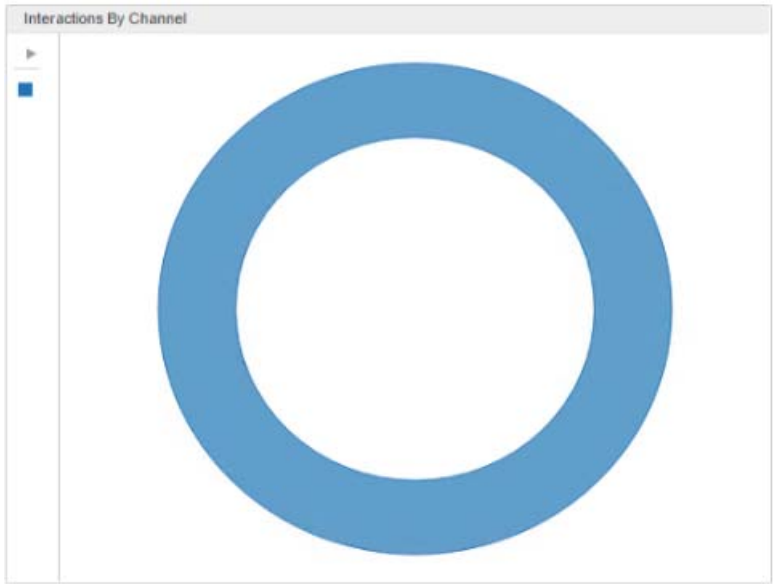
This graph displays the number of current interactions for each work type by state. When you select a cell, you can see the name of the work type, number of interactions currently in that state, and the total number of current interactions.



Dashboard Object	Description	Derivation
Total Count	The total number of current interactions for the work type.	OmniChannelChannelActivity.Total Interactions (custom metric) Sum((((((((rt_activeCount+rt_dialCount)+rt_holdCount)+rt_inactiveCount)+rt_offeredCount)+rt_previewCount)+rt_queueCount)+rt_ringCount)+rt_wrapCount)){~+}
Active	The number of interactions currently in the Active state.	OmniChannelChannelActivity.rt_activeCount
Hold	The number of interactions currently in the Hold state.	OmniChannelChannelActivity.rt_holdCount
Inactive	The number of interactions currently in the Inactive state.	OmniChannelChannelActivity.rt_inactiveCount
Offered	The number of InboundACD, InboundDID, and Inbound SMS interactions currently associated with a work type.	OmniChannelChannelActivity.rt_offeredCount
Preview	The number of interactions currently in the Preview state.	OmniChannelChannelActivity.rt_previewCount
Queue	The number of interactions currently in the Queuing state (currently in queue waiting to be serviced).	OmniChannelChannelActivity.rt_queueCount
Ring	The number of interactions currently ringing.	OmniChannelChannelActivity.rt_ringCount
Wrap	The number of interactions currently in the Wrap state.	OmniChannelChannelActivity.rt_wrapCount
Dial	The number of interactions currently being dialed.	OmniChannelChannelActivity.rt_dialCount

Interactions By Channel Graph

This graph displays the number of current interactions for all work types by channel. When you select a color, you can see the name of the channel, the number and percentage of interactions currently in that channel.

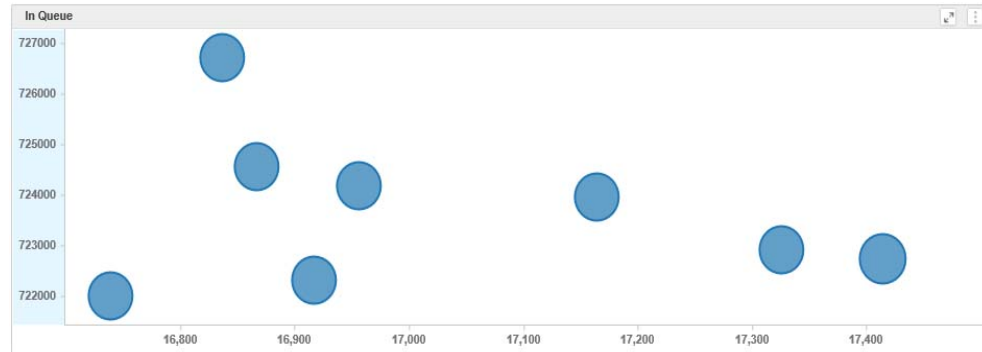


Dashboard Object	Description	Derivation
Channel	The name of the channel.	OmniChannelChannelActivity.rt_channelName
Total Interactions	The total number of current interactions for the channel.	OmniChannelChannelActivity.TotalInteractions (custom metric): Sum((((((((rt_activeCount+rt_dialCount)+rt_holdCount)+rt_inactiveCount)+rt_offeredCount)+rt_previewCount)+rt_queueCount)+rt_ringCount)+rt_wrapCount)){~+}
Percent Contribution	The percentage of total current interactions in the channel.	

In Queue Graph

This graph displays the maximum queue duration and number of current interactions for each work type by channel. When you select a dot, you can see the name of the channel and work

type, the maximum queue duration in two formats, and the total number of current interactions for the work type.



Dashboard Object	Description	Derivation
Channel	The name of the channel.	OmniChannelChannelActivity.rt_channelName
Work Type	The name of the work type.	OmniChannelChannelActivity.rt_workTypeName
Max Queue Duration	The longest amount of time, in seconds, an interaction currently in queue has been waiting.	OmniChannelChannelActivity.rt_maxQueueDuration
Total Interactions	The total number of current interactions for the work type.	OmniChannelChannelActivity.TotalInteractions (custom metric): Sum((((((((rt_activeCount+rt_dialCount)+rt_holdCount)+rt_inactiveCount)+rt_offeredCount)+rt_previewCount)+rt_queueCount)+rt_ringCount)+rt_wrapCount)){~+}
Max Queue Duration Formatted	The longest amount of time an interaction currently in queue has been waiting, in HH:MM:SS format.	OmniChannelChannelActivity.currentMaxQueueTimeString (custom metric): Concat(ToString<Pattern="00">(Quotient(Mod(Sum(currentMaxQueueTime){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(currentMaxQueueTime){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(currentMaxQueueTime){~+}, 86400), 3600), 60)))

Offered

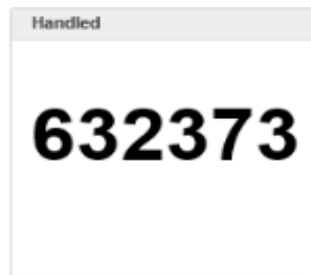
Displays the number of interactions for all work types.



Dashboard Object	Description	Derivation
Offered	The number of interactions for all work types completed since midnight.	OmniChannelChannelActivitySummary.rt_offeredCount

Handled

Displays the number of interactions for all work types handled by a user.



Dashboard Object	Description	Derivation
Handled	The number of interactions for all work types handled by a user and completed since midnight.	OmniChannelChannelActivitySummary.rt_handledCount

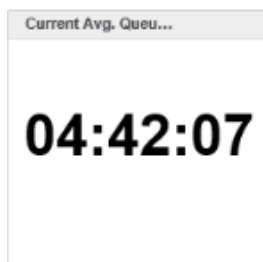
In Queue

Displays the number of interactions for all work types currently in the Queuing state.

Dashboard Object	Description	Derivation
In Queue	The number of interactions currently in the Queuing state (currently in queue waiting to be serviced).	OmniChannelChannelActivity.rt_queueCount

Current Avg. Queue Time

Displays the average amount of time interactions currently in queue for all work types have spent waiting



Dashboard Object	Description	Derivation
Current Avg. Queue Time	The average amount of time interactions currently in queue for all work types have spent waiting, in hh:mm:ss format.	<p>OmniChannelChannelActivity.currentAvgQueueTimeString (custom metric):</p> <pre>Concat(ToString<Pattern="00">(Quotient(Mod(Sum(currentAvgQueueTime){~+}, 86400), 3600)), ".", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(currentAvgQueueTime){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(currentAvgQueueTime){~+}, 86400), 3600), 60)))</pre> <p>where currentAvgQueueTime = $\text{rt_queueDuration} / \text{rt_queueCountAbandoned} \%$</p> <p>Displays the percentage of queued interactions for all work types that were abandoned.</p>

Abandoned in Queue %

Displays the percentage of queued interactions for all work types that were abandoned.



Dashboard Object	Description	Derivation
Abandoned in Queue %	<p>The percentage of completed inbound interactions that were queued to a user and were abandoned by the customer, both before and after the service level threshold was reached.</p> <p>This only applies to queued calls. As a result, most of the outbound abandoned interaction will not be shown in this section.</p>	<p>OmniChannelChannelActivitySummary.AbandonedPercentage (custom metric):</p> <p>IF((rt_queueCount>0), ((rt_abandonedBeforeSVLCount+rt_abandonedAfterSVLCount)/rt_queueCount), 0)</p>

Current Max Queue Time

Displays the longest amount of time an interaction currently in queue for any work type has been waiting.



Dashboard Object	Description	Derivation
Current Max Queue Time	The longest amount of time an interaction currently in queue for any work type has been waiting, in hh:mm:ss format.	<p>OmniChannelChannelActivity.currentMaxQueueTimeString (custom metric):</p> <pre>Concat(ToString<Pattern="00">(Quotient(Mod(Sum(currentMaxQueueTime){~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod(Mod(Sum(currentMaxQueueTime){~+}, 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mod(Sum(currentMaxQueueTime){~+}, 86400), 3600), 60)))</pre> <p>where currentMaxQueueTime</p> <pre>Max(rt_maxQueueDuration){~+}</pre>

Service Level %

Displays the percentage of completed queued interactions for all work types that were handled by a user within the service level threshold time.



Dashboard Object	Description	Derivation
Service Level %	<p>The percentage of completed inbound interactions that were queued to a user that were handled within the service level threshold.</p> <p>Note: Interactions that are not queued will not be included in this calculation.</p>	<p>OmniChannelChannelActivitySummary.ServiceLevel (custom metric):</p> <pre>IF((rt_queueCount>0), (rt_handledWithinSVLCount/rt_queueCount), 0)</pre>

In Self Service

Displays the number of interactions currently associated with a work type.



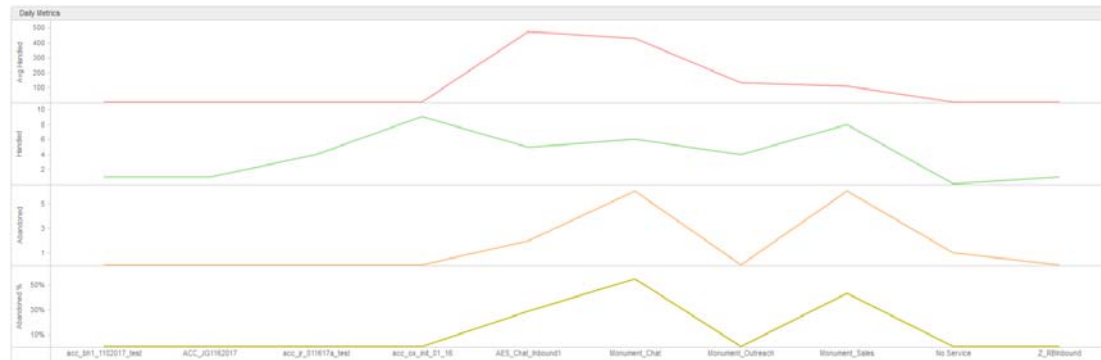
Dashboard Object	Description	Derivation
In Self Service	The number of Self-Service operations. For example, surveys or played messages to end customers.	OmniChannelChannelActivity.rt_offeredCount

Work Type Activity Detail (Tab 2)

The Work Type Activity Detail tab consists of the following objects.

Daily Metrics Grid

This grid displays daily handled and abandoned counts, as well as average handled interactions and the abandoned percent rate for each work type.



Dashboard Object	Description	Derivation
Work Type	The name of the work type.	OmniChannelChannelActivitySummary.rt_workTypeName
Avg Handled	The average number of interactions handled by the work type.	OmniChannelChannelActivitySummary.Average Handle (custom metric): Sum((rt_handledDuration/ rt_handledCount)){~+}
Handled	The number of interactions handled by users in the work type and completed.	OmniChannelChannelActivitySummary.Handle Count (custom metric): NullToZero(rt_handledCount)
Abandoned	The total number of abandoned interactions for the work type.	OmniChannelChannelActivitySummary.Abandoned (custom metric): (rt_shortCount+rt_abandonedBeforeSVLCount)+rt_abandonedAfterSVLCount
Abandoned %	The percentage of completed inbound interactions that were queued to a user for the work type and were abandoned by the customer, both before and after the service level threshold was reached.	OmniChannelChannelActivitySummary.Abandoned Percentage (custom metric): IF((rt_queueCount>0), (rt_shortCount+rt_abandonedBeforeSVLCount)+(rt_abandonedAfterSVLCount)/rt_queueCount)

Detail Grid

This grid displays current statistics by work type and channel.

Work Type	Channel	In Self-Service	In Queue	Dialing	Max Queue	Avg Queue	With Agent	Staff
acc_bh1_1102017_test	Voice	0	0	0	00:00:00	00:00:00	0	0
acc_crm_01162017					00:00:00	00:00:00	0	0
ACC_DHT_0109_2					00:00:00	00:00:00	0	0
ACC_JG1162017	Voice	0	0	0	00:00:00	00:00:00	0	0
acc_y_011617a_test	Voice	0	0	0	00:00:00	00:00:00	0	0
acc_cx_int_01_16	Voice	0	0	0	00:00:00	00:00:00	0	0
AES_Chat_Inbound1	Chat	0	0	0	00:00:00	00:00:00	1	1
tSelect_Inbound23445	Chat	0	0	0	00:00:00	00:00:00	0	0
Monument_Chat	Voice	0	0	0	00:00:00	00:00:00	0	1

Dashboard Object	Description	Derivation
Work Type	The name of the work type.	OmniChannelChannelActivity.rt_work TypeName
Channel	The name of the channel type: Chat, Email, Voice.	OmniChannelChannelActivity.rt_chan nelName
In Self-Service	The number of InboundACD, InboundDID, and Inbound SMS interactions currently associated with a work type, else zero.	OmniChannelChannelActivity.rt_offere dCount
In Queue	The number of interactions currently in the Queuing state (currently in queue waiting to be serviced).	OmniChannelChannelActivity.rt_queu eCount
Dialing	The number of interactions currently in the Dialing state.	OmniChannelChannelActivity.rt_dialC ount
Max Queue	The longest amount of time an interaction currently in queue has been waiting.	OmniChannelChannelActivity.current MaxQueueTimeString (custom metric): Concat(ToString<Pattern="00">(Quoti ent(Mod(Sum(currentMaxQueueTime) {~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod (Mod(Sum(currentMaxQueueTime){~+ , 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mo d(Sum(currentMaxQueueTime){~+}, 86400), 3600), 60)))
Avg Queue	The average amount of time interactions currently in queue have been waiting.	OmniChannelChannelActivity.currentA vgQueueTimeString (custom metric): Concat(ToString<Pattern="00">(Quoti ent(Mod(Sum(currentAvgQueueTime){ ~+}, 86400), 3600)), ":", ToString<Pattern="00">(Quotient(Mod (Mod(Sum(currentAvgQueueTime){~+ , 86400), 3600), 60)), ":", ToString<Pattern="00">(Mod(Mod(Mo d(Sum(currentAvgQueueTime){~+}, 86400), 3600), 60)))

Dashboard Object	Description	Derivation
With Agent	The number of interactions currently interacting with a user.	OmniChannelChannelActivity.fm_with Agent (custom metric): (((rt_activeCount+rt_holdCount)+rt_in activeCount)+rt_previewCount)+rt_wrapCount
Staff	The number of users currently signed on in the work type.	OmniChannelWorkTypeRoutingActivity.Staff (custom metric): rt_signOnCount

Appendix A

Convert Time Metrics

You can create custom metrics in Real-Time dashboards to display time in a different format. For example, you can create a custom metric to display time in HH:MM:SS using a metric that displays total seconds, by implementing a specific formula.

Note: A custom metric is only valid for the dashboard that it is created in. You cannot generate a universal metric that all dashboards can use.

To create a custom metric to display time in a different format:

1. Click the name of the dashboard to run it.
2. Stop **Auto Refresh** and select **Edit** mode.
3. In the Datasets panel, right-click on any metric and select **Create Metric**. The Metric Editor dialog opens.

If the Datasets panel is not displayed, from the View menu, select **Datasets Panel**.

