GENESYS™

Genesys Customer Experience Insights Project Guide

Genesys Customer Experience Insights 9.0.0

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Table of Contents

Genesys CX Insights 9.0 on-premises Projects Reference Guide

This document describes objects that are used in Genesys CX Insights projects (and reports), focusing on metrics, attributes, and the folders that are used to organize them.

This document is intended for Genesys Engage on-premises deployments of Genesys CX Insights, and is useful when customizing reports and for other advanced uses. For information about how to customize reports, see Customizing reports in the *Genesys Customer Experience Insights User's Guide*. For more information about other topics, including other Genesys software or MicroStrategy software, see Additional resources.

While Genesys CX Insights uses the same projects for Genesys Engage cloud customers, Genesys Engage cloud customers should contact their Genesys representative for information about how the information in this document might apply to their deployment.

How this document is organized

For information about how Genesys CX Insights Projects work, see the following page:

- About Genesys CX Insights Projects

Subsequent pages provide detailed information about individual folders, metrics, or attributes, organized by project and by folder, as follows:

The following projects are available:

- **Genesys CX Insights Project**
    - GCXI > Agent folder
    - GCXI > Billing Data folder
    - GCXI > Business Attribute folder
    - GCXI > Callback folder
    - GCXI > Chat folder
    - GCXI > Chat Bot folder
    - GCXI > Co-browse folder
    - GCXI > Designer folder
    - GCXI > Detail folder
    - GCXI > Outbound Contact folder
    - GCXI > Predictive Routing folder

- GCXI > Queue folder
- GCXI > Service Objects folder
- GCXI > Time folder
- GCXI > User Data Call Survey folder
- GCXI > User Data Example folder

- **Genesys CX Insights for iWD Project**
  - iWD folder

Additional information about Genesys CX Insights and related products:

- Additional Resources

Scope

This document describes objects that are visible to business users. This document:

- **does not describe *all* objects** — it describes only objects that are visible to business users.
- **does not describe advanced background (also known as low-level) objects** , such as Schema objects (call folder, facts, etc). — If you are not an advanced MicroStrategy user, you may not realize that there are so many other objects that we don't need to use. Those are the low-level objects, which users can ignore.
- **does not describe underlying facts** — Metrics described in this document rely on data from underlying fact tables, and may share the same name as facts, but facts are not described in this document.

New In this release

This page describes major changes to the document in each release.

Release 9.0.014

This is the first release of this document.

Release 9.0.015

- Added a new attribute, Source Last VQueue, in the **Detail** > **Transfer** folder.

About Genesys CX Insights Projects

Genesys CX Insights is built on MicroStrategy software, which organizes reporting objects (reports, metrics, attributes, forms, and so on) in *Projects*. If you are familiar with the legacy software Genesys Interactive Insights (GI2), you can think of the Genesys CX Insights *Projects* as synonymous with the GI2 *Universe*.

The following projects are available:

- Genesys CX Insights
- Genesys CX Insights for iWD

About folder organization

Objects in each folder or subfolder are designed to be used together to create reports. In general, you should avoid mixing attributes and metrics from multiple folders into your reports. However, you can generally mix objects from a folder with objects its' subfolders. For example:

- Genesys supports:
  - mixing objects from the Business Attribute folder with objects from its subfolders (BA Consults, BA Customer, BA User Data Example).
  - mixing objects from Agent/Activity and Agent/Activity/Activity User Data Example.
  - mixing objects from the Queue folder with objects from its subfolders (Q Consults, Q Customer, Q Customer and Consults, Queue User Data Example).
- Genesys does not support:
  - mixing objects from Agent/Activity folder with objects from Agent/Activity/Queue.
  - mixing objects from the Queue/Q Customer & Consults folder with objects from its subfolders Abandoned Waiting STI or/and Accepted Agent STI.

If you are migrating from GI2

This document provides information similar to that found in the *Genesys Interactive Insights Universe Guide.* In Genesys CX Insights, several concepts have changed, compared to GI2 -- note the following mapping of terms:

GI2 - GCXI terminology mapping

GI2 term	GCXI equivalent
Universe	Project
Class	Folder

Measure	Metric
Dimension	Attribute
(Dimension) Detail	(Attribute) Form

Project terminology and concepts

This section describes the concepts you need to know to understand how projects are organized.

Folders

Objects within Genesys CX Insights Projects are organized into a hierarchy of folders. Each subfolder contains objects that are designed to work together. For example, metrics within the Agents > Activity folder are designed to work correctly with the attributes in that same folder. Note that other folders can contain objects with identical names -- that does not mean they are the same objects. For example:

- The attribute Agent > Activity > Agent Name can be used in a report with the metric Agent > Activity > Accepted, becasue they are both found in the same sub folder.

- However, the attribute Agent > Activity > Agent Name should **not** be used in a report with the metric Queue > Accepted, as it may cause problems.

Metrics

This document lists the metrics in each folder, and provides detailed information about them, including (where applicable) metric type, data type, media type, source table or calculation, and the reports in which the metrics appear.

All metrics are classified as one of three data types:

- Detail
- Interval
- Disposition

Metrics can also be described as measuring either *customer* or *consult* interactions, and for consult interactions, as either *warm* or *simple* consultations.

The following subsections describe each of these classifications.

Detail Metrics

Detail metrics provide the measure of one and only one activity, in contrast to interval and disposition metrics, which aggregate information about a number of interactions that occur over a period of time. Some examples of detail metrics include the following:

- Flow\Duration

- Session\Active Time

- State\Reason Time

- Ixn State\Duration

- Handling Attempt\Queue Time

- *Flow User Data Example\Detail 8*

- *Handling User Data Example\Detail 16*

Interval Metrics

Interval metrics measure the activities occurring within the reporting interval as they occur, regardless of whether or not the interactions complete during the interval and whether or not the interval completes.

Counts and durations of such metrics are clipped where interactions cross over multiple intervals and are attributed to each of the intervals in which the activities occur. In scenarios in which an interaction is waiting in queue when the hour changes, the time that the interaction actually waited in queue during the first interval is attributed to the first interval. For example, if an interaction is waiting in queue from 3:58–4:03 PM, two minutes is attributed to the first interval (3:30–3:59 PM), and the remaining three minutes is attributed to the second interval (4:00–4:29 PM).

Furthermore, a count is attributed to each interval in which the interaction persists—that is, a count of 1 for the interaction that is waiting in queue during the first interval, and another count of 1 for the same interaction, waiting in queue, during the second interval.

Interval metrics provide an interpretation of the activity that occurred during an interval. Some examples of interval metrics include the following:

- Interaction State\Consult Received Time

- Interaction State\Hold

- Summarized State\Active Time

- Summarized State\Busy

The Ixn State subfolder houses additional interval metrics.

Disposition Metrics

Disposition metrics provide an interpretation of the count and duration of contact center activity, attributing their metric to the interval in which an interaction was received by the contact center resource—whether the resource is a mediation DN or a handling resource, such as an agent. In scenarios in which an agent talks to a customer over day boundaries, all of the talk time is attributed to the first reporting interval and no time is attributed to the latter interval. For example, if an agent talks to a customer over day boundaries (11:45 PM –12:15 AM), all of the talk time (30 minutes) is attributed to the first reporting interval (Day 1) and no time is attributed to the latter interval(s) (Day 2).

Likewise, the count (of 1 interaction) gets attributed to the first interval; no count at all gets attributed to the second. As such, disposition metrics are additive; their counts from one interval can be added to the counts of other intervals to obtain a total count of activity across all intervals, without double counting.

The following are examples of disposition metrics:

- Activity\Avg Consult Received Time

- BA Customer\% Transfer Initiated Agent

- Q Customer\Hold

- Agent Contact\Preview

Special Note about Campaign Disposition Metrics

For metrics that are associated with outbound campaigns, counts and durations are attributed to the interval in which contact attempts were made. This differs from prior releases, in which such metrics were attributed to the interval in which the outbound campaign group session was started.

Customer versus Consult Interactions

The Genesys CX Insights Projects contain objects that measure only the customer-related legs of interactions or the consultation-related legs of interactions—described as customer interaction and consult interaction, respectively, within Genesys CX Insights documentation. This distinction enables you to create reports that summarize activities that better align with a contact center's core business.

Some metrics mix together these different parts of an interaction's life cycle—most predominantly, those that are in the Q Customer & Consults folder. Some metrics co-mingle customer interactions with a subset of consult interactions, or warm consultations.

The following table summarizes whether metrics in some of the more common folders incorporate customer-related activity or consultation-related activity; and, if the latter, what type of consultation activity is measured therein. A few metrics are related neither to customer nor consultation activity; this is indicated in the N/A column. (The Bound metrics in the Service Objects folder, for example, do not measure contact center activity; they are provided in an administrative capacity for the derivation of other metrics.):

Folder\Metric	Customer	Simple Consult	Warm Consult	Warm & Simple	N/A
Abandoned Waiting STI folder*	*	*			
Accepted Agent STI folder*	*				
Activity folder: All Consult Warm metrics			*		
Activity folder: All other Consult metrics		*			
Activity folder: All Accepted, Offered,	*		*		

Folder\Metric	Customer	Simple Consult	Warm Consult	Warm & Simple	N/A
Responses metrics					
Activity folder: Handle	*			*	
Activity folder: All other metrics	*				
Agent Contact folder: All Consult Warm metrics			*		
Agent Contact folder: All other Consult metrics		*			
Agent Contact folder: All other metrics	*				
BA Consults folder: All Consult Warm metrics			*		
BA Consults folder: All other Consult metrics		*			
BA Customer folder*: All Accepted metrics	*		*		
BA Customer folder*: All other metrics	*				
Queue\Q Consults folder: All Consult Warm metrics			*		
Queue\Q Consults folder: All other Consult metrics		*			
Contact Attempt folder*	*				
Queue\Q Customer folder: All Accepted metrics	*		*		

Folder\Metric	Customer	Simple Consult	Warm Consult	Warm & Simple	N/A
(but not the Accept metrics)					
Queue\Q Customer folder: All Entered, Distribute(d), and Offered metrics	*		*		
Queue\Q Customer folder: All other metrics	*				
Queue\Q Customer & Consults folder*	*			*	
Flow folder\ Duration	*			*	
Handling Attempt folder: All Customer metrics	*				
Handling Attempt folder: All Conference metrics	*				
Handling Attempt folder: Revenue, Satisfaction	*			*	
Handling Attempt folder: Queue Time, Response Time, Routing Point Time, and Total Duration metrics	*			*	
Interaction State folder	*			*	
Ixn State folder*	*			*	
Service Objects folder*					*
Session folder*	*			*	

Folder\Metric	Customer	Simple Consult	Warm Consult	Warm & Simple	N/A
State folder*	*			*	
State and Reason folder*	*			*	
Summarized State folder*	*			*	
Transfer folder*	*				

Attributes

This document lists the attributes in each folder, and provides detailed information about them, including (where applicable), data type, source table, and the reports in which the attributes appear.

Learn More

For information about the organization of GCXI Projects, and how to view them, see Viewing the project in the *Genesys Customer Experience Insights Deployment Guide*. For more information about other topics, see Additional Resources.

Genesys CX Insights Project

This section contains object information for the *Genesys CX Insights* project, which is used to build reports from Genesys Info Mart data.

The Genesys CX Insights project is the original project for GCXI, and contains historical reports and objects for a wide variety of Genesys products, organized into the following folders:

- GCXI > Agent folder
- GCXI > Billing Data folder
- GCXI > Business Attribute folder
- GCXI > Callback folder
- GCXI > Chat folder
- GCXI > Chat Bot folder
- GCXI > Co-browse folder
- GCXI > Designer folder
- GCXI > Detail folder
- GCXI > Outbound Contact folder
- GCXI > Predictive Routing folder
- GCXI > Queue folder
- GCXI > Service Objects folder
- GCXI > Time folder
- GCXI > User Data Example folder
- GCXI > User Data Call Survey folder

Agent folder

Use objects from the Agent folder to build agent-related reports.

The Agent folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. Many folders contain **Custom** folders, which are not described in this document; custom folders are provided to store any custom objects.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Agent folder and subfolders

This folder contains the following root folder and subfolders.

- Agent
- Agent > Activity
- Agent > Activity > Activity Call Survey
- Agent > Activity > Activity User Data Example
- Agent > Activity > Queue

- Agent > Detail
- Agent > Detail > Ixn State
- Agent > Detail > Session
- Agent > Detail > State
- Agent > Group Membership
- Agent > State and Reason

- Agent > State and Reason > Interaction State
- Agent > State and Reason > Interaction State > Interaction Predictive Routing
- Agent > State and Reason > Summarized State

Folder: Agent

Introduced: 9.0.007.03

Description: The root Agent folder. Objects in this folder enable the organization and measurement of Info Mart agent data based on high-level characteristics of agent interactions. Other objects in this folder are organized into subfolders.
Metrics: • Start Date Time Key
Attributes: • Agent Group   • Agent Resource Key   • Group Key • Agent Name   • Group Combination Key

Folder: Agent > Activity

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on the interaction-related activities that are conducted by active agents at their DNs. Counts and duration metrics are attributed to the reporting interval in which interactions were offered to the agent.

Metrics:

- % Abandoned Inviting
- % Transfer Initiated
- % Transfer Received Accepted
- Abandoned Inviting
- Accepted
- Accepted Thread
- Accepted Unique
- Actionability
- Agent - Queue A Group Combination
- Agent - Queue Q Group Combination
- Agent Disconnect First
- Avg Actionability Score
- Avg Conference Accepted Handle Time
- Avg Consult Initiated Time
- Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Influence Score
- Avg Invite Time
- Avg Revenue
- Avg Satisfaction

- Avg Sentiment Score
- Avg Transfer Accepted Handle Time
- Avg Transfer Initiated Handle Time
- Avg Wrap Time
- Conference Accepted Time
- Conference Initiated
- Conference Offered
- Conference Received Accepted
- Consult Initiated
- Consult Initiated Time
- Consult Offered
- Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Consult Responses
- Engage
- Engage Time
- Focus
- Focus Time

- Group Combination
- Handle Time
- Hold
- Hold Time
- Influence Score
- Invite
- Invite Time
- Not Accepted
- Offered
- Offered with Actionability
- Offered with Influence
- Offered with Revenue
- Offered with Satisfaction
- Offered with Sentiment
- Rejected
- Responded Unique
- Responses
- Revenue
- Satisfaction
- Sentiment Score
- Short
- Start Date Time Key
- Transfer Accepted Cold
- Transfer Accepted Time
- Transfer Accepted Warm
- Transfer Initiated Agent
- Transfer Initiated Agent Cold
- Transfer Initiated Agent Warm
- Transfer Initiated Time

• Transfer Offered	• Wrap	
• Transfer Received Accepted	• Wrap Time	

Attributes:

• Agent Group	• Interaction Key	• Resource Name
• Agent Name	• Interaction Subtype	• Service Subtype
• Business Result	• Interaction Type	• Service Type
• Customer Segment	• Media Type	
• Interaction Descriptor Key	• Resource Group	

Folder: Agent > Activity > Activity Call Survey

Introduced: 9.0.013

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on the results of call surveys.

Metrics:
• There are no metrics in this   folder

Attributes:

• Agent Score	• Company Score	• Product Score
• Call Score	• IQ1 - IQ4	• SQ1 - SQ2

Folder: Agent > Activity > Activity User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization and measurement of Info Mart data based on user data attributes.

Metrics:
• There are no metrics in this   folder

Attributes:

• Category	• Classify Sentiment Category	• Influence Category
• Category Key	• Dimension 1 - Dimension 5	• Screen Actionability Category
• Classify Actionability Category	• Dimension 6 - Dimension 10	• Screen Sentiment Category

Folder: Agent > Activity > Queue

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of info Mart agent data based on ACD queue, virtual queue, interaction queue, or workbin.

Metrics:

• % Abandoned Inviting	• % Accepted	• % Transfer Initiated

- % Transfer Initiated Agent
- % Transfer Received Accepted
- Abandoned Inviting
- Accepted
- Accepted Others
- Accepted Thread
- Accepted Unique
- Actionability
- Agent Disconnect First
- Avg Actionability Score
- Avg Consult Initiated Time
- Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Influence Score
- Avg Invite Time
- Avg Revenue
- Avg Satisfaction

- Avg Sentiment Score
- Avg Wrap Time
- Conference Initiated
- Conference Received Accepted
- Consult Initiated
- Consult Initiated Time
- Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Consult Responses
- Engage
- Engage Time
- Focus
- Focus Time
- Handle Time

- Hold
- Hold Time
- Influence Score
- Invite
- Invite Time
- Not Accepted
- Offered
- Offered with Actionability
- Offered with Influence
- Offered with Revenue
- Offered with Satisfaction
- Offered with Sentiment
- Rejected
- Responded Unique
- Responses
- Revenue
- Satisfaction
- Sentiment Score
- Short
- Start Date Time Key
- Transfer Initiated Agent
- Transfer Received Accepted
- Wrap
- Wrap Time

Attributes:
- Queue
- Queue Group

Folder: Agent > Detail

Introduced: 9.0.007.03

Description: This folder comprises several subfolders which contain agent state, interaction-level, and session details as they pertain to agents. The following subclasses and their components are stored in this class. See descriptions of the subfolders for more information.

Metrics:
- There are no metrics in this   folder

Attributes:
- There are no attributes in this   folder

Folder: Agent > Detail > Ixn State

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on the state of one leg of an interaction that is being processed by an agent. Unlike Agent > State and Reason > Interaction State, all metrics in this folder reflect detailed data.

Metrics:
- Duration
- Start DateTime Key

Attributes:
- Additional Info
- Interaction Type
- State
- End Timestamp
- Start Timestamp

Folder: Agent > Detail > Session

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on one agent's login session.

Metrics:
- Active Time
- Session
- Group Combination Detail
- Start DateTime Key

Attributes:
- Active
- Session Key
- End Timestamp
- Start Timestamp

Folder: Agent > Detail > State

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on an agent's state.

Metrics:
- Duration
- Reason Time

Attributes:
- Active Reason
- Reason Key
- Start Timestamp
- Active State
- Reason Timestamp
- State
- End Timestamp
- Reason Type Code
- Reason Code
- Reason Value

Folder: Agent > Group Membership

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on Agent membership in groups.

Metrics:
- Start Date Time Key

Attributes:

• Agent Group	• Date Added	• Group Key
• Agent Name	• Date Removed	• Start Date Time Key
• Agent Resource Key	• End TS	

Folder: Agent > State and Reason

Introduced: 9.0.007.03

Description: Objects in this folder describe summarized states of resources and resource sessions. See descriptions of the subfolders for more information.

Metrics:
- There are no metrics in this   folder

Attributes:

• Agent Group	• Reason Code	• Resource State Reason Key
• Agent Name	• Reason Key	• State Name
• Group Combination Sess Key	• Reason Type Code	
• Media Type	• Reason Value	

Folder: Agent > State and Reason > Interaction State

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart agent data based on the specific interval in which interactions occur at agent DNs. Metrics are attributed to each reporting interval in which agents handle the interactions and durations are clipped at interval boundaries. Objects in this folder reflect data that is aggregated over a reporting interval. Unlike Agent > Detail > Ixn State, all metrics in this folder reflect aggregated data.

Metrics:

• % Consult Received Time	• Accepted	• Invite Time
• % Engage Time	• Accepted Eventually	• Ixn Busy Time
• % Hold Time	• Consult Received Accepted	• Ixn Wrap
• % Invite Time	• Consult Received Time	• Ixn Wrap Time
• % Ixn Wrap Time	• Consult Received Wrap Time	• Not Accepted
• % Not Ready In Time	• Engage Time	• Not Ready In
• % Not Ready Out Time	• Group Combination	• Not Ready In Time
• % Wrap In Time	• Hold	• Not Ready Out
• % Wrap Out Time	• Hold Time	• Not Ready Out Time

• Offered	• Wrap In Time	• Wrap Out Time
• Wrap In	• Wrap Out	

Attributes:
- Interaction Subtype
- Interaction Type

Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart agent data pertaining to Genesys Predictive Routing based on the specific interval in which interactions occur at agent DNs.

Metrics:
• Active	• Agent Score	• Avg Agent Score

Attributes:
• Interaction Subtype	• Model	• Predictor Switch
• Interaction Type	• Predictor	

Folder: Agent > State and Reason > Summarized State

Introduced: 9.0.007.03

Description: Objects in this folder enable the measurement and filtering of Info Mart agent data that is related to the status of DNs that are associated with active agents. Metrics are attributed to each reporting interval in which agents handle the calls, and durations are clipped at interval boundaries.

Metrics:
• % Busy Time	• Active Time	• Omni Ready
• % Not Ready Reason Time	• Busy	• Omni Ready Time
• % Not Ready Time	• Busy Time	• Omni Wrap
• % Occupancy	• Not Ready	• Omni Wrap Time
• % Omni Busy Time	• Not Ready Reason Count	• Other State Time
• % Omni Not Ready Time	• Not Ready Reason Time	• Ready
• % Omni Occupancy	• Not Ready Time	• Ready Time
• % Omni Other State TIme	• Omni Active Time	• Start Date Time Key
• % Omni Ready Time	• Omni Busy	• State Reason
• % Omni Wrap Time	• Omni Busy Time	• State Reason Time
• % Other State Time	• Omni Not Ready	• Wrap
• % Ready TIme	• Omni Not Ready Time	• Wrap Time
• % Wrap Time	• Omni Other State Time	

Attributes:
- There are no attributes in this   folder

Reports built primarily from the objects in the Agent folder and subfolders

- Agent Conduct Report
- Agent Details Activity Report
- Agent Group Business Attribute Report
- Agent Group Interaction Handling Report
- Agent Group Membership Details Report
- Agent Group Queue Business Attribute Report
- Agent Interval Based Report Report
- Agent Interaction Hierarchy Report
- Agent Login-Logout Details Report
- Agent Not Ready Report

- Agent Not Ready Reason Code Report
- Agent Omnichannel Activity Report
- Agent Queue Report
- Agent Social Engagement Report
- Agent Summary Activity Report (Active)
- Agent Summary Activity Report (Interaction)
- Agent State Details Report
- Agent Utilization Report
- Agent Wrap Report
- Predictive Routing Agent Occupancy

For more information about Agent reports, see the *Genesys CX Insights 9.0 User's Guide*.

Agent Metrics

Use metrics in the Agent folder to build agent-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.

- For detailed information about the different metric types, see Project terminology and concepts.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Agent

- Start Date Time Key

Agent > Activity

- % Abandoned Inviting
- % Transfer Initiated
- % Transfer Received Accepted
- Abandoned Inviting
- Accepted
- Accepted Thread
- Accepted Unique
- Actionability
- Agent - Queue A Group Combination
- Agent - Queue Q Group Combination
- Agent Disconnect First
- Avg Actionability Score

- Avg Conference Accepted Handle Time
- Avg Consult Initiated Time
- Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Influence Score
- Avg Invite Time
- Avg Revenue
- Avg Satisfaction
- Avg Sentiment Score

- Avg Transfer Accepted Handle Time
- Avg Transfer Initiated Handle Time
- Avg Wrap Time
- Conference Accepted Time
- Conference Initiated
- Conference Offered
- Conference Received Accepted
- Consult Initiated
- Consult Initiated Time
- Consult Offered
- Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Hold
- Consult Received Time

- Consult Received Warm Hold
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Consult Responses
- Engage
- Engage Time
- Focus
- Focus Time
- Group Combination
- Handle Time
- Hold
- Hold Time
- Influence Score
- Invite
- Invite Time
- Not Accepted
- Offered
- Offered with Actionability
- Offered with Influence
- Offered with Revenue
- Offered with Satisfaction
- Offered with Sentiment
- Rejected
- Responded Unique
- Responses
- Revenue
- Satisfaction
- Sentiment Score
- Short
- Start Date Time Key
- Transfer Accepted Cold

- Transfer Accepted Time
- Transfer Accepted Warm
- Transfer Initiated Agent
- Transfer Initiated Agent Cold
- Transfer Initiated Agent Warm
- Transfer Initiated Time
- Transfer Offered
- Transfer Received Accepted
- Wrap
- Wrap Time

Agent > Activity > Activity Call Survey

- There are no metrics in this folder

Agent > Activity > Activity User Data Example

- There are no metrics in this folder

Agent > Activity > Queue

- % Abandoned Inviting
- % Accepted
- % Transfer Initiated
- % Transfer Initiated Agent
- % Transfer Received Accepted
- Abandoned Inviting
- Accepted
- Accepted Others
- Accepted Thread
- Accepted Unique
- Actionability
- Agent Disconnect First
- Avg Actionability Score
- Avg Consult Initiated Time
- Avg Consult Received Time

- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Influence Score
- Avg Invite Time
- Avg Revenue
- Avg Satisfaction
- Avg Sentiment Score
- Avg Wrap Time
- Conference Initiated
- Conference Received Accepted
- Consult Initiated
- Consult Initiated Time
- Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Consult Responses
- Engage
- Engage Time
- Focus
- Focus Time

- Handle Time
- Hold
- Hold Time
- Influence Score
- Invite
- Invite Time
- Not Accepted
- Offered
- Offered with Actionability
- Offered with Influence
- Offered with Revenue
- Offered with Satisfaction
- Offered with Sentiment
- Rejected
- Responded Unique
- Responses
- Revenue
- Satisfaction
- Sentiment Score
- Short
- Start Date Time Key
- Transfer Initiated Agent
- Transfer Received Accepted
- Wrap
- Wrap Time

Agent > Detail

- There are no metrics in this folder

Agent > Detail > Ixn State

- Duration
- Start DateTime Key

Agent > Detail > Session

- Active Time

- Group Combination Detail Session
- Start DateTime Key

Agent > Detail > State

- Duration
- Reason Time

Agent > Group Membership

- Start Date Time Key

Agent > State and Reason

- There are no metrics in this folder

Agent > State and Reason > Interaction State

- % Consult Received Time
- % Engage Time
- % Hold Time
- % Invite Time
- % Ixn Wrap Time
- % Not Ready In Time
- % Not Ready Out Time
- % Wrap In Time
- % Wrap Out Time
- Accepted
- Accepted Eventually
- Consult Received Accepted
- Consult Received Time
- Consult Received Wrap Time
- Engage Time
- Group Combination
- Hold
- Hold Time
- Invite Time
- Ixn Busy Time

- Ixn Wrap
- Ixn Wrap Time
- Not Accepted
- Not Ready In
- Not Ready In Time
- Not Ready Out
- Not Ready Out Time
- Offered
- Wrap In
- Wrap In Time
- Wrap Out
- Wrap Out Time

Agent > State and Reason > Interaction State > Interaction Predictive Routing

- Active
- Agent Score
- Avg Agent Score

Agent > State and Reason > Summarized State

- % Busy Time
- % Not Ready Reason Time
- % Not Ready Time
- % Occupancy
- % Omni Busy Time
- % Omni Not Ready Time
- % Omni Occupancy
- % Omni Other State TIme
- % Omni Ready Time
- % Omni Wrap Time
- % Other State Time
- % Ready TIme
- % Wrap Time
- Active Time

- Busy
- Busy Time
- Not Ready
- Not Ready Reason Count
- Not Ready Reason Time
- Not Ready Time
- Omni Active Time
- Omni Busy

- Omni Busy Time
- Omni Not Ready
- Omni Not Ready Time
- Omni Other State Time
- Omni Ready
- Omni Ready Time
- Omni Wrap
- Omni Wrap Time

- Other State Time
- Ready
- Ready Time
- Start Date Time Key
- State Reason
- State Reason Time
- Wrap
- Wrap Time

Folder: Agent

Metric name: Start Date Time Key	Folder:
	Agent
Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT, AG2_AGENT_GRP, or AG2_AGENT_QUEUE hierarchies.	
Source or Calculation: AG2_AGENT_[*].DATE_TIME_KEY, AG2_AGENT_GRP[*].DATE_TIME_KEY, AG2_AGENT_QUEUE_[*].DATE_TIME_KEY	**Used in:**
Media type: All	
Data type: Number **Metric type:**	This metric is not used in any reports.
>> Back to list	

Folder: Agent > Activity

Metric name: % Abandoned Inviting	Folder:
	Agent > Activity
Description: The percentage of interactions that entered the contact center, were distributed to a resource, and subsequently abandoned while alerting/ringing at an agent's DN. This count includes short-abandoned interactions, and relies on the value of the short-abandoned threshold as configured in the **[agg-gim-thld-ID-IXN]** section.	
Source or Calculation: Calculated based on the Abandoned Inviting and Offered Business Attribute metrics.	**Used in:**
Media type: Voice, Chat,	This metric is not used in any reports.

Open (sync)		
Data type: Number **Metric type:** Disposition		

<div align="center">>> Back to list</div>

Metric name: % Transfer Initiated

Folder:

Agent > Activity

Description: The description of this metric depends on attributes and filters in the report query:

- Agent Attribute: The percentage of accepted customer interactions that were transferred (warm or blind) by this agent.

- Agent Group Attribute: The percentage of accepted customer interactions that were transferred (warm or blind) by agents who belong to this agent group.

Source or Calculation: Calculated based on the Transfer Initiated and Accepted Activity metrics.	Used in:
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Group Business Attribute Report • Agent Group Interaction Handling Report • Agent Performance Dashboard • Agent Report • Agent Task Dashboard • Agent Utilization Email Report • Agent Utilization Report • Task Routing Agent Activity • Task Routing Agent Group Activity

<div align="center">>> Back to list</div>

Metric name: % Transfer Received Accepted

Folder:

Agent > Activity

Description: The description of this metric depends on the attributes and filters in the report query:

- Agent Attribute: The percentage of accepted customer interactions that were successfully transferred (warm or blind) to this agent.

- Agent Group Attribute: The percentage of accepted customer interactions that were successfully transferred (warm or blind) to agents who belong to this agent group.

Source or Calculation: Calculated based on the Transfer Initiated Agent and Accepted Agent Queue metrics.	Used in:
Media type: All	

Data type: Number Metric type: Disposition		• Agent Group Interaction Handling Report
>> Back to list		

Metric name: Abandoned Inviting	**Folder:** Agent > Activity

Description: The total number of times that interactions were abandoned/dropped while the interactions were alerting/ringing (for Agent, Group, or Agent and Queue, depending on GCXI Project attributes).

Source or Calculation: AG2_AGENT_[*].ABANDONED_INVITE	**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	• Agent Conduct Report • Agent Performance Dashboard • Agent Report
>> Back to list	

Metric name: Accepted	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.
- Agent Group Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group.

For voice media, this metric is identical to Activity\Responses.

Source or Calculation: AG2_AGENT_[*].ACCEPTED, AG2_AGENT_GRP_[*].ACCEPTED	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Activity • Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction handling Report • Agent Interval Based Report • Agent Performance Dashboard • Agent Report • Agent Social Engagement Report • Agent Task Dashboard • Agent Utilization Email Report

		• Agent Utilization Report
		• Predictive Routing Agent Dashboard
		• Predictive Routing Agent Occupancy Report (Active Time & Predictive)
		• Survey Statistics Report
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity
	>> Back to list	

Metric name: Accepted Thread	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The total number of customer-interaction threads that were accepted, pulled, or initiated for the first time by this agent.

- Agent Group Attributes: The total number of customer-interaction threads that were accepted, pulled, or initiated for the first time by agents who belong to this agent group.

This metric includes an agent's first participation in outbound replies to inbound interactions, and, for media other than email, yields the same values as the metric Accepted Unique.

Source or Calculation: AG2_AGENT_[*].ACCEPTED_THREAD, AG2_AGENT_GRP_[*].ACCEPTED_THREAD		**Used in:**
Media type: Async **Data type:** Number **Metric type:** Disposition		• Agent Interaction Hierarchy Report
>> Back to list		

Metric name: Accepted Unique	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The total number of logical interactions that were accepted, pulled, or initiated for the first time by this agent.

- Agent Group Attributes: The total number of logical interactions that were accepted, pulled, or initiated for the first time by agents who belong to this agent group.

Source or Calculation: AG2_AGENT_[*].ACCEPTED_UNIQUE, AG2_AGENT_GRP_[*].ACCEPTED_UNIQUE		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Interaction Hierarchy Report

>> Back to list

Metric name: Actionability

Folder:

Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The total score, assigned to interactions that were handled by this agent, that measures the degree to which interactions required agent attention.

- Agent Group Attributes: The total score, assigned to interactions that were handled by agents who belong to this agent group, that measures the degree to which interactions required agent attention.

This metric includes an agent's first participation in outbound replies to inbound interactions, and, for media other than email, yields the same values as the metric Accepted Unique. See Configuring Social Media User Data in the Genesys CX Insights User's Guide for more information.

Source or Calculation: AG2_AGENT_[*].ACTIONABILITY, AG2_AGENT_GRP_[*].ACTIONABILITY

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

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Metric name: Agent - Queue A Group Combination

Folder:

Agent > Activity

Description: This metric is reserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT_QUEUE aggregate table(s) only.

Source or Calculation: AG2_AGENT_QUEUE_[*].AGENT_GROUP_COMBINATION_KEY

Media type: All

Data type: Number
Metric type:

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Agent - Queue Q Group Combination

Folder:

Agent > Activity

Description: This metric is reserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT_QUEUE aggregate table(s) only.

Source or Calculation: AG2_AGENT_QUEUE_[*].QUEUE_GROUP_COMBINATION_KEY

Media type: All

Data type: Number

Used in:

This metric is not used in any reports.

Metric type:		
>> Back to list		

Metric name: Agent Disconnect First	Folder: Agent > Activity

Description: The value presented in this metric varies depending on the attributes and filters used in a report:

- Agent Attribute: For voice interactions, the total number of times during the reporting interval that this agent released customer interactions before the other party did. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server).

- Agent Group Attribute: For voice interactions, the total number of times during the reporting interval that agents from this group released customer interactions before the other party did. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server).

The tally is incremented only when the system (such as the switch) provides such information.

Source or Calculation: AG2_AGENT_[*].AGENT_DISCONNECT_FIRST, AG2_AGENT_GRP_[*].AGENT_DISCONNECT_FIRST	**Used in:**
Media type: Chat, Open (sync), Voice **Data type:** Number **Metric type:** Disposition	- Agent Conduct Report - Agent Performance Dashboard - Agent Report

>> Back to list	

Metric name: Avg Actionability Score	Folder: Agent > Activity

Description: The value presented in this metric varies depending on the attributes and filters used in a report:

- Agent Attribute: The average score, assigned to interactions that were handled by this agent, measuring the degree to which interactions required agent attention.

- Agent Group Attribute: The average score, assigned to interactions that were handled by agents belonging to this agent group, measuring the degree to which interactions

The average considers only those interactions for which an Actionability Score was assigned.

Source or Calculation: Calculated as AG2_AGENT_[*].ACTIONABILITY divided by AG2_AGENT_[*].ACTIONABILITY_OFFERED, or AG2_AGENT_GRP_[*].ACTIONABILITY divided by AG2_AGENT_GRP_[*].ACTIONABILITY_OFFERED	**Used in:**
Media type: All	- Agent Social Engagement Report

Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Avg Conference Accepted Handle Time

Introduced: 100.0.027.0001

Folder:

Agent > Activity

Description: Average Handle Time for conference interactions in which the agent participated. This metric includes time spent by all agents who participated in handling the interaction after this agent joined.

Source or Calculation: Calculated based on the Conference Accepted Time and Conference Received Accepted metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Transfer Summary Report • Transfer Dashboard
>> Back to list		

Metric name: Avg Consult Initiated Time

Folder:

Agent > Activity

Description: The value presented in this metric varies depending on the attributes and filters used in a report:

- Agent Attribute: The average amount of time that this agent was engaged on collaborations or simple consult interactions that the agent initiated, where the collaborations/consultations were associated with customer interactions.

- Agent Group Attribute: The average amount of time that agents who belong to this agent group were engaged on collaborations or simple consult interactions that the agents initiated, where the collaborations/consultations were associated with customer interactions.

Source or Calculation: Calculated based on the Consult Initiated Time and Consult Initiated Activity metrics.		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		• Agent Performance Dashboard • Agent Report • Agent Utilization Report
>> Back to list		

Metric name: Avg Consult Received Time

Folder:

Agent > Activity

Description: The value presented in this metric varies depending on the attributes and filters used in a report:

- Agent Attribute: The average amount of time that this agent was engaged on collaborations or simple consultations that the agent received, where the collaborations/consultations were associated with customer interactions.

- Agent Group Attribute: The average amount of time that agents who belong to this agent group were engaged on collaborations or simple consultations that agents received, where the collaborations/consultations were associated with customer interactions.

Source or Calculation: Calculated based on the Consult Received Time and Consult Received Accepted Activity metrics.	**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	• Agent Group Business Attribute Report • Agent Performance Dashboard • Agent Report • Agent Utilization Report
>> Back to list	

Metric name: Avg Consult Received Warm Time	**Folder:** Agent > Activity

Description: The value presented in this metric varies depending on the attributes and filters used in a report:

- Agent Attribute: The average amount of time that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.

- Agent Group Attribute: The average amount of time, in seconds, that agents who belong to this agent group were engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.

This metric is attributed to the interval in which the consult interaction is offered to the receiving agent. This metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.

Source or Calculation: Calculated based on the Consult Received Warm Time and Consult Received Accepted Warm Activity metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	• Agent Performance Dashboard • Agent Report • Agent Utilization Report
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Metric name: Avg Consult Received Warm Wrap Time **Discontinued:** 9.0	**Folder:** Agent > Activity

Description: This metric is no longer populated.

Source or Calculation: Calculated based on the Consult Received Warm Wrap Time and Consult Received Warm Wrap Activity metrics.		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Dispostion		• Agent Performance Dashboard • Agent Report • Agent Utilization Report
>> Back to list		

Metric name: Avg Consult Received Wrap Time	**Folder:** Agent > Activity

Description: The value presented in this metric varies depending on the attributes and filters used in a report:

- Agent Attribute: The average amount of time that this agent was in ACW (Wrap) state following simple consultations that the agent accepted, where the consultations were associated with customer calls.

- Agent Group Attribute: The average amount of time that agents who belong to this agent group were in ACW state following simple consultations that the agents accepted, where the consultations were associated with customer calls.

This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

Source or Calculation: Calculated based on the Consult Received Wrap Time and Consult Received Wrap Activity metrics.		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Performance Dashboard • Agent Report • Agent Utilization Report
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Metric name: Avg Engage Time	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The average amount of time that this agent was engaged with customers.

- Agent Group Attributes: The average amount of time that agents who belong to this agent group were engaged with customers.

Source or Calculation: Calculated as Engage Time divided by Accepted Agent metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Activity • Agent Group Business Attribute Report

		• Agent Group Interaction Handling Report
		• Agent Outbound Campaign Report
		• Agent Performance Dashboard
		• Agent Report
		• Agent Task Dashboard
		• Agent Utilization Report
		• Supervisor Dashboard
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity

Metric name: Avg Handle Time	Folder: Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The average amount of time that this agent spent handling interactions that the agent received.

- Agent Group Attribute: The average amount of time that agents who belong to this agent group spent handling interactions that the agents received.

This metric is computed as handle time divided by the sum of accepted interactions and received consultations.

Source or Calculation: Calculated as Handle Time divided by the sum of Accepted Interactions and Received Consultations.	**Used in:**
	• Agent Activity
	• Agent Conduct Report
	• Agent Group Business Attribute Report
	• Agent Group Interaction Handling Report
	• Agent Interaction Hierarchy Report
Media type: All	• Agent Outbound Campaign Report
	• Agent Performance Dashboard
Data type: Number	• Agent Report
Metric type: Disposition	• Agent Task Dashboard
	• Agent Utilization Email Report
	• Agent Utilization Report

		• Supervisor Dashboard
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity
	>> Back to list	

Metric name: Avg Hold Time

Folder:

Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The average amount of time that this agent had customer interactions on hold.
- Agent Group Attribute: The average amount of time that agents who belong to this group had customer interactions on hold.

This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).

Source or Calculation: Calculated based on the Hold and Hold Time Activity metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	• Agent Activity • Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction Handling Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Task Dashboard • Agent Utilization Report • Supervisor Dashboard • Task Routing Agent Activity • Task Routing Agent Group Activity
>> Back to list	

Metric name: Avg Influence Score

Folder:

Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

Agent Attribute: The average score representing the clout amassed on social networks for interactions handled by this agent. Agent

Group Attribute: The average score representing the clout amassed on social networks for interactions handled by agents belonging to this agent group. The average considers only those interactions for which an actionability score was assigned.

		Used in:
Source or Calculation: AG2_AGENT_[*].INFLUENCE / AG2_AGENT_[*].INFLUENCE_OFFERED or AG2_AGENT_GRP_[*].INFLUENCE / AG2_AGENT_GRP_[*].INFLUENCE_OFFERED		
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Social Engagement Report
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Metric name: Avg Invite Time

Folder:

Agent > Activity

Description: The average amount of time that customer interactions alerted or rang at agent resources before the interactions were accepted, plus the average duration of dialing that agents performed, where the calls were successfully established.

This metric is attributed to the interval in which the interactions began. Note: The dialing component of this metric applies to voice media only.

		Used in:
Source or Calculation: Calculated based on the Invite Time and Invite Business Attribute metrics.		This metric is not used in any reports.
Media type: All **Data type:** Number **Metric type:** Disposition		
>> Back to list		

Metric name: Avg Revenue

Folder:

Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The average amount of revenue that is generated for interactions handled by this agent.

- Agent Group Attribute: The average amount of revenue that is generated for interactions handled by agents of this agent group.

The average considers only those interactions for which revenue was generated.

		Used in:
Source or Calculation: Calculated based on the Revenue and Offered with Revenue Activity metrics.		• Agent Activity
Media type: All **Data type:** Number **Metric type:** Dispotion		• Task Routing Agent Activity • Task Routing Agent Group Activity

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Metric name: Avg Satisfaction	Folder: Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Dimension: The average customer-satisfaction score of interactions handled by this agent.

- Agent Group Dimension: The average customer-satisfaction score of interactions handled by agents who belong to this agent group.

The tally considers only those interactions for which customer satisfaction was recorded.

Source or Calculation: Calculated based on the Satisfaction and Offered with Satisfaction Activity metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Activity • Task Routing Agent Activity • Task Routing Agent Group Activity

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Metric name: Avg Sentiment Score	Folder: Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

Agent Attribute: The average score reflecting the attitude expressed by customers for interactions that were handled by this agent. Agent Group Attribute: The average score reflecting the attitude expressed by customers for interactions that were handled by agents belonging to this agent group. The average considers only those interactions for which a sentiment score was assigned.

Source or Calculation: AG2_AGENT_[*].SENTIMENT / AG2_AGENT_[*].SENTIMENT_OFFERED or AG2_AGENT_GRP_[*].SENTIMENT / AG2_AGENT_GRP_[*].SENTIMENT_OFFERED		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Social Engagement Report

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Metric name: Avg Transfer Accepted Handle Time **Introduced:** 100.0.027.0001	Folder: Agent > Activity

Description: Average Handle Time for interactions that arrived by transfer and were handled during the reporting interval. This metric includes only the time spent by the receiving agent, and includes both

HOLD and ENGAGE times.	
Source or Calculation: Calculated based on the Transfer Accepted Time and Transfer Received Accepted metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Transfer Summary Report • Transfer Dashboard
>> Back to list	

Metric name: Avg Transfer Initiated Handle Time **Introduced:** 100.0.027.0001	**Folder:** Agent > Activity
Description: Average amount of time that the agent spent handling customer interactions that the agent later transferred, during the reporting interval.	
Source or Calculation: Calculated based on the Transfer Initiated Time and Transfer Initiated Agent metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Transfer Summary Report • Transfer Dashboard
>> Back to list	

Metric name: Avg Wrap Time	**Folder:** Agent > Activity
Description: The description of this metric varies according to the attributes and filters in the report query: • Agent Attribute: The average amount of time that this agent spent on customer interactions while in ACW (Wrap) state. • Agent Group Attribute: The average amount of time that agents who belong to this agent group, spent on customer interactions while in ACW state.	
Source or Calculation: Calculated based on the Wrap Time and Wrap Activity metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	• Agent Activity • Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction Handling Report • Agent Outbound Campaign Report • Agent Performance Dashboard

		• Agent Report
		• Agent Task Dashboard
		• Agent Utilization Report
		• Supervisor Dashboard
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity

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Metric name: Conference Accepted Time

Introduced: 100.0.027.0001

Folder:

Agent > Activity

Description: The amount of time that agent spent in conference interactions. This metric includes time spent by all agents who participated in handling the interaction after this agent joined.

Source or Calculation:
AG2_AGENT_*.CONF_ACCEPTED_ENGAGE_TIME+CONF_ACCEPTED_HOLD_TIME

| **Media type:** All (except Email)

Data type: Number
Metric type: Disposition | | **Used in:**

This metric is not used in any reports. |

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Metric name: Conference Initiated

Folder:

Agent > Activity

Description: Total number of times that this Agent, Agent Group, or Agent and Queue, (depending on the relevant GCXI Project attributes for this metric) successfully initiated conferences for received customer interactions.

Source or Calculation:
AG2_AGENT_[*].CONFERENCE_INITIATED or
AG2_AGENT_GRP_[*].CONFERENCE_INITIATED

| **Media type:** All (except Email)

Data type: Number
Metric type: Disposition | | **Used in:**

• Agent Transfer Summary Report
• Agent Utilization Report
• Transfer Dashboard |

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Metric name: Conference Offered

Introduced: 100.0.027.0001

Folder:

Agent > Activity

Description: The total number of Conference interactions offered to the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.

Source or Calculation: AG2_AGENT_*.CONFERENCE_ RECEIVED	Used in:
Media type: **Data type:** **Metric type:** Disposition	• Agent Transfer Summary Report • Transfer Dashboard
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Metric name: Conference Received Accepted	**Folder:** Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of times that this agent joined conferences to participate in customer interactions.

- Agent Group Attribute: The total number of times that agents from this agent group joined conferences to participate in customer interactions.

Source or Calculation: AG2_AGENT_[*].CONFERENCE_RECEIVED_ACCEPTED or AG2_AGENT_GRP_[*].CONFERENCE_RECEIVED_ACCEPTED	Used in:
Media type: All (except Email) **Data type:** Number **Metric type:** Disposition	• Agent Utilization Report
>> Back to list	

Metric name: Consult Initiated	**Folder:** Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of times that this agent initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.

- Agent Group Attribute: The total number of times that agents who belong to this agent group, initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.

Source or Calculation: AG2_AGENT_[*].CONSULT_INITIATED or AG2_AGENT_GRP_[*].CONSULT_INITIATED	Used in:
Media type: All (except Chat)	• Agent Conduct Report

Data type: Number Metric type: Disposition		• Agent Report • Agent Utilization Report
>> Back to list		

Metric name: Consult Initiated Time

Folder:

Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was engaged in collaborations or simple consultations that the agent requested, where the collaborations/consultations were associated with customer interactions.

- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged in collaborations or simple consultations that the agents requested where the collaborations/ consultations were associated with customer interactions.

Source or Calculation: AG2_AGENT_[*].CONSULT_INITIATED_TIME or AG2_AGENT_GRP_[*].CONSULT_INITIATED_TIME		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Offered

Introduced: 100.0.027.0001

Folder:

Agent > Activity

Description: The total number of consult interactions offered to the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.

Source or Calculation: AG2_AGENT_CAMPAIGN_*.CONSULT_RECEIVED_ACCEPTED + AG2_AGENT_*.CONSULT_RECEIVED_ACCEPTED + AG2_I_*.CONSULT_RECEIVED_ACCEPTED		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Agent Transfer Summary Report • Transfer Dashboard
>> Back to list		

Metric name: Consult Received Accepted

Folder:

Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of times that this agent received and accepted collaborations or simple consultations that were associated with customer interactions.

- Agent Group Attribute: The total number of times that agents who belong to this agent group received and accepted collaborations or simple consultations that were associated with customer interactions.

Source or Calculation: AG2_AGENT_[*].CONSULT_RECEIVED_ACCEPTED or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_ACCEPTED		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		• Agent Group Business Attribute Report • Agent Interval Based Report • Agent Utilization Report
>> Back to list		

Metric name: Consult Received Accepted Warm	**Folder:** Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of times that this agent participated in consultations that the agent received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agent.

- Agent Group Attribute: The total number of times that agents who belong to this agent group participated in consultations that the agents received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agents.

Source or Calculation: AG2_AGENT_[*].CONSULT_RCV_ACC_WARM or AG2_AGENT_GRP_[*].CONSULT_RCV_ACC_WARM		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Utilization Report
>> Back to list		

Metric name: Consult Received Hold	**Folder:** Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions.

- Agent Group Attribute: The total number of times that agents from this agent group were on hold during simple consultations that they received where the consultations were associated with customer interactions.

Source or Calculation: AG2_AGENT_[*].CONSULT_RECEIVED_HOLD or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_HOLD		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Time

Folder:

Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was engaged as a recipient in collaborations or simple consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.

- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged as recipients in collaboration or simple consultation, including related hold durations, where the collaborations/consultations were associated with customer interactions.

This metric is attributed to the interval in which this agent was offered the collaboration/consultation request.

Source or Calculation: Calculated as the sum of AG2_AGENT_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_[*].CONSULT_RECEIVED_HOLD_TIME, or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_GRP_[*].CONSULT_RECEIVED_HOLD_TIME		Used in:
		- Agent Group Business Attribute Report
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		- Agent Interval Based Report - Agent Performance Dashboard - Agent Report - Agent Summary Activity Report (Interaction)
>> Back to list		

Metric name: Consult Received Warm Hold

Folder:

Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of consultations that this agent had on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests,

and the interactions were transferred to or conferenced with the agent.

- Agent Group Attribute: The total number of consultations that agents, who belong to this agent group, had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Source or Calculation: AG2_AGENT_[*].CONSULT_RCV_WARM_HOLD, AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_HOLD		Used in:
Media type: Voice		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Consult Received Warm Time	Folder: Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.

- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.

This metric is attributed to the interval in which the consult interaction is offered to the receiving agent. Time begins when the consult interaction is received and ends when the customer interaction is transferred to or conferenced with this agent. This metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.

Source or Calculation: Calculated as the sum of AG2_AGENT_[*].CONSULT_RCV_WARM_ENGAGE_TIME and AG2_AGENT_[*].CONSULT_RCV_WARM_HOLD_TIME, or AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_ENGAGE_TIME and AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_HOLD_TIME		Used in:
Media type: Voice		• Agent Performance Dashboard
Data type: Number **Metric type:** Disposition		• Agent Report
>> Back to list		

Metric name: Consult Received Warm Wrap	Folder: Agent > Activity
Discontinued: 9.0	

Description: This metric is no longer populated.

Source or Calculation: AG2_AGENT_[*].CONSULT_RCV_WARM_WRAP or AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_WRAP		Used in:
Media type: Voice **Data type:** Number **Metric type:** Dispostion		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Warm Wrap Time **Discontinued:** 9.0	**Folder:** Agent > Activity

Description: This metric is no longer populated.

Source or Calculation: AG2_AGENT_[*].CONSULT_RCV_WARM_WRAP_TIME or AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_WRAP_TIME		Used in:
Media type: Voice **Data type:** Number **Metric type:** Dispostion		• Agent Performance Dashboard • Agent Report
>> Back to list		

Metric name: Consult Received Wrap	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attibute: The total number of times that this agent was in ACW (Wrap) state after requests for simple consultation that the agent accepted where the consultations were associated with customer interactions.
- Agent Group Attibute: The total number of times that agents who belong to this agent group were in ACW state after requests for simple consultation that they accepted where the consultations were associated with customer interactions.

Source or Calculation: AG2_AGENT_[*].CONSULT_RECEIVED_WRAP or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_WRAP		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Wrap Time	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was in ACW (Wrap) state after simple consultations that the agent accepted, where the consultations were associated with customer calls.

- Agent Group Attribute: The total amount of time that agents who belong to this agent group were in ACW state after simple consultations that the agents accepted, where the consultations were associated with customer calls.

This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

Source or Calculation: AG2_AGENT_[*].CONSULT_RECEIVED_WRAP_TIME or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_WRAP_TIME		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Performance Dashboard • Agent Report
>> Back to list		

Metric name: Consult Responses	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: For email, the total number of collaboration replies that were initiated by this agent. For voice, this metric is the same as Agent > Activity > Consult Received Accepted.

- Agent Group Attribute: For email, the total number of collaboration replies that were initiated by agents who belong to this agent group. For voice, this metric is the same as Agent > Activity > Consult Received Accepted.

Source or Calculation: AG2_AGENT_[*].CONSULT_RESPONSES or AG2_AGENT_GRP_[*].CONSULT_RESPONSES		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		• Agent Utilization Report
>> Back to list		

Metric name: Engage **Introduced:** 9.0.029.00	**Folder:** Agent > Activity

Description: The number of times that agents were engaged with a customer during the reporting period. This metric is useful in calculating custom values such as Average Handle Time.

Source or Calculation: AG2_AGENT_CUSTOMER_TALK_COUNT	**Used in:**

Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		

Metric name: Engage Time

Folder:

Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was engaged with customers on interactions that the agent received.

- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged with customers on interactions that the agents received.

This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.

Source or Calculation: AG2_AGENT_[*].ENGAGE_TIME or AG2_AGENT_GRP_[*].ENGAGE_TIME		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		- Agent Group Business Attribute Report - Agent Interaction State - Agent Interval Based Report - Agent Outbound Campaign Report - Agent Performance Dashboard - Agent Report - Agent Summary Activity Report (Interaction) - Supervisor Dashboard
>> Back to list		

Metric name: Focus

Folder:

Agent > Activity

Description: The total number of times that the agent was in the focus state while working on media sessions. Includes only cases where the agent was actively working on the interaction that is the subject of the IRF, and requires WDE is configured to report focus time.

Source or Calculation: AG2_AGENT_*.FOCUS		
Media type: **Data type:** **Metric type:** Disposition		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: Focus Time	**Folder:**
	Agent > Activity

Description: The total amount of time that this agent spent in the focus state while working on media sessions. Includes only time that the agent spent actively processing the interaction, as reported by the agent desktop.

Source or Calculation: AG2_AGENT_*.FOCUS_TIME		
Media type:		**Used in:**
Data type:		This metric is not used in any reports.
Metric type: Disposition		
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Metric name: Group Combination	**Folder:**
	Agent > Activity

Description: This metric is reserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT hierarchy.

Source or Calculation: AG2_AGENT_[*].GROUP_COMBINATION_KEY		
Media type: All		**Used in:**
Data type: Number		This metric is not used in any reports.
Metric type:		
	>> Back to list	

Metric name: Handle Time	**Folder:**
	Agent > Activity

Description: The total amount of time that agents who belong to this agent group spent handling interactions that the agents received.

Handle time is measured as the sum of engagement time (for example, talk time), hold time, ACW (Wrap) time, all consult time for interactions that the agent received, and all ACW time for consultations the agent received. Some of these components return zero values for some media types.

Source or Calculation: Calculated based on the Engage Time, Hold Time, Wrap Time, Consult Received Time, Consult Received Wrap Time, Consult Received Warm Time activity metrics.		**Used in:**
Media type: All		• Agent Group Business Attribute Report
Data type: Number		• Agent Performance Dashboard
Metric type: Disposition		• Agent Report
	>> Back to list	

Metric name: Hold	**Folder:**
	Agent > Activity

Description: The total number of times within the interval that this agent (or agents in this agent group) had customer calls on hold.

Source or Calculation: AG2_AGENT_[*].HOLD or AG2_AGENT_GRP_[*].HOLD		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Interval Based Report • Agent Performance Dashboard • Agent Report • Agent Utilization Report
>> Back to list		

Metric name: Hold Time	**Folder:** Agent > Activity

Description: The total amount of time that this agent (or agents in this agent group) had customer interactions on hold. This metric counts all held durations for interactions, whether they were placed on hold once or more than once.

Source or Calculation: AG2_AGENT_[*].HOLD_TIME, AG2_AGENT_GRP_[*].HOLD_TIME		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Group Business Attribute Report • Agent Interval Based Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard
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Metric name: Influence Score	**Folder:** Agent > Activity

Description: The total score that represents the customer's clout that has amassed on social networks for customer interactions that were handled by this agent (or by agents who are members of this agent group).

Source or Calculation: AG2_AGENT_[*].INFLUENCE, AG2_AGENT_GRP_[*].INFLUENCE		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		
		Folder:

Metric name: Invite	Agent > Activity

Description: The total number of customer interactions that alerted or rang at this agent (or at agents who belong to this agent group) before the interactions were accepted plus the total number of dials that agents performed, where the calls were successfully established.

This metric is attributed to the interval in which the alerting/dialing first occurred.

Source or Calculation: AG2_AGENT_[*].INVITE, AG2_AGENT_GRP_[*].INVITE		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
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Metric name: Invite Time	**Folder:**
	Agent > Activity

Description: The total amount of time that customer interactions alerted at this agent (or at agents who belong to this agent group), plus the total duration of the dialing that the agents performed.

- For the alerting component of this metric, interactions do not have to be established for this metric to be incremented.

- For the dialing component, dial duration is measured for established calls only.

This metric is attributed to the interval in which the alerting/dialing first occurred.

Source or Calculation: AG2_AGENT_[*].INVITE_TIME, AG2_AGENT_GRP_[*].INVITE_TIME		**Used in:**
Media type: All		- Agent Interaction State
Data type: Number **Metric type:** Disposition		- Agent Summary Activity Report (Interaction)
		- Supervisor Dashboard
>> Back to list		

Metric name: Not Accepted	**Folder:**
	Agent > Activity

Description: The total number of times that customer interactions were redirected to another resource upon no answer by this agent (or by agents who belong to this agent group), or were otherwise not accepted by such agents.

Source or Calculation: AG2_AGENT_[*].NOTACCEPTED, AG2_AGENT_GRP_[*].NOTACCEPTED		**Used in:**
Media type: All		- Agent Performance Dashboard
Data type: Number **Metric type:** Disposition		- Agent Report

		• Agent Utilization Report
	>> Back to list	

Metric name: Offered	Folder:
	Agent > Activity

Description: The total number of times that interactions were received or initiated by this agent (for Agent reporting), or agents who belong to this agent group (for Agent Group reporting).

The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AGT_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Source or Calculation: AG2_AGENT_[*].OFFERED, AG2_AGENT_GRP_[*].OFFERED	**Used in:**
	• Agent Activity
	• Agent Interaction Hierarchy Report
	• Agent Performance Dashboard
	• Agent Report
	• Agent Task Dashboard
	• Agent Utilization Email Report
Media type: All	• Agent Utilization Report
	• Predictive Routing Agent Dashboard
Data type: Number	• Predictive Routing Agent Occupancy Report (Active Time and Predictive)
Metric type: Disposition	• Supervisor Dashboard
	• Task Routing Agent Activity
	• Task Routing Agent Group Activity
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Metric name: Offered with Actionability	Folder:
	Agent > Activity

Description: The total number of customer interactions that were offered to this agent, (or to agents who belong to this agent group), for which actionability scores were recorded.

Source or Calculation: AG2_AGENT_[*].ACTIONABILITY_OFFERED, AG2_AGENT_GRP_[*].ACTIONABILITY_OFFERED	**Used in:**
Media type: All	This metric is not used in any reports.
Data type: Number	
Metric type: Disposition	

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Metric name: Offered with Influence

Folder:

Agent > Activity

Description: The total number of customer interactions that were offered to this agent (or by agents who belong to this agent group), for which customer-influence scores were recorded.

Source or Calculation:
AG2_AGENT_[*].INFLUENCE_OFFERED,
AG2_AGENT_GRP_[*].INFLUENCE_OFFERED

Used in:

This metric is not used in any reports.

Media type: All

Data type: Number
Metric type: Disposition

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Metric name: Offered with Revenue

Folder:

Agent > Activity

Description: The total number of customer interactions that entered or began within the contact center, were handled by this agent (or by agents who belong to this agent group), and had associated revenue.

Source or Calculation: AG2_AGENT_[*].REVENUE_OFFERED,
AG2_AGENT_GRP_[*].REVENUE_OFFERED

Used in:

This metric is not used in any reports.

Media type: All

Data type: Number
Metric type: Disposition

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Metric name: Offered with Satisfaction

Folder:

Agent > Activity

Description: The total number of customer interactions handled by this agent (or by agents who belong with this agent group) for which customer-satisfaction scores were recorded.

Source or Calculation:
AG2_AGENT_[*].SATISFACTION_OFFERED,
AG2_AGENT_GRP_[*].SATISFACTION_OFFERED

Used in:

This metric is not used in any reports.

Media type: All

Data type: Number
Metric type: Disposition

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Metric name: Offered with Sentiment

Folder:

Agent > Activity

Description: The total number of customer interactions handled by this agent (or by agents who belong with this agent group) for which sentiment scores were recorded.

Source or Calculation: AG2_AGENT_[*].SENTIMENT_OFFERED, AG2_AGENT_GRP_[*].SENTIMENT_OFFERED		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
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Metric name: Rejected	**Folder:** Agent > Activity

Description: The total number of times that customer interactions alerted at this agent (or an agent that belongs to this agent group) and were not accepted.

Source or Calculation: AG2_AGENT_[*].REJECTED, AG2_AGENT_GRP_[*].REJECTED		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Conduct Report • Agent Performance Dashboard • Agent Task Dashboard • Agent Utilization Email Report • Task Routing Agent Activity • Task Routing Agent Group Activity
>> Back to list		

Metric name: Responded Unique	**Folder:** Agent > Activity

Description: The total number of first-time outbound replies in which this agent (or an agent in this group) participated in response to customer interactions.

Any number of replies could be prepared in response to a customer interaction. This metric attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This metric excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.

Source or Calculation: AG2_AGENT_[*].RESPONDED_UNIQUE, AG2_AGENT_GRP_[*].RESPONDED_UNIQUE		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Interaction Hierarchy Report
>> Back to list		

Metric name: Responses	**Folder:** Agent > Activity

Description: For voice and chat media, this metric represents the total number of times that customer

interactions or warm consultations were accepted by this agent or by an agent in this group.

For email, this metric represents the total number of times that the agent prepared an outbound reply. For voice media, this metric is identical to Activity\Accepted; it returns positive values when agents initiate calls.

Source or Calculation: AG2_AGENT_[*].RESPONSES, AG2_AGENT_GRP_[*].RESPONSES	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction Handling Report • Agent Interaction Hierarchy Report • Agent Utilization Report
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Metric name: Revenue	**Folder:** Agent > Activity

Description: The total revenue that is generated during the interval by customer interactions handled by agents who belong to this agent group.

Source or Calculation: AG2_AGENT_[*].REVENUE, AG2_AGENT_GRP_[*].REVENUE	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Group Business Attribute Report
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Metric name: Satisfaction	**Folder:** Agent > Activity

Description: The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by this agent, or by agents who belong to this agent group.

Source or Calculation: AG2_AGENT_[*].SATISFACTION, AG2_AGENT_GRP_[*].SATISFACTION	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Sentiment Score	**Folder:** Agent > Activity

Description: The total score reflecting the attitude expressed by customers for interactions that were handled by this agent or by agents belonging to this agent group.

Source or Calculation: AG2_AGENT_[*].SENTIMENT, AG2_AGENT_GRP_[*].SENTIMENT	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
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Metric name: Short	**Folder:** Agent > Activity
Description: The total number of times that customer interactions were accepted by this agent (or by and agents who belongs to this agent group) and then released, transferred, or stopped within the short-engagement threshold.	
Source or Calculation: AG2_AGENT_[*].SHORT, AG2_AGENT_GRP_[*].SHORT	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Conduct Report
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Metric name: Start Date Time Key	**Folder:** Agent > Activity
Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT, AG2_AGENT_GRP, or AG2_AGENT_QUEUE hierarchies.	
Source or Calculation: AG2_AGENT_[*].DATE_TIME_KEY, AG2_AGENT_GRP[*].DATE_TIME_KEY, AG2_AGENT_QUEUE_[*].DATE_TIME_KEY	**Used in:**
Media type: All **Data type:** Number **Metric type:**	This metric is not used in any reports.
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Metric name: Transfer Accepted Cold **Introduced:** 100.0.027.0001	**Folder:** Agent > Activity
Description: The total number of times that customer interactions were successfully cold transferred and accepted by the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.	
Source or Calculation: Calculated as the difference between the Transfer Received Accepted and Transfer Received Accepted Warm metrics.	**Used in:**
Media type: All	• Agent Transfer Summary Report

Data type: Number **Metric type:** Disposition		• Transfer Dashboard
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Metric name: Transfer Accepted Time

Introduced: 100.0.027.0001

Folder:

Agent > Activity

Description: Total number of seconds spent handling customer interactions following transfer. The count includes both HOLD and ENGAGE times.		
Source or Calculation: AG2_AGENT_*.XFER_ACCEPTED_ENGAGE_TIME + AG2_AGENT_*.XFER_ACCEPTED_HOLD_TIME		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Transfer Accepted Warm

Introduced: 100.0.027.0001

Folder:

Agent > Activity

Description: The total number of times that customer interactions were successfully warm transferred and accepted by the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.		
Source or Calculation: AG2_AGENT_*.XFER_ACCEPTED_WARM		**Used in:**
Media type: All		• Agent Transfer Summary Report
Data type: Number **Metric type:** Disposition		• Transfer Dashboard
>> Back to list		

Metric name: Transfer Initiated Agent

Folder:

Agent > Activity

Description: The total number of times that this agent (or an agent from this queue) transferred customer interactions. Both warm and blind transfers are reflected in this metric.		
Source or Calculation: AG2_AGENT_[*].TRANSFER_INIT_AGENT, AG2_AGENT_GRP_[*].TRANSFER_INIT_AGENT		**Used in:**
Media type: All		• Agent Group Business Attribute Report
Data type: Number		• Agent Group Interaction Handling

Metric type: Disposition		Report • Agent Performance Dashboard • Agent Report • Agent Task Dashboard • Agent Utilization Email Report • Agent Utilization Report • Task Routing Agent Activity • Task Routing Agent Group Activity • Transfer Dashboard
	>> Back to list	

Metric name: Transfer Initiated Agent Cold **Introduced:** 100.0.027.0001	**Folder:** Agent > Activity

Description: Total number of cold transfers initiated by the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.	

Source or Calculation: Calculated as the difference between the Transfer Initiated Agent and Transfer Initiated Agent Warm metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Transfer Summary Report • Transfer Dashboard
	>> Back to list	

Metric name: Transfer Initiated Agent Warm **Introduced:** 100.0.027.0001	**Folder:** Agent > Activity

Description: Total number of warm transfers initiated by the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.	

Source or Calculation: AG2_AGENT_*.XFER_INITIATED_WARM		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Transfer Summary Report • Transfer Dashboard
	>> Back to list	

Metric name: Transfer Initiated Time	Folder:
Introduced: 100.0.027.0001	Agent > Activity

Description: Total number of seconds that the transferring agent spent handling customer interactions that were transferred and handled during the reporting interval.

Source or Calculation: AG2_AGENT_*.XFER_INITIATED_ENGAGE_TIME + XFER_INITIATED_HOLD_TIME		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

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Metric name: Transfer Offered	Folder:
Introduced: 100.0.027.0001	Agent > Activity

Description: Total number of times that customer interactions were arrived by transfer and were offered (for this Agent or Agent Group depending on the relevant GCXI Project attributes for this metric).

Source or Calculation: AG2_AGENT_*.XFER_ RECEIVED		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Transfer Summary Report • Transfer Dashboard

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Metric name: Transfer Received Accepted	Folder:
	Agent > Activity

Description: The total number of times that this agent (or an agent who belongs to this agent group) received customer interactions that were successfully transferred to the agents.

Both warm and blind transfers are reflected in this metric.

Source or Calculation: AG2_AGENT_[*].XFER_RECEIVED_ACCEPTED, AG2_AGENT_GRP_[*].XFER_RECEIVED_ACCEPTED		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Group Interaction Handling Report

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Metric name: Wrap	Folder:

	Agent > Activity
Description: The total number of times that this agent (or an agent from this group) was in ACW (Wrap) state for customer interactions that the agent received. This metric is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.	

Source or Calculation: AG2_AGENT_[*].WRAP, AG2_AGENT_GRP_[*].WRAP	Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
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Metric name: Wrap Time	**Folder:** Agent > Activity
Description: The total amount of time, in seconds attributed to the ACW (Wrap) state for customer interactions (for this Agent, Agent Group, or Agent and Queue, depending on GCXI Project attributes).	
Source or Calculation: AG2_AGENT_QUEUE_[*].WRAP_TIME	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	• Agent Group Business Attribute Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report
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Folder: Agent > Activity > Activity Call Survey

There are no metrics in this folder.

Folder: Agent > Activity > Activity User Data Example

There are no metrics in this folder.

Folder: Agent > Activity > Queue

Metric name: % Abandoned Inviting	Folder:
	Agent > Activity > Queue

Description: The percentage of interactions that entered this queue, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN to the total number of interactions that entered this queue and were subsequently offered to a resource.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the (Agent > Activity > Queue) Abandoned Inviting and Offered metrics.

Media type: Voice, Chat, Open (sync)		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

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Metric name: % Accepted	Folder:
	Agent > Activity > Queue

Description: The percentage of customer interactions of this business attribute that were distributed from this queue and accepted, relative to the total number of interactions that were distributed from this queue and offered to a handling resource.

For voice media, this metric is identical to Activity\Responses.

Source or Calculation: AG2_AGENT_QUEUE_[*].ACCEPTED

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

>> Back to list

Metric name: % Transfer Initiated	Folder:
	Agent > Activity > Queue

Description: The percentage of accepted customer interactions that were distributed from this queue, and later were transferred (warm or blind).

Source or Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated and Accepted metrics.

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

>> Back to list

Metric name: % Transfer Initiated Agent

Folder:

Agent > Activity > Queue

Description: The percentage of customer interactions that entered this queue, were distributed, were accepted, and subsequently were transferred (warm or blind) by agents to the total number of interactions that entered this queue and were distributed and accepted by agents.

Source or Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated Agent and Accepted Agent metrics.

Used in:

Media type: All

This metric is not used in any reports.

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: % Transfer Received Accepted

Folder:

Agent > Activity > Queue

Description: The percentage of accepted customer interactions that were successfully transferred (warm or blind) to this agent.

Source or Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Received Accepted and Accepted metrics.

Used in:

Media type: All

This metric is not used in any reports.

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Abandoned Inviting

Folder:

Agent > Activity > Queue

Description: The total number of times that customer interactions that were distributed or pulled from this queue, were abandoned or dropped for any reason while the interactions were alerting at this agent.

Source or Calculation: AG2_AGENT_[*].ABANDONED_INVITE

Media type: Voice, Chat, Open (sync)

Used in:

This metric is not used in any reports.

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Accepted

Folder:

Agent > Activity > Queue

Description: The total number of times that customer interactions or warm consultations that were distributed from this queue were accepted, answered, pulled, or initiated by this agent.

For voice media, this metric is identical to Activity\Responses.

Source or Calculation: AG2_AGENT_QUEUE_[*].ACCEPTED		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Group Queue Business Attribute Report • Agent Queue Report
>> Back to list		

Metric name: Accepted Others	**Folder:** Agent > Activity > Queue

Description: The total number of interactions that were distributed from this agent queue, and subsequently accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN.	
Source or Calculation: Calculated based on the (Agent > Activity > Queue) Accepted and Accepted Agent Queue metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Accepted Thread	**Folder:** Agent > Activity > Queue

Description: The total number of customer-interaction threads that were accepted, pulled, or initiated from this queue for the first time by this agent.	
This metric includes an agent's first participation in outbound replies to inbound interactions, and, for media other than email, yields the same values as the metric Accepted Unique.	
Source or Calculation: AG2_AGENT_QUEUE_[*].ACCEPTED_THREAD	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Accepted Unique	**Folder:** Agent > Activity > Queue

Description: The total number of logical interactions that were distributed by this queue and accepted, initiated, or pulled by this agent.
This metric includes an agent's first participation in outbound replies to inbound interactions.

Source or Calculation: AG2_AGENT_QUEUE_[*].ACTIONABILITY		**Used in:**
Media type: All

Data type: Number
Metric type: Disposition | | This metric is not used in any reports. |
| >> Back to list | | |

| **Metric name: Actionability** | **Folder:**

Agent > Activity > Queue |
|---|---|

Description: The total score, assigned to interactions that were handled by this agent and distributed from this queue, that measures the degree to which interactions required agent attention.

This metric includes an agent's first participation in outbound replies to inbound interactions, and, for media other than email, yields the same values as the metric Accepted Unique.

Source or Calculation: AG2_AGENT_QUEUE_[*].ACTIONABILITY		**Used in:**
Media type: All

Data type: Number
Metric type: Disposition | | This metric is not used in any reports. |
| >> Back to list | | |

| **Metric name: Agent Disconnect First** | **Folder:**

Agent > Activity > Queue |
|---|---|

Description:

Agent and Queue Attributes: For voice interactions, the total number of times during the reporting interval that this agent released customer interactions, distributed from this queue, before the other party did. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server). The tally is incremented only when the system (such as the switch) provides such information.

Source or Calculation: AG2_AGENT_QUEUE_[*].AGENT_DISCONNECT_FIRST		**Used in:**
Media type: Chat, Open (sync), Voice

Data type: Number
Metric type: Disposition | | This metric is not used in any reports. |
| >> Back to list | | |

| **Metric name: Avg Actionability Score** | **Folder:**

Agent > Activity > Queue |
|---|---|

Description: The average score, assigned to interactions that were distributed from this queue and handled by this agent, measuring the degree to which interactions required agent attention.

The average considers only those interactions for which an Actionability Score was assigned.

Source or Calculation: Calculated as AG2_AGENT_QUEUE_[*].ACTIONABILITY divided by AG2_AGENT_QUEUE_[*].ACTIONABILITY_OFFERED.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Avg Consult Initiated Time

Folder:

Agent > Activity > Queue

Description: The average amount of time that this agent was engaged on collaborations or simple consult interactions that the agent initiated, where the collaborations/consultations were distributed from this queue and were associated with customer interactions.		
Source or Calculation: Calculated based on the (Activity > Queue) Consult Initiated Time and Consult Initiated metrics.		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Avg Consult Received Time

Folder:

Agent > Activity > Queue

Description: The average amount of time that agents were engaged on collaboration calls or simple consultations that agents received, where the collaborations/consultations were associated with customer interactions.		
Source or Calculation: Calculated based on the (Activity > Queue) the Consult Received Time and Consult Received Accepted metrics.		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Avg Consult Received Warm Time

Folder:

Agent > Activity > Queue

Description: The average amount of time that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions.
This metric is attributed to the interval in which the consult interaction is offered to the receiving agent. This metric excludes alert

(ring) and ACW (Wrap) durations associated with the consult interactions.

Source or Calculation: Calculated based on the (Activity > Queue) Consult Received Warm Time and Consult Received Accepted Warm metrics.		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Avg Consult Received Warm Wrap Time **Discontinued:** 9.0	**Folder:** Agent > Activity > Queue

Description: This metric is no longer populated.

Source or Calculation: Calculated based on the (Activity > Queue) Consult Received Wrap Time and Consult Received Wrap metrics.		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Avg Consult Received Wrap Time	**Folder:** Agent > Activity > Queue

Description: The average amount of time that this agent spent in ACW state following simple consultations that the agent accepted, where the consultations were distributed from this queue and were associated with customer calls.

This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

Source or Calculation: Calculated based on the (Activity > Queue) Consult Received Wrap Time and Consult Received Wrap metrics.		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Avg Engage Time	**Folder:** Agent > Activity > Queue

Description: For interactions that were distributed or pulled from this queue, the average amount of time that this agent was engaged with customers.

Source or Calculation: Calculated based on the (Activity > Queue) Engage Time and Accepted metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Queue Report
>> Back to list	

Metric name: Avg Handle Time	**Folder:** Agent > Activity > Queue

Description: Queue Attribute: The average amount of time that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue.

Queue Group Attribute: The average amount of timethat agents spent handling customer interactions or warm consultations that were distributed or pulled from queues that belong to this queue group. This metric is attributed to the interval in which interactions entered the queue.

Source or Calculation: Calculated as (Activity > Queue) Handle Time divided by the sum of Accepted Interactions and Received Consultations.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Queue Report
>> Back to list	

Metric name: Avg Hold Time	**Folder:** Agent > Activity > Queue

Description: The average amount of time that agents had customer interactions, distributed from this queue, on hold.

This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).

Source or Calculation: Calculated based on the (Activity > Queue) Hold and Hold Time metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Queue Report
>> Back to list	

Metric name: Avg Influence Score	**Folder:** Agent > Activity > Queue

Description: The average score representing the clout amassed on social networks for interactions that were distributed from this queue and handled by this agent.

The average considers only those interactions for which an actionability score was assigned.

Source or Calculation: Calculated as AG2_AGENT_QUEUE_[*].INFLUENCE divided by AG2_AGENT_QUEUE_[*].INFLUENCE_OFFERED.

Used in:

This metric is not used in any reports.

Media type: All

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Avg Invite Time

Folder:

Agent > Activity > Queue

Description: The average amount of time that customer interactions (that were distributed from this queue) alerted or rang at an agent before being accepted plus the average duration of dialing that agents performed, where the calls were successfully established.

Source or Calculation: Calculated based on the (Activity > Queue) Invite Time and Invite Queue metrics.

Used in:

This metric is not used in any reports.

Media type: All

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Avg Revenue

Folder:

Agent > Activity > Queue

Description: The average amount of revenue that is generated for interactions distributed from this queue and handled by this agent.

The average considers only those interactions for which revenue was generated.

Source or Calculation: Calculated based on the (Activity > Queue) Revenue and Offered with Revenue metrics.

Used in:

This metric is not used in any reports.

Media type: All

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Avg Satisfaction

Folder:

Agent > Activity > Queue

Description: The average customer-satisfaction score of interactions distributed from this queue and handled by this agent.

The tally considers only those interactions for which customer satisfaction was recorded.

Source or Calculation: Calculated based on the (Activity > Queue) Satisfaction and Offered with Satisfaction metrics.

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Avg Sentiment Score	Folder:
	Agent > Activity > Queue

Description: The average score reflecting the attitude expressed by customers for interactions that were distributed from this queue and handled by this agent.

The average considers only those interactions for which a sentiment score was assigned.

Source or Calculation: Calculated as:
AG2_AGENT_QUEUE_[*].SENTIMENT divided by
AG2_AGENT_QUEUE_[*].SENTIMENT_OFFERED

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Agent Social Engagement Report

>> Back to list

Metric name: Avg Wrap Time	Folder:
	Agent > Activity > Queue

Description: The average amount of time that this agent spent on customer interactions while in ACW (Wrap) state, where the interactions were distributed from this queue.

Source or Calculation: Calculated based on the (Activity > Queue) Wrap Time and Activity > Wrap metrics.

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

- Agent Queue Report

>> Back to list

Metric name: Conference Initiated	Folder:
	Agent > Activity > Queue

Description: The total number of times that this agent initiated conferences for customer interactions that the agent received, where the interactions were distributed or pulled from this queue and, where the conferences were established.

The count includes the number of established conferences that were initiated for transferred interactions that the agent received.

Source or Calculation:
AG2_AGENT_QUEUE_[*].CONFERENCE_INITIATED

Media type: All (Except

Used in:

This metric is not used in any reports.

email)

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Conference Received Accepted

Folder:

Agent > Activity > Queue

Description: The total number of times that this agent joined conferences to participate in interactions that were distributed or pulled from this queue.

Source or Calculation:
AG2_AGENT_QUEUE_[*].CONFERENCE_RECEIVED_ACCEPTED

Used in:

Media type: All

This metric is not used in any reports.

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Consult Initiated

Folder:

Agent > Activity > Queue

Description: The total number of times that this agent initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.

Source or Calculation:
AG2_AGENT_QUEUE_[*].CONSULT_INITIATED

Used in:

Media type: All (except Chat)

This metric is not used in any reports.

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Consult Initiated Time

Folder:

Agent > Activity > Queue

Description: The total amount of time that this agent was engaged in collaborations or simple consultations that the agent requested, where the collaborations/consultations were associated with customer interactions that were distributed or pulled from this queue.

Source or Calculation:
AG2_AGENT_QUEUE_[*].CONSULT_INITIATED_TIME

Used in:

Media type: All (except Chat)

This metric is not used in any reports.

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Consult Received Accepted	Folder: Agent > Activity > Queue
Description: The total number of times that this agent received and accepted collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions.	

Source or Calculation: AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_ACCEPTED	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.

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Metric name: Consult Received Accepted Warm	Folder: Agent > Activity > Queue
Description: The total number of times that this agent participated in consultations that the agent received, where the consultations were distributed or pulled from this queue, associated with customer interactions, and transferred to or conferenced with the agent.	

Source or Calculation: AG2_AGENT_QUEUE_[*].CONSULT_RCV_ACC_WARM	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

>> Back to list

Metric name: Consult Received Hold	Folder: Agent > Activity > Queue
Description: The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions and were distributed from this queue.	

Source or Calculation: AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_HOLD	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Consult Received Time	Folder: Agent > Activity > Queue
Description: The total amount of time that this agent was engaged as a recipient in collaboration or	

simple consultation, including related hold durations, where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions.

This metric is attributed to the interval in which this agent was offered the collaboration/consultation request distributed from this queue.

Source or Calculation: Calculated as the sum of AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_HOLD_TIME	**Used in:**
Media type: All (except Chat)	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Consult Received Warm Hold

Folder:

Agent > Activity > Queue

Description: The total number of consultations distributed from this queue that this agent had on hold, where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

Source or Calculation: AG2_AGENT_QUEUE_[*].CONSULT_RCV_WARM_HOLD	**Used in:**
Media type: Voice	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Consult Received Warm Time

Folder:

Agent > Activity > Queue

Description: The total amount of time that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions.

This metric is attributed to the interval in which the consult interaction is offered to the receiving agent. Time begins when the consult interaction is received and ends when the customer interaction is transferred to or conferenced with this agent. This metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.

Source or Calculation: Calculated as the sum of AG2_AGENT_QUEUE_[*].CONSULT_RCV_WARM_ENGAGE_TIME and AG2_AGENT_QUEUE_[*].CONSULT_RCV_WARM_HOLD_TIME	**Used in:**
Media type: Voice	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Consult Received Warm

Folder:

Wrap

Discontinued: 9.0

Agent > Activity > Queue

Description: This metric is no longer populated.

Source or Calculation: AG2_AGENT_QUEUE_[*].CONSULT_RCV_WARM_WRAP		**Used in:**
Media type: Voice		This metric is not used in any reports.
Data type: Number **Metric type:** Dispostion		

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Metric name: Consult Received Warm Wrap Time

Folder:

Agent > Activity > Queue

Discontinued: 9.0

Description: This metric is no longer populated.

Source or Calculation: AG2_AGENT_QUEUE_[*].CONSULT_RCV_WARM_WRAP_TIME		**Used in:**
Media type: Voice		This metric is not used in any reports.
Data type: Number **Metric type:** Dispostion		

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Metric name: Consult Received Wrap

Folder:

Agent > Activity > Queue

Description: The total number of times that this agent was in ACW state after requests for simple consultation that the agent accepted and that were distributed from this queue where the consultations were associated with customer interactions.

Source or Calculation: AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_WRAP		**Used in:**
Media type: Voice		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

>> Back to list

Metric name: Consult Received Wrap Time

Folder:

Agent > Activity > Queue

Description: The total amount of time that this agent spent in ACW state after simple consultations that the agent accepted, where the consultations were distributed from this queue and were associated with

customer calls.

This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

Source or Calculation: AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_WRAP_TIME		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
	>> Back to list	

Metric name: Consult Responses	**Folder:** Agent > Activity > Queue

Description: For email, the total number of collaboration replies that were initiated by this agent for customer interactions that were distributed from this queue.

For voice, this metric is the same as Agent > Activity > Consult Received Accepted.

Source or Calculation: AG2_AGENT_QUEUE_[*].CONSULT_RESPONSES		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
	>> Back to list	

Metric name: Engage **Introduced:** 9.0.029.00	**Folder:** Agent > Activity > Queue

Description: The number of times that agents were engaged with a customer during the reporting period. This metric is useful in calculating custom values such as Average Handle Time.

Source or Calculation: AG2_AGENT_CUSTOMER_TALK_COUNT		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
	>> Back to list	

Metric name: Engage Time	**Folder:** Agent > Activity > Queue

Description: For interactions that were distributed or pulled from this queue, the total amount of time that this agent was engaged with customers on interactions that the agent received.

This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.

Source or Calculation: AG2_AGENT_QUEUE_[*].ENGAGE_TIME		**Used in:**
Media type: All		• Agent Queue Report
Data type: Number **Metric type:** Disposition		

>> Back to list

Metric name: Focus	**Folder:** Agent > Activity > Queue

Description: Total number of times that the agent was in the focus state while working on media sessions. Includes only cases where the agent was actively working on the interaction that is the subject of the IRF, and requires WDE is configured to report focus time.

Source or Calculation: AG2_AGENT_QUEUE_[*].FOCUS		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:** Disposition		

>> Back to list

Metric name: Focus Time	**Folder:** Agent > Activity > Queue

Description: The total time that the agent spent in the focus state while working on media sessions. Includes only time that the agent spent actively processing the interaction, as reported by the agent desktop.

Source or Calculation: AG2_AGENT_QUEUE_[*].FOCUS_TIME		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:** Disposition		

>> Back to list

Metric name: Handle Time	**Folder:** Agent > Activity > Queue

Description: The total amount of time that this agent spent handling interactions that were distributed or pulled from this queue for those interactions that the agent received.

Source or Calculation: Calculated based on (Activity > Queue) Engage Time, Hold Time, Wrap Time, Consult Received Time, Consult Received Wrap Time, Consult Received Warm Time metrics.		**Used in:**
Media type: All		This metric is not used in any reports.

Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Hold	**Folder:** Agent > Activity > Queue

Description: The total number of times within the interval that this agent had customer calls (that were distributed from this queue) on hold.

Source or Calculation: AG2_AGENT_QUEUE_[*].HOLD		
Media type: Voice **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.
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Metric name: Hold Time	**Folder:** Agent > Activity > Queue

Description: The total amount of time that agents had customer interactions distributed from this queue on hold.This metric counts all held durations for interactions, whether they were placed on hold once or more than once.

Source or Calculation: AG2_AGENT_QUEUE_[*].HOLD_TIME		
Media type: Voice **Data type:** Number **Metric type:** Disposition		**Used in:** • Agent Queue Report
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Metric name: Influence Score	**Folder:** Agent > Activity > Queue

Description: The total score that represents the customer clout that has amassed on social networks for customer interactions that were distributed from this queue and handled by this agent.

Source or Calculation: AG2_AGENT_QUEUE_[*].INFLUENCE		
Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.
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Metric name: Invite	**Folder:** Agent > Activity > Queue

Description: The total number of customer interactions that were distributed from this queue that alerted or rang at this agent before the interactions were accepted plus the total number of dials that the

agent performed, where the calls were successfully established.

This metric is attributed to the interval in which the alerting/dialing first occurred. The dialing component of this metric applies to voice media only.

Source or Calculation: AG2_AGENT_QUEUE_[*].INVITE

Media type: All	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Invite Time	**Folder:** Agent > Activity > Queue

Description: The total amount of time, in seconds, that customer interactions alerted at this agent plus the total duration of the dialing that the agent performed for calls that were distributed or pulled from this queue.

For the alerting component of this metric, interactions do not have to be established for this metric to be incremented. For the dialing component, dial duration is measured for established calls only. This metric is attributed to the interval in which the alerting/dialing first occurred.

Source or Calculation: AG2_AGENT_QUEUE_[*].INVITE_TIME

Media type: All	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Not Accepted	**Folder:** Agent > Activity > Queue

Description: The total number of times that customer interactions, that were distributed from this queue were redirected to another resource upon no answer by this agent or were otherwise not accepted by the agent.

This metric includes interactions that the customer abandoned while they were alerting at the agent.

Source or Calculation:
AG2_AGENT_QUEUE_[*].NOTACCEPTED

Media type: All	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Offered	**Folder:** Agent > Activity > Queue

Description: The total number of times that interactions were received or initiated by this agent (for Agent reporting), or agents who belong to this agent group (for Agent Group reporting).

The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AGT_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Source or Calculation: AG2_AGENT_QUEUE_[*].OFFERED

Used in:

Media type: All

Data type: Number
Metric type: Disposition

- Agent Group Queue Business Attribute Report

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Metric name: Offered with Actionability

Folder:

Agent > Activity > Queue

Description: The total number of customer interactions that were offered to this agent and distributed from this queue, for which actionability scores were recorded.

Source or Calculation:
AG2_AGENT_QUEUE_[*].ACTIONABILITY_OFFERED

Used in:

Media type: All

This metric is not used in any reports.

Data type: Number
Metric type: Disposition

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Metric name: Offered with Influence

Folder:

Agent > Activity > Queue

Description: The total number of customer interactions that were offered to this agent and distributed from this queue, for which customer-influence scores were recorded.

Source or Calculation:
AG2_AGENT_QUEUE_[*].INFLUENCE_OFFERED

Used in:

Media type: All

This metric is not used in any reports.

Data type: Number
Metric type: Disposition

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Metric name: Offered with Revenue

Folder:

Agent > Activity > Queue

Description: The total number of customer interactions that entered or began within the contact center, were distributed from this queue, had associated revenue, and were handled by this agent.

Source or Calculation:
AG2_AGENT_QUEUE_[*].REVENUE_OFFERED

Used in:

Media type: All

This metric is not used in any reports.

Data type: Number

Metric type: Disposition		
>> Back to list		

Metric name: Offered with Satisfaction

Folder:

Agent > Activity > Queue

Description: The total number of customer interactions that were distributed from this queue and handled by this agent for which customer-satisfaction scores were recorded.

Source or Calculation:
AG2_AGENT_QUEUE_[*].SATISFACTION_OFFERED

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

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Metric name: Offered with Sentiment

Folder:

Agent > Activity > Queue

Description: The total number of customer interactions that were distributed from this queue and handled by this agent for which sentiment scores were recorded.

Source or Calculation:
AG2_AGENT_QUEUE_[*].SENTIMENT_OFFERED

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

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Metric name: Rejected

Folder:

Agent > Activity > Queue

Description: The total number of times that customer interactions were distributed from this queue, alerted at this agent, and were not accepted.

Source or Calculation: AG2_AGENT_QUEUE_[*].REJECTED

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

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Metric name: Responded Unique

Folder:

Agent > Activity > Queue

Description: The total number of first-time outbound replies in which this agent participated in response to customer interactions distributed from this queue.

Any number of replies could be prepared in response to a customer interaction. This metric attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This metric excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.

Source or Calculation: AG2_AGENT_QUEUE_[*].RESPONDED_UNIQUE		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Responses

Folder:

Agent > Activity > Queue

Description: For interactions distributed from this queue, this metric represents:

- For voice and chat media, this metric represents the total number of times that customer interactions or warm consultations were accepted by this agent. For voice media, this metric is identical to Activity\Accepted; it returns positive values when agents initiate calls.

- For email, this metric represents the total number of times that the agent prepared an outbound reply.

Source or Calculation: AG2_AGENT_QUEUE_[*].RESPONSES		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Revenue

Folder:

Agent > Activity > Queue

Description: The total revenue that is generated during the interval by customer interactions that were distributed from this queue and handled by this agent.

Source or Calculation: AG2_AGENT_QUEUE_[*].REVENUE		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Satisfaction

Folder:

Agent > Activity > Queue

Description: The sum of numerical scores of customer satisfaction that were attributed to customer interactions that were distributed from this queue and handled by this agent.

Source or Calculation: AG2_AGENT_QUEUE-[*].SATISFACTION		**Used in:**

Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
	>> Back to list	

Metric name: Sentiment Score

Folder:

Agent > Activity > Queue

Description: The total score reflecting the attitude expressed by customers for interactions that were distributed from this queue and handled by this agent.

Source or Calculation: AG2_AGENT_QUEUE_[*].SENTIMENT		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
	>> Back to list	

Metric name: Short

Folder:

Agent > Activity > Queue

Description: The total number of times that customer interactions were accepted by this agent and then released, transferred, or stopped within the short-engagement threshold.

This metric relies on the value of the **short-engagement** (short-talk) option as configured in the **[agg-gim-thld-AGENT-IXN]** section.

Source or Calculation: AG2_AGENT_[*].SHORT		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
	>> Back to list	

Metric name: Start Date Time Key

Folder:

Agent > Activity > Queue

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT_QUEUE hierarchy.

Source or Calculation: AG2_AGENT_QUEUE_[*].DATE_TIME_KEY		
Media type: All		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
	>> Back to list	

Metric name: Transfer Initiated Agent

Folder:

	Agent > Activity > Queue

Description: The total number of times that this agent transferred customer interactions that were distributed by this queue. Both warm and blind transfers are reflected in this metric.

Source or Calculation: AG2_AGENT_QUEUE_[*].TRANSFER_INIT_AGENT		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Group Queue Business Attribute Report

>> Back to list

Metric name: Transfer Received Accepted	**Folder:** Agent > Activity > Queue

Description: The total number of times that agents received customer interactions from this queue that were successfully transferred to the agents.

Both warm and blind transfers are reflected in this metric.

Source or Calculation: AG2_AGENT_QUEUE_[*].XFER_RECEIVED_ACCEPTED		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Group Queue Business Attribute Report

>> Back to list

Metric name: Wrap	**Folder:** Agent > Activity > Queue

Description: The total number of times that this agent was in ACW state for customer interactions that the agent received from this queue.

This metric is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

Source or Calculation: AG2_AGENT_QUEUE_[*].WRAP		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

>> Back to list

Metric name: Wrap Time	**Folder:** Agent > Activity > Queue

Description: The total amount of time that agents spent in ACW state for customer interactions that the agents received from this queue.

This metric is attributed to the interval in which the agent was offered the interaction for which ACW was invoked.

Source or Calculation: AG2_AGENT_QUEUE_[*].WRAP_TIME		
Media type: Voice **Data type:** Number **Metric type:** Disposition		**Used in:** • Agent Queue Report
>> Back to list		

Folder: Agent > Detail

There are no metrics in this folder.

Folder: Agent > Detail > Ixn State

Metric name: Duration	**Folder:** Agent > Detail > Ixn State

Description: The difference between the beginning and end of the agent's state.		
Source or Calculation: Calculated as IXN_RESOURCE_STATE_FACT_GI2.END_TS minus IXN_RESOURCE_STATE_FACT_GI2.START_TS.		**Used in:** This metric is not used in any reports.
Media type: All **Data type:** Number **Metric type:** Detail		
>> Back to list		

Metric name: Start DateTime Key	**Folder:** Agent > Detail > Ixn State

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE or AG2_QUEUE_GRP hierarchies.		
Source or Calculation: IXN_RESOURCE_STATE_FACT_GI2.START_DATE_TIME_KEY		**Used in:** This metric is not used in any reports.
Media type: All **Data type:** Number **Metric type:**		
>> Back to list		

Folder: Agent > Detail > Session

Metric name: Active Time	Folder:
	Agent > Detail > Session

Description: The total amount of time that elapsed between the beginning and end of this agent's login session(s) on a particular media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment at which the agent logs in to the first DN to the moment at which the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports.

If the agent is not forcibly logged out when the calendar dates ends, login duration is split over both days.

Source or Calculation: SM_RES_SESSION_FACT_GI2.TOTAL_DURATION		Used in:
Media type: All		• Agent Login-Logout Details Report
Data type: Number **Metric type:** Detail		
>> Back to list		

Metric name: Group Combination Detail Session	Folder:
	Agent > Detail > Session

Description: This metric is reserved for internal use to employ a key for a particular resource-group combination from the SM_RES_SESSION_FACT table.

Source or Calculation: SM_RES_SESSION_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:**		
>> Back to list		

Metric name: Start DateTime Key	Folder:
	Agent > Detail > Session

Description: This metric is reserved for internal use to employ a key for a particular date and time from the SM_RES_STATE_FACT table.

Source or Calculation: SM_RES_STATE_FACT_GI2.START_DATE_TIME_KEY	Used in:
	This metric is not used in any reports.
Media type: All	

Data type: Number **Metric type:**		
>> Back to list		

Folder: Agent > Detail > State

Metric name: Duration	**Folder:**
	Agent > Detail > State

Description: The difference between the beginning and end of the agent's interaction-related state.	
Source or Calculation: SM_RES_STATE_FACT_GI2.TOTAL_DURATION	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Agent State Details Report
>> Back to list	

Metric name: Reason Time	**Folder:**
	Agent > Detail > State

Description: The total amount of time that this agent was in a specific state for a specific reason, irrespective of the interval(s) in which the state-reason combination endures.

This time is measured from the moment at which the agent enters this state-reason combination to the moment at which the agent exits this state or state-reason combination. If the agent's state was still active when the data was compiled, the duration of the agent in this state appears as null in the reports.

Source or Calculation: SM_RES_STATE_REASON_FACT_GI2.TOTAL_DURATION	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Agent State Details Report
>> Back to list	

Folder: Agent > Group Membership

Metric name: Start Date Time Key	**Folder:**

	Agent > Group Membership

Description: This metric is reserved for internal use to employ a key for a particular date and time from the RESOURCE_GROUP_FACT hierarchy.

Source or Calculation: RESOURCE_GROUP_FACT_GI2.START_DATE_TIME_KEY	**Used in:**
Media type: All **Data type:** Number **Metric type:**	• Agent Group Membership Details Report
>> Back to list	

Folder: Agent > State and Reason

There are no metrics in this folder.

Folder: Agent > State and Reason > Interaction State

Metric name: % Consult Received Time	**Folder:** Agent > State and Reason > Interaction State
Description: The percentage of time within the interval that this agent spent on collaborations or consult interactions that the agent received, relative to the total duration within the interval of this agent's active session on a particular media channel.	
Source or Calculation: Calculated based on the Interaction State > Consult Received Time and Summarized State > Active Time metrics.	**Used in:**
Media type: All (Except Chat) **Data type:** Number **Metric type:** Interval	• Agent Interval Based Report • Agent Summary Activity Report (Interaction)
>> Back to list	
Metric name: % Engage Time	**Folder:** Agent > State and Reason > Interaction State
Description: The percentage of time within the interval that this agent was engaged with customers, relative to the total duration within the interval of the agent's active session on a particular media channel.	
Source or Calculation: Calculated based on the Interaction State > Engage Time and Summarized State > Active Time	**Used in:**

metrics.	• Agent Interaction State
Media type: All **Data type:** Number **Metric type:** Interval	• Agent Interval Based Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard
>> Back to list	

Metric name: % Hold Time	**Folder:** Agent > State and Reason > Interaction State
Description: The percentage of time that this agent had customer interactions on hold within the interval, relative to the total duration of the agent's active session within the interval.	
Source or Calculation: Calculated based on the Interaction State > Hold Time and Summarized State > Active Time metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Interval	• Agent Interaction State • Agent Interval Based Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard
>> Back to list	

Metric name: % Invite Time	**Folder:** Agent > State and Reason > Interaction State
Description: The percentage of time that customer interactions spent in Invite Time relative to the total duration of the agent's active session within the interval.	
Source or Calculation: Calculated based on the Invite Time Interaction State and Active Time Summarized State metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval	• Agent Interaction State • Agent Summary Activity Report (Interaction)
>> Back to list	

Metric name: % Ixn Wrap Time	**Folder:** Agent > State and Reason > Interaction State
Description: The percentage of time within the interval that this agent spent in ACW (Wrap) state associated with customer calls, relative to the total duration of the agent's active session within the interval.	
Source or Calculation: Calculated based on the Ixn Wrap Time Interaction State and Active Time Summarized State metrics.	**Used in:** • Agent Interaction State

Media type: Voice		• Agent Interval Based Report
Data type: Number Metric type: Interval		• Agent Summary Activity Report (Interaction)
>> Back to list		

Metric name: % Not Ready In Time	Folder: Agent > State and Reason > Interaction State

Description: The percentage of time that this agent spent on customer interactions that were accepted within the interval while the agent was in the NotReady state, relative to the agent's total NotReady duration within the interval for a particular media channel. Consultations and collaborations that the agent receives while in the NotReady state are excluded from this percentage.	

Source or Calculation: Calculated based onthe Not Ready In Time Interaction State and the Not Ready Time Summarized State metrics.		**Used in:**
Media type: All Data type: Number Metric type: Interval		• Agent Not Ready Report
>> Back to list		

Metric name: % Not Ready Out Time	Folder: Agent > State and Reason > Interaction State

Description: The percentage of time that this agent spent on customer interactions that were dialed within the interval while the agent was in the NotReady state, relative to the agent's total NotReady duration within the interval.	

Source or Calculation: Calculated based on the Not Ready Out Time Interaction State and the Not Ready Time Summarized State metrics.		**Used in:**
Media type: All Data type: Number Metric type: Interval		• Agent Not Ready Report
>> Back to list		

Metric name: % Wrap In Time	Folder: Agent > State and Reason > Interaction State

Description: The percentage of time that this agent spent on customer interactions received within the interval while the agent DNs were in ACW (Wrap) state, relative to the DN's total ACW state duration within the interval.	

Source or Calculation: Calculted based on the Wrap In Time Interaction State and the Wrap Time Summarized State metrics.	**Used in:** • Agent Wrap Report

Media type: Voice, Chat **Data type:** Number **Metric type:** Disposition		
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Metric name: % Wrap Out Time	**Folder:** Agent > State and Reason > Interaction State

Description: The percentage of time that this agent spent on customer interactions that the agent dialed within the interval while the agent's DNs were in ACW (Wrap) state, relative to the DNs' total duration in the ACW summarized state within the interval

Source or Calculation: Calculated based on the Wrap Out Time Interaction State and the Wrap Time Summarized State metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Interval	• Agent Wrap Report
>> Back to list	

Metric name: Accepted	**Folder:** Agent > State and Reason > Interaction State

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.

- Agent Group Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group.

For voice media, this metric is identical to Activity\Responses.

Source or Calculation: AG2_AGENT_[*].ACCEPTED, AG2_AGENT_GRP_[*].ACCEPTED	**Used in:**
	• Agent Activity
	• Agent Conduct Report
	• Agent Group Business Attribute Report
	• Agent Group Interaction handling Report
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Interval Based Report
	• Agent Performance Dashboard
	• Agent Report
	• Agent Social Engagement Report
	• Agent Task Dashboard

		• Agent Utilization Email Report
		• Agent Utilization Report
		• Predictive Routing Agent Dashboard
		• Predictive Routing Agent Occupancy Report (Active Time & Predictive)
		• Survey Statistics Report
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity
>> Back to list		

Metric name: Accepted Eventually	**Folder:** Agent > State and Reason > Interaction State

Description: The total number of customer interactions and consultations (warm or simple) that were accepted by this agent.

Source or Calculation: AG2_I_AGENT_[*].ACCEPTED_EVENTUALLY		**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Accepted	**Folder:** Agent > State and Reason > Interaction State

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of times that this agent received and accepted collaborations or simple consultations that were associated with customer interactions.

- Agent Group Attribute: The total number of times that agents who belong to this agent group received and accepted collaborations or simple consultations that were associated with customer interactions.

Source or Calculation: AG2_AGENT_[*].CONSULT_RECEIVED_ACCEPTED or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_ACCEPTED		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		• Agent Group Business Attribute Report • Agent Interval Based Report • Agent Utilization Report
>> Back to list		

Metric name: Consult Received Time	**Folder:**

	Agent > State and Reason > Interaction State

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was engaged as a recipient in collaborations or simple consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.

- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged as recipients in collaboration or simple consultation, including related hold durations, where the collaborations/consultations were associated with customer interactions.

This metric is attributed to the interval in which this agent was offered the collaboration/consultation request.

Source or Calculation: Calculated as the sum of AG2_AGENT_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_[*].CONSULT_RECEIVED_HOLD_TIME, or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_GRP_[*].CONSULT_RECEIVED_HOLD_TIME	**Used in:**
	- Agent Group Business Attribute Report
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	- Agent Interval Based Report
	- Agent Performance Dashboard
	- Agent Report
	- Agent Summary Activity Report (Interaction)
>> Back to list	

Metric name: Consult Received Wrap Time

Folder:

Agent > State and Reason > Interaction State

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was in ACW (Wrap) state after simple consultations that the agent accepted, where the consultations were associated with customer calls.

- Agent Group Attribute: The total amount of time that agents who belong to this agent group were in ACW state after simple consultations that the agents accepted, where the consultations were associated with customer calls.

This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

Source or Calculation: AG2_AGENT_[*].CONSULT_RECEIVED_WRAP_TIME or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_WRAP_TIME	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	- Agent Performance Dashboard
	- Agent Report
>> Back to list	

Metric name: Engage Time

Folder:

	Agent > State and Reason > Interaction State

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was engaged with customers on interactions that the agent received.

- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged with customers on interactions that the agents received.

This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.

Source or Calculation: AG2_AGENT_[*].ENGAGE_TIME or AG2_AGENT_GRP_[*].ENGAGE_TIME	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	- Agent Group Business Attribute Report - Agent Interaction State - Agent Interval Based Report - Agent Outbound Campaign Report - Agent Performance Dashboard - Agent Report - Agent Summary Activity Report (Interaction) - Supervisor Dashboard
>> Back to list	

Metric name: Group Combination	**Folder:** Agent > State and Reason > Interaction State

Description: This metric is reserved for internal use to employ a key for a particular resource-group combination from the SM_RES_STATE_FACT table.

Source or Calculation: SM_RES_STATE_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY	**Used in:**
Media type: All **Data type:** Number **Metric type:**	This metric is not used in any reports.
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Metric name: Hold	**Folder:** Agent > State and Reason > Interaction State

Description: The total number of times within the interval that this agent (or agents in this agent group) had customer calls on hold.

Source or Calculation: AG2_AGENT_[*].HOLD or AG2_AGENT_GRP_[*].HOLD	**Used in:**

Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Interval Based Report • Agent Performance Dashboard • Agent Report • Agent Utilization Report
>> Back to list		

Metric name: Hold Time	**Folder:** Agent > State and Reason > Interaction State
Description: The total amount of time that this agent (or agents in this agent group) had customer interactions on hold. This metric counts all held durations for interactions, whether they were placed on hold once or more than once.	

Source or Calculation: AG2_AGENT_[*].HOLD_TIME, AG2_AGENT_GRP_[*].HOLD_TIME	**Used in:**
    Media type: Voice **Data type:** Number **Metric type:** Disposition	• Agent Group Business Attribute Report • Agent Interval Based Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard
>> Back to list	

Metric name: Invite Time	**Folder:** Agent > State and Reason > Interaction State
Description: The total amount of time that customer interactions alerted at this agent (or at agents who belong to this agent group), plus the total duration of the dialing that the agents performed. • For the alerting component of this metric, interactions do not have to be established for this metric to be incremented. • For the dialing component, dial duration is measured for established calls only. This metric is attributed to the interval in which the alerting/dialing first occurred.	

Source or Calculation: AG2_AGENT_[*].INVITE_TIME, AG2_AGENT_GRP_[*].INVITE_TIME	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Interaction State • Agent Summary Activity Report (Interaction)

		• Supervisor Dashboard
	>> Back to list	

Metric name: Ixn Busy Time

Folder:

Agent > State and Reason > Interaction State

Description: The total amount of time within the interval that this agent was busy processing interactions.

The time that an agent is busy is calculated as the sum of dialing for established interactions and alerting duration (Invite Time), engage/talk duration, hold duration, ACW (Wrap) duration (for interaction-related ACW), and amount of time that the agent spent processing consult interactions that the agent received. This metric excludes Ringing Time, Consult Ixn Wrap Time, Consult Invite Time, and Invite Time for Abandoned Inviting.

Source or Calculation: Calculated based on the Invite Time, Engage Time, Hold Time, Ixn Wrap Time, and Consult Received Time Interaction State metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Interaction State • Agent Summary Activity Report (Interaction) • Supervisor Dashboard
	>> Back to list	

Metric name: Ixn Wrap

Folder:

Agent > State and Reason > Interaction State

Description: The total number of times within the interval that this agent was in ACW (Wrap) state for customer interactions that the agent received.

Source or Calculation: AG2_I_AGENT_[*].WRAP		**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Interval Based Report
	>> Back to list	

Metric name: Ixn Wrap Time

Folder:

Agent > State and Reason > Interaction State

Description: The total amount of time within the interval that this agent spent in ACW (Wrap) state for customer calls that the agent received.

Source or Calculation: AG2_I_AGENT_[*].WRAP_TIME		**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Interaction State • Agent Interval Based Report • Agent Summary Activity Report (Interaction)

		• Supervisor Dashboard
	>> Back to list	

Metric name: Not Accepted

Folder:

Agent > State and Reason > Interaction State

Description: The total number of customer interactions that were offered to or dialed by this agent within the interval or within a prior interval and ensued in this interval, but which were not accepted by this agent as customer interactions or consultations.

Calculated as the difference between:

• The total number of customer interactions that were offered to or dialed by this agent within the interval or within a prior interval and ensued in this interval,

and

• The total number of customer interactions and consultations (warm or simple) that were accepted by this agent.

Source or Calculation: Calculated based on the Offered Interaction State and AG2_I_AGENT_[*].ACCEPTED_EVENTUALLY metrics.		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Interval		
	>> Back to list	

Metric name: Not Ready In

Folder:

Agent > State and Reason > Interaction State

Description: The total number of times that this agent was handling customer calls that were accepted while the agent was in the NotReady state.

Source or Calculation: AG2_I_AGENT_[*].NOT_READY_IN		**Used in:**
Media type: All		• Agent Not Ready Report
Data type: Number **Metric type:** Interval		
	>> Back to list	

Metric name: Not Ready In Time

Folder:

Agent > State and Reason > Interaction State

Description: The total amount of time that this agent was handling customer interactions that the agent received while the agent was in the NotReady state. This time includes the alert (ring) time of the accepted interactions.

Source or Calculation: AG2_I_AGENT_[*].NOT_READY_IN_TIME	**Used in:**

Media type: All **Data type:** Number **Metric type:** Interval		• Agent Not Ready Report
>> Back to list		

Metric name: Not Ready Out

Folder:

Agent > State and Reason > Interaction State

Description: The total number of times that this agent initiated outbound or internal interactions while in the NotReady state. The count excludes consultations that the agent participated in while in NotReady state.

Source or Calculation: AG2_I_AGENT_[*].NOT_READY_OUT		**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Not Ready Report
>> Back to list		

Metric name: Not Ready Out Time

Folder:

Agent > State and Reason > Interaction State

Description: The total amount of time that this agent spent handling outbound or internal interactions that the agent initiated while in the NotReady state. This duration includes dial time, engagement time, and hold time and excludes consultations that the agent participated in while in NotReady state.

Source or Calculation: AG2_I_AGENT_[*].NOT_READY_OUT_TIME		**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Not Ready Report
>> Back to list		

Metric name: Offered

Folder:

Agent > State and Reason > Interaction State

Description: The total number of times that interactions were received or initiated by this agent (for Agent reporting), or agents who belong to this agent group (for Agent Group reporting).

The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AGT_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Source or Calculation: AG2_AGENT_[*].OFFERED, AG2_AGENT_GRP_[*].OFFERED		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Activity • Agent Interaction Hierarchy Report • Agent Performance Dashboard

		• Agent Report
		• Agent Task Dashboard
		• Agent Utilization Email Report
		• Agent Utilization Report
		• Predictive Routing Agent Dashboard
		• Predictive Routing Agent Occupancy Report (Active Time and Predictive)
		• Supervisor Dashboard
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity

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| **Metric name: Wrap In** | **Folder:** |
| | Agent > State and Reason > Interaction State |

Description: The total number of times that this agent received customer calls while in ACW (Wrap) state.

Source or Calculation: AG2_I_AGENT_[*].WRAP_IN		**Used in:**
Media type: Voice		• Agent Utilization
Data type: Number **Metric type:** Interval		• Agent Wrap Report

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| **Metric name: Wrap In Time** | **Folder:** |
| | Agent > State and Reason > Interaction State |

Description: The total amount of time that this agent spent handling customer calls that the agent answered while in ACW (Wrap) state. This duration includes alert (ring) time, hold time, and time of engagement.

Source or Calculation: AG2_I_AGENT_[*].WRAP_IN_TIME		**Used in:**
Media type: Voice		• Agent Wrap Report
Data type: Number **Metric type:** Interval		

>> Back to list

| **Metric name: Wrap Out** | **Folder:** |
| | Agent > State and Reason > Interaction State |

Description: The total number of times that this agent placed calls while in ACW (Wrap) state. Consultations that the agent participated in while in ACW state are excluded from this metric.

Source or Calculation: AG2_I_AGENT_[*].WRAP_OUT		
Media type: Voice **Data type:** Number **Metric type:** Interval		**Used in:** • Agent Wrap Report
>> Back to list		

Metric name: Wrap Out Time		**Folder:** Agent > State and Reason > Interaction State
Description: The total amount of time that this agent spent handling internal or outbound interactions that the agent initiated while in ACW (Wrap) state. This duration includes dial time, hold time, and time of engagement, but excludes consultations that the agent participated in while in ACW state.		
Source or Calculation: AG2_I_AGENT_[*].WRAP_OUT_TIME		
Media type: Voice **Data type:** Number **Metric type:** Interval		**Used in:** • Agent Wrap Report
>> Back to list		

Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing

Metric name: Active		**Folder:** Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: The total amount of time attributable to the interval between the beginning and end of the agent(s) login session(s) on a particular media channel.		
Source or Calculation: AG2_I_AGENT_*.GPM_ACTIVE		
Media type: **Data type:** **Metric type:** Interval		**Used in:** • Agent Utilization Report
>> Back to list		

Metric name: Agent Score		**Folder:** Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: The sum of the score of the agents to whom the interactions were routed.		
Source or Calculation: AG2_I_AGENT_*.AGENT_SCORE		
Media type:		**Used in:**

Data type: Number **Metric type:** Interval		This metric is not used in any reports.
	>> Back to list	

Metric name: Avg Agent Score		**Folder:** Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: The average agent score during the period when Predictive Routing was active.		
Source or Calculation: Calculated based on the Agent Score (gpmAgentScore), divided by the total number of interactions where Predictive Routing was active.		**Used in:**
Media type: **Data type:** **Metric type:** Interval		• Predictive Routing Agent Occupancy Dashboard • Predictive Routing Agent Occupancy Report (Active Time and Predictive)
	>> Back to list	

Folder: Agent > State and Reason > Summarized State

Metric name: % Busy Time		**Folder:** Agent > State and Reason > Summarized State
Description: The percentage of the agent's time accounted for by the sum of all interaction-processing activities.		
Source or Calculation: Calculated based on the Busy Time and Active Time Summarized State metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Email) • Agent Task Dashboard • Agent Utilization • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary Activity

		• Task Routing Agent Summary Activity
	>> Back to list	

Metric name: % Not Ready Reason Time		**Folder:** Agent > State and Reason > Summarized State
Description: The percentage of time within the interval that this agent was in the NotReady state that can be attributed to a specific hardware or software reason code, relative to the agent's total NotReady duration within the interval for a particular media channel. If no reason codes have been set up in your environment, this metric returns 0.		
Source or Calculation: Calculated based on the Not Ready Reason Time and Not Ready Time Summarized State metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Not Ready Reason Code Report
	>> Back to list	

Metric name: % Not Ready Time		**Folder:** Agent > State and Reason > Summarized State
Description: The percentage of time within the interval that this agent's state was NotReady, relative to the total duration within the interval of the agent's active session on a particular media channel.		
Source or Calculation: Calculated based on the Not Ready Time and Active Time Summarized State metrics.		**Used in:**
		• Agent Not Ready Reason Code Report
		• Agent Not Ready Report
		• Agent Summarized State
		• Agent Summary Activity Email Report
		• Agent Summary Activity Report (Active)
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Task Dashboard
		• Predictive Routing Agent Occupancy
		• Predictive Routing Agent Occupancy Report (Interaction Time)
		• Supervisor Dashboard
		• Task Routing Agent Group Summary Activity
		• Task Routing Agent Summary Activity
	>> Back to list	

Metric name: % Occupancy	**Folder:**

	Agent > State and Reason > Summarized State

Description: The percentage of time that this agent's state was Busy within the interval, relative to the total duration within the interval of the agent's active session on a particular media channel.

This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time.

Source or Calculation: Calculated as Active Time minus Ready and Not-Ready time, divided by the difference between Active and Not-Ready time.	**Used in:**
	• Agent Summarized State
	• Agent Summary Activity Email Report
	• Agent Summary Activity Report (Active)
	• Agent Task Dashboard
Media type: All **Data type:** Number **Metric type:** Interval	• Agent Utilization
	• Predictive Routing Agent Occupancy
	• Predictive Routing Agent Occupancy Report (Active Time & Predictive)
	• Supervisor Dashboard
	• Task Routing Agent Group Summary Activity
	• Task Routing Agent Summary Activity
>> Back to list	

Metric name: % Omni Busy Time	**Folder:** Agent > State and Reason > Summarized State

Description: The percentage of time of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.

Source or Calculation: Calculated based on the AGT_I_MN_SESS_STATE.BUSY_TIME and AGT_I_MN_SESS_STATE.ACTIVE_TIME metrics.	**Used in:**
Media type: **Data type:** **Metric type:** Interval	• Agent Omnichannel Activity Report
>> Back to list	

Metric name: % Omni Not Ready Time	**Folder:** Agent > State and Reason > Summarized State

Description: The percentage of time within the interval that this agent was in the NotReady state, irrespective of media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.

Source or Calculation: Calculated based on the AGT_I_MN_SESS_STATE.NOT_READY_TIME and AGT_I_MN_SESS_STATE.ACTIVE_TIME metrics.	**Used in:**
Media type: **Data type:** **Metric type:** Interval	• Agent Omnichannel Activity Report
>> Back to list	

Metric name: % Omni Occupancy	**Folder:** Agent > State and Reason > Summarized State

Description: The percentage of time that this agent's state was Busy within the reporting interval, relative to the total duration within the interval of the agent's active session, regardless of media channel.

This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time.

Source or Calculation: Calculated as AGT_I_MN_SESS_STATE.ACTIVE_TIME minus AGT_I_MN_SESS_STATE.READY_TIME and AGT_I_MN_SESS_STATE.NOT_READY_TIME, divided by the difference between AGT_I_MN_SESS_STATE.ACTIVE_TIME and AGT_I_MN_SESS_STATE.NOT_READY_TIME.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval	This metric is not used in any reports.
>> Back to list	

Metric name: % Omni Other State TIme	**Folder:** Agent > State and Reason > Summarized State

Description: The percentage of time within the interval that this agent's state was unknown (that is, neither Ready nor NotReady) after login, relative to the total duration within the reporting interval of the agent's active session, regardless of media channel.

An agent's state can be neither Ready nor NotReady can occur, for instance, if the switch does not force agent DNs into the Ready state upon login.

Source or Calculation: Calculated based on the the Other State Time and AGT_I_MN_SESS_STATE.ACTIVE_TIME metric.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval	• Agent Omnichannel Activity Report
>> Back to list	

Metric name: % Omni Ready Time	**Folder:** Agent > State and Reason > Summarized State

Description: The percentage of time within the interval that this agent's state was Ready, relative to the total duration within the interval of the agent's active session, regardless of media channel.

Source or Calculation: Calculated based on AGT_I_MN_SESS_STATE.READY_TIME and AGT_I_MN_SESS_STATE.ACTIVE_TIME metrics.		Used in:
Media type: **Data type:** **Metric type:** Interval		• Agent Omnichannel Activity Report
>> Back to list		

Metric name: % Omni Wrap Time	**Folder:** Agent > State and Reason > Summarized State

Description: The percentage of time that this agent spent in ACW (Wrap) state within the interval, relative to the total duration of the agent's active session within the interval, regardless of media channel.

Source or Calculation: Calculated based on the the Wrap Time and AGT_I_MN_SESS_STATE.ACTIVE_TIME metrics.		Used in:
Media type: **Data type:** **Metric type:** Interval		• Agent Omnichannel Activity Report
>> Back to list		

Metric name: % Other State Time	**Folder:** Agent > State and Reason > Summarized State

Description: The percentage of time within the interval that this agent's state was unknown (that is, neither Ready nor NotReady) after login, relative to the total duration within the interval of the agent's active session on a particular media channel.

The situation in which an agent's state is neither Ready nor NotReady can occur if the switch, for instance, does not force agents' DNs into the Ready state upon login.

Source or Calculation: Calculated based on the Other State Time and Active Time Summarized State metrics.		Used in:
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Summarized State • Agent Summary Activity Report (Active) • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity
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Metric name: % Ready TIme	Folder: Agent > State and Reason > Summarized State

Description: The percentage of time within the interval that this agent's state was Ready, relative to the total duration within the interval of the agent's active session on a particular media channel.

Source or Calculation: Calculated based on the Ready Time and Active Time Summarized State metrics.		Used in:
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Email) • Agent Task Dashboard • Agent Utilization • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity
>> Back to list		

Metric name: % Wrap Time	Folder: Agent > State and Reason > Summarized State

Description: The percentage of time that this agent spent in ACW (Wrap) state within the interval, relative to the total duration of the agent's active session within the interval.

Source or Calculation: Calculated based on the Wrap Time and Active Time Summarized State metrics.		Used in:
Media type: Voice **Data type:** Number **Metric type:** Interval		• Agent Summarized State • Agent Summary Activity Report (Active) • Agent Wrap Report • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity
>> Back to list		

Metric name: Active Time

Folder:

Agent > State and Reason > Summarized State

Description: The total amount of time that elapsed between the beginning and end of this agent's login session(s) on a particular media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment at which the agent logs in to the first DN to the moment at which the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports.

If the agent is not forcibly logged out when the calendar dates ends, login duration is split over both days.

Source or Calculation: AG2_I_SESS_STATE_[*].ACTIVE_TIME

Used in:

Media type: All

Data type: Number
Metric type: Interval

- Agent Interval Based Report
- Agent Not Ready Report
- Agent Summarized State
- Agent Summary Activity Email Report
- Agent Summary Activity Report (Active)
- Agent Task Dashboard
- Agent Wrap Report
- Predictive Routing Agent Occupancy
- Predictive Routing Agent Occupancy Report (Active Time & Predictive)
- Predictive Routing Agent Occupancy Report (Interaction Time)
- Supervisor Dashboard
- Task Routing Agent Group Summary Activity
- Task Routing Agent Summary Activity

>> Back to list

Metric name: Busy

Folder:

Agent > State and Reason > Summarized State

Description: The total number of times that this agent was in the Busy state within the interval in order to process interactions including consultations and excluding after-call work.

Source or Calculation: AG2_I_SESS_STATE_[*].BUSY

Media type: All

Data type: Number
Metric type: Interval

Used in:

This metric is not used in any reports.

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Metric name: Busy Time	Folder:
	Agent > State and Reason > Summarized State

Description: The total duration of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.

Source or Calculation: AG2_I_SESS_STATE_[*].BUSY_TIME		Used in:
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Active) • Agent Task Dashboard • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity

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Metric name: Not Ready	Folder:
	Agent > State and Reason > Summarized State

Description: The total number of times within the interval that this agent was in the NotReady state on a particular media channel.

Source or Calculation: AG2_I_SESS_STATE_[*].NOT_READY		
Media type: All **Data type:** Number **Metric type:** Interval		**Used in:** This metric is not used in any reports.

>> Back to list

Metric name: Not Ready Reason Count	Folder:
	Agent > State and Reason > Summarized State

Description: The total number of times within the interval that this agent was in the NotReady state on a particular media channel (including instances of Do Not Disturb, if configured) for this reason.

Source or Calculation: AG2_I_STATE_RSN_[*].STATE_RSN (when State Type Code = "NOTREADY")		
Media type: All **Data type:** Number		**Used in:** • Agent Not Ready Reason Code Report

Metric type: Interval		
>> Back to list		

Metric name: Not Ready Reason Time	**Folder:** Agent > State and Reason > Summarized State

Description: The total amount of time within the interval that this agent was in the NotReady state on a particular media channel (including Do Not Disturb duration, if configured) for the specified reason.

Source or Calculation: AG2_I_STATE_RSN_[*].STATE_RSN_TIME (when State Type Code = "NOTREADY")		**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Not Ready Reason Code Report
>> Back to list		

Metric name: Not Ready Time	**Folder:** Agent > State and Reason > Summarized State

Description: The total amount of time within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.

Source or Calculation: AG2_I_SESS_STATE_[*].NOT_READY_TIME		**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Not Ready Reason Code Report • Agent Not Ready Report • Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Active) • Agent Task Dashboard • Agent Wrap Report • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity
>> Back to list		

Metric name: Omni Active Time	**Folder:**
	Agent > State and Reason > Summarized State

Description: The total amount of time attributable to the interval between the beginning and end of this agent's login session(s), regardless of media channel. In the scenario in which an agent logs into multiple switches, DNs, and/or queues, this metric starts the moment at which the agent logs in to the first switch/ DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/ DN/queue (if logout falls within the interval).

Source or Calculation:		**Used in:**
Media type:		
Data type:		• Agent Omnichannel Activity Report
Metric type:		
>> Back to list		

Metric name: Omni Busy	**Folder:**
	Agent > State and Reason > Summarized State

Description: The number of times the agent entered the Busy state, regardless of media channel

Source or Calculation:		**Used in:**
Media type:		
Data type:		• Agent Omnichannel Activity Report
Metric type:		
>> Back to list		

Metric name: Omni Busy Time	**Folder:**
	Agent > State and Reason > Summarized State

Description: The total duration of all of interaction-processing activities, including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work, regardless of media channel.

Source or Calculation:		**Used in:**
Media type:		
Data type:		• Agent Omnichannel Activity Report
Metric type:		
>> Back to list		

Metric name: Omni Not Ready	**Folder:**
	Agent > State and Reason > Summarized State

Description: The number of times the agent entered the Not Ready state, regardless of media channel.

Source or Calculation:		**Used in:**
Media type:		
Data type:		• Agent Omnichannel Activity Report

Metric type:		
>> Back to list		

Metric name: Omni Not Ready Time	Folder:
	Agent > State and Reason > Summarized State

Description: The total amount of time within the interval that this agent was in the NotReady state, regardless of media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.

Source or Calculation:		Used in:
Media type:		• Agent Omnichannel Activity Report
Data type: **Metric type:**		
>> Back to list		

Metric name: Omni Other State Time	Folder:
	Agent > State and Reason > Summarized State

Description: The total amount of time that the agent state was neither Ready nor NotReady after login, regardless of media channel. The situation in which the state of an agent is neither Ready nor NotReady usually occurs upon first login if the switch, for instance, does not force agents into the Ready state upon login.

Source or Calculation:		Used in:
Media type:		• Agent Omnichannel Activity Report
Data type: **Metric type:**		
>> Back to list		

Metric name: Omni Ready	Folder:
	Agent > State and Reason > Summarized State

Description: The number of times the agent entered the Ready state, regardless of media channel.

Source or Calculation:		Used in:
Media type:		• Agent Omnichannel Activity Report
Data type: **Metric type:**		
>> Back to list		

Metric name: Omni Ready Time	Folder:
	Agent > State and Reason > Summarized State

Description: The total amount of time that this agent was in the Ready state, regardless of media channel.

Source or Calculation:		
Media type: **Data type:** **Metric type:**		**Used in:** • Agent Omnichannel Activity Report

<div align="center">**>> Back to list**</div>

Metric name: Omni Wrap	**Folder:** Agent > State and Reason > Summarized State

Description: The number of times the agent entered the Wrap state, regardless of media channel.

Source or Calculation:		
Media type: All **Data type:** Number **Metric type:**		**Used in:** • Agent Omnichannel Activity Report

<div align="center">**>> Back to list**</div>

Metric name: Omni Wrap Time	**Folder:** Agent > State and Reason > Summarized State

Description: The total amount of time within the interval that this agent spent in ACW (Wrap) state whether or not the reason for entering this state was related to an interaction, regardless of media channel.

Source or Calculation:		
Media type: All **Data type:** Number **Metric type:** Interval		**Used in:** • Agent Omnichannel Activity Report

<div align="center">**>> Back to list**</div>

Metric name: Other State Time	**Folder:** Agent > State and Reason > Summarized State

Description: The total amount of time that the state of this agent was neither Ready nor NotReady after login to a particular media channel. The situation in which the state of an agent is neither Ready nor NotReady usually occurs upon first login if the switch, for instance, does not force agents into the Ready state upon login.

Source or Calculation: Calculated based on the Active Time, Busy Time, Ready Time, Not Ready Time, and Wrap Time Summarized State metrics. **Media type:** All **Data type:** Number **Metric type:** Interval		**Used in:** • Agent Summarized State • Agent Summary Activity Report (Active) • Agent Task Dashboard • Predictive Routing Agent Occupancy

		• Predictive Routing Agent Occupancy Report (Interaction Time)
		• Supervisor Dashboard
		• Task Routing Agent Group Summary Activity
		• Task Routing Agent Summary Activity
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| **Metric name: Ready** | **Folder:** |
| | Agent > State and Reason > Summarized State |

Description: The total number of times within the interval that this agent was in the Ready state on a particular media channel.

Source or Calculation: AG2_I_SESS_STATE_[*].READY		
Media type: All		**Used in:**
Data type: Number		This metric is not used in any reports.
Metric type: Interval		
>> Back to list		

| **Metric name: Ready Time** | **Folder:** |
| | Agent > State and Reason > Summarized State |

Description: The total amount of time that this agent was in the Ready state for a particular media type.

Source or Calculation: AG2_I_SESS_STATE_*.READY_TIME	**Used in:**
	• Agent Summarized State
	• Agent Summary Activity Email Report
	• Agent Summary Activity Report (Active)
Media type:	• Agent Task Dashboard
Data type:	• Predictive Routing Agent Occupancy
Metric type: Interval	• Predictive Routing Agent Occupancy Report (Interaction Time)
	• Supervisor Dashboard
	• Task Routing Agent Group Summary Activity
	• Task Routing Agent Summary Activity
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| **Metric name: Start Date Time Key** | **Folder:** |

	Agent > State and Reason > Summarized State

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT, AG2_AGENT_GRP, or AG2_AGENT_QUEUE hierarchies.

Source or Calculation: AG2_AGENT_[*].DATE_TIME_KEY, AG2_AGENT_GRP[*].DATE_TIME_KEY, AG2_AGENT_QUEUE_[*].DATE_TIME_KEY	**Used in:**
Media type: All	This metric is not used in any reports.
Data type: Number **Metric type:**	
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Metric name: State Reason

	Folder:
	Agent > State and Reason > Summarized State

Description: Total number of times this agent was in a specific state for a specific reason, irrespective of the interval(s) in which the state-reason combination endures.

Source or Calculation: AG2_I_STATE_RSN_*.STATE_RSN	**Used in:**
Media type:	This metric is not used in any reports.
Data type: **Metric type:** Interval	
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Metric name: State Reason Time

	Folder:
	Agent > State and Reason > Summarized State

Description: The total amount of time that this agent was in a specific state for a specific reason, irrespective of the interval(s) in which the state-reason combination endures.

This time is measured from the moment at which the agent enters this state-reason combination to the moment at which the agent exits this state or state-reason combination. If the agent's state was still active when the data was compiled, the duration of the agent in this state appears as null in the reports.

Source or Calculation: SM_RES_STATE_REASON_FACT_GI2.TOTAL_DURATION	**Used in:**
Media type: All	This metric is not used in any reports.
Data type: Number **Metric type:** Interval	
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Metric name: Wrap

	Folder:
	Agent > State and Reason > Summarized State

Description: The total number of times that the state of this agent was neither Ready nor NotReady after login to a particular media channel. The situation in which the state of an agent is neither Ready nor NotReady usually occurs upon first login if the switch, for instance, does not force agents into the Ready

state upon login.	
Source or Calculation: Calculated based on the Active Time, Busy Time, Ready Time, Not Ready Time, and Wrap Time Summarized State metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval	• Agent Summary Activity Report
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Metric name: Wrap Time	**Folder:** Agent > State and Reason > Summarized State
Description: The total amount of time, in seconds, within the interval that this agent spent in ACW (Wrap) state whether or not the reason for entering this state was related to an interaction.	
Source or Calculation:	**Used in:**
Media type: **Data type:** **Metric type:** Interval	• Agent Summarized State • Agent Summary Activity Report (Active) • Agent Task Dashboard • Agent Wrap Report • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity
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Agent Attributes

Use attributes from the Agent folder to build agent-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

Agent

- Agent Group
- Agent Name
- Agent Resource Key
- Group Combination Key
- Group Key

Agent > Activity

- Agent Group
- Agent Name
- Business Result
- Customer Segment
- Interaction Descriptor Key
- Interaction Key
- Interaction Subtype
- Interaction Type
- Media Type

- Resource Group
- Resource Name
- Service Subtype
- Service Type

Agent > Activity > Activity Call Survey

- Agent Score
- Call Score
- Company Score
- IQ1 - IQ4
- Product Score
- SQ1 - SQ2

Agent > Activity > Activity User Data Example

- Category
- Category Key
- Classify Actionability

- Category
- Classify Sentiment Category
- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10
- Influence Category
- Screen Actionability Category
- Screen Sentiment Category

Agent > Activity > Queue

- Queue
- Queue Group

Agent > Detail

- There are no attributes in this folder

Agent > Detail > Ixn State

- Additional Info
- End Timestamp

- Interaction Type
- Start Timestamp
- State

Agent > Detail > Session

- Active
- End Timestamp
- Session Key
- Start Timestamp

Agent > Detail > State

- Active Reason
- Active State
- End Timestamp
- Reason Code
- Reason Key
- Reason Timestamp
- Reason Type Code
- Reason Value
- Start Timestamp
- State

Agent > Group Membership

- Agent Group
- Agent Name
- Agent Resource Key
- Date Added
- Date Removed
- End TS
- Group Key
- Start Date Time Key

Agent > State and Reason

- Agent Group
- Agent Name
- Group Combination Sess Key
- Media Type
- Reason Code
- Reason Key
- Reason Type Code
- Reason Value
- Resource State Reason Key

- State Name

Agent > State and Reason > Interaction State

- Interaction Subtype
- Interaction Type

Agent > State and Reason > Interaction State > Interaction Predictive Routing

- Interaction Subtype
- Interaction Type
- Model
- Predictor
- Predictor Switch

Agent > State and Reason > Summarized State

- There are no attributes in this folder

Folder: Agent

Attribute name: Agent Group	**Folder:** Agent
Description: Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	
Database table: GROUP_A.GROUP_NAME (WHERE GROUP_.GROUP_TYPE_CODE in ('AGENT', 'UNKNOWN','NO_VALUE'))	
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Attribute name: Agent Name	**Folder:** Agent
Description: Enables data to be organized by certain attributes of the agent who is associated with the	

interaction.	
Database table: RESOURCE_A.AGENT_NAME	**Form(s):** User Name, Last Name, First Name, Employee ID
Forms in this attribute:	
Form: Employee ID **Table.Column:** RESOURCE_A.EMPLOYEE_ID **Data type:** Text	**Description:** Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name **Table.Column:** RESOURCE_A.AGENT_FIRST_NAME **Data type:** Text	**Description:** Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name **Table.Column:** RESOURCE_A.AGENT_LAST_NAME **Data type:** Text	**Description:** Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name **Table.Column:** RESOURCE_A.RESOURCE_NAME **Data type:** Text	**Description:** Enables data to be organized by the user name of the agent who is associated with the interaction.
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Attribute name: Agent Resource Key	**Folder:** Agent
Description: Enables data within the reporting interval to be organized by the ID of the agent associated with the interaction. This attribute is reserved for internal computations.	
Database table: AG2_AGENT_CAMPAIGN_*.RESOURCE_KEY, AG2_AGENT_*.RESOURCE_KEY, AG2_CHAT_AGENT_*.RESOURCE_KEY, AG2_I_AGENT_*.RESOURCE_KEY, AG2_I_MN_*.RESOURCE_KEY, AG2_I_SESS_*.RESOURCE_KEY, AG2_I_STATE_*.RESOURCE_KEY, AG2_SDR_SURVEY_*.RESOURCE_KEY, IF_IRF_GPM_FACT_GI2.RESOURCE_KEY, INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY, RESOURCE_A.RESOURCE_KEY, RESOURCE_GROUP_FACT_GI2.RESOURCE_KEY, SM_RES_SESSION_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, _SM_RES_STATE_REASON_FAC.RESOURCE_KEY, AG2_AGENT_QUEUE_*.AGENT_RESOURCE_KEY, AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_KEY	
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Attribute name: Group	**Folder:** Agent

Combination Key	
Description: Enables data within the reporting interval to be organized by the related primary key of the RESOURCE_GROUP_COMBINATION attribute. This attribute is reserved for internal computations.	
Database table: RESOURCE_GROUP_COMBINATION.GROUP_COMBINATION_KEY, AG2_AGENT_CAMPAIGN_*.GROUP_COMBINATION_KEY, AG2_AGENT_*.GROUP_COMBINATION_KEY, AG2_CHAT_AGENT_*.GROUP_COMBINATION_KEY, AG2_I_AGENT_*.GROUP_COMBINATION_KEY, AG2_I_MN_*.GROUP_COMBINATION_KEY, AG2_I_SESS_*.GROUP_COMBINATION_KEY, AG2_I_STATE_*.GROUP_COMBINATION_KEY, AG2_SDR_SURVEY_*.GROUP_COMBINATION_KEY, AG2_AGENT_QUEUE_*.AGENT_GROUP_COMBINATION_KEY, IF_IRF_GPM_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY, INTERACTION_RESOURCE_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY, SM_RES_SESSION_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY, _SM_RES_STATE_FACT.RESOURCE_GROUP_COMBINATION_KEY,	
>> Back to list	

Attribute name: Group Key	**Folder:** Agent
Description: This attribute is reserved for internal computations.	
Database table: AG2_AGENT_GRP_*.GROUP_KEY, AG2_CHAT_AGENT_GRP_*.GROUP_KEY, GROUP_A.GROUP_KEY, RESOURCE_GROUP_COMBINATION.GROUP_KEY, RESOURCE_GROUP_FACT_GI2.GROUP_KEY	
>> Back to list	

Folder: Agent > Activity

Attribute name: Agent Group	**Folder:** Agent > Activity
Description: Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	
Database table: GROUP_A.GROUP_NAME (WHERE GROUP_.GROUP_TYPE_CODE in ('AGENT', 'UNKNOWN','NO_VALUE'))	
>> Back to list	
	Folder: Agent > Activity

Attribute name: Agent Name	
Description: Enables data to be organized by certain attributes of the agent who is associated with the interaction.	
Database table: RESOURCE_A.AGENT_NAME	**Form(s):** User Name, Last Name, First Name, Employee ID
Forms in this attribute:	
Form: Employee ID **Table.Column:** RESOURCE_A.EMPLOYEE_ID **Data type:** Text	**Description:** Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name **Table.Column:** RESOURCE_A.AGENT_FIRST_NAME **Data type:** Text	**Description:** Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name **Table.Column:** RESOURCE_A.AGENT_LAST_NAME **Data type:** Text	**Description:** Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name **Table.Column:** RESOURCE_A.RESOURCE_NAME **Data type:** Text	**Description:** Enables data to be organized by the user name of the agent who is associated with the interaction.
>> Back to list	

Attribute name: Business Result	**Folder:** Agent > Activity
Description: Enables data to be organized based on the configured business result. Displayed as Source Business Result in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.BUSINESS_RESULT	
>> Back to list	

Attribute name: Customer Segment	**Folder:** Agent > Activity
Description: Enables data to be organized based on the configured customer segment. Displays as Source Customer Segment in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.CUSTOMER_SEGMENT	
>> Back to list	

Attribute name: Interaction Descriptor Key	**Folder:** Agent > Activity
Description: The attribute is for internal purposes only.	
Database table:	
>> Back to list	

Attribute name: Interaction Key	**Folder:** Agent > Activity
Description: Enables data to be organized based on the surrogate key that provides a join to Info Mart tables.	
Database table: AG2_AGENT_CAMPAIGN_*.INTERACTION_TYPE_KEY, AG2_AGENT_GRP_*.INTERACTION_TYPE_KEY, AG2_AGENT_*.INTERACTION_TYPE_KEY, AG2_AGENT_QUEUE_*.INTERACTION_TYPE_KEY, AG2_ID_*.INTERACTION_TYPE_KEY, AG2_I_AGENT_*.INTERACTION_TYPE_KEY, AG2_QUEUE_ABN_*.INTERACTION_TYPE_KEY, AG2_QUEUE_ACC_*.INTERACTION_TYPE_KEY, AG2_QUEUE_*.INTERACTION_TYPE_KEY, IF_IRF_GPM_FACT_GI2.INTERACTION_TYPE_KEY, INTERACTION_RESOURCE_FACT_GI2.INTERACTION_TYPE_KEY, INTERACTION_RES_FACT_TRNSFR.INTERACTION_TYPE_KEY, INTERACTION_TYPE_GI2.INTERACTION_TYPE_KEY	
>> Back to list	

Attribute name: Interaction Subtype	**Folder:** Agent > Activity
Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE_SUBTYPE	
>> Back to list	

Attribute name: Interaction Type	**Folder:** Agent > Activity
Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE	
>> Back to list	

Attribute name: Media Type	**Folder:** Agent > Activity
Description: Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.	
Database table: MEDIA_TYPE.MEDIA_NAME, MEDIA_TYPE.MEDIA_TYPE_KEY, MEDIA_TYPE. MEDIA_NAME, MEDIA_TYPE, MEDIA_NAME_CODE	**Form(s):** Media Type, Media Name Code
Forms in this attribute:	
Form: Media Name Code **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.

Form: Media Type **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.
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Attribute name: Resource Group	**Folder:** Agent > Activity
Description: Enables data within the reporting interval to be organized by the groups to which resources belong. A resource can belong to more than one agent group.	
Database table:	
>> Back to list	

Attribute name: Resource Name	**Folder:** Agent > Activity
Description: Enables data within the reporting interval to be organized by the name of a contact center handling resource, such as the agent's user name, IVR port, or IVR application name	
Database table:	
>> Back to list	

Attribute name: Service Subtype	**Folder:** Agent > Activity
Description: Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE	
>> Back to list	

Attribute name: Service Type	**Folder:** Agent > Activity
Description: Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE	
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Folder: Agent > Activity > Activity Call Survey

Attribute name: Agent Score	**Folder:** Agent > Activity > Activity Call Survey

Introduced: 9.0.013	
Description: Enables data within the reporting interval to be organized by the agent score assigned by the customer during post call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
	>> Back to list

Attribute name: Call Score

Introduced: 9.0.013	**Folder:** Agent > Activity > Activity Call Survey
Description: Enables data within the reporting interval to be organized by the overall call score assigned by the customer during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
	>> Back to list

Attribute name: Company Score

Introduced: 9.0.013	**Folder:** Agent > Activity > Activity Call Survey
Description: Enables data within the reporting interval to be organized by the overall score assigned to the company by customers during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
	>> Back to list

Attribute name: IQ1 - IQ4

Introduced: 9.0.013	**Folder:** Agent > Activity > Activity Call Survey
Description: These four attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
	>> Back to list

Attribute name: Product Score

Introduced: 9.0.013	**Folder:** Agent > Activity > Activity Call Survey

Description: Enables data within the reporting interval to be organized by the overall score assigned to the product by customers during post-call surveys.

Database table: AG2_AGENT_*,
AG2_AGENT_GRP_*,
AG2_AGENT_QUEUE_*, AG2_ID_*

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Attribute name: SQ1 - SQ2

Folder: Agent > Activity > Activity Call Survey

Introduced: 9.0.013

Description: These two attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.

Database table: AG2_AGENT_*,
AG2_AGENT_GRP_*,
AG2_AGENT_QUEUE_*, AG2_ID_*

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Folder: Agent > Activity > Activity User Data Example

Attribute name: Category

Folder: Agent > Activity > Activity User Data Example

Description: Enables data within the reporting interval to be organized based on the standard responses to interactions that are configured in your environment. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.CTGNAME

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Attribute name: Category Key

Folder: Agent > Activity > Activity User Data Example

Description: Enables data within the reporting interval to be organized based on the Category Key. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
AG2_AGENT_*.USER_DATA_KEY1,
AG2_AGENT_GRP_*.USER_DATA_KEY1,
AG2_AGENT_QUEUE_*.USER_DATA_KEY1,
AG2_ID_*.USER_DATA_KEY1,
USER_DATA_GEN_ES.GEN_ES_ID

>> Back to list

Attribute name: Classify Actionability Category

Folder: Agent > Activity > Activity User Data Example

Description: Enables data within the reporting interval to be organized by the degree to which

interactions require agent attention—their actionability. The value for actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.CLASSIFY_ACTIONABILITY_CTGNAME

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Attribute name: Classify Sentiment Category

Folder: Agent > Activity > Activity User Data Example

Description: Enables data within the reporting interval to be organized by the characteristic of interactions that reflects the attitude expressed therein, generally positive, negative, or neutral.

The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.CLASSIFY_SENTIMENT_CTGNAME

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Attribute name: Dimension 1 - Dimension 5

Folder: Agent > Activity > Activity User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_1,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_2,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_3,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_4,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_5

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Attribute name: Dimension 6 - Dimension 10

Folder: Agent > Activity > Activity User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_1,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_2,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_3,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_4,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_5

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Attribute name: Influence Category

Folder: Agent > Activity > Activity User Data Example

Description: Enables data within the reporting interval to be organized by the customer's clout that has amassed on social networks at the time that interactions entered or began within the contact center. This attribute is applicable only in environments that are configured to use sentiment, influence, and

actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.CTGNAME	
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Attribute name: Screen Actionability Category	**Folder:** Agent > Activity > Activity User Data Example
Description: Enables data within the reporting interval to be organized based on the degree to which interactions require agent attention. The value of actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.SCREEN_ACTIONABILITY_CTGNAME	
>> Back to list	

Attribute name: Screen Sentiment Category	**Folder:** Agent > Activity > Activity User Data Example
Description: Enables data within the reporting interval to be organized based on the attitude that customers expressed about their experience regarding interaction handling. The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.SCREEN_SENTIMENT_CTGNAME	
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Folder: Agent > Activity > Queue

Attribute name: Queue	**Folder:** Agent > Activity > Queue
Description: Enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.	
Database table: RESOURCE_Q.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	**Form(s):** Queue Type
Forms in this attribute:	
Form: Queue Type **Table.Column:** Queue Type **Data type:** RESOURCE_Q.RESOURCE_TYPE	**Description:** Enables data within the reporting interval to be organized by the type of queue, such as ACDQueue, VirtualQueue, InteractionQueue, or InteractionWorkBin.
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Attribute name: Queue	**Folder:** Agent > Activity > Queue

Group	
Description: Enables reporting data within the reporting interval to be organized by the name of the queue group. A queue can belong to more than one queue group.	
Database table: GROUP_Q.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN','NO VALUE'))	
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Folder: Agent > Detail

There are no attributes in this folder

Folder: Agent > Detail > Ixn State

Attribute name: Additional Info	**Folder:** Agent > Detail > Ixn State
Description: Enables data within the reporting interval to be organized by the primary key of the INTERACTION_FACT table. • For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. • For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.	
Database table: INTERACTION_RESOURCE_FACT_GI2.INTERACTION_ID	
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Attribute name: End Timestamp	**Folder:** Agent > Detail > Ixn State
Description: Enables data within the reporting interval to be organized by the calendar date and time when the interaction state ended.	
Database table: IXN_RESOURCE_STATE_FACT_GI2.END_TS_TIME	
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Attribute name: Interaction Type	**Folder:** Agent > Detail > Ixn State
Description: This attribute is always null and is provided only to populate null values in the Interaction Type column of the Agent Details Activity Report when the record specifically reports data about an	

agent's status or his/her session. Agent statuses and sessions have no interaction type.	
Database table: none	
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Attribute name: Start Timestamp	**Folder:** Agent > Detail > Ixn State
Description: Enables data within the reporting interval to be organized by the calendar date and time when the interaction state began.	
Database table: IXN_RESOURCE_STATE_FACT_GI2.START_TS_TIME	
>> Back to list	

Attribute name: State	**Folder:** Agent > Detail > Ixn State
Description: Where a record provides interaction-related data, this attribute enables data to be organized by one of the following: • The interaction's state. • The interaction's state and role. • The interaction's state, role, and descriptor.	
Database table: INTERACTION_RESOURCE_STATE_GI2.STATE_FULL_NAME	
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Folder: Agent > Detail > Session

Attribute name: Active	**Folder:** Agent > Detail > Session
Description: Enables data within the reporting interval to be organized by whether or not the corresponding record in the SM_RES_SESSION_FACT table is active.	
Database table: SM_RES_SESSION_FACT_GI2.ACTIVE_FLAG	
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Attribute name: End Timestamp	**Folder:** Agent > Detail > Session
Description: Enables data within the reporting interval to be organized by the calendar date and time when the agent session ended. If the agent has not logged out, the value of this attribute is NULL.	
Database table: SM_RES_SESSION_FACT_GI2.END_TS_TIME	

<div align="center">>> Back to list</div>

Attribute name: Session Key	**Folder:** Agent > Detail > Session
Description: Enables data within the reporting interval to be organized by the agent's active session for a particular media type. In some reports, you can click the value in the Session Key column to view the Agent Login-Logout Details Report.	
Database table: SM_RES_SESSION_FACT_GI2.SM_RES_SESSION_FACT_KEY	

<div align="center">>> Back to list</div>

Attribute name: Start Timestamp	**Folder:** Agent > Detail > Session
Description: Enables data within the reporting interval to be organized by the calendar date and time when the agent session began.	
Database table: SM_RES_SESSION_FACT_GI2.START_TS_TIME	

<div align="center">>> Back to list</div>

Folder: Agent > Detail > State

Attribute name: Active Reason	**Folder:** Agent > Detail > State
Description: Enables data within the reporting interval to be organized by whether or not the corresponding record in the SM_RES_STATE_REASON_FACT table is active.	
Database table: SM_RES_STATE_RSN_FACT.ACTIVE_FLAG_RSN	

<div align="center">>> Back to list</div>

Attribute name: Active State	**Folder:** Agent > Detail > State
Description: Enables data within the reporting interval to be organized by whether or not the corresponding record in the SM_RES_STATE_FACT table is active.	
Database table: SM_RES_STATE_RSN_FACT.ACTIVE_FLAG_ST	

<div align="center">>> Back to list</div>

Attribute name: End Timestamp	**Folder:** Agent > Detail > State
Description: Enables data within the reporting interval to be organized by the calendar date and time when the agent state ended.	
Database table:	

SM_RES_STATE_RSN_FACT.END_TS_TIME_ST

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Attribute name: Reason Code	**Folder:** Agent > Detail > State
Description: Enables data within the reporting interval to be organized by the reason that the agent selected.	
Database table: RESOURCE_STATE_REASON_GI2.REASON_CODE	

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Attribute name: Reason Key	**Folder:** Agent > Detail > State
Description: For software-related reason codes, this attribute enables data to be organized by the key of the keyvalue pair that is associated with this reason code. For hardware-related reason codes, this attribute is null.	
Database table: RESOURCE_STATE_REASON_GI2.SOFTWARE_REASON_KEY	

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Attribute name: Reason Timestamp	**Folder:** Agent > Detail > State
Description: Enables data within the reporting interval to be organized by the moment when the agent entered a specific state-reason combination.	
Database table: SM_RES_STATE_RSN_FACT.START_TS_TIME_RSN	

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Attribute name: Reason Type Code	**Folder:** Agent > Detail > State
Description: Enables data within the reporting interval to be organized by the reason code that is associated with the agent's status.	
Database table: RESOURCE_STATE_REASON_GI2.REASON_TYPE_CODE	

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Attribute name: Reason Value	**Folder:** Agent > Detail > State
Description: Enables data to be organized based on one of the following:	

- For software-related reason codes, this attribute enables data to be organized by the value of the key-value pair that is associated with this reason code.

- For hardware-related reason codes, this attribute enables data to be organized by the hardware-related reason.

Database table: RESOURCE_STATE_REASON_GI2.SOFTWARE_REASON_VALUE, RESOURCE_STATE_REASON_GI2.HARDWARE_REASON	
>> Back to list	

Attribute name: Start Timestamp	**Folder:** Agent > Detail > State
Description: Enables data within the reporting interval to be organized by the moment that the agent entered a specific state.	
Database table: SM_RES_STATE_FACT_GI2.START_TS_TIME_ST	
>> Back to list	

Attribute name: State	**Folder:** Agent > Detail > State
Description: Enables data within the reporting interval to be organized by the agent's state. Status values depend on the Genesys application (for example, Interaction Concentrator) that provides source data to Genesys Info Mart. For state values, refer to the description of this Info Mart table column in the Genesys Info Mart Physical Data Model documentation for your RDBMS (available from Genesys Info Mart documentation).	
Database table: RESOURCE_STATE.STATE_NAME	**Form(s):** State Type Code
Forms in this attribute:	
Form: State Type Code **Table.Column:** RESOURCE_STATE.STATE_TYPE_CODE **Data type:** Text	**Description:** Enables data within the reporting interval to be organized by the status code associated with the agent's state. State type codes values depend on the Genesys application (such as Interaction Concentrator) that provides source data to Genesys Info Mart.
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Folder: Agent > Group Membership

Attribute name: Agent Group	**Folder:** Agent > Group Membership
Description: Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	
Database table: GROUP_A.GROUP_NAME	
>> Back to list	

Attribute name: Agent Name	**Folder:** Agent > Group Membership
Description: Enables data to be organized by certain attributes of the agent who is associated with the	

interaction.	
Database table: RESOURCE_GI2.AGENT_NAME	**Form(s):** User Name, Last Name, First Name, Employee ID
Forms in this attribute:	
Form: Employee ID **Table.Column:** RESOURCE_A.EMPLOYEE_ID **Data type:** Text	**Description:** Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name **Table.Column:** RESOURCE_A.AGENT_FIRST_NAME **Data type:** Text	**Description:** Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name **Table.Column:** RESOURCE_A.AGENT_LAST_NAME **Data type:** Text	**Description:** Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name **Table.Column:** RESOURCE_A.RESOURCE_NAME **Data type:** Text	**Description:** Enables data to be organized by the user name of the agent who is associated with the interaction.
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Attribute name: Agent Resource Key	**Folder:** Agent > Group Membership
Description: This attribute is reserved for internal use only.	
Database table: RESOURCE_A_RESOURCE_KEY, RESOURCE_GROUP_FACT_GI2.RESOURCE_KEY	
>> Back to list	

Attribute name: Date Added	**Folder:** Agent > Group Membership
Description: Enables data within the reporting interval to be organized by the date an agent as added to a group.	
Database table: RESOURCE_GROUP_FACT_GI2.START_TS_TIME	
>> Back to list	

Attribute name: Date Removed	**Folder:** Agent > Group Membership
Description: Enables data within the reporting interval to be organized by the moment when the agent was removed from a group.	
Database table: RESOURCE_GROUP_FACT_GI2.END_TS_TIME	
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Attribute name: End TS	**Folder:** Agent > Group Membership

Description: Enables data within the reporting interval to be organized by the moment when the agent left a group.	
Database table: RESOURCE_GROUP_FACT_GI2.END_TS	
>> Back to list	

Attribute name: Group Key	**Folder:** Agent > Group Membership
Description: This attribute is reserved for internal use only.	
Database table: GROUP_A.GROUP_KEY, RESOURCE_GROUP_COMBINATION.GROUP_KEY, RESOURCE_GROUP_FACT_GI2.GROUP_KEY	
>> Back to list	

Attribute name: Start Date Time Key	**Folder:** Agent > Group Membership
Description: Enables data within the reporting interval to be organized by the key for a particular date and time from the RESOURCE_GROUP_FACT hierarchy. This attribute is reserved for internal use.	
Database table: RESOURCE_GROUP_FACT_GI2.START_DATE_TIME_KEY	
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Folder: Agent > State and Reason

Attribute name: Agent Group	**Folder:** Agent > State and Reason
Description: Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	
Database table: GROUP_A.GROUP_NAME (WHERE GROUP_.GROUP_TYPE_CODE in ('AGENT', 'UNKNOWN','NO_VALUE'))	
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Attribute name: Agent Name	**Folder:** Agent > State and Reason
Description: Enables data to be organized by certain attributes of the agent who is associated with the interaction.	
Database table: RESOURCE_A.AGENT_NAME	**Form(s):** User Name, Last Name, First Name, Employee ID
Forms in this attribute:	
Form: Employee ID	**Description:** Enables data to be organized by the Employee

Table.Column: RESOURCE_A.EMPLOYEE_ID **Data type:** Text	ID of the agent who is associated with the interaction.
Form: First Name **Table.Column:** RESOURCE_A.AGENT_FIRST_NAME **Data type:** Text	**Description:** Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name **Table.Column:** RESOURCE_A.AGENT_LAST_NAME **Data type:** Text	**Description:** Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name **Table.Column:** RESOURCE_A.RESOURCE_NAME **Data type:** Text	**Description:** Enables data to be organized by the user name of the agent who is associated with the interaction.
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Attribute name: Group Combination Sess Key	**Folder:** Agent > State and Reason
Description: Enables data within the reporting interval to be organized by the primary key of the RESOURCE_GROUP_COMBINATION attribute. This attribute is reserved for internal use.	
Database table: AG2_I_SESS_STATE-*.GROUP_COMBINATION_KEY, RESOURCE_GROUP_COMBINATION.GROUP_COMBINATION_KEY	
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Attribute name: Media Type	**Folder:** Agent > State and Reason
Description: Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.	
Database table: MEDIA_TYPE.MEDIA_NAME, MEDIA_TYPE.MEDIA_TYPE_KEY, MEDIA_TYPE. MEDIA_NAME, MEDIA_TYPE, MEDIA_NAME_CODE	**Form(s):** Media Type, Media Name Code
Forms in this attribute:	
Form: Media Name Code **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
Form: Media Type **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.
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Attribute name: Reason Code	**Folder:** Agent > State and Reason
Description: Enables data within the reporting interval to be organized by the reason that the agent	

selected.

Database table:
RESOURCE_STATE_REASON_GI2.REASON_CODE

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Attribute name: Reason Key	**Folder:** Agent > State and Reason

Description: For software-related reason codes, this attribute enables data to be organized by the key of the keyvalue pair that is associated with this reason code.

For hardware-related reason codes, this attribute is null.

Database table:
RESOURCE_STATE_REASON_GI2.SOFTWARE_REASON_KEY

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Attribute name: Reason Type Code	**Folder:** Agent > State and Reason

Description: Enables data within the reporting interval to be organized by the reason code that is associated with the agent's status.

Database table:
RESOURCE_STATE_REASON_GI2.REASON_TYPE_CODE

>> Back to list

Attribute name: Reason Value	**Folder:** Agent > State and Reason

Description: Enables data to be organized based on one of the following:

- For software-related reason codes, this attribute enables data to be organized by the value of the key-value pair that is associated with this reason code.

- For hardware-related reason codes, this attribute enables data to be organized by the hardware-related reason.

Database table:
RESOURCE_STATE_REASON_GI2.SOFTWARE_REASON_VALUE,
RESOURCE_STATE_REASON_GI2.HARDWARE_REASON

>> Back to list

Attribute name: Resource State Reason Key	**Folder:** Agent > State and Reason

Description: Enables data within the reporting interval to be organized by the key of the keyvalue pair that is associated with this resource state.

Database table:
AG2_I_STATE_RSN_*.RESOURCE_STATE_REASON_KEY,
.RESOURCE_STATE_REASON_GI2.RESOURCE_STATE_REASON_KEY,
SM_RES_STATE_RSN_FACT.RESOURCE_STATE_REASON_KEY

>> Back to list

Attribute name: State Name	Folder: Agent > State and Reason
Description: Enables data within the reporting interval to be organized by the state, such as UNKNOWN, NOTREADY, READY, BUSY, or INBOUND. Status values depend on the Genesys application (for example, Interaction Concentrator) that provides source data to Genesys Info Mart. For state values, refer to the description of this Info Mart table column in the Genesys Info Mart Physical Data Model documentation for your RDBMS (available from Genesys Info Mart documentation).	
Database table: RESOURCE_STATE.STATE_NAME	**Form(s):** State Type Code
Forms in this attribute:	
Form: State Type Code **Table.Column:** RESOURCE_STATE.STATE_TYPE_CODE **Data type:** Text	**Description:** Enables data within the reporting interval to be organized by the status code associated with the agent's state. State type codes values depend on the Genesys application (such as Interaction Concentrator) that provides source data to Genesys Info Mart.
>> Back to list	

Folder: Agent > State and Reason > Interaction State

Attribute name: Interaction Subtype	Folder: Agent > State and Reason > Interaction State
Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE_SUBTYPE	
>> Back to list	

Attribute name: Interaction Type	Folder: Agent > State and Reason > Interaction State
Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE	
>> Back to list	

Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing

Attribute name: Interaction Subtype	Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE_SUBTYPE	
>> Back to list	

Attribute name: Interaction Type	Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE	
>> Back to list	

Attribute name: Model	Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: Enables the organization of data by the name of the model that was used to score the agent for predictive routing.	
Database table: GPM_MODEL.MODEL	
>> Back to list	

Attribute name: Predictor	Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: Enables the organization of data by the name of the predictor that was used to request scoring for predictive routing.	
Database table: GPM_PREDICTOR.PREDICTOR	
>> Back to list	

Attribute name: Predictor Switch	Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: Enables the organization of data based on whether predictive routing is ON or OFF.	
Database table: GPM_PREDICTOR.PREDICTOR_SWITCH	
>> Back to list	

Folder: Agent > State and Reason > Summarized State

There are no attributes in this folder

Billing Data folder

Use objects in this folder or organize and measure customer usage data related to billing.

Many folders contain **Custom** sub folders, which are not described in this document; custom folders are provided to store any custom objects.

> ## Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Billing Data folder and subfolders

This folder contains the following root folder and subfolders.

- Billing Data

Folder: Billing Data

Introduced: 100.0.023.0000

Description: The root Billing Data folder. Objects in this folder enable the organization and measurement of customer usage data related to billing.		
Metrics:		
• Concurrent User Count	• Named User Count	• Resource Key BDS
• IVR Minutes	• Peak IVR Ports	
Attributes:		
• Business Unit	• Metric	• Region

Reports built primarily from the objects in the Billing Data folder and subfolders

- Inbound Voice User
- IVR Usage Report

For more information about Billing Data reports, see *Genesys CX Insights 9.0 User's Guide* (Genesys Engage on-premise) or *Historical Reporting with Genesys CX Insights* (Genesys Engage cloud).

Billing Data Metrics

The Billing Data folder contains objects that enable the organization and measurement of customer usage data related to billing.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.

- For detailed information about the different metric types, see Project terminology and concepts.

> ### Important
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Billing Data

- Concurrent User Count

- IVR Minutes

- Named User Count

- Peak IVR Ports

- Resource Key BDS

Folder: Billing Data

Metric name: Concurrent User Count	
Introduced: 100.0.023.0000	**Folder:** Billing Data
Description: The peak number of unique agents that were concurrently logged in for a voice media type, during the selected period.	
Source or Calculation: Sum([Seats Voice Concurrent])	
Media type: Data type: Metric type:	**Used in:** • Inbound Voice Report

>> Back to list

Metric name: IVR Minutes

Introduced: 100.0.023.0000

Folder:

Billing Data

Description: The total number of minutes for all self-service applications used by Genesysy Voice Platform (GVP), for the specified tenant. This metric includes time spent in queue.

Source or Calculation: Sum([GVP Minutes])

Media type:		**Used in:**
Data type: **Metric type:**		• IVR Usage Report

>> Back to list

Metric name: Named User Count

Introduced: 100.0.023.0000

Folder:

Billing Data

Description: The number of agents who logged in for a voice media type at least once during the selected month. This value is a running total, so for a given day, it shows the total so far during the selected month.

Source or Calculation: Sum([Seats Voice])

Media type:		**Used in:**
Data type: **Metric type:**		• Inbound Voice Report

>> Back to list

Metric name: Peak IVR Ports

Introduced: 100.0.023.0000

Folder:

Billing Data

Description: Peak usage of GVP treatment applied to calls within GVP, for the specified tenant.

Source or Calculation: Sum([GVP Ports])

Media type:		**Used in:**
Data type: **Metric type:**		• IVR Usage Report

>> Back to list

Metric name: Resource Key BDS

Folder:

Billing Data

Introduced: 100.0.023.0000	
Description: This metric is used for internal comptutations.	
Source or Calculation: Count([Resource Key BDS])	
Media type: **Data type:** **Metric type:**	**Used in:** This metric is not used in any reports.
>> Back to list	

Billing Data Attributes

The Billing Data folder contains objects that enable the organization and measurement of customer usage data related to billing. Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

Billing Data

- Business Unit

- Metric
- Region

Folder: Billing Data

Attribute name: Business Unit **Introduced:** 100.0.023.0000	**Folder:** Billing Data
Description: Enables data within the reporting interval to be organized based on Business Unit.	
Database table: BDS_BUSINESS_UNIT.NAME	
>> Back to list	
Attribute name: Metric **Introduced:** 100.0.023.0000	**Folder:** Billing Data
Description: This attribute is used for internal calculations.	

Database table: BDS_NAMED_AGENTS.METRIC_NAME	
>> Back to list	

Attribute name: Region

Introduced: 100.0.023.0000	**Folder:** Billing Data

Description: Enables data within the reporting interval to be organized based on the geographic classification of the call. Possible values include: us, eu, ap.
Database table: BDS_REGION.NAME
>> Back to list

Business Attribute folder

The Business Attribute folder contains numerous objects that you can use to build reports.

The Business Attribute folder is organized into a series of subfolders, to make it easier to find the objects you need. Many folders contain a Custom folder, which is not described in this document; custom folders are provided to store any custom objects.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Business Attribute folder and subfolders

This folder contains the following root folder and subfolders.

- Business Attribute
- Business Attribute > BA Call Survey
- Business Attribute > BA

- Consults
- Business Attribute > BA Customer
- Business Attribute > BA

- Predictive Routing
- Business Attribute > BA User Data Example

Folder: Business Attribute

Introduced: 9.0.007.03

Description: The root folder for Business Attribute objects. Objects in this folder (and subfolders) enable the organization, measurement, and filtering of Info Mart data based on business attributes. Refer to the descriptions of subfolders for more information.		
Metrics: • There are no metrics in this folder		
Attributes:		
• Business Result	• Interaction Subtype	• Service Subtype
• Customer Segment	• Interaction Type	• Service Type
• Interaction Key	• Media Type	

Folder: Business Attribute > BA Call Survey

Introduced: 9.0.013

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data based on Post Call Survey user data attributes

Metrics:
- There are no metrics in this   folder

Attributes:
Agent Score	Company Score	Product Score
Call Score	IQ1 - IQ4	SQ1 - SQ2

Folder: Business Attribute > BA Consults

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data, based on the business attributes that are associated with consult interactions. Counts and duration metricsare attributed to the reporting interval in which consult interactions began within the contact center.

Metrics:
Avg Consult Received Time	Consult Received Engage Warm Time	Consult Received Warm Hold
Avg Consult Received Warm Time	Consult Received Hold	Consult Received Warm Hold Time
Avg Consult Received Warm Wrap Time	Consult Received Hold Time	Consult Received Warm Time
Avg Consult Received Wrap Time	Consult Received Invite	Consult Received Warm Wrap
Consult Received Accepted	Consult Received Invite Time	Consult Received Warm Wrap Time
Consult Received Accepted Warm	Consult Received Invite Warm	Consult Received Wrap
Consult Received Engage Time	Consult Received Invite Warm Time	Consult Received Wrap Time
	Consult Received Time	Consult Responses

Attributes:
- There are no attributes in this   folder

Folder: Business Attribute > BA Customer

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data based on the business attributes that are associated with customer interactions. Counts and duration metrics are attributed to the reporting interval in which customer interactions entered or began within the contact center.

Metrics:
% Abandoned Inviting	% Abandoned Waiting	% Accept Service Level

- % Accepted
- % Accepted Agent
- % Finished Service Level
- % First Response Time Service Level
- % Short Abandoned Waiting
- % Transfer Initiated
- % Transfer Initiated Agent
- Abandoned Inviting
- Abandoned Waiting
- Abandoned Waiting Time
- Accept Time
- Accept Time Agent
- Accepted
- Accepted Agent
- Accepted in Threshold
- Accepted Others
- Accepted Thread
- Actionability Score
- ASA
- ASA (Fmt)
- Avg Abandoned Waiting Time
- Avg Accept Time
- Avg Accept Time Agent
- Avg Actionability Score
- Avg Engage Time
- Avg Finish No Response Time
- Avg Finish Response Time
- Avg Finish Time
- Avg First Response Time
- Avg Handle Time
- Avg Hold Time
- Avg Influence Score
- Avg Invite Time
- Avg Revenue

- Avg Satisfaction
- Avg Sentiment Score
- Avg Transfer Accepted Handle Time
- Avg Wrap Time
- Conference Initiated Agent
- Deferred
- Engage Time
- Entered
- Entered Thread
- Entered with Actionability
- Entered with Influence
- Entered with Objective
- Entered with Revenue
- Entered with Satisfaction
- Entered with Sentiment
- Finish No Response Time
- Finish Response Time
- Finish Time
- Finished
- Finished in Threshold
- Finished No Response
- Finished Response
- First Contact Resolution Result
- First Response in Threshold
- First ResponseTime
- Focus
- Focus Time
- Handle Time
- Hold
- Hold Time
- Influence Score
- Invite
- Invite Time
- Max Abandoned Waiting Time

- Max Abandoned Waiting Time (Fmt)
- Max Accept Time Agent
- Max Accept Time Agent (Fmt)
- Max Standard Abandoned Waiting Time
- Max Standard Abandoned Waiting Time (Fmt)
- Offered
- Responded
- Response Ratio
- Responses
- Revenue
- Satisfaction
- Sentiment Factor
- Sentiment Index
- Sentiment Influence Entered Diff
- Sentiment Score
- Short Abandoned Waiting
- Standard Abandoned Waiting
- Standard Abandoned Waiting Time
- Start Date Time Key
- Transfer Accepted
- Transfer Accepted Cold
- Transfer Accepted Time
- Transfer Accepted Warm
- Transfer Initiated Agent
- Transfer Initiated Cold
- Transfer Initiated Warm
- Transfer Rate
- Wrap
- Wrap Time

More...

Attributes:
- There are no attributes in this   folder

Folder: Business Attribute > BA Predictive Routing

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data based on the business attributes that are associated with Predictive Routing interactions. Counts and duration metrics are attributed to the reporting interval in which customer interactions entered or began within the contact center.

Metrics:

• % Error	• Avg Agent Score	• Turnaround Time
• Active	• Avg Turnaround Time	
• Agent Score	• Error	

Attributes:

• Model	• Predictor	• Predictor Switch

Folder: Business Attribute > BA User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization and filtering of Info Mart data based on user data dimensions.

Metrics:
- There are no metrics in this   folder

Attributes:

• Category	• Classify Sentiment Category	• Influence Category
• Category Key	• Dimension 1 - Dimension 5	• Screen Actionability Category
• Classify Actionability Category	• Dimension 6 - Dimension 10	• Screen Sentiment Category

Reports built primarily from the objects in the Business Attribute folder and subfolders

• Business Metrics Executive Report	• Interaction Volume Business Attribute Report
• Customer Perspective Report	• Predictive Routing Operational Report
• Predictive Routing - Model Efficiency	

For more information about Business Attribute reports, see the *Genesys CX Insights 9.0 User's Guide*.

Business Attribute Metrics

The Business Attribute folder contains numerous metrics that you can use to build reports based on business attribute-related objects.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.

- For detailed information about the different metric types, see Project terminology and concepts.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Business Attribute

- There are no metrics in this folder

Business Attribute > BA Call Survey

- There are no metrics in this folder

Business Attribute > BA Consults

- Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
- Consult Received Accepted

- Consult Received Accepted Warm
- Consult Received Engage Time
- Consult Received Engage Warm Time
- Consult Received Hold
- Consult Received Hold Time
- Consult Received Invite
- Consult Received Invite Time
- Consult Received Invite Warm
- Consult Received Invite Warm Time
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Hold Time
- Consult Received Warm Time

- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Consult Responses

Business Attribute > BA Customer

- % Abandoned Inviting
- % Abandoned Waiting
- % Accept Service Level
- % Accepted
- % Accepted Agent
- % Finished Service Level
- % First Response Time Service Level
- % Short Abandoned Waiting

- % Transfer Initiated
- % Transfer Initiated Agent
- Abandoned Inviting
- Abandoned Waiting
- Abandoned Waiting Time
- Accept Time
- Accept Time Agent
- Accepted
- Accepted Agent
- Accepted in Threshold
- Accepted Others
- Accepted Thread
- Actionability Score
- ASA
- ASA (Fmt)
- Avg Abandoned Waiting Time
- Avg Accept Time
- Avg Accept Time Agent
- Avg Actionability Score
- Avg Engage Time
- Avg Finish No Response Time
- Avg Finish Response Time
- Avg Finish Time
- Avg First Response Time
- Avg Handle Time
- Avg Hold Time
- Avg Influence Score
- Avg Invite Time
- Avg Revenue
- Avg Satisfaction
- Avg Sentiment Score
- Avg Transfer Accepted Handle Time
- Avg Wrap Time
- Conference Initiated Agent

- Deferred
- Engage Time
- Entered
- Entered Thread
- Entered with Actionability
- Entered with Influence
- Entered with Objective
- Entered with Revenue
- Entered with Satisfaction
- Entered with Sentiment
- Finish No Response Time
- Finish Response Time
- Finish Time
- Finished
- Finished in Threshold
- Finished No Response
- Finished Response
- First Contact Resolution Result
- First Response in Threshold
- First ResponseTime
- Focus
- Focus Time
- Handle Time
- Hold
- Hold Time
- Influence Score
- Invite
- Invite Time
- Max Abandoned Waiting Time
- Max Abandoned Waiting Time (Fmt)
- Max Accept Time Agent
- Max Accept Time Agent (Fmt)
- Max Standard Abandoned Waiting Time

- Max Standard Abandoned Waiting Time (Fmt)
- Offered
- Responded
- Response Ratio
- Responses
- Revenue
- Satisfaction
- Sentiment Factor
- Sentiment Index
- Sentiment Influence Entered Diff
- Sentiment Score
- Short Abandoned Waiting
- Standard Abandoned Waiting
- Standard Abandoned Waiting Time
- Start Date Time Key
- Transfer Accepted
- Transfer Accepted Cold
- Transfer Accepted Time
- Transfer Accepted Warm
- Transfer Initiated Agent
- Transfer Initiated Cold
- Transfer Initiated Warm
- Transfer Rate
- Wrap
- Wrap Time

More...

Business Attribute > BA Predictive Routing

- % Error
- Active
- Agent Score
- Avg Agent Score

- Avg Turnaround Time

- Error

- Turnaround Time

Business Attribute > BA User Data Example

- There are no metrics in this folder

Folder: Business Attribute

There are no metrics in this folder.

Folder: Business Attribute > BA Call Survey

There are no metrics in this folder.

Folder: Business Attribute > BA Consults

Metric name: Avg Consult Received Time	**Folder:** Business Attribute > BA Consults
Description: The average amount of time that resources spent in collaboration or simple consultation for customer interactions that were assigned this business attribute.	
Source or Calculation: Calculated based on the Business Attribute > Consult Received Time and Consult Received Accepted metrics.	**Used in:** This metric is not used in any reports.
Media type: All **Data type:** Number **Metric type:** Disposition	
>> Back to list	

Metric name: Avg Consult Received Warm Time	**Folder:** Business Attribute > BA Consults
Description: The average amount of time that resources were engaged as recipients in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.	
Source or Calculation: Calculated based on the Business Attribute > Consult Received Warm Time and Consult Received Accepted Warm metrics.	**Used in:** This metric is not used in any reports.

Media type: Voice		
Data type: Number Metric type: Disposition		
>> Back to list		

Metric name: Avg Consult Received Warm Wrap Time

Folder:

Business Attribute > BA Consults

Description: The average amount of time that resources were in ACW (Wrap) state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were transferred to or conferenced with this agent.

Source or Calculation: Calculated based on the Business Attribute > Consult Received Warm Wrap Time and Consult Received Warm Wrap metrics.	**Used in:**
Media type: Voice	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Avg Consult Received Wrap Time

Folder:

Business Attribute > BA Consults

Description: The average amount of time that resources were in ACW (Wrap) state following simple consultations that the agent accepted, where the consultations were associated with customer calls.

Source or Calculation: Calculated based on the Business Attribute > Consult Received Wrap Time and Consult Received Wrap metrics.	**Used in:**
Media type: Voice	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Consult Received Accepted

Folder:

Business Attribute > BA Consults

Description: The total number of interactions of this business attribute that included requests for collaboration or consultation where the collaborations/consultations were associated with customer interactions.

For voice, this metric is the same as BA Consults\Consult Responses.

Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_ACCEPTED	**Used in:**
Media type: All (except	This metric is not used in any reports.

Chat)

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Consult Received Accepted Warm

Folder:

Business Attribute > BA Consults

Description: The total number of interactions of this business attribute that included requests for collaboration or consultation where the collaborations/consultations were transferred to or conferenced with the agents who accepted them.

Source or Calculation: AG2_ID_*.CONSULT_RCV_ACC_WARM

Media type: Voice

Used in:

Data type: Number
Metric type: Disposition

This metric is not used in any reports.

>> Back to list

Metric name: Consult Received Engage Time

Folder:

Business Attribute > BA Consults

Description: The total amount of time that agents were engaged in collaborations or simple consultations where the collaborations/consultations were associated with customer interactions of this business attribute and the agents were the recipients of the collaboration/consultations requests.

Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_ENGAGE_TIME

Media type: All (except Chat)

Used in:

Data type: Number
Metric type: Disposition

This metric is not used in any reports.

>> Back to list

Metric name: Consult Received Engage Warm Time

Folder:

Business Attribute > BA Consults

Description: Total number of seconds that agents were engaged in consultations associated with customer interactions of this business attribute (and agents were recipients of consultations / interactions).

Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_ENGAGE_WARM_TIME

Media type:

Used in:

Data type: Number

This metric is not used in any reports.

Metric type: Disposition		
	>> Back to list	

Metric name: Consult Received Hold

Folder:

Business Attribute > BA Consults

Description: The total number of simple consultations that agents had on hold where the interactions were associated with customer interactions of this business attribute and the agents were the recipients of the consultation requests.

Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_HOLD

Media type: Voice		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.
	>> Back to list	

Metric name: Consult Received Hold Time

Folder:

Business Attribute > BA Consults

Description: The total amount time that agents had simple consultations on hold where the consultations were associated with customer interactions of this business attributes and the agents were the recipients of the consultation requests.

Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_HOLD_TIME

Media type: Voice		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.
	>> Back to list	

Metric name: Consult Received Invite

Folder:

Business Attribute > BA Consults

Description: The total number of simple consult interactions of this business attribute that alerted or rang at agent resources before the agents accepted the interactions.

Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_INVITE

Media type: All (except Chat)		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.
	>> Back to list	

Metric name: Consult Received Invite Time

Folder:

Business Attribute > BA Consults

Description: The total amount of time that simple consult interactions of this attribute alerted or rang at agent resources.

Consultations do not have to be established for this metric to be incremented.

Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_INVITE_TIME		
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Invite Warm	**Folder:** Business Attribute > BA Consults

Description: The total number of warm consult interactions of this business attribute that rang at agent resources before the agents accepted the calls.

Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_INVITE		
Media type: Voice **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Invite Warm Time	**Folder:** Business Attribute > BA Consults

Description: The total amount of time that warm consult interactions of this business attribute that alerted or rang at agents.

Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_INVITE_TIME		
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Time	**Folder:** Business Attribute > BA Consults

Description: The total amount of time that agents were engaged as recipients in collaborations or consultations, where the interactions were assigned this business attribute and associated with customer interactions. This metric includes hold duration.

Source or Calculation: Calculated as the sum of
AG2_ID_*.CONSULT_RECEIVED_ENGAGE_TIME plus
AG2_ID_*.CONSULT_RECEIVED_HOLD_TIME.

Media type: All (except
Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Consult Received Warm Hold

Folder:

Business Attribute > BA Consults

Description: The total number of consultations that agents had on hold where the consultations were associated with customer interactions of this business attribute, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Source or Calculation:
AG2_ID_*.CONSULT_RCV_WARM_HOLD

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Consult Received Warm Hold Time

Folder:

Business Attribute > BA Consults

Description: The total amount time that agents had consultations on hold where the interactions were associated with customer interactions of this business attribute, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Source or Calculation:
AG2_ID_*.CONSULT_RCV_WARM_HOLD_TIME

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Consult Received Warm Time

Folder:

Business Attribute > BA Consults

Description: The total amount of time that agents were engaged as a recipient in collaborations or consult interactions, including related hold durations, where the collaborations/ consultations were associated with customer interactions that were assigned this business attribute.

Measurement begins when the collaboration/consult interaction was established and ends when the customer interaction is transferred or conferenced. This metric excludes alert (ring) and ACW (Wrap) durations associated with the collaboration/ consultations.

Source or Calculation: Calculated as AG2_ID_*.CONSULT_RCV_WARM_ENGAGE_TIME plus AG2_ID_*.CONSULT_RCV_WARM_HOLD_TIME.		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Warm Wrap

Folder:

Business Attribute > BA Consults

Description: The total number of consultations that agents received for which agents entered ACW state where the consultations were associated with customer interactions of this business attribute, and the interactions were transferred to or conferenced with the agents.

In common call-flow scenarios, this metric yields a value of zero.

Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_WRAP		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Warm Wrap Time

Folder:

Business Attribute > BA Consults

Description: The total amount of time that agents spent in ACW state following consultations that the agents requested and received, where the consultations were associated with customer interactions that were assigned this business attribute and the interactions were transferred to or conferenced with the agents.

This metric includes:

- ACW durations that were associated with conferences, where the customer leaves the interactions.
- Internal contact center interactions where interactions were transferred to the agents.

In common call-flow scenarios, this metric yields a value of zero.

Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_WRAP_TIME		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Wrap	Folder: Business Attribute > BA Consults

Description: The total number of simple consultations for which agents entered ACW state where the consultations were associated with customer interactions of this business attribute and the agents were the recipients of the consultation requests.

Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_WRAP

Media type: Voice	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

>> Back to list

Metric name: Consult Received Wrap Time	Folder: Business Attribute > BA Consults

Description: The total amount of time that this agent spent in ACW (Wrap) state after requests for simple consultation that the agent accepted, where the consultations were associated with customer interactions that were sourced from this campaign.

Source or Calculation: AG2_AGENT_CAMPAIGN_*.CONSULT_RECEIVED_WRAP_TIME

Media type: Voice	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

>> Back to list

Metric name: Consult Responses	Folder: Business Attribute > BA Consults

Description: For e-mail, the total number of collaboration replies that were initiated within the contact center.

For voice, this metric is the same as BA Consults\Consult Received Accepted.

Source or Calculation: AG2_ID_*.CONSULT_RESPONSES

Media type: All (except Chat)	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

>> Back to list

Folder: Business Attribute > BA Customer

Metric name: % Abandoned Inviting	Folder:
	Business Attribute > BA Customer

Description: The percentage of interactions that entered the contact center, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN, relative to the total number of interactions that entered the contact center.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Source or Calculation: Calculated based on the Business Attribute > Abandoned Inviting and Offered metrics.		Used in:
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition		• Contact Center Report

>> Back to list

Metric name: % Abandoned Waiting	Folder:
	Business Attribute > BA Customer

Description: The percentage of customer interactions of this business attribute that were abandoned, relative to the total number of customer interactions of this business attribute that entered or began within the contact center during the interval.

Source or Calculation: Calculated based on the Business Attribute > Abandoned Waiting and Entered metrics.		Used in:
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition		• Contact Center Dashboard • Contact Center Report • Interaction Volume Business Attribute Report • Pre-Agent Termination Report

>> Back to list

Metric name: % Accept Service Level	Folder:
	Business Attribute > BA Customer

Description: The service level measured as a percentage of interactions that entered this tenant and were accepted within a user-defined threshold, relative to all interactions that entered this tenant and were offered to a resource.

Source or Calculation: Calculated based on the Business Attribute > Accepted in Threshold and Offered metrics.		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		• Contact Center Report • Customer Perspective Report

>> Back to list

Metric name: % Accepted

Folder:

Business Attribute > BA Customer

Description: The percentage of customer interactions of this business attribute that were accepted, relative to the total number of interactions of this business attribute that were offered to a handling resource.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Source or Calculation: Calculated based on the Business Attribute > Accepted and Offered metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Contact Center Dashboard • Contact Center Report • Interaction Volume Business Attribute Email Report • Interaction Volume Business Attribute Report • Task Volume Report

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Metric name: % Accepted Agent

Folder:

Business Attribute > BA Customer

Description: The percentage of customer interactions of this business attribute that entered or began within the contact center and were subsequently distributed and accepted by an agent to the total number of interactions that were offered.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Source or Calculation: Calculated based on the Business Attribute > Accepted Agent and Offered metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: % Finished Service Level

Folder:

Business Attribute > BA Customer

Description: The percentage of time within the interval that this agent was engaged with customers to the total duration within the interval of the agent's active session on a particular media channel.

Source or Calculation: Calculated based on the Business Attribute > Finished in Threshold and Finished metrics.	**Used in:**
Media type: All	• Customer Perspective Report

| Data type: Number
Metric type: Disposition | | • Interaction Volume Business Attribute Email Report |

>> Back to list

Metric name: % First Response Time Service Level

Folder:

Business Attribute > BA Customer

Description: The service level that is delivered for this business attribute measured as a percentage of customer interactions that were accepted within a user-defined threshold to all customer interactions that were offered to handling resources.

Source or Calculation: Calculated based on the Business Attribute > First Response in Threshold and Entered with Objective metrics.		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		• Business Metrics Executive Report • Contact Center Report • Customer Perspective Report • Interaction Volume Business Attribute Email Report • Interaction Volume Business Attribute Report

>> Back to list

Metric name: % Short Abandoned Waiting

Folder:

Business Attribute > BA Customer

Description: The percentage of customer interactions of this business attribute that entered or began within the contact center and were abandoned or dropped for any reason within a specific threshold, relative to the total number of customer interactions of this business attribute that entered or began within the contact center and were abandoned while waiting for the first handling resource.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Source or Calculation: Calculated based on the Business Attribute > Short Abandoned Waiting and Entered with Objective metrics.		
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition		**Used in:** • Contact Center Report

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Metric name: % Transfer Initiated

Folder:

Business Attribute > BA Customer

Description: The percentage of customer interactions of this business attribute that were transferred

(warm or blind) by agents to the total number of customer interactions of this business attribute.

Source or Calculation: Calculated based on the Business Attribute > Transfer Initiated and Accepted metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: % Transfer Initiated Agent

Folder:

Business Attribute > BA Customer

Description: The percentage of customer interactions of this business attribute that were transferred (warm or blind) by agents to the total number of customer interactions of this business attribute that were accepted by agents.

Source or Calculation: Calculated based on the Business Attribute > Transfer Initiated Agent and Accepted Agent metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Contact Center Dashboard • Contact Center Report • Interaction Volume Business Attribute Email Report • Interaction Volume Business Result Report • Task Volume Report
>> Back to list	

Metric name: Abandoned Inviting

Folder:

Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute that were abandoned or dropped for any reason while they were alerting or ringing at the first handling resource. This count includes short-abandoned interactions.

Source or Calculation: AG2_ID_*.ABANDONED_INVITE	
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	**Used in:** • Contact Center Report
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Metric name: Abandoned Waiting

Folder:

Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource. The count includes customer interactions that were abandoned while they were ringing at the agent's desktop or

alerting at the handling resource as well as short-abandoned interactions.

Source or Calculation: AG2_ID_*.ABANDONED	Used in:
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	• Campaign Summary Report • Interaction Volume Business Result Report • Pre-Agent Termination Report
>> Back to list	

Metric name: Abandoned Waiting Time	Folder: Business Attribute > BA Customer

Description: The total amount of time associated with customer interactions of this business attribute that were abandoned or dropped for any reason. This time includes the duration of customer interactions that were abandoned within the short-abandoned threshold.

Source or Calculation: AG2_ID_*.ABANDONED_TIME	Used in:
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	• Contact Center Dashboard • Contact Center Report
>> Back to list	

Metric name: Accept Time	Folder: Business Attribute > BA Customer

Description: The total amount of time that customer interactions of this business attribute were queued and/or alerting or ringing before the interactions were accepted, answered, pulled, or initiated by the first-handling resource. Duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted, answered, pulled, or initiated by the handling resource. This metric includes alert (ring) time.

Source or Calculation: AG2_ID_*.ACCEPT_TIME	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
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Metric name: Accept Time Agent	Folder: Business Attribute > BA Customer

Description: The total amount of timethat customer interactions of this business attribute were queued and/or alerting or ringing at agent resources before the interactions were accepted, answered, pulled, or initiated by the first-handling agent. Duration starts when an interaction enters or begins within the contact center and ends when the interaction is accepted, answered, pulled, or initiated by an agent—thereby, including alert time or ring time.

Source or Calculation: AG2_ID_*.ACCEPTED_AGENT_TIME	Used in:

Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
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Metric name: Accepted

Folder:

Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute that were accepted, answered, pulled, or initiated by a handling resource.

Source or Calculation: AG2_ID_*.ACCEPTED		Used in:
		• AHT
		• Contact Center Dashboard
		• Contact Center Report
		• Interaction Volume Business Attribute Email Report
		• Interaction Volume Business Attribute Report
Media type: All		• Model Efficiency
Data type: Number **Metric type:** Disposition		• Predictive Routing - AHT & QUEUE
		• Predictive Routing - Model Efficiency
		• Predictive Routing AB Testing Report
		• Predictive Routing AB Testing Report (Hour)
		• Predictive Routing Operational Report
		• Task Volume Dashboard
		• Task Volume Report
>> Back to list		

Metric name: Accepted Agent

Folder:

Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute that were accepted, answered, pulled, or initiated by an agent.

Source or Calculation: AG2_ID_*.ACCEPTED_AGENT		
Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.
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Metric name: Accepted in Threshold

Folder:

Business Attribute > BA Customer

Description: The total number of times that customer interactions or established warm consultations of this business attribute that were accepted, answered, pulled, or initiated by a handling resource within the acceptance threshold.

This metric relies on the value of the acceptance threshold as configured in the [agg-gim-thld-ID-IXN] section.

Source or Calculation: AG2_ID_*.ACCEPTED_THR

Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

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Metric name: Accepted Others

Folder:

Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute that were accepted, answered, pulled, or initiated by a resource other than an agent, place DN, or extension DN. This metric is calculated as the difference between the total number of interactions of this business attribute that were accepted, answered, or pulled and the total number of interactions of this business attribute that were accepted, answered, or pulled by an agent resource.

Source or Calculation: Calculated based on the Business Attribute > Accepted and Accepted Agent metrics.

Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

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Metric name: Accepted Thread

Folder:

Business Attribute > BA Customer

Description: The total number of customer-interaction threads that were accepted, initiated, or pulled by handling resources. This metric includes a handling resource's first participation in outbound replies to inbound interactions.

Source or Calculation: AG2_ID_*.ACCEPTED_THREAD

Media type: Async **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

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Metric name: Actionability Score

Folder:

Business Attribute > BA Customer

Description: The total score, assigned to interactions of this business attribute, that measures the

degree to which interactions required agent attention. See Using Attached Data in the *Genesys CX Insights User's Guide* for more information.

Source or Calculation: AG2_ID_*.ACTIONABILITY		
Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: ASA	**Folder:** Business Attribute > BA Customer

Description: The average amount of time (seconds) it took agents to accept, answer, or pull customer interactions assigned this business attribute.		
Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Interaction Volume Business Attribute Email Report • Interaction Volume Business Attribute Report • Predictive Routing - AHT & QUEUE • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report (Hour)
>> Back to list		

Metric name: ASA (Fmt)	**Folder:** Business Attribute > BA Customer

Description: The average amount of time (hh:mm:ss) it took agents to accept, answer, or pull customer interactions assigned this business attribute.		
Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Interaction Volume Business Attribute Email Report • Interaction Volume Business Attribute Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report (Hour)
>> Back to list		

Metric name: Avg Abandoned Waiting Time	**Folder:** Business Attribute > BA Customer

Description: The average amount of time that interactions of this business attribute waited within the contact center before customers abandoned the interactions or before they were dropped for any reason. This average includes interactions that were abandoned or dropped within the short-abandoned threshold and excludes interactions that were abandoned or dropped while they were alerting (ringing) at an agent's desktop.

Source or Calculation: Calculated based on the Business Attribute > Abandoned Waiting Time and Abandoned Waiting metrics.	**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	• Contact Center Dashboard • Contact Center Report • Interaction Volume Business Attribute Report • Pre-Agent Termination Report
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Metric name: Avg Accept Time	**Folder:** Business Attribute > BA Customer

Description: The average amount of time that customer interactions of this business attribute were queued and/or alerting or ringing before the interactions were accepted by the first-handling resource.

Source or Calculation: Calculated based on the Business Attribute > Accept Time and Accepted metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Predictive Routing - Model Efficiency • Predictive Routing Operational Report
>> Back to list	

Metric name: Avg Accept Time Agent	**Folder:** Business Attribute > BA Customer

Description: The average amount of time it took agents to accept customer interactions of this business attribute. This metric is identical to (BA Customer >)ASA.

Source or Calculation: Calculated based on the Business Attribute > Accept Time Agent and Accepted Agent metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Contact Center Dashboard • Contact Center Report • Customer Perspective Report
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Metric name: Avg Actionability Score	**Folder:** Business Attribute > BA Customer

Description: The average actionability score, assigned to interactions that entered or began within the contact center and were handled by this agent, measuring the degree to which interactions required agent attention.

The average considers only those interactions for which an actionability score was assigned.

Source or Calculation: Calculated as AG2_ID_*.ACTIONABILITY divided by AG2_ID_*.ACTIONABILITY_ENTERED.	**Used in:**
Media type: All	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

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Metric name: Avg Engage Time	**Folder:** Business Attribute > BA Customer

Description: The average amount of time that agents were engaged with customers on interactions assigned this business attribute.

Source or Calculation: Calculated based on the Business Attribute > Engage Time and Accepted Agent metrics.	**Used in:**
	• Contact Center Dashboard
	• Contact Center Report
	• Interaction Volume Business Attribute Report
Media type: All	• Predictive Routing - AHT & QUEUE
Data type: Number **Metric type:** Disposition	• Predictive Routing AB Testing Report
	• Predictive Routing AB Testing Report (Hour)
	• Task Volume Dashboard
	• Task Volume Report

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Metric name: Avg Finish No Response Time	**Folder:** Business Attribute > BA Customer

Description: The average amount of time of completed customer interactions that were assigned this business attribute for which no response (excluding acknowledgements) was sent to the customer.

Source or Calculation: Calculated based on the Business Attribute > Finish No Response Time and Finished No Response metrics.	**Used in:**
Media type: All	• Contact Center Dashboard
Data type: Number	• Contact Center Report

Metric type: Disposition		
>> Back to list		

Metric name: Avg Finish Response Time	Folder: Business Attribute > BA Customer
Description: The average duration of completed customer interactions that both had a response by a handling resource and were assigned this business attribute. This duration includes the entire lifespan of the interaction including processing, queueing, and handling.	

Source or Calculation: Calculated based on the Business Attribute > Finish Response Time and Finished Response metrics.	Used in:
Media type: All **Data type:** Number **Metric type:** Disposition	• Contact Center Dashboard • Contact Center Report • Customer Perspective Report • Interaction Volume Business Attribute Email Report • Interaction Volume Business Attribute Report
>> Back to list	

Metric name: Avg Finish Time	Folder: Business Attribute > BA Customer
Description: The average amount of time that it took to complete customer interactions that were assigned this business attribute.	

Source or Calculation: Calculated based on the Business Attribute > Finish Time and Finished metrics.	
Media type: All **Data type:** Number **Metric type:** Disposition	Used in: This metric is not used in any reports.
>> Back to list	

Metric name: Avg First Response Time	Folder: Business Attribute > BA Customer
Description: The average duration of completed customer interactions that both had a response by a handling resource and were assigned this business attribute.	

Source or Calculation: Calculated based on the Business Attribute > Responded and Finish Time and Business Attribute > First Response Time metrics.	Used in:
Media type: All **Data type:** Number **Metric type:** Disposition	• Contact Center Dashboard • Contact Center Report • Customer Perspective Report

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Metric name: Avg Handle Time	**Folder:**
	Business Attribute > BA Customer

Description: The average amount of time that agents spent handling interactions assigned this business attribute.

Source or Calculation: Calculated based on the Business Attribute > Handle Time and Accepted Agent metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• AHT • Contact Center Dashboard • Contact Center Report • Interaction Volume Business Attribute Email Report • Interaction Volume Business Attribute Report • Predictive Routing - AHT & QUEUE • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report (Hour) • Task Volume Dashboard • Task Volume Report

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Metric name: Avg Hold Time	**Folder:**
	Business Attribute > BA Customer

Description: The average amount of time that customers spent on hold for interactions assigned this business attribute. This metric is attributed to the interval in which the interactions were accepted by a resource.

Source or Calculation: Calculated based on the Business Attribute > Hold Time and Hold metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	• Contact Center Dashboard • Contact Center Report • Interaction Volume Business Attribute Report • Predictive Routing - AHT & QUEUE • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report (Hour)

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Metric name: Avg Influence Score	Folder:
	Business Attribute > BA Customer

Description: The average score representing the customer's clout amassed on social networks at the moment when interactions entered or began within the contact center.	

Source or Calculation: Calculated as AG2_ID_*.INFLUENCE divided by AG2_ID_*.INFLUENCE_ENTERED.	**Used in:**
Media type: All	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

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Metric name: Avg Invite Time	Folder:
	Business Attribute > BA Customer

Description: The average amount of time that customer interactions alerted or rang at agent resources before the interactions were accepted plus the average duration of dialing that agents performed, where the calls were successfully established. This metric is attributed to the interval in which the interactions began. The dialing component of this metric applies to voice media only.	

Source or Calculation: Calculated based on the Business Attribute > Invite Time and Invite metrics.	**Used in:**
Media type: All	• Contact Center Dashboard
Data type: Number **Metric type:** Disposition	• Contact Center Report

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Metric name: Avg Revenue	Folder:
	Business Attribute > BA Customer

Description: The average amount of revenue that is generated for interactions assigned this business attribute. The average considers only those interactions for which revenue was generated.	

Source or Calculation: Calculated based on the Business Attribute > Revenue and Entered with Revenue metrics.	**Used in:**
Media type: All	• Customer Perspective Report
Data type: Number **Metric type:** Disposition	

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Metric name: Avg Satisfaction	Folder:
	Business Attribute > BA Customer

Description: The average customer-satisfaction score of interactions assigned this business attribute. The average considers only those interactions for which customer satisfaction was recorded.	

Source or Calculation: Calculated based on the Business	**Used in:**

Attribute > Satisfaction and Entered with Satisfaction metrics.

Media type: All		• Customer Perspective Report
Data type: Number **Metric type:** Disposition		

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Metric name: Avg Sentiment Score

Folder:

Business Attribute > BA Customer

Description: The average score reflecting the attitude expressed by customers for interactions that entered or began within the contact center

Source or Calculation: Calculated as AG2_ID_*.SENTIMENT divided by AG2_ID_*.SENTIMENT_ENTERED.

Used in:

This metric is not used in any reports.

Media type: All

Data type: Number
Metric type: Disposition

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Metric name: Avg Transfer Accepted Handle Time

Introduced: 100.0.027.0001

Folder:

Business Attribute > BA Customer

Description: The average amount of time, in seconds, that agents spent handling interactions assigned this business attribute, that arrived by transfer and were accepted by the agent during the reporting interval.

Source or Calculation: Calculated based on the Transfer Accepted and Transfer Accepted Time metrics, as follows: Transfer Accepted Time / Transfer Accepted

Used in:

Media type: Voice

Data type: Number
Metric type: Disposition

• Daily Transfer Summary Report

• Transfer Dashboard

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Metric name: Avg Wrap Time

Folder:

Business Attribute > BA Customer

Description: The average amount of time that agents spent performing after call work for customer interactions that were assigned this business attribute.

Source or Calculation: Calculated based on the Business Attribute > Wrap Time and Wrap metrics.

Used in:

Media type: Voice

• Contact Center Dashboard

• Contact Center Report

		• Interaction Volume Business Attribute Report
Data type: Number **Metric type:** Disposition		• Predictive Routing - AHT & QUEUE
		• Predictive Routing AB Testing Report
		• Predictive Routing AB Testing Report (Hour)
>> Back to list		

Metric name: Conference Initiated Agent	**Folder:** Business Attribute > BA Customer

Description: The total number of times that agents initiated conferences for customer interactions that the agents received where the interactions were established and were of this business attribute.	
Source or Calculation: AG2_ID_*.CONFERENCE_INIT_AGENT	

Media type: All (except Email) **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.
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Metric name: Deferred	**Folder:** Business Attribute > BA Customer

Description: The total number of customer interactions that entered or began within the contact center, and where the customer accepted a Callback offer.	
Source or Calculation: AG2_ID_*.DEFERRED	

Media type: Voice, Chat **Data type:** Number **Metric type:** Disposition		**Used in:** • Pre-Agent Termination Report
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Metric name: Engage Time	**Folder:** Business Attribute > BA Customer

Description: The total amount of time that agents were engaged with customers for interactions that were assigned this business attribute. This metric excludes engagement time that is associated with collaborations, simple consultations, and other interaction-related durations, such as hold time, ACW (Wrap) time, and alert (ring) time.	
Source or Calculation: AG2_ID_*.ENGAGE_TIME	

Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

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Metric name: Entered	Folder:
	Business Attribute > BA Customer

Description: The total number of customer interactions that entered or began within the contact center and were assigned this business attribute. This count includes abandoned interactions.

Source or Calculation: AG2_ID_*.ENTERED		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		• Customer Perspective Report • Interaction Volume Business Attribute Email Report • Pre-Agent Termination Report • Task Volume Dashboard • Task Volume Report
>> Back to list		

Metric name: Entered Thread	Folder:
	Business Attribute > BA Customer

Description: The total number of unique threads of customer interactions of this business attribute that entered or began within the contact center. This metric is attributed to the first interval of the thread.

Source or Calculation: AG2_ID_*.ENTERED_THREAD		
Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** • Interaction Volume Summary Report
>> Back to list		

Metric name: Entered with Actionability	Folder:
	Business Attribute > BA Customer

Description: The total score, assigned to interactions of this business attribute, that measures the degree to which interactions required agent attention.

See Using Attached Data in the *Genesys CX Insights User's Guide* for more information.

Source or Calculation: AG2_ID_*.ACTIONABILITY_ENTERED		
Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: Entered with Influence	Folder:

	Business Attribute > BA Customer

Description: The total number of times that influence scores were recorded for customer interactions of this business attribute.

See Using Attached Data in the *Genesys CX Insights User's Guide* for more information.

Source or Calculation: AG2_ID_*.INFLUENCE_ENTERED	
Media type: All	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Entered with Objective

	Folder:
	Business Attribute > BA Customer

Description: The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and either had a baseline service objective or a response threshold (defined in the **[agg-gim-thld-QUEUE-IXN]** section) greater than zero.

Source or Calculation: AG2_ID_*.ENTERED_OBJ_RES	**Used in:**
Media type: All	• Business Metrics Executive Report
Data type: Number **Metric type:** Disposition	• Interaction Volume Business Attribute Report

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Metric name: Entered with Revenue

	Folder:
	Business Attribute > BA Customer

Description: The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and had associated revenue.

Unlike Entered with Satisfaction, this metric never yields results that are greater than the total number of interactions that entered or began within the contact center. If more than one agent handled the same interaction, revenue is attributed to the first-handling agent only.

Source or Calculation: AG2_ID_*.SATISFACTION_ENTERED	
Media type: All	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Entered with Satisfaction

	Folder:
	Business Attribute > BA Customer

Description: The total number of times that customer-satisfaction scores were recorded for customer interactions of this business attribute.

This metric might yield results that are greater than the total number of interactions that entered or began within the contact center if customer satisfaction scores were attributed more than once to the same interaction.

Source or Calculation: AG2_ID_*.SATISFACTION_ENTERED

Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

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Metric name: Entered with Sentiment

Folder:

Business Attribute > BA Customer

Description: The total number of times that sentiment scores were recorded for customer interactions of this business attribute.

This metric might yield results that are greater than the total number of interactions that entered or began within the contact center if sentiment scores were attributed more than once to the same interaction. See Using Attached Data in the *Genesys CX Insights User's Guide* for more information.

Source or Calculation: AG2_ID_*.SENTIMENT_ENTERED

Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

>> Back to list

Metric name: Finish No Response Time

Folder:

Business Attribute > BA Customer

Description: The total duration of completed customer interactions that were assigned this business attribute for which no response (excluding acknowledgements) was sent to the customer. This duration starts from the moment at which the interaction enters or begins within the contact center and ends when all legs of the interaction (for example, collaborations/consultations, transfers, and conferences) have ended.

Source or Calculation: Calculated based on the Business Attribute > Finish Time and Finish Response Time metrics.	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

>> Back to list

Metric name: Finish Response Time

Folder:

Business Attribute > BA Customer

Description: The total duration of completed customer interactions that were assigned this business attribute and for which non-acknowledgement responses were sent by the system. The responses can be auto-responses that are generated by system handling resources or responses that are generated by agents. (For synchronous media, a response is counted upon acceptance of the interaction.) This duration

includes the entire lifespan of the interaction: processing, queueing, and handling.

Source or Calculation: AG2_ID_*.FINISH_RESPONSE_TIME

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Finish Time

Folder:

Business Attribute > BA Customer

Description: The total amount of time that it took to complete customer interactions that were assigned this business attribute. Duration is measured as the end time of a completed interaction minus its start time. Active interactions do not contribute to this metric.

Source or Calculation: AG2_ID_*.FINISH_TIME

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Finished

Folder:

Business Attribute > BA Customer

Description: The total number of completed customer interactions that were assigned this business attribute. Wwhen there are no remaining active interactions during the interval, this metric is equivalent to (BA Customer >) Entered.

Source or Calculation: AG2_ID_*.FINISHED

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Interaction Volume Business Attribute Email Report
- Task Volume Dashboard
- Task Volume Report

>> Back to list

Metric name: Finished in Threshold

Folder:

Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute that were completed within the finish threshold. This metric relies on the value of the finish threshold as configured in the**[agg-gim-thld-ID-IXN]** section.

Source or Calculation: AG2_ID_*.FINISHED_THR

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Finished No Response	Folder:
	Business Attribute > BA Customer

Description: The total number of completed interactions for which no response was created. This count includes interactions that were abandoned or otherwise stopped for any reason.

Source or Calculation: Calculated as the difference between Business Attribute > Finished and Finished Response metrics.	
Media type: Async	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

>> Back to list

Metric name: Finished Response	Folder:
	Business Attribute > BA Customer

Description: For synchronous media, the total number of completed customer interactions that were handled by agents or self-service IVR port resources and assigned this business attribute.

For email, the total number of interactions of this business attribute that had a response.

Source or Calculation: AG2_ID_*.FINISHED_RESPONSE	**Used in:**
Media type: All	• Interaction Volume Business Attribute Email Report
Data type: Number **Metric type:** Disposition	

>> Back to list

Metric name: First Contact Resolution Result	Folder:
	Business Attribute > BA Customer

Description: First Contact Resolution (FCR) measures whether issues were resolved during the first customer attempt. A value of NO indicates that the customer raised the same issue again within 7 days.

Source or Calculation: AG2_ID_FCR_*.ACCEPTED_FCR	**Used in:**
Media type: All	• Predictive Routing AB Testing Report
Data type: Number **Metric type:** Disposition	• Predictive Routing AB Testing Report (Hour)

>> Back to list

Metric name: First Response in Threshold	Folder:
	Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute for which a response

was created within the service time threshold configured by service-related key-value pairs in the attached user-data mapping.

For online media, a response is considered to have been created when the interaction was accepted. For offline media, the first reply to a given interaction must be sent out in order to increment this metric. This metric excludes interactions that were routed to and accepted by unmonitored resources. This metric relies on the value of the **response threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Source or Calculation: AG2_ID_*.RESPONDED_THR

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: First ResponseTime

Folder:

Business Attribute > BA Customer

Description: The total amount of time including mediation duration that elapsed before a first response to a customer interaction, that was assigned this business attribute was created.

For online media, a response is considered to have been created when the interaction was accepted by a handling resource. For offline media, the first reply to a given interaction must be sent in order to increment this metric. The business-attribute assignment can occur at any moment during the interaction's lifetime for this metric to be tallied.

Source or Calculation: AG2_ID_*.FIRST_RESPONSE_TIME

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Focus

Folder:

Business Attribute > BA Customer

Description: Total number of times that the agent was in the focus state while working on media sessions. Includes only cases where the agent was actively working on the interaction that is the subject of the IRF, and requires WDE is configured to report focus time.

Source or Calculation: AG2_ID_*.FOCUS

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Focus Time

Folder:

Business Attribute > BA Customer

Description: The total time that the agent spent in the focus state while working on media sessions. Includes only time that the agent spent actively processing the interaction, as reported by the agent desktop.

Source or Calculation: AG2_ID_*.FOCUS_TIME	
Media type: All	**Used in:**
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	
>> Back to list	

Metric name: Handle Time

Folder:

Business Attribute > BA Customer

Description: The total amount of time that agents spent handling interactions that were assigned this business attribute. This duration is calculated as the sum of engage time, hold time, ACW (wrap) time that is associated with interactions, consult time for interactions that agents received, and ACW time for consultations that agents received.

This duration excludes alert time.

Source or Calculation: Calculated based on the Business Attribute > Engage Time, Wrap Time, Hold Time, Consult Received Time, and Consult Received Wrap Time metrics.	**Used in:**
Media type: All	This metric is not used in any reports.
Data type: Number	
Metric type: Disposition	
>> Back to list	

Metric name: Hold

Folder:

Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute that agents had on hold.

Source or Calculation: AG2_ID_*.HOLD	
Media type: Voice	**Used in:**
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	
>> Back to list	

Metric name: Hold Time

Folder:

Business Attribute > BA Customer

Description: The total amount of time that agents had customers on hold for interactions assigned this business attribute.

Source or Calculation: AG2_ID_*.HOLD_TIME	
Media type: Voice	**Used in:**
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	
>> Back to list	

Metric name: Influence Score	Folder:
	Business Attribute > BA Customer

Description: The total score that represents the customer's clout that has amassed on social networks for customer interactions of this business attribute.

Source or Calculation: AG2_ID_*.INFLUENCE

Media type: All	Used in:
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	

>> Back to list

Metric name: Invite	Folder:
	Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute that alerted or rang at agents before the interactions were accepted plus the total number of dials that agents performed, where the interactions were successfully established.

This metric is attributed to the interval in which the alerting/dialing first occurred. The dialing component of this metric applies to voice media only.

Source or Calculation: AG2_ID_*.INVITE

Media type: All	Used in:
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	

>> Back to list

Metric name: Invite Time	Folder:
	Business Attribute > BA Customer

Description: The total amount of time that customer interactions of this business attribute alerted at agents plus the total duration of dialing performed by agents.

For the alerting component of this metric, interactions do not have to be established for this metric to be incremented. For the dialing component, dial duration is measured for established interactions only and is applicable only to voice media. This metric is attributed to the interval in which the alerting/dialing first occurred.

Source or Calculation: AG2_ID_*.INVITE_TIME

Media type: All	Used in:
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	

>> Back to list

Metric name: Max Abandoned Waiting Time	Folder:
	Business Attribute > BA Customer

Description: The maximum amount of time (seconds) that customer interactions that entered or began within the contact center and were assigned this business attribute spent in a queue and/or alerting/ ringing at the first target before the interactions were abandoned or stopped for any reason.

Source or Calculation: AG2_ID_*.ABANDONED_TIME_MAX		**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition		• Interaction Volume Business Attribute Report • Pre-Agent Termination Report
>> Back to list		

Metric name: Max Abandoned Waiting Time (Fmt)	**Folder:** Business Attribute > BA Customer

Description: The maximum amount of time (HH:MM:SS) that customer interactions that entered or began within the contact center and were assigned this business attribute spent in a queue and/or alerting/ringing at the first target before the interactions were abandoned or stopped for any reason.

Source or Calculation: AG2_ID_*.ABANDONED_TIME_MAX		**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition		• Interaction Volume Business Attribute Report • Pre-Agent Termination Report
>> Back to list		

Metric name: Max Accept Time Agent	**Folder:** Business Attribute > BA Customer

Description: The longest amount of time (seconds) that customer interactions of this business attribute spent in a queue before the interactions were accepted by the first handling resource. The duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted. This metric includes alert (ring) time.

Source or Calculation: AG2_ID_*.ACCEPT_TIME_AGENT_MAX		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Interaction Volume Business Attribute Email Report • Interaction Volume Business Attribute Report
>> Back to list		

Metric name: Max Accept Time Agent (Fmt)	**Folder:** Business Attribute > BA Customer

Description: The longest amount of time (HH:MM:SS) that customer interactions of this business attribute spent in a queue before the interactions were accepted by the first handling resource. The duration starts when the interaction enters or begins within the contact center and ends when the

interaction is accepted. This metric includes alert (ring) time.

Source or Calculation: AG2_ID_*.ACCEPT_TIME_AGENT_MAX	Used in:
Media type: All **Data type:** Number **Metric type:** Disposition	• Interaction Volume Business Attribute Email Report • Interaction Volume Business Attribute Report
>> Back to list	

Metric name: Max Standard Abandoned Waiting Time	Folder: Business Attribute > BA Customer

Description: The longest time (seconds) beyond the short-abandoned threshold that customer interactions of this business attribute spent in a queue or alerting/ringing at the first handling resource before the interactions were abandoned or stopped for any reason.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN] section**.

Source or Calculation: Calculated based on the (BA Customer >) Max Abandoned Waiting Time and Standard Abandoned Waiting metrics.	Used in:
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Max Standard Abandoned Waiting Time (Fmt)	Folder: Business Attribute > BA Customer

Description: The longest time (HH:MM:SS) beyond the short-abandoned threshold that customer interactions of this business attribute spent in a queue or alerting/ringing at the first handling resource before the interactions were abandoned or stopped for any reason.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN] section**.

Source or Calculation: Calculated based on the (BA Customer >) Max Abandoned Waiting Time and Standard Abandoned Waiting metrics.	Used in:
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Offered	Folder:

	Business Attribute > BA Customer

Description: The total number of customer interactions that entered or began within the contact center during the interval, were assigned this business attribute, and were offered to a resource excluding interactions that were abandoned within the short-abandoned threshold.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Source or Calculation: Calculated based on the (BA Customer >) Entered and Short Abandoned Waiting metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Contact Center Dashboard • Pre-Agent Termination Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report (Hour) • Predictive Routing Operational Report • Task Volume Dashboard • Task Volume Report
>> Back to list		

Metric name: Responded

Folder:

Business Attribute > BA Customer

Description: For voice and chat media, the total number of customer interactions of this business attribute that had been accepted by a handling resource.

For e mail, this metric represents the total number interactions that had a responss that had been sent to a customer. One handling resource can send multiple replies; however, this metric's value is either 0 or 1 for each interaction. The value of this metric is less than or equal to Responses.

Source or Calculation: AG2_ID_*.RESPONDED		
Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: Response Ratio

Folder:

Business Attribute > BA Customer

Description: The ratio of interactions of this business attribute for which an outbound reply was created to customers to all accepted interactions of this business attribute.

For all media types, this ratio could be greater than 1:1.

Source or Calculation: Calculated based on the (BA Customer >) Responses and Responded metrics.		**Used in:**
Media type: All		• Customer Perspective Report

Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Responses

Folder:

Business Attribute > BA Customer

Description: For voice and chat media, the total number of customer interactions of this business attribute that were accepted by handling resources.

For e-mail, this metric represents the total number times that resources (such as agents) created outbound replies that might or might not have been sent. One handling resource can create multiple replies; this metric's value reflects each reply. The value of this metric is greater than or equal to Responded.

Source or Calculation: AG2_ID_*.RESPONSES

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Revenue

Folder:

Business Attribute > BA Customer

Description: The total revenue generated during the interval by customer interactions assigned this business attribute.

Source or Calculation: AG2_ID_*.REVENUE

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Satisfaction

Folder:

Business Attribute > BA Customer

Description: The sum of numerical scores of customer satisfaction that were attributed to customer interactions assigned this business attribute.

Source or Calculation: AG2_ID_*.SATISFACTION

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Sentiment Factor

Folder:

Business Attribute > BA Customer

Description: This metric is used for internal purposes to assign a factor to the Classify Sentiment Category dimension.

This factor takes on one of four values:

- -1, when Classify Sentiment Category is Negative.

- 0.25, when Classify Sentiment Category is Neutral.

- 1, when Classify Sentiment Category is Positive.

- 0, otherwise.

Source or Calculation: Calculated based on the (BA Customer >) Classify Sentiment Category metric.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
	>> Back to list	

Metric name: Sentiment Index	**Folder:** Business Attribute > BA Customer

Description: Customer sentiment in accordance with their ability to influence. A weighted consolidated sentiment and influence (-10,000 to 10,000 per interaction), with the largest values assigned to customers with the highest influence score.

Source or Calculation: Calculated based on the following Business Attribute > BA Customer metrics: Influence Score, Sentiment Influence Entered Diff, Sentiment Score, Sentiment Factor, Entered with Sentiment.		**Used in:**
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
	>> Back to list	

Metric name: Sentiment Influence Entered Diff	**Folder:** Business Attribute > BA Customer

Description: The difference between the number of interactions that entered/began within the contact center for which a sentiment score was attached and the number for which an influence score was attached.

Source or Calculation: Calculated based on the following metrics from the Business Attribute > BA Customer folder: Entered with Sentiment, Entered with Influence, Entered with Sentiment, Entered with Influence.		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		This metric is not used in any reports.

>> Back to list

Metric name: Sentiment Score

Folder:

Business Attribute > BA Customer

Description: This metric is used for internal purposes to represent the total score reflecting the attitude expressed by customers for interactions that entered or began within the contact center. See Using Attached Data in the *Genesys CX Insights User's Guide* for more information.

Source or Calculation: AG2_ID_*.SENTIMENT

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

>> Back to list

Metric name: Short Abandoned Waiting

Folder:

Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute that were abandoned or dropped for any reason within the threshold while they were waiting for the first handling resource.

Source or Calculation: AG2_ID_*.SHORT_ABANDONED

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

>> Back to list

Metric name: Standard Abandoned Waiting

Folder:

Business Attribute > BA Customer

Description: The total number of customer interactions that entered or began within the contact center and were abandoned or dropped for any reason. Excludes short-abandoned interactions and abandoned-while-alerting interactions.

Source or Calculation: Calculated as the value of Business Attribute > BA Customer > Abandoned Waiting minus the value of Business Attribute > BA Customer > Short Abandoned Waiting.		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

>> Back to list

Metric name: Standard Abandoned Waiting Time

Folder:

Business Attribute > BA Customer

Description: The total amount of time that is associated with interactions of this business attribute that were abandoned by the customer or dropped for any reason before the interactions could be established.

Source or Calculation: AG2_ID_*.ABANDONED_STANDARD_TIME		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Start Date Time Key	**Folder:**
	Business Attribute > BA Customer

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_ID hierarchy.

Source or Calculation: AG2_ID_*.DATE_TIME_KEY		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Transfer Accepted	**Folder:**
Introduced: 100.0.027.0001	Business Attribute > BA Customer

Description: Total number of interactions, assigned this business attribute, that arrived by transfer and were accepted by the agent during the reporting interval.

Source or Calculation: AG2_ID_*. XFER_ACCEPTED		**Used in:**
Media type:		• Agent Transfer Summary Report
Data type: **Metric type:** Disposition		• Daily Transfer Summary Report
		• Transfer Dashboard
>> Back to list		

Metric name: Transfer Accepted Cold	**Folder:**
Introduced: 100.0.027.0001	Business Attribute > BA Customer

Description: The total number of times that customer interactions were successfully cold transferred and accepted by the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.

Source or Calculation: Calculated as the difference between the Transfer Accepted and Transfer Accepted Warm metrics.	**Used in:**

Media type:		• Agent Transfer Summary Report
Data type: **Metric type:** Disposition		• Daily Transfer Summary Report
		• Transfer Dashboard
	>> Back to list	

Metric name: Transfer Accepted Time

Introduced: 100.0.027.0001

Folder:

Business Attribute > BA Customer

Description: The amount of time, in seconds, that the agent spent handling interactions assigned this business attribute, that arrived by transfer and were accepted by the agent during the reporting interval.. Used for calculating Avg Transfer Accepted Handle Time.

Source or Calculation: AG2_ID_*.XFER_ ACCEPTED_HOLD_TIME + AG2_ID_*.XFER_ ACCEPTED_ENGAGE_TIME		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:** Disposition		
	>> Back to list	

Metric name: Transfer Accepted Warm

Introduced: 100.0.027.0001

Folder:

Business Attribute > BA Customer

Description: Total number of interactions, assigned this business attribute, that arrived by warm transfer and were offered to the agent during the reporting interval.

Source or Calculation: AG2_ID_*. XFER_ACCEPTED_WARM		**Used in:**
Media type:		• Agent Transfer Summary Report
Data type: **Metric type:** Disposition		• Daily Transfer Summary Report
		• Transfer Dashboard
	>> Back to list	

Metric name: Transfer Initiated Agent

Folder:

Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute that agents transferred. Both warm and blind transfers are reflected in this metric.

Source or Calculation: AG2_ID_*.TRANSFER_INIT_AGENT		**Used in:**
Media type:		

Data type: **Metric type:** Disposition		• Agent Transfer Summary Report • Daily Transfer Summary Report • Interaction Volume Business Attribute Email Report • Interaction Volume Business Attribute Report • Task Volume Report • Transfer Dashboard
>> Back to list		

Metric name: Transfer Initiated Cold **Introduced:** 100.0.027.0001	**Folder:** Business Attribute > BA Customer

Description: Total number of cold transfers of interactions assigned this business attribute, that were initiated by the agent during the reporting interval.

Source or Calculation: Calculated as the difference between the Transfer Initiated Agent and Transfer Initiated Warm metrics.	**Used in:**
Media type: Data type: **Metric type:** Disposition	• Daily Transfer Summary Report • Transfer Dashboard

>> Back to list

Metric name: Transfer Initiated Warm **Introduced:** 100.0.027.0001	**Folder:** Business Attribute > BA Customer

Description: Total number of warm transfers of interactions assigned this business attribute, that were initiated by the agent during the reporting interval.

Source or Calculation: AG2_ID_*.XFER_ INIT_AGENT_WARM	**Used in:**
Media type: Data type: **Metric type:** Disposition	• Daily Transfer Summary Report • Transfer Dashboard

>> Back to list

Metric name: Transfer Rate	**Folder:** Business Attribute > BA Customer

Description: The percentage of interactions that were transferred. Calculated as the total number of

transferred interactions divided by the total number of interactions.		
Source or Calculation: Calculated based on the Business Attribute > BA Customer > Transfer Initiated Agent and Business Attribute > BA Customer > Offered metrics.		**Used in:** • Contact Center Report
Media type: **Data type:** **Metric type:** Disposition		• Predictive Routing AB Testing Report • Predictive Routing AB Testing Report (Hour)
>> Back to list		

Metric name: Wrap		**Folder:** Business Attribute > BA Customer
Description: The total number of times that agents entered ACW (Wrap) state for customer interactions that the agents received of this business attribute.		
Source or Calculation: AG2_ID_*.WRAP		
Media type: **Data type:** **Metric type:** Disposition		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: Wrap Time		**Folder:** Business Attribute > BA Customer
Description: The total amount of time that resources spent in ACW (Wrap) state for customer interactions that were received of this business attribute.		
Source or Calculation: AG2_ID_*.WRAP_TIME		
Media type: **Data type:** **Metric type:** Disposition		**Used in:** This metric is not used in any reports.
>> Back to list		

Folder: Business Attribute > BA Predictive Routing

Metric name: % Error		**Folder:** Business Attribute > BA Predictive Routing
Description: Percentage of active interactions that received a predictive routing error score.		
Source or Calculation: Calculated based on the value of the Business Attribute > BA Predictive Routing > Error and the		**Used in:**

value of Business Attribute > BA Predictive Routing > Active metrics.	• Model Efficiency
Media type: All **Data type:** Number **Metric type:** Disposition	• Predictive Routing - Model Efficiency • Predictive Routing Operational Report
>> Back to list	

Metric name: Active

Folder:

Business Attribute > BA Predictive Routing

Description: The total amount of time attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel.

Source or Calculation: AG2_ID_*.GPM_ACTIVE	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Agent Score

Folder:

Business Attribute > BA Predictive Routing

Description: The sum of all agent scores for agents who handled interactions routed by GPR.

Source or Calculation: IF_IRF_GPM_FACT_GI2.AGENT_SCORE	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Avg Agent Score

Folder:

Business Attribute > BA Predictive Routing

Description: The average score for all agents who handled interactions routed by GPR.

Source or Calculation: Calculated as the sum of all agent scores for agents who handled an interaction routed by GPR, divided by the total number of interactions.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Model Efficiency • Predictive Routing - Model Efficiency • Predictive Routing Operational Report
>> Back to list	

Metric name: Avg Turnaround Time

Folder:

Business Attribute > BA Predictive Routing

Description: The average amount of time that interactions waited for predictive routing scoring to be completed. This calculation considers all calls, within the reporting period, that used a given Predictor and Model. Calculated as the sum of all agent scores for agents who handled an interaction routed by GPR, divided by the total number of interactions.

Source or Calculation: Calculated based on the Business Attribute > BA Customer > Accepted and Business Attribute > BA Predictive Routing > Turnaround Time metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Predictive Routing - Model Efficiency • Predictive Routing Operational Report

>> Back to list

Metric name: Error

Folder:

Business Attribute > BA Predictive Routing

Description: If an error occurs while returning scoring results, this field contains the error message. The value is NULL if no error is returned, or an integer between 1 and 10 to identify the error as one of the following strings:

- 1 — Ok
- 2 — Authentication to scoring engine failed
- 3 — Scoring request failed
- 4 — Agent list is empty
- 5 — URS overload, interaction skipped
- 6 — Predictor not found
- 7 — Failed to build scoring request
- 8 — SetIdealAgent or SetReadyCondition execution error

- 9 — Interaction log not found in global map
- 10 —- Unknown error
- 11 — Channel is not supported
- 12 — Reserved for future use
- 13 — Call Abandoned
- 14 — Call Routing Failed
- 15 — Predictive Routing is turned off or not used for this interaction

Source or Calculation: AG2_QUEUE_*.GPM_ERROR	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

>> Back to list

Metric name: Turnaround Time

Folder:

Business Attribute > BA Predictive Routing

Description: Amount of time the interaction spent in queue while waiting for predictive routing scoring to be completed.

Source or Calculation: IF_IRF_GPM_FACT_GI2.WAIT_TIME	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Model Efficiency

Folder: Business Attribute > BA User Data Example

There are no metrics in this folder.

Business Attribute Attributes

The Business Attribute folder contains numerous attributes that you can use to build reports based on business attribute-related objects.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

> **Important**
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

Business Attribute

- Business Result
- Customer Segment
- Interaction Key
- Interaction Subtype
- Interaction Type
- Media Type
- Service Subtype
- Service Type

Business Attribute > BA Call Survey

- Agent Score
- Call Score
- Company Score

- IQ1 - IQ4
- Product Score
- SQ1 - SQ2

Business Attribute > BA Consults

- There are no attributes in this folder

Business Attribute > BA Customer

- There are no attributes in this folder

Business Attribute > BA Predictive Routing

- Model

- Predictor
- Predictor Switch

Business Attribute > BA User Data Example

- Category
- Category Key
- Classify Actionability Category
- Classify Sentiment Category
- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10
- Influence Category
- Screen Actionability Category
- Screen Sentiment Category

Folder: Business Attribute

Attribute name: Business Result	**Folder:** Business Attribute
Description: Enables data to be organized based on the configured business result. Displayed as Source Business Result in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.BUSINESS_RESULT	
	>> Back to list

Attribute name: Customer Segment	**Folder:** Business Attribute
Description: Enables data to be organized based on the configured customer segment. Displays as Source Customer Segment in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.CUSTOMER_SEGMENT	
	>> Back to list

Attribute name: Interaction Key	**Folder:** Business Attribute
Description: Enables data to be organized based on the surrogate key that provides a join to Info Mart tables.	
Database table: AG2_AGENT_CAMPAIGN_*.INTERACTION_TYPE_KEY, AG2_AGENT_GRP_*.INTERACTION_TYPE_KEY, AG2_AGENT_*.INTERACTION_TYPE_KEY, AG2_AGENT_QUEUE_*.INTERACTION_TYPE_KEY, AG2_ID_*.INTERACTION_TYPE_KEY, AG2_I_AGENT_*.INTERACTION_TYPE_KEY, AG2_QUEUE_ABN_*.INTERACTION_TYPE_KEY, AG2_QUEUE_ACC_*.INTERACTION_TYPE_KEY, AG2_QUEUE_*.INTERACTION_TYPE_KEY, IF_IRF_GPM_FACT_GI2.INTERACTION_TYPE_KEY, INTERACTION_RESOURCE_FACT_GI2.INTERACTION_TYPE_KEY, INTERACTION_RES_FACT_TRNSFR.INTERACTION_TYPE_KEY, INTERACTION_TYPE_GI2.INTERACTION_TYPE_KEY	
	>> Back to list

Attribute name: Interaction Subtype	**Folder:** Business Attribute
Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE_SUBTYPE	
	>> Back to list

Attribute name: Interaction	**Folder:** Business Attribute

Type	
Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE	
>> Back to list	

Attribute name: Media Type	**Folder:** Business Attribute
Description: Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.	
Database table: MEDIA_TYPE.MEDIA_NAME, MEDIA_TYPE.MEDIA_TYPE_KEY, MEDIA_TYPE. MEDIA_NAME, MEDIA_TYPE, MEDIA_NAME_CODE	**Form(s):** Media Type, Media Name Code
Forms in this attribute:	
Form: Media Name Code **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
Form: Media Type **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.
>> Back to list	

Attribute name: Service Subtype	**Folder:** Business Attribute
Description: Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE	
>> Back to list	

Attribute name: Service Type	**Folder:** Business Attribute
Description: Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE	
>> Back to list	

Folder: Business Attribute > BA Call Survey

Attribute name: Agent Score **Introduced:** 9.0.013	**Folder:** Business Attribute > BA Call Survey
Description: Enables data within the reporting interval to be organized by the agent score assigned by the customer during post call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: Call Score **Introduced:** 9.0.013	**Folder:** Business Attribute > BA Call Survey
Description: Enables data within the reporting interval to be organized by the overall call score assigned by the customer during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: Company Score **Introduced:** 9.0.013	**Folder:** Business Attribute > BA Call Survey
Description: Enables data within the reporting interval to be organized by the overall score assigned to the company by customers during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: IQ1 - IQ4 **Introduced:** 9.0.013	**Folder:** Business Attribute > BA Call Survey
Description: These four attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: Product Score **Introduced:** 9.0.013	**Folder:** Business Attribute > BA Call Survey
Description: Enables data within the reporting interval to be organized by the overall score assigned to the product by customers during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: SQ1 - SQ2 **Introduced:** 9.0.013	**Folder:** Business Attribute > BA Call Survey
Description: These two attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Folder: Business Attribute > BA Consults

There are no attributes in this folder

Folder: Business Attribute > BA Customer

There are no attributes in this folder

Folder: Business Attribute > BA Predictive Routing

Attribute name: Model	**Folder:** Business Attribute > BA Predictive Routing
Description: Enables the organization of data by the name of the model that was used to score the agent for predictive routing.	
Database table: GPM_MODEL.MODEL	
>> Back to list	

Attribute name: Predictor	**Folder:** Business Attribute > BA Predictive Routing
Description: Enables the organization of data by the name of the predictor that was used to request scoring for predictive routing.	
Database table: GPM_PREDICTOR.PREDICTOR	
>> Back to list	

Attribute name: Predictor Switch	**Folder:** Business Attribute > BA Predictive Routing
Description: Enables the organization of data based on whether predictive routing is ON or OFF.	
Database table: GPM_PREDICTOR.PREDICTOR_SWITCH	
>> Back to list	

Folder: Business Attribute > BA User Data Example

Attribute name: Category	**Folder:** Business Attribute > BA User Data Example
Description: Enables data within the reporting interval to be organized based on the standard responses to interactions that are configured in your environment. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.CTGNAME	
>> Back to list	

Attribute name: Category Key	**Folder:** Business Attribute > BA User Data Example
Description: Enables data within the reporting interval to be organized based on the Category Key. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: AG2_AGENT_*.USER_DATA_KEY1, AG2_AGENT_GRP_*.USER_DATA_KEY1, AG2_AGENT_QUEUE_*.USER_DATA_KEY1, AG2_ID_*.USER_DATA_KEY1, USER_DATA_GEN_ES.GEN_ES_ID	
>> Back to list	

Attribute name: Classify Actionability Category	**Folder:** Business Attribute > BA User Data Example
Description: Enables data within the reporting interval to be organized by the degree to which interactions require agent attention—their actionability. The value for actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment,	

influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.CLASSIFY_ACTIONABILITY_CTGNAME

>> Back to list

Attribute name: Classify Sentiment Category	**Folder:** Business Attribute > BA User Data Example

Description: Enables data within the reporting interval to be organized by the characteristic of interactions that reflects the attitude expressed therein, generally positive, negative, or neutral.

The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.CLASSIFY_SENTIMENT_CTGNAME

>> Back to list

Attribute name: Dimension 1 - Dimension 5	**Folder:** Business Attribute > BA User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_1,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_2,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_3,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_4,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_5

>> Back to list

Attribute name: Dimension 6 - Dimension 10	**Folder:** Business Attribute > BA User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_1,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_2,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_3,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_4,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_5

>> Back to list

Attribute name: Influence Category	**Folder:** Business Attribute > BA User Data Example

Description: Enables data within the reporting interval to be organized by the customer's clout that has amassed on social networks at the time that interactions entered or began within the contact center. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:

USER_DATA_GEN_ES.CTGNAME	
	>> Back to list

Attribute name: Screen Actionability Category	**Folder:** Business Attribute > BA User Data Example
Description: Enables data within the reporting interval to be organized based on the degree to which interactions require agent attention. The value of actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.SCREEN_ACTIONABILITY_CTGNAME	
	>> Back to list

Attribute name: Screen Sentiment Category	**Folder:** Business Attribute > BA User Data Example
Description: Enables data within the reporting interval to be organized based on the attitude that customers expressed about their experience regarding interaction handling. The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.SCREEN_SENTIMENT_CTGNAME	
	>> Back to list

Callback folder

The Callback folder contains numerous objects that you can use to build reports.

Some data in the Callback folder is organized in a Details subfolder, to make it easier to find the objects you need. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

> ## Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Callback folder and subfolders

This folder contains the following root folder and subfolders.

- Callback
- Callback > Detail

Folder: Callback

Introduced: 9.0.007.03

Description: The root folder for Callback objects. Objects in this folder enable the organization, measurement, and filtering of Info Mart data based on summarized high-level characteristics of Callback interactions. Refer to the descriptions of subfolders for additional information.

Metrics:

- % Abandoned
- % Canceled
- % Customer Connected
- % Declined
- % Successful
- % Unsuccessful
- Abandon Waiting For Agent
- Accepted
- Accepted Immediate

- Accepted Scheduled
- Accepted Wait For Agent
- Added Agents
- Attempt 1
- Attempt 2
- Attempt 3
- Attempt 4
- Attempted
- Avg Added Agents

- Avg Offer Time
- Avg Saved Time
- Avg Time to Abandon Waiting For Agent
- Avg Time To Wait For An Agent
- Callback Attempts
- Callbacks
- Canceled
- Customer Connected
- Declined

- Establish Time
- Expected Wait Time
- Expected Wait Time when Offered
- Failed Transfers before Agent is connected
- Failed Transfers to Agent
- Forced Dialed
- Max Establish Time
- Max Establish Time (Fmt)
- Max Expected Wait Time
- Max Expected Wait Time (Fmt)
- Max Expected Wait Time when Offered
- Max Expected Wait Time when Offered (Fmt)
- Max Offer Time
- Max Offer Time (Fmt)

- Max Offline Waiting Time
- Max Offline Waiting Time (Fmt)
- Max Position in Queue
- Max Position in Queue when Offered
- Max Saved Time
- Max Saved Time (Fmt)
- Max Time to Abandon Waiting For Agent
- Max Time to Abandon Waiting For Agent (Fmt)
- Max Time to Wait For Agent
- Max Time to Wait For Agent (Fmt)
- Min Expected Wait Time when Offered
- Min Expected Wait Time when Offered (Fmt)
- Min Position in Queue when

- Offered
- Min Saved Time
- Min Saved Time (Fmt)
- Offer Time
- Offered
- Offline Waiting Time
- Position in Queue
- Position in Queue when Offered
- Requested Agent Assistance
- Saved Time
- Start Date Time Key
- Successful
- Time to Abandon Waiting For Agent
- Time to Wait For Agent
- Timeout Waiting

Attributes:

- Callback Dim 1 Key
- Callback Dim 2 Key
- Callback Dim 3 Key
- Callback Direction
- Callback Offer Type

- Callback Type
- Channel
- Dial Dialog Result
- Final Dial Result
- Final Target

- Offer Timing
- Order Connect
- Queue
- Queue Key

Folder: Callback > Detail

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data based on detailed characteristics of Callback interactions. Refer to the descriptions of subfolders for additional information.

Metrics:

- Abandoned Waiting
- Accepted
- Added Agent
- Callback Accepted Timestamp
- Callback Attempts

- Callback Offer Time
- Callback Offered Timestamp
- Callback Offers per Session
- Connect Waiting Time
- Customer Connected

- Timestamp
- Customer Ready To Start Timestamp
- Desired Time
- Desired Timestamp

• Establish Time	• Offered	• Ready To Start Timestamp
• Expected Wait Time	• Offline Waiting Time	• Requested Agent Assistance
• Expected Wait Time When Offered	• Position in Queue	• Service Start Timestamp
• Last Callback Offer Time	• Position in Queue When Offered	• Start DateTime Key
• Last Callback Offered Timestamp	• Push Delivery Confirmed Timestamp	• Timeout Warning
		• Transfer Failed
Attributes:		
• Callback Dim 4 Key	• Dial Result	• Service ID
• Customer Phone Number	• Final	
• Desired Time	• Forced Dialed	

Reports built primarily from the objects in the Callback folder and subfolders

- Callback Details Report
- Callback Summary Report

For more information about Callback reports, see the *Genesys CX Insights 9.0 User*'s *Guide*. For information about configuring callback reporting, see the *Callback Solution Guide*.

Callback Metrics

The Callback folder contains numerous metrics that you can use to build Callback-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.

- For detailed information about the different metric types, see Project terminology and concepts.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Callback

- % Abandoned
- % Canceled
- % Customer Connected
- % Declined
- % Successful
- % Unsuccessful
- Abandon Waiting For Agent
- Accepted
- Accepted Immediate
- Accepted Scheduled
- Accepted Wait For Agent
- Added Agents
- Attempt 1
- Attempt 2
- Attempt 3

- Attempt 4
- Attempted
- Avg Added Agents
- Avg Offer Time
- Avg Saved Time
- Avg Time to Abandon Waiting For Agent
- Avg Time To Wait For An Agent
- Callback Attempts
- Callbacks
- Canceled
- Customer Connected
- Declined
- Establish Time
- Expected Wait Time
- Expected Wait Time when Offered

- Failed Transfers before Agent is connected
- Failed Transfers to Agent
- Forced Dialed
- Max Establish Time
- Max Establish Time (Fmt)
- Max Expected Wait Time
- Max Expected Wait Time (Fmt)
- Max Expected Wait Time when Offered
- Max Expected Wait Time when Offered (Fmt)
- Max Offer Time
- Max Offer Time (Fmt)
- Max Offline Waiting Time
- Max Offline Waiting Time (Fmt)
- Max Position in Queue

- Max Position in Queue when Offered
- Max Saved Time
- Max Saved Time (Fmt)
- Max Time to Abandon Waiting For Agent
- Max Time to Abandon Waiting For Agent (Fmt)
- Max Time to Wait For Agent
- Max Time to Wait For Agent (Fmt)
- Min Expected Wait Time when Offered
- Min Expected Wait Time when Offered (Fmt)
- Min Position in Queue when Offered
- Min Saved Time
- Min Saved Time (Fmt)
- Offer Time
- Offered
- Offline Waiting Time
- Position in Queue
- Position in Queue when Offered

- Requested Agent Assistance
- Saved Time
- Start Date Time Key
- Successful
- Time to Abandon Waiting For Agent
- Time to Wait For Agent
- Timeout Waiting

Callback > Detail

- Abandoned Waiting
- Accepted
- Added Agent
- Callback Accepted Timestamp
- Callback Attempts
- Callback Offer Time
- Callback Offered Timestamp
- Callback Offers per Session
- Connect Waiting Time
- Customer Connected Timestamp
- Customer Ready To Start Timestamp

- Desired Time
- Desired Timestamp
- Establish Time
- Expected Wait Time
- Expected Wait Time When Offered
- Last Callback Offer Time
- Last Callback Offered Timestamp
- Offered
- Offline Waiting Time
- Position in Queue
- Position in Queue When Offered
- Push Delivery Confirmed Timestamp
- Ready To Start Timestamp
- Requested Agent Assistance
- Service Start Timestamp
- Start DateTime Key
- Timeout Warning
- Transfer Failed

Folder: Callback

Metric name: % Abandoned	Folder: Callback
Description: The percentage of callback customer interactions that were abandoned by the customer while waiting for an agent to connect.	
Source or Calculation: Refer to the Abandon Waiting For Agent and Accepted Callback metrics.	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report

>> Back to list

Metric name: % Canceled	Folder:
	Callback

Description: The percentage of callback customer interactions that were canceled before completion. Includes all canceled callbacks, whether canceled manually by the customer, manually by an administrator, or automatically because the customer called again before the callback was completed.

Source or Calculation: Refer to the Accepted and Canceled callback metrics.		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Callback Summary Report

>> Back to list

Metric name: % Customer Connected	Folder:
	Callback

Description: The percentage of customer calls that connected after callback dialout, including instances where no agent was connected.

Source or Calculation: Refer to the Callback > Customer Connected and Accepted metrics.		Used in:
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report

>> Back to list

Metric name: % Declined	Folder:
	Callback

Description: The percentage of customer callback offers that were declined by the customer.

Source or Calculation: Refer to the Callback > Offered and Accepted metrics.		Used in:
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report

>> Back to list

Metric name: % Successful	Folder:
	Callback

Description: The percentage of callbacks that successfully connected the customer with an agent.

Source or Calculation: Refer to the Callback > Successful and Callback > Accepted callback metrics.	Used in:

Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report
>> Back to list		

Metric name: % Unsuccessful

Folder:

Callback

Description: The percentage of callback customer interactions that were not completed successfully (because they were abandoned, declined, or canceled).

Source or Calculation: Refer to the Callback > Successful and Callback > Accepted metrics.	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report

>> Back to list

Metric name: Abandon Waiting For Agent

Folder:

Callback

Description: The total number of times that customer callbacks were abandoned by the customer while waiting for an agent to connect.

Source or Calculation: AG2_CALLBACK_[*].ABANDONED_WAITING	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

>> Back to list

Metric name: Accepted

Folder:

Callback

Description: The total number of times that callback was accepted by a customer

Source or Calculation: AG2_CALLBACK_[*].CALLBACK_ACCEPTED	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report

>> Back to list

Metric name: Accepted Immediate

Folder:

Callback

Description: The total number of times that IMMEDIATE callback was accepted by a customer.

Source or Calculation: AG2_CALLBACK_*.ACCEPTED_IMMEDIATE	**Used in:**
Media type: All	• Callback Summary Report
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Accepted Scheduled	**Folder:** Callback

Description: The total number of times that SCHEDULED callback was accepted by a customer.

Source or Calculation: AG2_CALLBACK_*.ACCEPTED_SCHEDULED	**Used in:**
Media type: All	• Callback Summary Report
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Accepted Wait For Agent	**Folder:** Callback

Description: The total number of times that WAIT FOR AGENT callback was accepted by a customer.

Source or Calculation: AG2_CALLBACK_*.ACCEPTED_WAIT_FOR_AGENT	**Used in:**
Media type: All	• Callback Summary Report
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Added Agents	**Folder:** Callback

Description: The total number of times agents were successfully added to a callback call.

Source or Calculation: AG2_CALLBACK_[*].AGENT_ADDED_TO_IXN	**Used in:**
Media type: Voice,Chat	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Attempt 1	**Folder:**

	Callback

Description: The total number of callback connections that were successfully completed on the first callback attempt.

Source or Calculation: AG2_CALLBACK_[*].CONNECTED_ATTEMPT1	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report

>> Back to list

Metric name: Attempt 2

Folder:

Callback

Description: The total number of callback connections that were successfully completed on the second callback attempt.

Source or Calculation: AG2_CALLBACK_[*].CONNECTED_ATTEMPT2	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report

>> Back to list

Metric name: Attempt 3

Folder:

Callback

Description: The total number of callback connections that were successfully completed on the third callback attempt.

Source or Calculation: AG2_CALLBACK_[*].CONNECTED_ATTEMPT3	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report

>> Back to list

Metric name: Attempt 4

Folder:

Callback

Description: The total number of callback connections that were successfully completed on the fourth callback attempt.

Source or Calculation: AG2_CALLBACK_[*].CONNECTED_ATTEMPT4	**Used in:**
Media type: Voice,Chat	• Callback Summary Report

Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Attempted	**Folder:** Callback
Description: The total number of callback attempts, including the one that succeeded.	
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_ATTEMPTED	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
>> Back to list	

Metric name: Avg Added Agents	**Folder:** Callback
Description: The average score measuring how often agents were successfully added to a callback call.	
Source or Calculation: Refer to the Callback > Callbacks and Callback > Added Agents metrics.	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Avg Offer Time	**Folder:** Callback
Description: The average amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.	
Source or Calculation: Refer to the Callback > Callbacks and Callback > Offer Time metrics.	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
>> Back to list	

Metric name: Avg Saved Time	**Folder:** Callback
Description: The average number of minutes of call time that were saved because of callback.	
Source or Calculation: Refer to the Callback > Saved Time	**Used in:**

and Callback > Successful metrics.	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
>> Back to list	

Metric name: Avg Time to Abandon Waiting For Agent	**Folder:** Callback
Description: After successful callback, the average amount of time customers spent waiting for agents before abandoning the call.	
Source or Calculation: Refer to the Callback > Time To Abandon Waiting For Agent and Callback > Abandon Waiting For Agent metrics.	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
>> Back to list	

Metric name: Avg Time To Wait For An Agent	**Folder:** Callback
Description: After a successful callback, the average amount of time a customer spent waiting for an agent.	
Source or Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics.	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
>> Back to list	

Metric name: Callback Attempts	**Folder:** Callback
Description: The number of times the system attempted to call the customer back.	
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_ATTEMPTS	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
>> Back to list	

Metric name: Callbacks	Folder:
	Callback

Description: The total number of callback calls processed.

Source or Calculation: AG2_CALLBACK_[*].CALLBACKS	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

>> Back to list

Metric name: Canceled	Folder:
	Callback

Description: The total number of callback attempts that were canceled, either by the customer or by the contact center.

Source or Calculation: AG2_CALLBACK_[*].CALLBACK_CANCELLED	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

>> Back to list

Metric name: Customer Connected	Folder:
	Callback

Description: The total number of times a customer was connected after callback dialout, including instances where no agent was connected.

Source or Calculation: AG2_CALLBACK_[*].CALLBACK_CONNECTED	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

>> Back to list

Metric name: Declined	Folder:
	Callback

Description: The total number of customer callback offers that were declined by the customer.

Source or Calculation: Calculated as the difference between the value of the Callback > Offered and Callback > Accepted metrics.	
Media type: Voice,Chat **Data type:** Number	**Used in:** • Callback Summary Report

Metric type: Disposition		

>> Back to list

Metric name: Establish Time	**Folder:**	
	Callback	

Description: The amount of time required to establish the outbound call.	
Source or Calculation: CALLBACK_FACT_GI2.ESTABLISH_TIME	**Used in:**
Media type: Voice,Chat	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

>> Back to list

Metric name: Expected Wait Time	**Folder:**
	Callback

Description: The customer expected wait time when the callback dial attempt was ready to begin.	
Source or Calculation: AG2_CALLBACK_[*].EWT_READY_TO_START_IXN	**Used in:**
Media type: Voice,Chat	• Callback Summary Report
Data type: Number **Metric type:** Disposition	

>> Back to list

Metric name: Expected Wait Time when Offered	**Folder:**
	Callback

Description: At the time callback is offered, the expected time before an agent is available to call back a customer, as of the time callback was offered.	
Source or Calculation: CALLBACK_FACT_GI2.EWT_WHEN_OFFERED	**Used in:**
Media type: Voice,Chat	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

>> Back to list

Metric name: Failed Transfers before Agent is connected	**Folder:**
	Callback

Description: The total number of unsuccessful attempts to transfer a caller from the queue to an agent, where the transfer eventually succeeded.

Source or Calculation: AG2_CALLBACK_[*].XFER_TO_AGENT_FAIL_CONN	
Media type: Voice,Chat	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Failed Transfers to Agent

Folder:

Callback

Description: The number of unsuccessful attempts to transfer a caller from the queue to an agent which did not eventually result in a successful transfer.

Source or Calculation: AG2_CALLBACK_[*].XFER_TO_AGENT_FAIL_NOCONN	
Media type: Voice,Chat	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Forced Dialed

Folder:

Callback

Description: The total number of calls that were force-dialed (or pushed) regardless of actual agent availability, because the callback queue was being flushed.

Source or Calculation: AG2_CALLBACK_[*].FORCE_DIALED	
Media type: Voice,Chat	**Used in:**
Data type: **Metric type:** Disposition	• Callback Summary Report
>> Back to list	

Metric name: Max Establish Time

Folder:

Callback

Description: The maximum amount of time, in seconds, required to establish an outbound call.

Source or Calculation: AG2_CALLBACK_[*].ESTABLISH_MEDIA_IXN_TIME_MAX	
Media type: Voice,Chat	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Max Establish Time (Fmt)	Folder:
	Callback

Description: The maximum amount of time, in HH:MM:SS, required to establish an outbound call.

Source or Calculation: AG2_CALLBACK_[*].ESTABLISH_MEDIA_IXN_TIME_MAX		Used in:
Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

>> Back to list

Metric name: Max Expected Wait Time	Folder:
	Callback

Description: The largest recorded Expected Wait Time of any callback session, in seconds.

Source or Calculation: AG2_CALLBACK_[*].EWT_READY_TO_START_IXN_MAX		Used in:
Media type: Voice,Chat		• Callback Summary Report
Data type: Number **Metric type:** Disposition		

>> Back to list

Metric name: Max Expected Wait Time (Fmt)	Folder:
	Callback

Description: The largest recorded Expected Wait Time of any callback session, in HH:MM:SS.

Source or Calculation: AG2_CALLBACK_[*].EWT_READY_TO_START_IXN_MAX		Used in:
Media type: Voice,Chat		• Callback Summary Report
Data type: Number **Metric type:** Disposition		

>> Back to list

Metric name: Max Expected Wait Time when Offered	Folder:
	Callback

Description: The largest recorded Expected Wait Time of any callback session, in seconds.

Source or Calculation: AG2_CALLBACK_[*].EWT_WHEN_OFFERED_MAX	Used in:
Media type: Voice,Chat	This metric is not used in any reports.

Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Max Expected Wait Time when Offered (Fmt)	**Folder:** Callback	
Description: The largest recorded Expected Wait Time of any callback session, in HH:MM:SS.		
Source or Calculation: AG2_CALLBACK_[*].EWT_WHEN_OFFERED_MAX	**Used in:** This metric is not used in any reports.	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		
>> Back to list		

Metric name: Max Offer Time	**Folder:** Callback	
Description: The largest recorded amount of time (seconds) that elapsed between when a callback was offered to a customer, and when the customer accepted or declined the offer.		
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_OFFER_TIME_MAX	**Used in:** • Callback Summary Report	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		
>> Back to list		

Metric name: Max Offer Time (Fmt)	**Folder:** Callback	
Description: The largest recorded amount of time (HH:MM:SS) that elapsed between when a callback was offered to a customer, and when the customer accepted or declined the offer.		
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_OFFER_TIME_MAX	**Used in:** • Callback Summary Report	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		
>> Back to list		

Metric name: Max Offline Waiting Time	**Folder:** Callback	

Description: The maximum amount of time, in seconds, that any customer waited offline for an agent to become available.

Source or Calculation: AG2_CALLBACK_[*].WAIT_AGENT_OFFLINE_TIME_MAX		**Used in:**
Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Max Offline Waiting Time (Fmt)	**Folder:** Callback

Description: The maximum amount of time, in HH:MM;SS, that any customer waited offline for an agent to become available.

Source or Calculation: AG2_CALLBACK_[*].WAIT_AGENT_OFFLINE_TIME_MAX		**Used in:**
Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Max Position in Queue	**Folder:** Callback

Description: The maximum position any customer had in the queue when the contact center was ready to begin the callback outbound dial attempt.

Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX		**Used in:**
Media type: Voice,Chat		• Callback Summary Report
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Max Position in Queue when Offered	**Folder:** Callback

Description: The maximum position any customer had in the queue when callback was offered.

Source or Calculation: AG2_CALLBACK_[*].POS_WHEN_OFFERED_MAX		**Used in:**
Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number		

Metric type: Disposition		
>> Back to list		

Metric name: Max Saved Time	Folder: Callback
Description: The maximum number of minutes of call time that were saved because of Callback.	

Source or Calculation: AG2_CALLBACK_[*].SAVED_TIME	
Media type: Voice,Chat	**Used in:**
Data type: Number Metric type: Disposition	• Callback Summary Report
>> Back to list	

Metric name: Max Saved Time (Fmt)	Folder: Callback
Description: The maximum amount of call time (HH:MM:SS) that were saved because of Callback.	

Source or Calculation: AG2_CALLBACK_[*].SAVED_TIME	
Media type: Voice,Chat	**Used in:**
Data type: Number Metric type: Disposition	• Callback Summary Report
>> Back to list	

Metric name: Max Time to Abandon Waiting For Agent	Folder: Callback
Description: After a successful callback, the maximum amount of time, in seconds, that any customer spent waiting before abandoning the call.	

Source or Calculation: AG2_CALLBACK_[*].ABANDONED_WAITING_TIME_MAX	
Media type: Voice,Chat	**Used in:**
Data type: Number Metric type: Disposition	• Callback Summary Report
>> Back to list	

Metric name: Max Time to Abandon Waiting For Agent (Fmt)	Folder: Callback
Description: After a successful callback, the maximum amount of time, in HH:MM:SS, that any customer spent waiting before abandoning the call.	

Source or Calculation: AG2_CALLBACK_[*].ABANDONED_WAITING_TIME_MAX	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
>> Back to list	

Metric name: Max Time to Wait For Agent	**Folder:** Callback
Description: After a successful callback, the maximum amount of time, in seconds, that any customer spent waiting for an agent.	
Source or Calculation: AG2_CALLBACK_[*].CONN_WAITING_AGENT_TIME_MAX	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
>> Back to list	

Metric name: Max Time to Wait For Agent (Fmt)	**Folder:** Callback
Description: After a successful callback, the maximum amount of time, in seconds, that any customer spent waiting for an agent.	
Source or Calculation: AG2_CALLBACK_[*].CONN_WAITING_AGENT_TIME_MAX	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
>> Back to list	

Metric name: Min Expected Wait Time when Offered	**Folder:** Callback
Description: The smallest Expected Wait Time of any callback session, in seconds, recorded at the instant when a callback was offered.	
Source or Calculation: AG2_CALLBACK_[*].EWT_WHEN_OFFERED_MIN	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

>> Back to list

Metric name: Min Expected Wait Time when Offered (Fmt)

Folder:

Callback

Description: The smallest Expected Wait Time of any callback session, in HH:MM:SS, recorded at the instant when a callback was offered.

Source or Calculation:
AG2_CALLBACK_[*].EWT_WHEN_OFFERED_MIN

Used in:

Media type: Voice,Chat

This metric is not used in any reports.

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Min Position in Queue when Offered

Folder:

Callback

Description: The minimum position any customer had in the queue when callback was offered.

Source or Calculation:
AG2_CALLBACK_[*].POS_WHEN_OFFERED_MIN

Used in:

Media type: Voice,Chat

This metric is not used in any reports.

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Min Saved Time

Folder:

Callback

Description: This metric, which is hidden from report designers and viewers, is used for internal computations.

Source or Calculation:
min(AG2_CALLBACK_[*].SAVED_TIME)

Used in:

Media type: Voice,Chat

This metric is not used in any reports.

Data type: Number
Metric type:

>> Back to list

Metric name: Min Saved Time (Fmt)

Folder:

Callback

Description: This metric, which is hidden from report designers and viewers, is used for internal computations.

Source or Calculation: min(AG2_CALLBACK_[*].SAVED_TIME)	
Media type: Voice,Chat	**Used in:**
Data type: Number **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Offer Time

Folder:

Callback

Description: The amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.

Source or Calculation: AG2_CALLBACK_[*].CALLBACK_OFFER_TIME	
Media type: Voice,Chat	**Used in:**
Data type: Number **Metric type:** Disposition	• Callback Summary Report
>> Back to list	

Metric name: Offered

Folder:

Callback

Description: The total number of times that callback was offered to a customer.

Source or Calculation: AG2_CALLBACK_[*].CALLBACK_OFFERED	
Media type: Voice,Chat	**Used in:**
Data type: Number **Metric type:** Disposition	• Callback Summary Report
>> Back to list	

Metric name: Offline Waiting Time

Folder:

Callback

Description: The total amount of time, during the reporting interval, that customers waited offline for an agent to become available.}

Source or Calculation: AG2_CALLBACK_[*].WAIT_AGENT_OFFLINE_TIME	
Media type: Voice,Chat	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Position in Queue

Folder:

	Callback

Description: The customer's position in the queue when the callback outbound dial attempt was ready to begin.

Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN		**Used in:**
Media type: Voice,Chat		• Callback Summary Report
Data type: Number **Metric type:** Disposition		

>> Back to list

Metric name: Position in Queue when Offered	**Folder:** Callback

Description: The customer's position in the queue when callback was offered.

Source or Calculation: AG2_CALLBACK_[*].POS_WHEN_OFFERED		**Used in:**
Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

>> Back to list

Metric name: Requested Agent Assistance	**Folder:** Callback

Description: The total number of callback calls wherein the customer requested agent assistance.

Source or Calculation: AG2_CALLBACK_[*].IXN_REQ_AGENT		
Media type: Voice,Chat		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

>> Back to list

Metric name: Saved Time	**Folder:** Callback

Description: The total number of minutes of call time that were saved because of callback.

Source or Calculation: AG2_CALLBACK_[*].SAVED_TIME		
Media type: Voice,Chat		**Used in:**
Data type: Number **Metric type:** Disposition		• Callback Summary Report

>> Back to list

Metric name: Start Date Time Key	Folder:
	Callback

Description: This hidden metric is reserved for internal use to employ a key for a particular date and time from the AG2_CALLBACK_* hierarchy.

Source or Calculation: AG2_CALLBACK_[*].DATE_TIME_KEY

Media type: Voice,Chat	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

>> Back to list

Metric name: Successful	Folder:
	Callback

Description: The total number of callbacks that successfully connected the customer with an agent.

Source or Calculation: AG2_CALLBACK_[*].CALLBACK_RETURNED

Media type: Voice,Chat	**Used in:**
Data type: Number **Metric type:** Disposition	• Callback Summary Report

>> Back to list

Metric name: Time to Abandon Waiting For Agent	Folder:
	Callback

Description: After successful callback, the total amount of time all customers spent waiting for agents before abandoning the call.

Source or Calculation: AG2_CALLBACK_[*].ABANDONED_WAITING_TIME

Media type: Voice,Chat	**Used in:**
Data type: Number **Metric type:** Disposition	• Callback Summary Report

>> Back to list

Metric name: Time to Wait For Agent	Folder:
	Callback

Description: After successful callbacks, the total amount of time all customers spent waiting for an agent.

Source or Calculation: AG2_CALLBACK_[*].CONN_WAITING_AGENT_TIME

Media type: Voice,Chat	**Used in:**
	• Callback Summary Report

Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Timeout Waiting		**Folder:** Callback
Description: The total number of times that a customer was disconnected because the max timeout limit was reached.		
Source or Calculation: AG2_CALLBACK_[*].TIMEOUT_WAITING		**Used in:** This metric is not used in any reports.
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		
>> Back to list		

Folder: Callback > Detail

Metric name: Abandoned Waiting		**Folder:** Callback > Detail
Description: Indicates whether the call was abandoned by the customer while waiting for an agent to connect. (0=no, 1=yes)		
Source or Calculation: CALLBACK_FACT_GI2.ABANDONED_WAITING		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Details Report
>> Back to list		
Metric name: Accepted		**Folder:** Callback > Detail
Description: Indicates whether callback was accepted by the customer. (0=no, 1=yes)		
Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_ACCEPTED		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		• Callback Details Report

>> Back to list

Metric name: Added Agent	Folder:
	Callback > Detail

Description: Indicates whether an agent was successfully added to the callback call. (0=no, 1=yes)

Source or Calculation: CALLBACK_FACT_GI2.AGENT_ADDED_TO_IXN		Used in:
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		• Callback Details Report

>> Back to list

Metric name: Callback Accepted Timestamp	Folder:
	Callback > Detail

Description: The time when the customer accepted callback during the session.

Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_ACCEPTED_TS_TIME		Used in:
Media type: Voice,Chat **Data type:** Date **Metric type:** Detail		• Callback Details Report

>> Back to list

Metric name: Callback Attempts	Folder:
	Callback > Detail

Description: The number of times the system attempted to call the customer back.

Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_ATTEMPTS		Used in:
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		• Callback Details Report

>> Back to list

Metric name: Callback Offer Time	Folder:
	Callback > Detail

Description: The amount of time that elapsed between the instant when a callback was offered to the customer, and the instant when the customer accepted or declined the offer.

Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_OFFER_TIME		Used in:
Media type: Voice,Chat		

Data type: Number **Metric type:** Detail		• Callback Details Report

>> Back to list

Metric name: Callback Offered Timestamp	**Folder:** Callback > Detail

Description: The time when the customer was first offered callback during the session.

Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_OFFERED_TS_TIME	**Used in:**
Media type: Voice,Chat **Data type:** Date **Metric type:** Detail	• Callback Details Report

>> Back to list

Metric name: Callback Offers per Session	**Folder:** Callback > Detail

Description: The number of times callback was offered, per single interaction.

Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_OFFERS_PER_SESSION	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	• Callback Details Report

>> Back to list

Metric name: Connect Waiting Time	**Folder:** Callback > Detail

Description: The amount of time that elapsed between when the customer connected to the callback call and when an agent was connected.

Source or Calculation: CALLBACK_FACT_GI2.CONN_WAITING_AGENT_TIME	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	• Callback Details Report

>> Back to list

Metric name: Customer Connected Timestamp	**Folder:** Callback > Detail

Description: The time when the customer started waiting to be connected to an agent.

Source or Calculation:
CALLBACK_FACT_GI2.CUSTOMER_CONNECTED_TS_TIME

Used in:

- Callback Details Report

Media type: Voice,Chat

Data type: Date
Metric type: Detail

>> Back to list

Metric name: Customer Ready To Start Timestamp

Folder:

Callback > Detail

Description: The time when the customer was ready to start media interaction for CUSTOMER_ORIGINATED scenarios. This value is typically set when the application sends a request for an access number to dial and access code for match function.

Source or Calculation:
CALLBACK_FACT_GI2.CUSTOMER_READY_TO_START_IXN_TS_TIME

Used in:

- Callback Details Report

Media type: Voice,Chat

Data type: Date
Metric type: Detail

>> Back to list

Metric name: Desired Time

Folder:

Callback > Detail

Description: The amount of elapsed time that was promised to the customer before callback.

Source or Calculation:
CALLBACK_FACT_GI2.DESIRED_TIME_TS

Used in:

This metric is not used in any reports.

Media type: Voice,Chat

Data type: Number
Metric type: Detail

>> Back to list

Metric name: Desired Timestamp

Folder:

Callback > Detail

Description: The callback date and time that was promised to the customer when callback was scheduled. For ASAP callback, this value equals Callback Accepted Timestamp.

Source or Calculation:
CALLBACK_FACT_GI2.DESIRED_TS_TIME

Used in:

- Callback Details Report

Media type: Voice,Chat

Data type: Number
Metric type: Detail

>> Back to list

Metric name: Establish Time	Folder:
	Callback > Detail

Description: The amount of time required to establish the outbound call.

Source or Calculation: CALLBACK_FACT_GI2.ESTABLISH_MEDIA_IXN_TIME		Used in:
Media type: Voice,Chat		• Callback Details Report
Data type: Number **Metric type:** Detail		

>> Back to list

Metric name: Expected Wait Time	Folder:
	Callback > Detail

Description: The customer expected wait time when the callback dial attempt was ready to begin.

Source or Calculation: CALLBACK_FACT_GI2.EWT_READY_TO_START_IXN		Used in:
Media type: Voice,Chat		• Callback Details Report
Data type: Number **Metric type:** Detail		

>> Back to list

Metric name: Expected Wait Time When Offered	Folder:
	Callback > Detail

Description: The expected time before an agent is available to call back a customer, as of the time callback was offered.

Source or Calculation: AG2_CALLBACK_[*].EWT_WHEN_OFFERED		Used in:
Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number **Metric type:** Detail		

>> Back to list

Metric name: Last Callback Offer Time	Folder:
	Callback > Detail

Description: The duration (in seconds) of the last callback offered to a customer during the session.

Source or Calculation: CALLBACK_FACT_GI2.LAST_CALLBACK_OFFER_TIME	Used in:
Media type: Voice,Chat	• Callback Details Report

Data type: Number **Metric type:** Detail		
>> Back to list		

Metric name: Last Callback Offered Timestamp	**Folder:** Callback > Detail
Description: The date and time of the last callback offered to a customer during the session.	

Source or Calculation: CALLBACK_FACT_GI2.LAST_CALLBACK_OFFERED_TS_TIME	**Used in:**
Media type: Voice,Chat **Data type:** Date **Metric type:** Detail	• Callback Details Report

>> Back to list	

Metric name: Offered	**Folder:** Callback > Detail
Description: Indicates whether callback was offered to the customer. (0=no, 1=yes)	

Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_OFFERED	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	• Callback Details Report

>> Back to list	

Metric name: Offline Waiting Time	**Folder:** Callback > Detail
Description: The amount of time, in seconds, the customer waited offline for an agent to become available.	

Source or Calculation: CALLBACK_FACT_GI2.WAIT_AGENT_OFFLINE_TIME	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	• Callback Details Report

>> Back to list	

Metric name: Position in Queue	**Folder:** Callback > Detail
Description: The customer's position in the queue when the callback outbound dial attempt was ready	

to begin.	
Source or Calculation: CALLBACK_FACT_GI2.POS_READY_TO_START_IXN	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	• Callback Details Report
>> Back to list	

Metric name: Position in Queue When Offered	**Folder:** Callback > Detail
Description: The customer's position in the queue when callback was offered.	
Source or Calculation: CALLBACK_FACT_GI2.POS_WHEN_OFFERED	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	This metric is not used in any reports.
>> Back to list	

Metric name: Push Delivery Confirmed Timestamp	**Folder:** Callback > Detail
Description: The time when the application confirmed that push notification was received. This is used for CUSTOMER_ORIGINATED scenarios.	
Source or Calculation: CALLBACK_FACT_GI2.PUSH_DELIVERY_CONFRMD_TS_TIME	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	• Callback Details Report
>> Back to list	

Metric name: Ready To Start Timestamp	**Folder:** Callback > Detail
Description: Either: • Time when the Contact Center was ready to start outbound dial attempt for CUSTOMER_TERMINATED scenarios, or • Time when the Contact Center sent push notification to user device in CUSTOMER_ORIGINATED scenarios.	
Source or Calculation:	**Used in:**

CALLBACK_FACT_GI2.READY_START_MEDIA_TS_TIME		
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		• Callback Details Report
>> Back to list		

Metric name: Requested Agent Assistance	**Folder:** Callback > Detail	
Description: The number of callbacks that were offered to customers who had requested agent assistance. (0=no, 1=yes)		
Source or Calculation: CALLBACK_FACT_GI2.IXN_REQ_AGENT	**Used in:**	
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		• Callback Details Report
>> Back to list		

Metric name: Service Start Timestamp	**Folder:** Callback > Detail	
Description: The date and time (UTC) when the Callback service started.		
Source or Calculation: CALLBACK_FACT_GI2.SERVICE_START_TS_TIME	**Used in:**	
Media type: Voice,Chat **Data type:** Date **Metric type:** Detail		• Callback Details Report
>> Back to list		

Metric name: Start DateTime Key	**Folder:** Callback > Detail	
Description: This hidden metric is reserved for internal use to employ a key for a particular date and time from the CALLBACK_FACT_GI2.* hierarchy.		
Source or Calculation: CALLBACK_FACT_GI2.START_DATE_TIME_KEY	**Used in:**	
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		This metric is not used in any reports.
>> Back to list		

Metric name: Timeout Warning	**Folder:** Callback > Detail

Description: The number of times that a customer was disconnected because the max timeout limit was reached.	
Source or Calculation: CALLBACK_FACT_GI2.TIMEOUT_WAITING	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	• Callback Details Report
>> Back to list	

Metric name: Transfer Failed	**Folder:** Callback > Detail
Description: The number of failed attempts to transfer the callback interaction to the agent.	
Source or Calculation: CALLBACK_FACT_GI2.XFER_TO_AGENT_FAILED	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	• Callback Details Report
>> Back to list	

Callback Attributes

The Callback folder contains numerous attributes that you can use to build callback-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

Callback

- Callback Dim 1 Key
- Callback Dim 2 Key
- Callback Dim 3 Key
- Callback Direction
- Callback Offer Type
- Callback Type
- Channel

- Dial Dialog Result
- Final Dial Result
- Final Target
- Offer Timing
- Order Connect
- Queue
- Queue Key

Callback > Detail

- Callback Dim 4 Key
- Customer Phone Number
- Desired Time
- Dial Result
- Final
- Forced Dialed
- Service ID

Folder: Callback

Attribute name: Callback Dim 1 Key	Folder: Callback
Description: Reserved for internal use, this attribute enables the organization of data based on the primary key of the CALLBACK_DIM_1 table.	
Database table:	

AG2_CALLBACK_*.CBD1_KEY, CALLBACK_DIM_1.ID	
>> Back to list	

Attribute name: Callback Dim 2 Key	**Folder:** Callback
Description: Reserved for internal use, this attribute enables the organization of data based on the primary key of the CALLBACK_DIM_2 table.	
Database table: AG2_CALLBACK_*.CBD2_KEY, CALLBACK_DIM_2.ID	
>> Back to list	

Attribute name: Callback Dim 3 Key	**Folder:** Callback
Description: Reserved for internal use, this attribute enables the organization of data based on the primary key of the CALLBACK_DIM_3 table.	
Database table: AG2_CALLBACK_*.CBD3_KEY, CALLBACK_DIM_3.ID	
>> Back to list	

Attribute name: Callback Direction	**Folder:** Callback
Description: Enables data to be organized based on which party originated the call. Values=CUSTOMER_TERMINATED, CUSTOMER_ORIGINATED.	
Database table: CALLBACK_DIM_2.CALL_DIRECTION	
>> Back to list	

Attribute name: Callback Offer Type	**Folder:** Callback
Description: Enables data to be organized based on the type of callback offer that was presented to the customer. Values: SCHEDULED, WAIT_FOR_AGENT, COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT. For example: • During off-hours, you can make only the scheduled option available. • During on-hours, allow only the wait_for_agent option, or a combination of scheduled and wait_for_agent.	
Database table: CALLBACK_DIM_1.CALLBACK_OFFER_TYPE	
>> Back to list	

Attribute name: Callback Type	**Folder:** Callback

Description: Enables data to be organized the type of callback. Values: IMMEDIATE,WAIT_FOR_AGENT, SCHEDULE.	
Database table: CALLBACK_DIM_1.CALLBACK_TYPE	
>> Back to list	

Attribute name: Channel	**Folder:** Callback
Description: Enables data to be organized based on the Callback origination channel. Values=ivr, web.	
Database table: CALLBACK_DIM_1.CHANNEL	
>> Back to list	

Attribute name: Dial Dialog Result	**Folder:** Callback
Description: Enables data to be organized based on the cause of the final dialing result. Values=RIGHT_PERSON, WRONG_PERSON, CANCELED.	
Database table: CALLBACK_DIM_2.DIAL_DIALOG_RESULT	
>> Back to list	

Attribute name: Final Dial Result	**Folder:** Callback
Description: Enables data to be organized based on the final dialing result. Values=BUSY, NO_ANSWER, ANSWERING_MACHINE, ERROR_TONE, FAX, PERSON, REDIAL_LIMIT_REACHED.	
Database table: CALLBACK_DIM_2.FINAL_DIAL_RESULT	
>> Back to list	

Attribute name: Final Target	**Folder:** Callback
Description:	
Database table: CALLBACK_DIM_3.FINAL_TARGET	
>> Back to list	

Attribute name: Offer Timing	**Folder:** Callback
Description: Enables data to be organized based on whether the callback arrived during normal hours of operation, or during off-hours. Values={OFF-HOURS, ON-HOURS}: • OFF-HOURS: callback (typically scheduled only) was offered during non-operational hours • ON-HOURS: callback was offered during operational (business) hours	
Database table: CALLBACK_DIM_2.OFFER_TIMING	

>> Back to list

Attribute name: Order Connect	**Folder:** Callback
Description: Enables data to be organized based on the order in which the parties connected. Values=CUSTOMER_FIRST, AGENT_FIRST_PREVIEW, AGENT_FIRST_NO_PREVIEW.	
Database table: CALLBACK_DIM_1.CONNECT_ORDER	

>> Back to list

Attribute name: Queue	**Folder:** Callback
Description: Enables data to be organized based on the name of the virtual queue.	
Database table: RESOURCE_Q.RESOURCE_NAME	**Form(s):** Queue Type
Forms in this attribute:	
Form: Queue Type **Table.Column:** Queue Type **Data type:** RESOURCE_Q.RESOURCE_TYPE	**Description:** Enables data within the reporting interval to be organized by the type of queue, such as ACDQueue, VirtualQueue, InteractionQueue, or InteractionWorkBin.

>> Back to list

Attribute name: Queue Key	**Folder:** Callback
Description: Enables data to be organized based on the primary key for the virtual queue.	
Database table: AG2_CALLBACK_*.RESOURCE_KEY	

>> Back to list

Folder: Callback > Detail

Attribute name: Callback Dim 4 Key	**Folder:** Callback > Detail
Description: Reserved for internal use, this attribute enables the organization of data based on the primary key of the CALLBACK_DIM_4 table.	
Database table: CALLBACK_FACT_GI2.CALLBACK_DIM_4_KEY, CALLBACK_DIM_4.ID	

>> Back to list

Attribute name: Customer Phone Number	**Folder:** Callback > Detail
Description: Enables data to be organized based on the phone number provided by the customer for callback.	

This is the number that was used to dial out (in CUSTOMER_TERMINATED scenarios) or used to execute a match by ANI (in CUSTOMER_ORIGINATED scenarios).

Database table:
CALLBACK_FACT_GI2.CUSTOMER_PHONE_NUMBER

>> Back to list

Attribute name: Desired Time

Introduced: 100.0.023.0000

Folder: Callback > Detail

Description: Enables data to be organized based on the callback time requested by the customer.

Database table:
CALLBACK_FACT_GI2.DESIRED_TS_TIME

>> Back to list

Attribute name: Dial Result

Introduced: 100.0.023.0000

Folder: Callback > Detail

Description: Enables data to be organized based on the dialing result. Possible values are:

- CREATE_CALL_ERROR
- BUSY
- NO_ANSWER
- ANSWERING_MACHINE
- ERROR_TONE
- FAX
- PERSON
- CONNECTED
- FAILED_TO_ESTABLISH_CUSTOMER_ORIGINATED_MEDIA
- PUSH_DELIVERY_CONFIRMED
- PUSH_SEND_ERROR
- PUSH_DELIVERY_NOT_CONFIRMED
- USERORIGINATED_CONNECTED
- UNKNOWN

Database table:
CALLBACK_DIAL_RESULTS

>> Back to list

Attribute name: Final

Folder: Callback > Detail

Description: Enables data to be organized based on whether callback was dialed, or scheduled but never dialed. (1 = callback was dialed, 0 = callback was scheduled, but not dialed.)

Database table:
CALLBACK_FACT_GI2.FINAL_RECORD

>> Back to list

Attribute name: Forced Dialed

Folder: Callback > Detail

Description: Enables data to be organized based on whether the callback queue is being flushed, and dialing (or push notification) is being forced regardless of actual agent availability. (0 = No, 1 = Yes). A value of 1 (yes) might occur at the end of the day, when contact center personnel are trying to close the queue for the day and do not want to leave any callbacks for the next day.

Database table:
CALLBACK_DIM_4.DIAL_IGNORING_AVAILABILITY

>> Back to list

Attribute name: Service ID

Folder: Callback > Detail

Description: Enables data to be organized based on the original SCXML/GMS session ID.

Database table:
CALLBACK_FACT_GI2.SERVICE_ID

>> Back to list

Chat folder

The Chat folder contains numerous objects that you can use to build chat-related reports. The folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

> **Important**
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Chat folder and subfolders

This folder contains the following root folder and subfolders.

- Chat
- Chat > Agent
- Chat > Async
- Chat > Thread

Folder: Chat

Introduced: 9.0.007.03

Description: The root Chat folder. Objects in this folder enable the organization and measurement of Info Mart agent data based on high-level characteristics of chat interactions. Other objects in this folder are organized into subfolders.

Metrics:

- % Agent Terminated
- % Customer Terminated
- % Interactions Parked
- % Interactions with Less Queue Time
- % Interactions with Long Queue Time
- % Session Inactive
- % Session Missed
- % Session Only with Bots
- % Session Transferred
- % Session with Bot
- Agent
- Agent Response Time
- Agent Responses
- Agent Terminated
- Agent Wait
- Agent Wait Time
- Avg Bots per Media Session
- Avg Bots per Session with Bot
- Avg Characters per Session typed by Agent
- Avg First Response Agent Time
- Avg Messages Sent By Agent
- Avg Messages Sent By Customer
- Avg Session Time
- Bot Session
- Customer Response Time

- Customer Responses
- Customer Terminated
- Customer Wait
- Customer Wait Time
- Disconnected
- First Agent Wait Time
- First Bot Wait Time
- First Response Agent Time
- First Response Wait Time
- First Touch Resolution
- Handle Interval
- Handle Time
- Idle (Agent Present)
- Idle Time (Agent Present)

- Interactions Parked
- Interactions with Less Queue Time
- Interactions with Long Queue Time
- Max Agent Response Time
- Max Agent Wait Time
- Max Customer Response Time
- Max Customer Wait Time
- Max First Response Agent Time
- Max Wait-time in Queue
- Media Session
- Messages From Agent
- Messages From Agent Size

- Messages From Bot
- Messages From Bot Size
- Messages From Customer
- Messages From Customer Size
- Parking Queue Duration
- Session Ended Normally
- Session Inactive
- Session Missed
- Session Only with Bot
- Session Time
- Session Transferred
- Session with Bot
- Terminated Due to Other Reasons

Attributes:

- End Reason
- Ended By

- Language Name
- Media Origin

- