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(54) Title: METHOD AND SYSTEM FOR REAL TIME REPORTING OF METRICS TO FUNGIBLE AGENTS IN OMNICHANNEL CONTACT CENTER

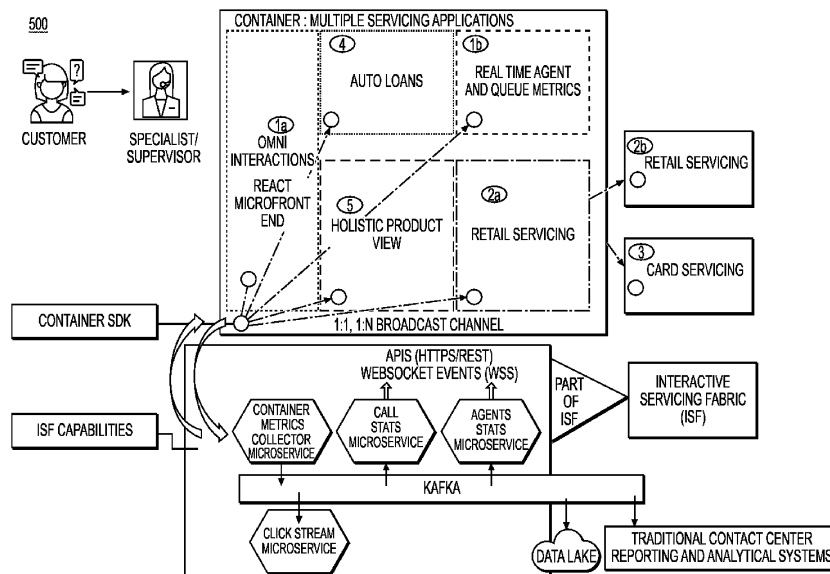


FIG. 5

(57) Abstract: A method and a system for reporting metrics relating to customer calls for fungible agents that are utilizing multiple servicing applications in a contact center environment are provided. The method includes: receiving a service request call from a customer; determining applications that are usable for responding to the service request call from among a predetermined plurality of applications; monitoring the service request call in order to obtain information relating to call timing and events occurring during the call; when the service request call is completed, determining call-specific metrics such as hold time, number of transfers, and/or idle time based on the information obtained during the monitoring; and reporting the metrics to a repository. Additional metrics that are specific to an agent assigned to handle the call may also be determined.

[Continued on next page]

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- *as to the applicant's entitlement to claim the priority of the earlier application (Rule 4.17(iii))*

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