

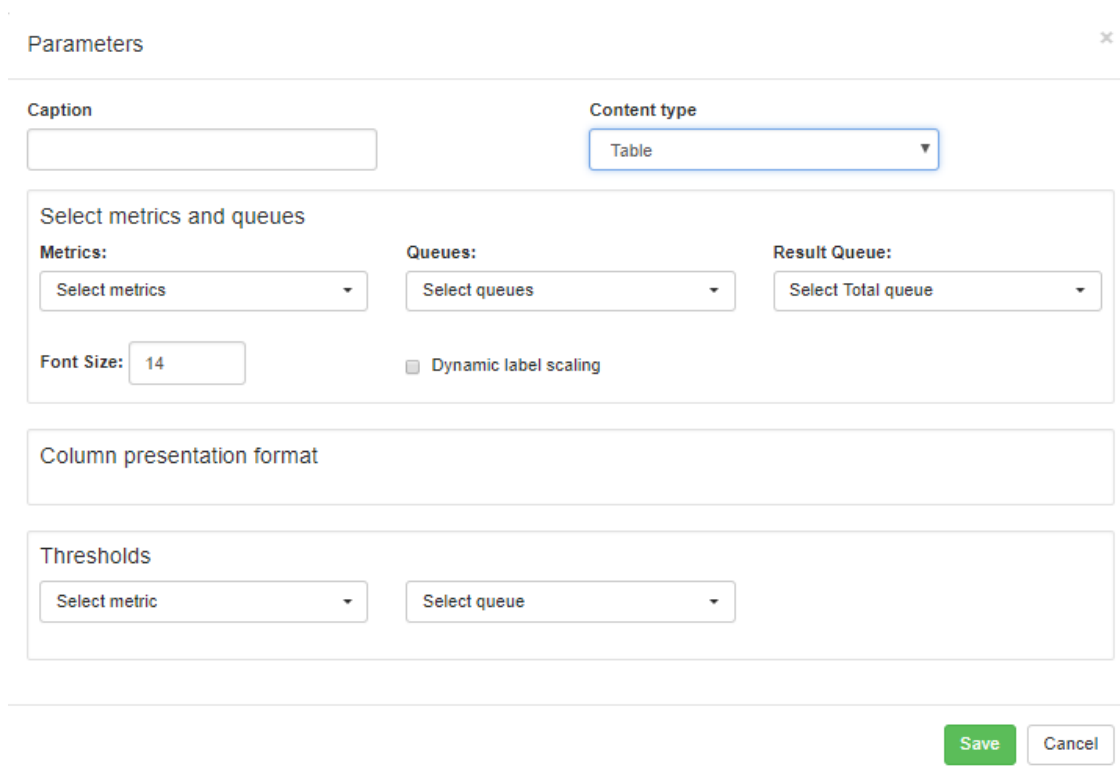
OI FAQ – Analytics - Table Layout

Introduction

OI has introduced a new Analytics view – the Table Layout. It enables multiple fields for multiple queues to be displayed in the one “field” of OI.

Instructions

Like the other fields available in Analytics, selecting “Content Type: Table” will enable different configuration options to appear on screen.



The screenshot shows a 'Parameters' configuration window with the following sections:

- Caption:** An empty text input field.
- Content type:** A dropdown menu currently set to 'Table'.
- Select metrics and queues:**
 - Metrics:** A dropdown menu with 'Select metrics'.
 - Queues:** A dropdown menu with 'Select queues'.
 - Result Queue:** A dropdown menu with 'Select Total queue'.
 - Font Size:** A text input field containing '14'.
 - Dynamic label scaling:** A checkbox that is currently unchecked.
- Column presentation format:** An empty text input field.
- Thresholds:**
 - Select metric:** A dropdown menu.
 - Select queue:** A dropdown menu.

At the bottom right of the window are two buttons: a green 'Save' button and a white 'Cancel' button.

Caption:

This is a label to be displayed on the OI display

Metrics:

These represent the field you wish to report on

Queues:

These represent the queue to report on

Result Queue:

This is the queue that gets presented in the TOTAL row. It doesn't actually need to be “the subtotal of the other queues”. If you wish to actually display the total values, then you would need to create a “Consolidated Queue” first, and then select it as the “TOTAL row”.

With reference to the screen capture below;

Result Queue:

Select Total queue ▾

- No Total queue--
- Sales - East
- Sales - West
- Sales - Central
- Queue consolidation ✓

- --No Total queue-- – doesn't display a total line.
- Sales – East – selecting these would display the respective queue values "in the total" row.
- Sales – West – selecting these would display the respective queue values "in the total" row.
- Sales – Central – selecting these would display the respective queue values "in the total" row.
- Queue Consolidation – this was a "Consolidated queue" set up previously (with the name "Consolidated Queue" (a bad example name in this case)).

Font Size:

What size the Label should display with.

Dynamic Label Scaling:

Choosing this option changes "Font Size" to "Row Height"

Row Height: Dynamic label scaling

Column Presentation Format

These settings enable you to change the order in which the data is presented. You can also rename the column by changing the "Column name" field.

Column presentation format

Agents Available (Presence) Column name

▾

The "Default" dropdown

Clicking the dropdown labelled "Default" will produce.

Number ▾

- Default
- Number
- Timespan

These settings enable you to modify the formatting of the data being displayed.

Number Digits Precision

Example, Value = 12345.1234567891, Formated result = 12345

Timespan

Example, Value = 10000 (sec), Formated result = 0 02:46:40

Possible “timespan” formats include:

sec
 mm:ss
 hh:mm
 hh:mm:ss
 d hh:mm

Thresholds

Thresholds are applied like the other sections of OI.

<p>Warning</p> <input type="text"/> <input type="text" value=">"/> <input type="text" value=">="/> <input type="text" value="<"/> <input type="text" value="<="/> <input type="text" value="Range"/> <input type="text" value="Not in range"/>	<p>Danger</p> <input type="text"/> <input type="text" value=">"/> <input type="text" value=">="/> <input type="text" value="<"/> <input type="text" value="<="/> <input type="text" value="Range"/> <input type="text" value="Not in range"/>
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Selecting “Range” or “Not in Range” enables you to enter two values (the bounds of the range)

<p>Warning</p> <input type="text" value="Range"/> <input type="text" value="0"/> <input type="text" value="0"/>
<p>Danger</p> <input type="text" value="Not in range"/> <input type="text" value="0"/> <input type="text" value="0"/>

How the Table Data Gets Presented

The fields (per queue) go across the page, and the different queues are displayed vertically.

Example Layouts

For ease of display, these are very limited examples of potential table layouts.

2 Queues, 2 fields = 1 Total Line.

	Agents Available (Presence)	Agents Away (Presence)
Sales - East	3	0
Sales - West	2	0
Total	5	0

The configuration for the above

Parameters x

Caption: Content type: Table

Select metrics and queues

Metrics: Agents Available (Presence), Agent Queues: Sales - East, Sales - West Result Queue: Queue Summary View

Font Size: Dynamic label scaling

Column presentation format

Agents Available (Presence)	Column name: <input type="text" value="Agents Available (Presenc)"/>	<input type="button" value="Up"/> <input type="button" value="Down"/>
Default		
Agents Away (Presence)	Column name: <input type="text" value="Agents Away (Presence)"/>	<input type="button" value="Up"/> <input type="button" value="Down"/>
Default		

Thresholds

Select metric: Select queue: