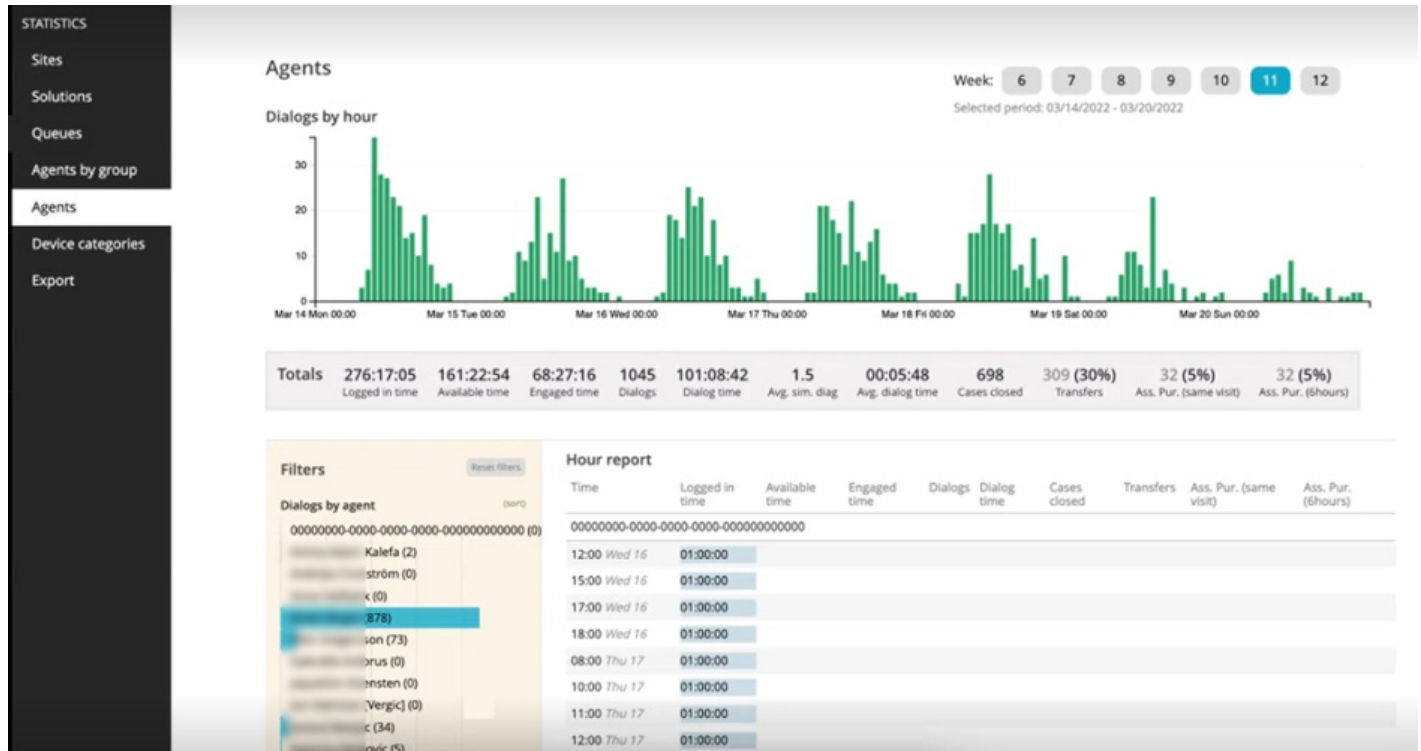


Agents view

This view gives you an overview of the agents performance. The agent can belong to one or more groups/queues depending on their competence.



Metrics	Definition
Logged in time	Total time of all the agents in desktop.
Available time	Total time the agent(s) has been available for queue after it was open. Please note that, the agent is still considered available for the queue even when he is in an ongoing dialog. Only when in away-state or when the queue is busy this KPI will not be increased
Engaged time	Total time the agent(s) has been engaged in dialogs
Dialogs	Total number of dialogs the agents have been involved in, including transfers
Dialog time	Total dialog time from all agents logged in
Avg. sim. dialog	Average simultaneous dialogs
Avg dialog time	Average time for a dialog between the user and a visitor
Cases closed	Total number of cases closed
Transfers	Total number transfers to another group

Metrics	Definition
Ass Pur (same visit)	Total number of purchases associated to a dialog during the same session
Ass Pur (6 hours)	Total number of purchases associated with a dialog within 6 hours after ending the dialog