

Updated Occupancy & Utilization Measurement

Complex issues expanded chat capabilities to allow assignments to carry a weight greater than one agent slot. Flex concurrency expanded chat to allow agents to exceed their max configured slots. These chat enhancements require that the Occupancy metric formula be adjusted to properly account for agent occupied time in the most meaningful manner.

How is it different?

The new calculation counts weighted slots and ignores flexed slots. This enables the reporting user the ability to see the percent of max slots that are being utilized and determine what if any additional capacity is available.

	1:00	1:15	1:30	1:45	2:00	
Rep 1	Slot 1	Simple	Simple	Open	Simple	Simple
	Slot 2	Simple	Simple	Simple	Complex	Complex
	Slot 3	Simple	Simple	Simple	Occupied by Weight	Occupied by Weight
Rep 2	Slot 1	Simple	Simple	Simple	Complex	Complex
	Slot 2	Simple	Simple	Simple	Occupied by Weight	Occupied by Weight
	Slot 3	Simple	Simple	Simple	Simple	Complex
	Flex Slot		Simple	Simple		Occupied by Weight
Occupied slots - Unweighted (A)	6	7	6	4	4	
Occupied Slots - Weighted (B)	6	7	6	6	7	
Flexed Slots (C)	0	1	1	0	1	
Slots (D)	6	6	6	6	6	
Current Occupancy Calc=(A/D)	100%	117%	100%	67%	67%	
New Occupancy Calc=((B-C)/D)	100%	100%	83%	100%	100%	

Realtime Dashboard

The Occupancy measurement in the "Today's Performance" snapshot will be updated for the right now version of the metric. The Occupancy metric in the "Since 12am" snapshot will be set to N/A until a future release.

Today's Performance

Filter by: All Channels

Show rolling data since 12:00 AM

Volume			Handle & Response Time		
Offered	Assigned to Agent	Timed Out by Agent	Avg Response Time	Avg 1st Response Time	Avg Handle Time
1036	220	N/A	00:01:11	00:00:21	00:15:33

Queue Activity			Agent Productivity		
Queued	Queued - Eligible for Assignment	Queued - High Effort	Active Slots	Occupancy	Concurrency
816	99	0	220/220	100%	1.72
Max Queue Time	Avg Wait Time	Avg Time in Queue	Logged In Agents	Active Agents	Away Agents
00:53:53	00:10:31	00:26:45	149	83	66
Avg Time to Assign	Queue Abandonment	Avg Abandon Queue Time	Agent Status Breakdown		
00:32:44	N/A	N/A	Available	Unavailable	
Queue Abandonment Rate			83	66	
N/A					

Historical Reporting and S3

The following Occupancy metrics and fields will be updated/added to historical insights dashboards and s3 data feeds.

- Occupancy - Weighted
- Total Cumulative Utilized Time - Weighted - Available - Unflexed