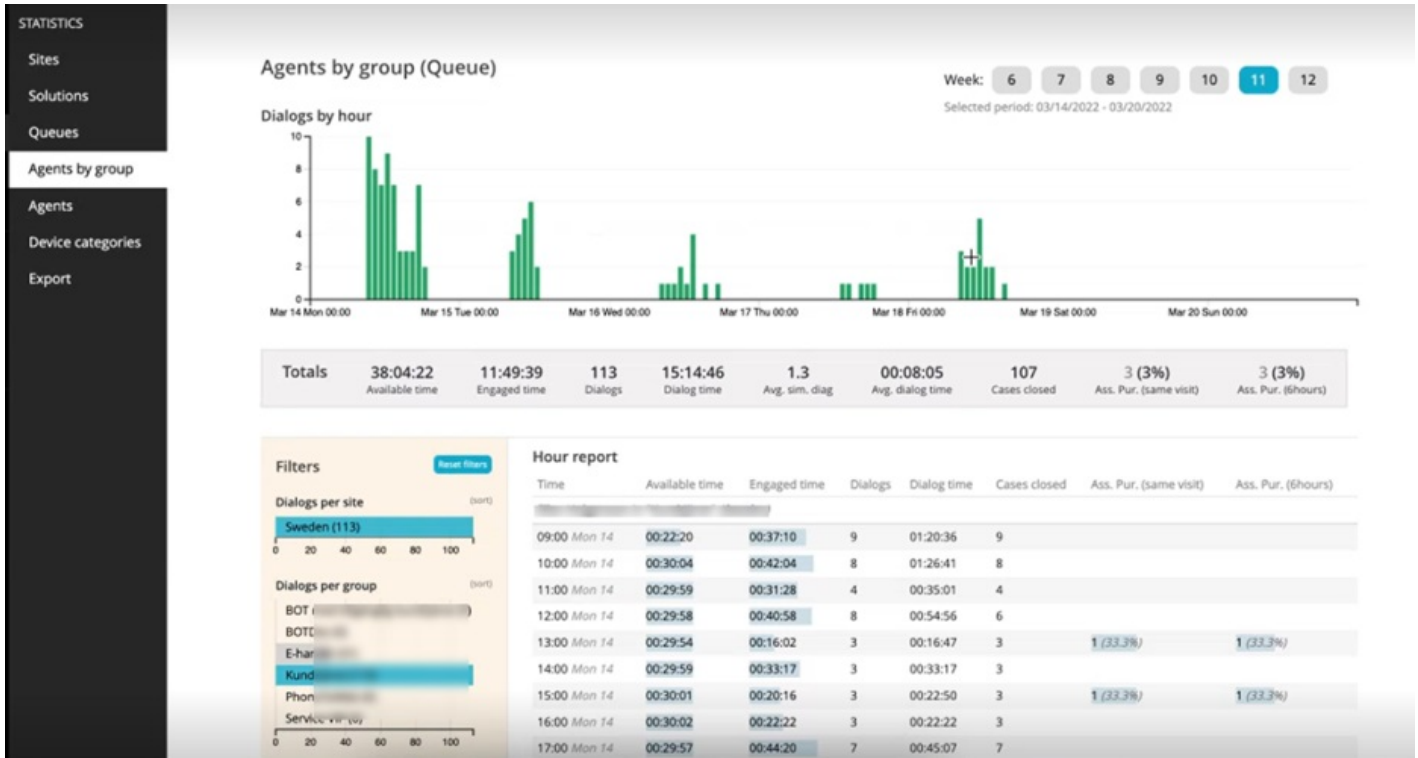


Agents by group view

An agent can be a member of several Queues/Groups depending on his/her competence. An agent can also have several roles in the system. This view enables you to filter agents based on their group. You can also see how many purchases are made in the context of dialogue and up to 6 h after completion dialogue per agent if this is configured for the account.



Metrics	Description
Available time	Total amount of time agent(s) have been available after the queue was open. Note, even though an agent has an ongoing dialog he is still available for the queue. Only when in away-state or when the queue is busy this KPI will not be increased.
Engage time	Total amount of time the agent(s) have been engaged in dialogs
Dialogs	Total number of dialogs agents have been involved in, transfers included.
Dialog time	Total dialog time of all the agents logged in
Avg. sim. dialog	Average time recorded for simultaneous dialogs
Avg. dialog time	Average time for a dialog between an agent and the visitor
Cases closed	Total number of cases closed

Metrics	Description
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