4. Select the desired format from the option shown and input the formula shown below, changing rt_activeDuration to the name of the metric for which you are converting time.

rt_activeDuration	secondsTOd hh:mm:ss	secondsTOhh:mm:ss	secondsTOhh:mm:ss	secondsTOmm:ss	secondsTOmm:ss	Hours	Minutes	Seconds	CombinedTime
0	0 00:00:00	000:00:00	00:00:00	00:00	00:00	000	00	00	000:00:00
0	0 00:00:00	000:00:00	00:00:00	00:00	00:00	000	00	00	000:00:00
0	0 00:00:00	000:00:00	00:00:00	00:00	00:00	000	00	00	000:00:00
0	0 00:00:00	000:00:00	00:00:00	00:00	00:00	000	00	00	000:00:00
0	0 00:00:00	000:00:00	00:00:00	00:00	00:00	000	00	00	000:00:00
0	0 00:00:00	000:00:00	00:00:00	00:00	00:00	000	00	00	000:00:00
371.884	4 07:18:04	103:18:04	07:18:04	6198:04	18:04	103	18	04	103:18:04
0	0 00:00:00	000:00:00	00:00:00	00:00	00:00	000	00	00	000:00:00
0	0 00:00:00	000:00:00	00:00:00	00:00	00:00	000	00	00	000:00:00

secondsTOd hh:mm:ss

```
Concat(ToString<Pattern="0">(Quotient(rt_activeDuration, 86400)),
" ", ToString<Pattern="00">(Quotient(Mod(rt_activeDuration,
86400), 3600)), ":",
ToString<Pattern="00">(Quotient(Mod(Mod(rt_activeDuration,
86400), 3600), 60)), ":",
ToString<Pattern="00">(Mod(Mod(Mod(rt_activeDuration, 86400),
3600), 60)))
```

secondsTOhhh:mm:ss

```
Concat(ToString<Pattern="000">(Quotient(rt_activeDuration,  
3600)), ":",  
ToString<Pattern="00">(Quotient(Mod(Mod(rt_activeDuration,  
86400), 3600), 60)), ":",  
ToString<Pattern="00">(Mod(Mod(Mod(rt_activeDuration, 86400),  
3600), 60)))
```

secondsTOhh:mm:ss

```
Concat(ToString<Pattern="00">(Quotient(Mod(rt_activeDuration,  
86400), 3600)), ":",  
ToString<Pattern="00">(Quotient(Mod(Mod(rt_activeDuration,  
86400), 3600), 60)), ":",  
ToString<Pattern="00">(Mod(Mod(Mod(rt_activeDuration, 86400),  
3600), 60)))
```

Note: If total seconds is greater than 86400, then all time associated to days will be truncated.

secondsTOMmm:ss

```
Concat(ToString<Pattern="00">(Quotient(rt_activeDuration, 60)),  
":", ToString<Pattern="00">(Mod(rt_activeDuration, 60)))
```

secondsTOMm:ss

```
Concat(ToString<Pattern="00">(Quotient(Mod(rt_activeDuration,  
3600), 60)), ":",  
ToString<Pattern="00">(Mod(Mod(rt_activeDuration, 3600), 60)))
```

Note: If seconds is greater/or equal to 3600, then all time associated to hours will be truncated.

Hours

```
RightStr(Concat("000", Floor((rt_activeDuration/3600))), 3)
```

Note: This displays a value for the number of hours and is used in the **CombinedTime** metric. If you use a different name, you must update **Hours** in **CombinedTime**.

Minutes

```
RightStr(Concat("00", Floor(((rt_activeDuration-  
(Floor((rt_activeDuration/3600))*3600))/60))), 2)
```

Note: This displays a value for the number of minutes and is used in the **CombinedTime** metric. If you use a different name, you must update **Minutes** in **CombinedTime**.

Seconds

```
RightStr(Concat("00", Round(Mod(rt_activeDuration, 60))), 2)
```

Note: This displays a value for the number of seconds and is used in the **CombinedTime** metric. If you use a different name, you must update **Seconds** in **CombinedTime**.

CombinedTime

```
Concat(Hours, ":", Minutes, ":", Seconds)
```

5. Click **Save**.

Corporate and Americas Headquarters

5 Technology Park Drive, Suite 9
Westford, MA 01886

+(1) 978 250 7900 office

+(1) 978 244 7410 fax

Europe & Africa Headquarters

The Record Store, 15 Pressing Lane
Hayes UB3 1EP, United Kingdom

+(44) 20 8589 1000 office

+(44) 20 8589 1001 fax

Asia Pacific & Middle East Headquarters

3 Temasek Avenue Centennial Tower, #21-00
Singapore 039190

+(65) 6590 0399 office

+(65) 6324 1003 fax

