

Five9 Performance Dashboards

Standard ACD Integration

Solution Description

This is a partner integration that pulls the metrics outlined below from the Five9 ACD into the Performance Dashboard system. This will allow you to view standard ACD metrics on dashboards.

Description of Services

Deliverables:

1. Establish connection to ACD using partner API data connection
2. Build stored procedure and standard metrics from database

Completion Milestones:

1. Connection feeds turned on by partner
2. Pre-defined metrics built

Connection Guidelines:

1. Data feeds must be turned on by the partner implementation team and should do so at the time of a resource request
 - Once the feed is turned on a folder will be created that the ACD will post files to
2. Five9 Performance Dashboards needs to receive notification that step 1 has been completed.
3. Five9 Performance Dashboards will then create an import to pull the ACD data and push it into our staging tables.

Reporting Guidelines

1. All ACD reports will either be in real-time or historical
 - Real-time data refreshes at approximately 5-12 seconds
 - Historical data typically refreshes on a 12-15 minute interval

Metric Guidelines

1. Only the standard ACD metrics that are provided by the partner will be included as “standard” for integration completion
 - Variations of standard metrics can be made available to customers at no additional charge
2. Metrics will be assigned to the current hierarchy in client’s environment as applicable.
3. Any additional metrics required will be considered “custom”
 - Custom metrics will need to be scoped out by a database specialist
 - Custom metrics will require PS hours to be completed
 - Custom metrics will NOT begin until the standard integrations is completed and accepted by the customer

Partner Responsibilities

1. Assign named Professional Services resources to the implementation team for this engagement to include the following:

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Project Coordinator

- Coordinate and manage partner resources that work with Customer Project Manager and Five9 PM team.
 - Turn on ACD Feeds for Five9 PM to retrieve data.
 - Provide reports from ACD to Five9 PM to allow validation to be completed
 - Issue communication on project status
- 2.** Finalize project timeline for Go-Live launch of Five9 Performance Dashboards.

Customer Responsibilities

None (these are partner integrations, and very little is expected from the customer)

Performance Dashboards Management Responsibilities

- 1.** Build standard metrics
- 2.** Build the integration and standard metrics
- 3.** Conduct internal integration testing
- 4.** Conduct internal validation testing
- 5.** Coordinate the Go-Live launch of Five9 Performance Dashboards

View Standard Metrics on the following pages.

Metric Name	Metric Description	Abbreviation	Notes
Abandon Percent	The percentage of calls that are queued that do not get answered		
Percent Active Talk Time	The amount of time an agent spent actively speaking with the a customer divided by the total handle time	Active Talk Time %	
Percent ACW Login	The total amount of system ACW time (Excludes manual ACW) divided by the total time an agent was logged into the Five9 agent app	ACW%	
Percent Held	The total number of contacts that an agent placed on hold divided by the total number of contacts associated with an agent where talk time is greater than 0	%HLD	
Service Level Percent	The total number of calls that were answered within the designated service level threshold divided by the total number of contact received regardless whether they were abandoned or not.	SL%	
Percent InQueue Time	The total amount of time contacts spent in queue divided by the total amount of time a contact spent waiting to be delivered to an agent.	%IQT	
Percent PreQueue Abandons	The total number of contacts that were abandoned in the IVR divided by the total number of calls handled	%PQA	
Percent PreQueue Time	The total amount of time contacts spent in the IVR divided byt the total amount of time it to be delivered to an agent	%PRQT	
Percent Queued	The total number of contacts that were queued divided by the total number of contacts handled by agents.	%QUE	
Time to Abandon	The amount of time a call was inqueue before abandoning.		
Abandoned	The total number of calls that were queued and abandoned.		
Talk Time Less Hold and Park	Active talk time is total talk time less hold and park.		This uses a combination of both ACD and Agent Data Source Report which allows outbound calls made + ACD calls made to show within the same metric.

Metric Name	Metric Description	Abbreviation	Notes
After Call Work Time	ACW Time is the amount of time that an agent spend in after call work.		This uses a combination of both ACD and Agent Data Source Report which allows outbound calls made + ACD calls made to show within the same metric.
Agent Offered	Agent offered is when a call has ring time greater than 0.		This uses a combination of both ACD and Agent Data Source Report which allows outbound calls made + ACD calls made to show within the same metric.
Average Abandon Time		AABT	
Average Active Talk Time		AATT	
Average ACW Time		AACWT	
Average Handle Time		AHT	
Average Hold Time		AHLDT	
Average Speed of Answer		ASA	
Calls	Count of total records		This uses a combination of both ACD and Agent Data Source Report which allows outbound calls made + ACD calls made to show within the same metric.
Handle Time	Interval from time of assignment to disposition. Voice Definition: Talktime + ACW Time.		For text and multichannel formula is Resolution Time - Queue Time. Not currently available.
Answered			A count of records where talktime is greater than 0.
Hold Time	Hold duration of a call.		This will take into consideration of all hold time, if placed on hold multiple times throughout a call.
Holds	The number of time a call is placed on hold by an agent.		If a call is placed on hold multiple times throughout the same call, each hold will be counted. Ex. One call could have a value of 3.
In Service Level	When TalkTime > 0, and Speed of answer < [Threshold] (30seconds)		Default is 30 seconds, if this needs to be changed, a ticket needs to be created. Please note this is a global setting. If changed for one skill it applies to all skills

