



Webinar
>> Thursday 13th September 2018

The Latest
Thinking on
Contact
Centre
Metrics



The latest thinking on Contact Centre Metrics

Easy

Off the shelf

Ready Integrated

Do your own thing



Easy

Interactions > Interaction

Internal Participant



Linda Phillips
SIP Device

Speed: x1



0:00.000 / 10:50

External Participant

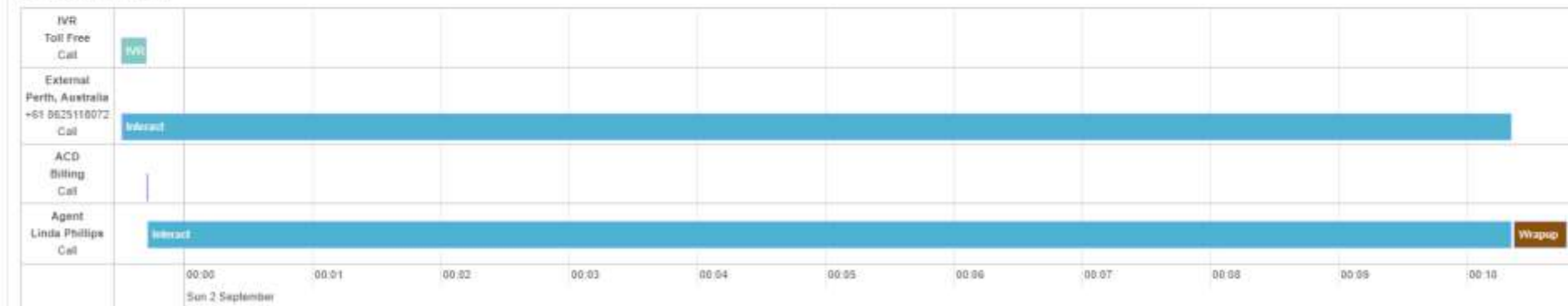


Perth, Australia
+61 8625118072

Add Annotation

Details **Timeline** Quality Summary Audit Trail

Conversation Timeline



Off the shelf



PureCloud ->

Featured

Business Optimization

Workload Management

Analytics

Platform Integration

Platform Enhancement

Customer Engagement

Employee Engagement



QuickData

Quick, hassle-free analytics about your business.



eMite

Real-time analytics with dashboards that dramatically improve...



Customer View

Find Meaning In Every Customer interaction



PureCloud Stats Dispatcher

Exporting your PureCloud analytics



Analytics Hub

Push PureCloud Analytics to PowerBI via a Google Chrome Extension



Omni-Intelligence

Realtime Historical Wallboard Analytics

avtex

Power BI Connector for PureCloud

Deliver actionable insights on your terms with Power BI

Outleads

Outleads

Push PureCloud calls into Adobe Analytics, Google Analytics/AdWords, Bing...

PURE INSIGHTS

PureInsights

Pureinsights Configurable Dashboard for PureCloud



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Off the shelf

All Calls Waiting

12

Los Angeles

18:37

VIP Waiting

0

New York

21:37

All Active Calls

192

Brussels

03:37

Average Handle Time - Today

00:10:30



HILTON
WORLDWIDE

SLA US Regions



User

User	Status	Time In Status
Annette Graham	Interacting	00:02:38
Barbara Butler	Idle	00:07:17
Benjamin Chase	Interacting	00:07:38
Bobby Newman	Offline	
Bonnie Wilhite	Offline	
Bradford Lopez	Offline	

Ready Integrated

Contact Centre Metrics

ORACLE®



CRM platforms

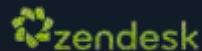


ERP / Commerce platforms



facebook

Plug and play



Do your own thing

Business KPI's

CC Metrics ~ Sales Metrics

CC Metrics ~ HR Metrics

CC Metrics ~ Partner Metrics

CC Metrics ~ Operational Metrics



Do your own thing

Developer Center

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Metrics

Metrics summarize overall contact center activity during interval of time. Common metrics include:

- **tAcD** — The amount of time the interaction spent on an Automatic Call Distributor (ACD) before connecting to an agent.
- **tAcw** — Time spent in after call work
- **tAnswered** — The amount of time an interaction waited to be connected to an agent

The naming scheme is as follows:

- **t: timers** — A length of time, such as talk time (tTalk).
- **n: counts** — A count, such as the number of interactions over SLA (nOverSLA).
- **o: observations** — The current PureCloud state, such as current users interacting on PureCloud (oInteracting).

You can apply the following metrics when analyzing contact center activity:

Metric	Description
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The latest thinking on Contact Centre Metrics

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Thank You

Visit www.genesys.com or michael.murphy@genesys.com for more information



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