



APW: The story behind **Agent Performance table**



A Little Bit of Frontloading...



TAR vs. Response Handle Time

TAR

How long was the **customer waiting** for a response from our care team?

Response Handle Time

How long did the **agent spend writing up** a response?



The screenshot shows a customer service interaction. On the left is a profile picture of a dog. To its right are icons for priority (P2), a social media icon, and a 'Private' label, followed by the username '@XCcessive_Knight'. The customer's message is 'Thanks'. On the right side, the status is 'Closed Resolved' and the agent is identified as 'Khoros Training01'. At the bottom, the timestamp is 'Nov 10 at 12:41 PM by X-cessive Knight' with 2 replies and 1 retweet. Two metrics are highlighted: 'TAR (?) 2h 30m' in a green box and 'Response HT 22m 55s' in a pink box.

Thanks

Nov 10 at 12:41 PM by X-cessive Knight 2 1

TAR (?) 2h 30m Response HT 22m 55s

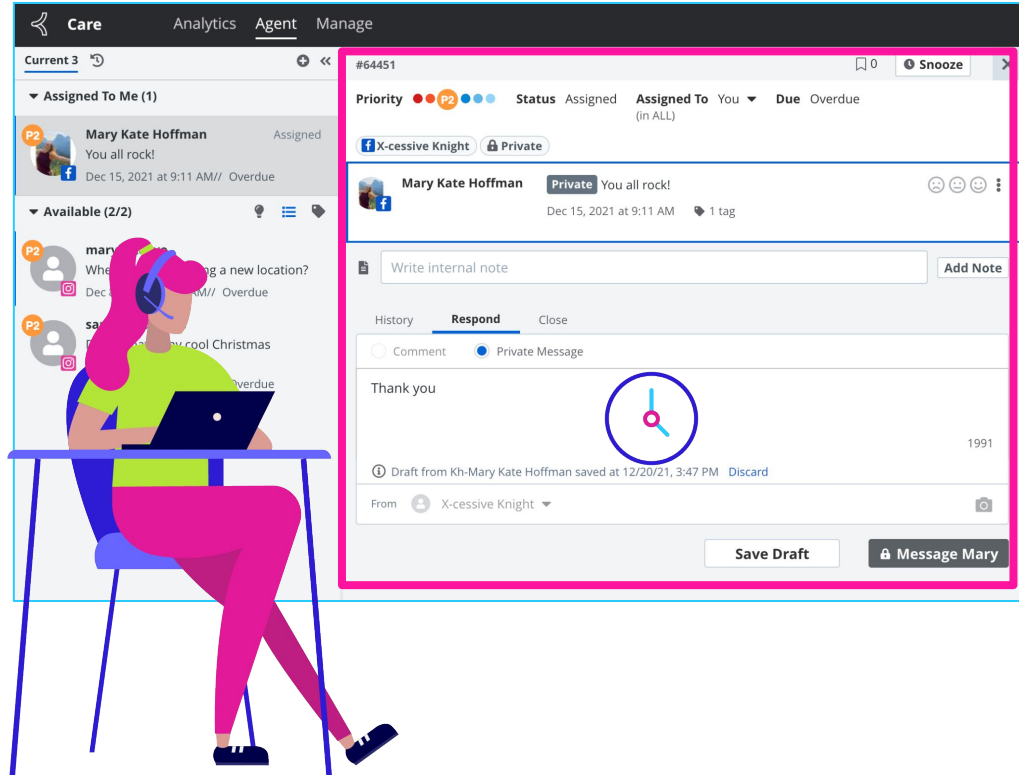
Closed Resolved
Khoros Training01

Handle Time

Agent Working Time

The time an agent spent **actively viewing a conversation** in agent view.

This is the **agent working time**, not the customer wait time.

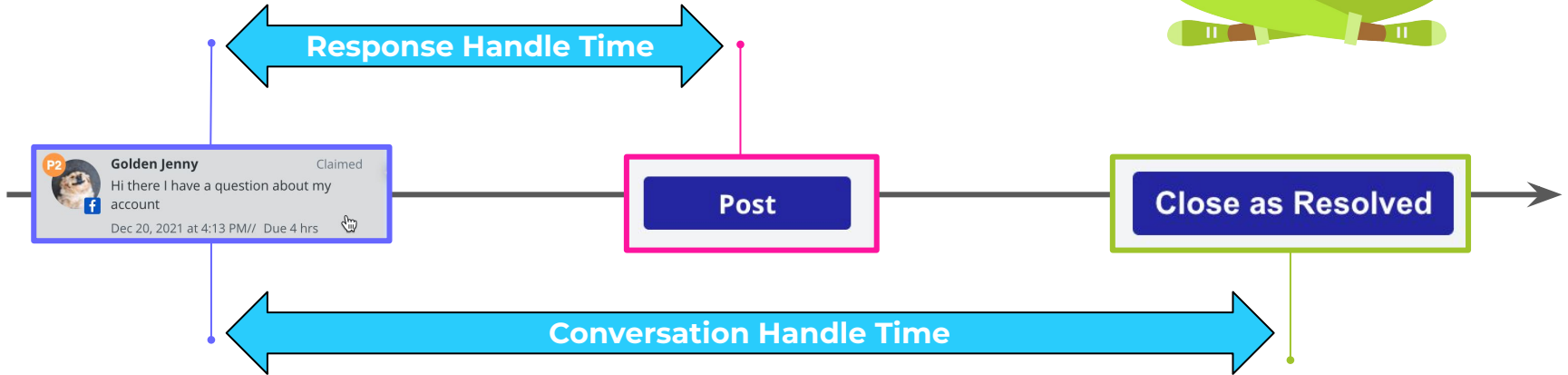


Handle Time

Conversation Handle Time vs Response Handle Time



Agent Responds to the Customer



Agent Claims the conversation

Agent Closes the Conversation

*Conversation Handle Time can be shorter than response at times, since some conversations **don't warrant** a response.

Khoros Care Widgets | Agent Performance

▼ Responses	Closed	Closed Engaged	Closed No Enga...	Median TAR	Avg Resp HT	Logged In Time
71	27	24	3	6m 43s	2m 56s	8h 53m
64	25	19	6	12m 23s	3m 59s	8h 44m
59	40	29	11	8m 50s	3m 10s	8h 59m
55	26	18	8	11m 7s	3m 46s	9h 2s
50	32	26	6	10m	4m 24s	9h 2m
25	25	24	1	20m 58s	3m 43s	2h 57m

Agent Performance

How efficiently are your agents working?



Recommended Agent Performance Metrics

Add these metrics into your agent performance widget in a dashboard to better understand agent productivity.

1	2	3	4	5	6
Responses	Closed	Closed Engaged	Closed No Engage	Median TAR	Average Response HT
How many responses did the agent send out?	How many conversations did the agent close ?	How many conversations did the agent send at least one response before closing?	How many conversations did the agent close without sending at least one response?	What was the median time a customer was waiting for a response from the agent?	How long does it take the agent to actively work on a conversation before responding ?

Agent Metrics Deep Dive.



Handle Time.















Response Handle Time Insights

How to make sense of the data

A **lower** Response Handle Time could mean an agent can *quickly assess situations* and get a response out to customers.

A **higher** Response Handle Time could signal a *coaching opportunity* to see how they can craft responses more quickly.

Reminder: Response Handle Time only applies to conversations with an agent response.

Responses	Closed	Avg Resp HT	Avg Conv HT
209 	130 	3m 31s	5m 51s
383 	289 	2m	3m 10s
266 	196 	2m 15s	3m 25s
302 	179 	3m 32s	6m 18s
66 	60 	8m 59s	11m 55s
111 	100 	9m 16s	10m 29s
130 	110 	5m 55s	8m 30s

Conversation Handle Time Insights















How to make sense of the data

A **lower** Conversation Handle Time means an agent quickly closes out conversations.

A **higher** Conversation Handle Time could signal a *coaching opportunity* to see how they can handle conversations faster in the tool.

*Pro Tip: Keep an eye on the number of **closed conversations without engagement** - is there an opportunity for coaching to educate on when to respond vs not respond?*

Reminder: Conversation Handle Time applies to conversations with and without agent responses.