Metric Name	Metric Description	Abbreviation	Notes
Out of Service Level	When speed of answer > [Threshold] and TalkTime > 0, or Abandon = 1		
Service Level Calls	InSLA + OutSLA		
IB Agent Offered	Total number of calls offered where the call type is equal to Inbound		
IB Answered	The total number of call handled where the call type is equal to inbound		
Queue Wait Time	Duration of a call in all queues, such as skills transfer and agent transfer modules, before the call is answered by an agent, abandoned by the caller, or disconnected by the system.		
Current Longest Queue	The longest a contact has spent in queue waiting to be answered by an agent		Data source is supervisor stats
OB Answered			
PreQueue Abandons	When Queue wait = 0 and abandoned = 1		
IVR Time	Time that a call spend in the IVR		
Queued	When Queue wait time is > 0		
Ring Time	Ringling duration from the call perspective: call statistics. RING TIME and RINGING TIME should be identical for the same call Manual and preview calls do not have a ring time		

Metric Name	Metric Description	Abbreviation	Notes
Speed of Answer	Queue wait time for calls that were answered by an agent. Queue waiting times shorter than the minimum time are excluded from calculations because the calls are considered abandoned ACD data source: queue waiting time of a call answered by an agent when the call is queued multiple times		
Talk Time	Duration of talk time from eh call delivery to agent to disconnection or hanging up. Excludes hold time.		
3rd Party Transfers			
Login Time	Total time a agent is logged into Five9		
Ready Time	Total time a agent is waiting to take a call		
Not Ready Time	Duration of not ready time		
Occupancy %	The percent of time a agent is actively handling calls or waiting to take calls		
Average Talk Time		ATT	
Average InQueue Time		AIQT	
Percent Talk Time	The total amount of time an agent spent talking (Including hold and conference time) with a customer divided by the total amount of time spent handling contacts.	%TT	
Percent Hold Time	The total amount of time agents had a customer on hold divided by the total amount of time the spent handling contact.	%HLDT	
Percent Handle Time	The total amount of time an agent spend handling calls divided by the total amount of time they spent logged into the five9 agent app.	%HT	

Metric Name	Metric Description	Abbreviation	Notes
Ready Percent	The total amount of time an agent spent in the ready state waiting to receive a call divided by the total amount of time they spent logged into the five9 agent app		
Not Ready Percent	The total amount of time an agent spent in the not ready state divided by the total amount of time they spent logged into the five9 agent app		
Calls Per Hour		CPH	
RealTime			
Active Agent	Agent that is on a call or in a available state		This is pulled from the Five9 Supervisor API
Agents	Total number of agents logged in		This is pulled from the Five9 Supervisor API
After Call Work	Total number of agent is wrap up/acw state		This is pulled from the Five9 Supervisor API
InQueue	Total number of contacts in queue, or waiting to be answered		This is pulled from the Five9 Supervisor API
MaxQSecs	The current longest time a call has waited inqueue		This is pulled from the Five9 Supervisor API
OnCall	Total number of agents in an on call state		This is pulled from the Five9 Supervisor API
OnHold	Total number of agents that have a caller on hold		This is pulled from the Five9 Supervisor API
Not Ready	Total number of agents in a not ready state		This is pulled from the Five9 Supervisor API
Waiting	Total number of agent in a waiting or ready state		This is pulled from the Five9 Supervisor API

Metric Name	Metric Description	Abbreviation	Notes
LongQueue	Historically the longest a call waited in queue for the given date range		This is pulled from the Five9 Supervisor API
Chat Metrics			
Chat Handle Time	The total amount of time the agent spent chatting with the client minus the after call work time.		
Chat AHT	The average amount of time the agent spent chatting with the client minus the after call work.		
Chat Time to Accept	The total time it took for a agent to accept the chat.		
Chat Average Time to Accept	The average amount of time it took the agent to accept the chat		
Chat Average ACW	The average amount of time the agent spent in after call work.		
Chat After Call Work	The total amount of time the agent spent in after call work.		
Chat Time	The total amount of time the agent spent chatting with the client including after call work.		
Average Chat Time	The average amount of time the agent spent chatting with the client including the after call work.		
Chat Queue Time	The total time the chat sat in the queue waiting to be handled.		
Chat Average Queue Time	The average amount of time a chat sat in queue waiting to be handled.		
Chat Interaction Time	The total chat time beginning when the chat enters the IVR until it is closed.		