Responses	Closed	Avg Resp HT	Avg Conv HT
209 	130 	3m 31s	5m 51s
383 	289 	2m	3m 10s
266 	196 	2m 15s	3m 25s
302 	179 	3m 32s	6m 18s
66 	60 	8m 59s	11m 55s
111 	100 	9m 16s	10m 29s
130 	110 	5m 55s	8m 30s

Closed Conversations Without Engagement

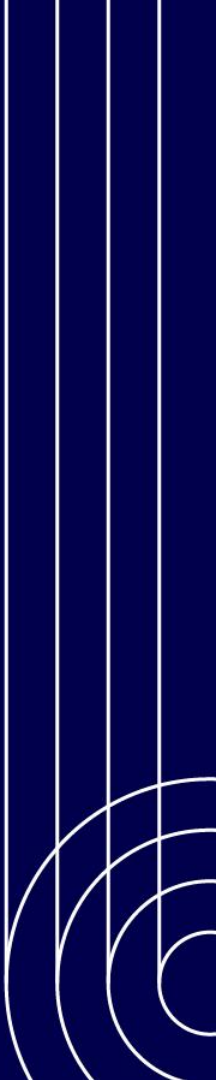
Admin Considerations

Closed conversations **with Engagement** will ideally be **higher** than closed conversations **without Engagement**.

If not, it could be an opportunity to create more rules that **route non-actionable conversations away** from your agents. **For example, create a tag that would quickly “Flush” conversations by assigning it a P5.**

▼ Closed	Closed Engaged	Closed No Engagement
343	242	101
164	113	51
151	117	34
115	99	16
108	80	28

Getting Granular.



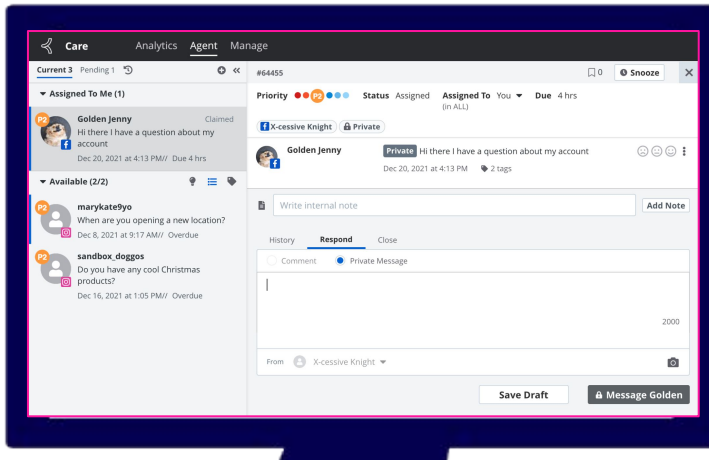
In-Focus + Out-of-Focus.

Agent Activity: In-Focus & Out-of-Focus Metrics

The clock starts ticking as soon as an agent logs in to track activity in two ways:

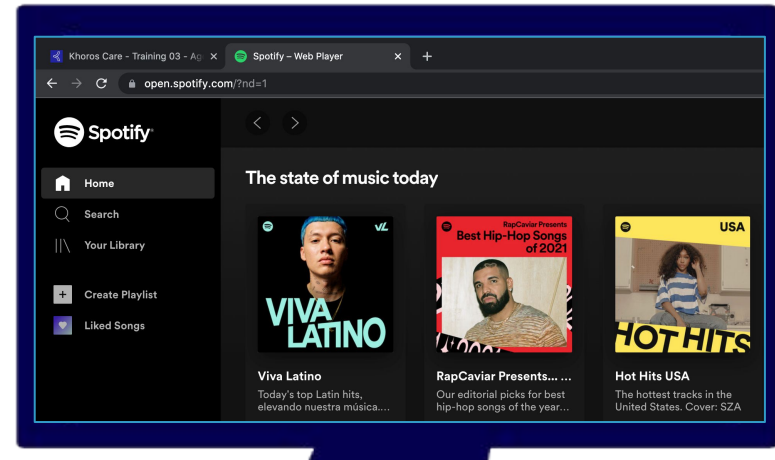
In-Focus

Time spent with Khoros as the most **recent window/tab** interacted with



Out-of-Focus

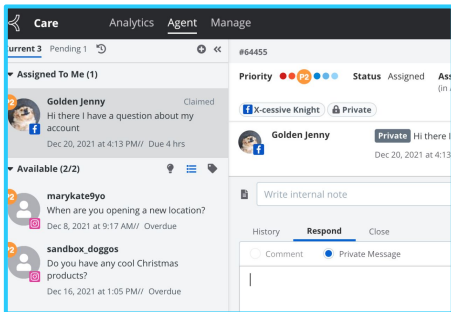
Time spent logged into Khoros but **on a different tab/window**





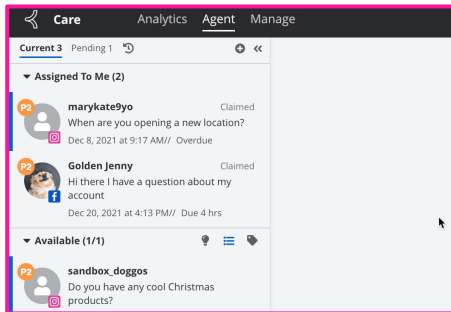
Digging A Little Deeper

In Focus and Out of Focus can be broken further down into:



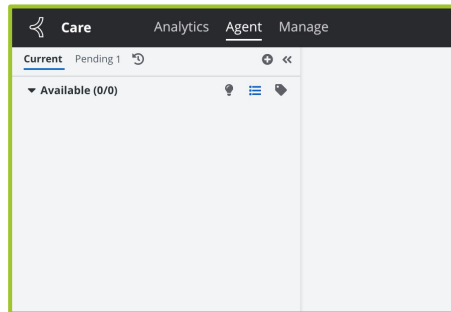
Active

A conversation is **in view**



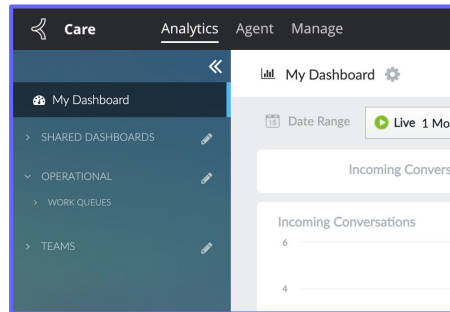
Inactive

A conversation is **not in view** but there are conversations **ready to be worked on**



Idle

No conversation in view and there are **no conversations available** to take action on

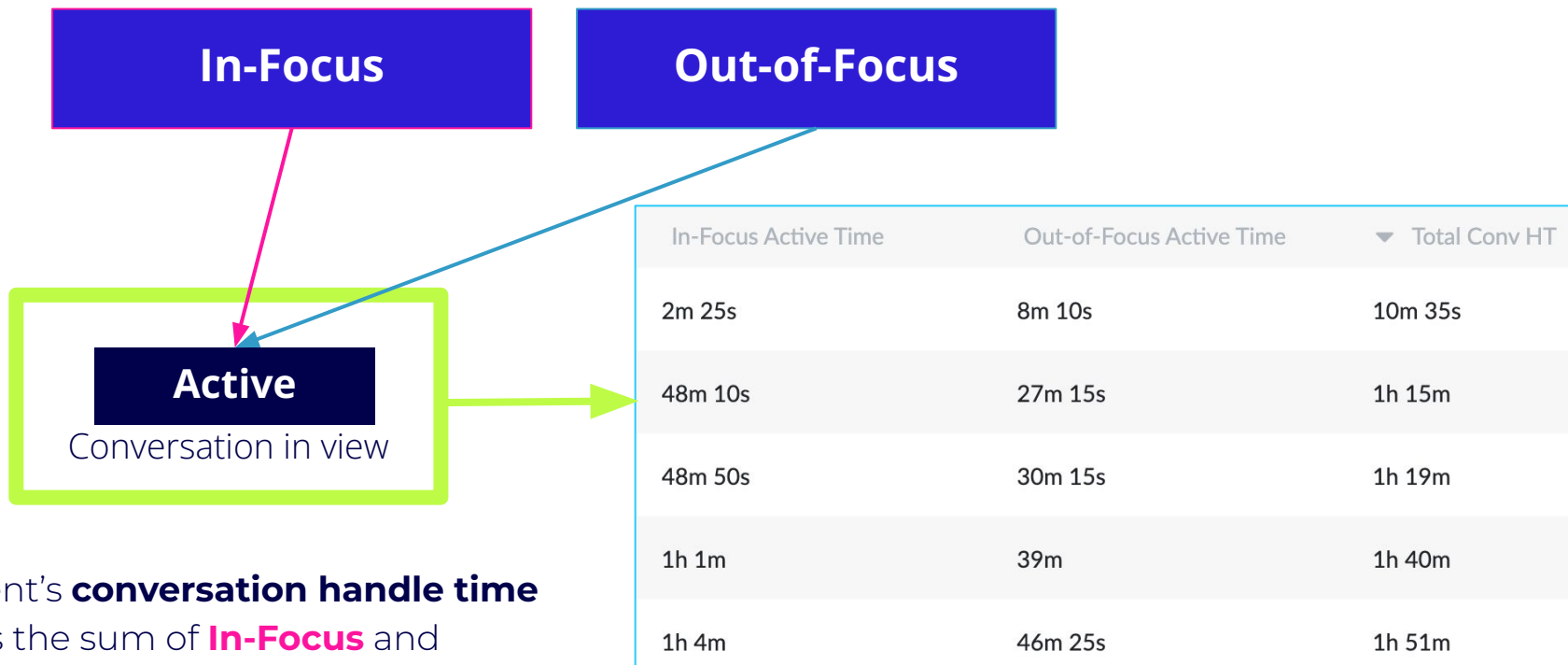


Non-Agent

User is **not in Agent View**, and is in analytics, manage view, or the admin area

Putting it Together - Handle Time Calculation

How in-focus & out-of-focus active time relates to handle time.



An agent's **conversation handle time** is the sum of **In-Focus** and **Out-of-Focus** Active time.

Utilization.

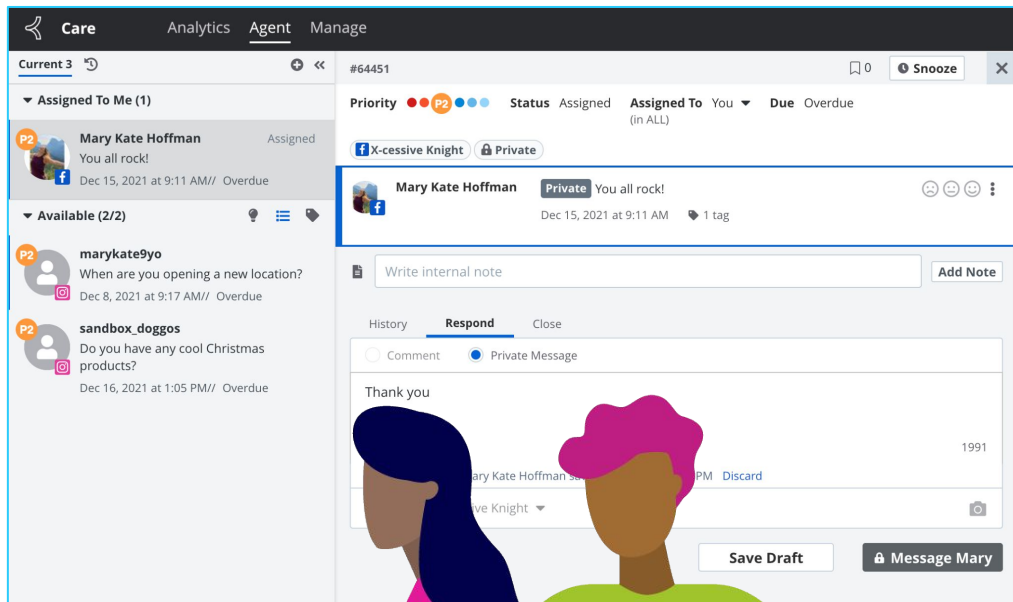
Utilization

Measuring efficiency

The percentage of time an agent spent **actively working** when they are logged in. This will display as a percentage (%).

**Active Work Time
(Conversation In View)**

**Ready to Work Time
(Logged In Time)**



The screenshot displays a customer service dashboard with the following elements:

- Navigation:** Care, Analytics, Agent, Manage.
- Current 3** (with a refresh icon) and a chat ID of #64451.
- Assigned To Me (1):** A list of assigned conversations, including one from Mary Kate Hoffman with the message "You all rock!" and a timestamp of "Dec 15, 2021 at 9:11 AM// Overdue".
- Available (2/2):** A list of available agents: "marykate9yo" (with a question about a new location) and "sandbox_doggos" (with a question about Christmas products).
- Conversation Detail:** A detailed view of a conversation with Mary Kate Hoffman. It shows the message "You all rock!", a timestamp, and a "Private" status. Below the message is a text input field for an internal note and a "Respond" section with options for "Comment" and "Private Message".
- Actions:** "Save Draft" and "Message Mary" buttons are visible at the bottom of the conversation view.





Recommended Agent Performance Metrics

Add these metrics into your agent performance widget in a dashboard to better understand agent productivity.

1	2	3	4	5	6	7	8	9
Utilization	Responses	Closed	Closed Engaged	Closed No Engage	Median TAR	Average Response HT	Active Time	Inactive Time
What percentage of time did they spend actively working when they are logged in?	How many responses did the agent send out?	How many conversations did the agent close ?	How many conversations did the agent send at least one response before closing?	How many conversations did the agent close without sending at least one response?	What was the median time a customer was waiting for a response from the agent?	How long does it take the agent to actively work on a conversation before responding ?	How much time did they actively work on a conversation in agent view ?	How much time did they spend not working on a conversation in agent view, when they have conversations in the backlog?

In-Focus & Out-of-Focus Insights

How to make sense of the data

▼ Logged In Time	In-Focus Active Time	In-Focus Inactive Time	Out-of-Focus Active ...	Out-of-Focus Inactiv...
9h 2m	3h 11m	2m 50s	1h 58m	3m 15s
9h 2s	2h 33m	30s	2h 23m	35s
8h 59m	2h 25m	6m 20s	2h 48m	15s
8h 53m	2h 54m	35s	2h 25m	1m 40s
8h 44m	3h 23m	18m 10s	2h 2m	5s
1h 40m	44m 40s	5s	26m	5s

If *In-Focus Inactive Time* is **high**, a user has work they could be doing but they are not claiming the next conversation in the queue.

If *Out-of-Focus Active Time* is **high**, a user has a conversation in view but is working on another tab or browser.

Utilization Insights

How to make sense of the data

A **high** Utilization indicates that an agent is spending the most time actively working in the tool while they are logged in.

A **lower** Utilization could indicate that an agent can take on more work.

Utilization	Total Active Time	Logged In Time
78%	5h 22m	8h 44m
77%	5h 13m	8h 59m
74%	1h 9m	1h 34m
72%	5h 18m	8h 53m
69%	5h 13m	9h 2m
66%	5h 2m	9h 2s
0%	-	-



Utilization Insights

Add additional In-Focus + Out-of-Focus metrics to uncover how an agent is spending their time in the platform.

Utilization	Total Active Time	Total Idle Time	Total Inactive Time	Logged In Time
88%	2h 10m	-	5s	2h 43m
81%	1h 30m	55s	-	1h 52m
72%	1h 33m	19m 35s	10s	2h 9m
70%	2h 5m	14m 35s	1m 40s	2h 58m
64%	1h 55m	22m 15s	1m	2h 59m
40%	24m	19m 20s	1m	59m 41s

If **Idle Time** is **high**, it means there are **no available conversations** for an agent to work on. It could be an indication that a team may be **overstaffed** during certain periods of time or that work queues need to be optimized.

Next Steps

Need Help?

Check out the Atlas Community

As your first call for any how-to questions around the product. Access Product Documentation, e.g. Help articles.

Schedule time with a Product Coach

If you need help tackling a specific use-case

Reach out to Khoros support

Email support@khoros.com or create a case in the [Atlas Case portal](#) for any other technical queries.

Atlas Resources

This slide contains useful links for you to explore as you build your Khoros knowledge

Getting Started with Khoros Care

- [Khoros Care Overview](#)
- [Getting Started with Care Analytics](#)
- [Supported Metrics](#)
- [Setting up Notifications](#)

Navigating Analytics

- [Shared Dashboards Overview](#)
- [Monitor Walls Overview](#)
- [Operational Dashboards Overview](#)
- [My Dashboard Overview](#)
- [Dashboard Filters](#)
- [Widgets Overview](#)

Exports

- [Care Analytics Exports](#)
- [Team Performance](#)
- [Response Exports](#)

Profile Settings

- [Managing Your Profile](#)
- [Set up Offline Notifications](#)
- [Set up Desktop Notifications](#)
- [Subscribe to a Work Queue](#)

Incoming Volume

- [Widgets Overview](#)
- [Tags](#)
- [Conversation Status Breakdown](#)
- [Incoming Conversations](#)
- [Closed Conversations](#)
- [New vs. Closed Conversations](#)
- [Open Conversations](#)
- [Queue Backlog](#)
- [Posts Per Conversation](#)
- [Responses Per Conversation](#)
- [Conversation Sentiment Conversion](#)
- [Private vs. Public](#)
- [Conversations Awaiting Agent Response](#)
- [Incoming Posts](#)
- [Incoming Images](#)

Customer Experience

- [Responses](#)
- [Response Times](#)
- [Average TAR](#)
- [Median TAR](#)
- [Responses Meeting TAR SLA](#)

Agent Performance

- [Online Agents Live Only](#)
- [Assigned in Offline Agent Queues Live Only](#)
- [Agent Performance](#)
- [Agent Handle Time](#)
- [Agent States](#)
- [Live Workforce Utilization](#)



Thank you.

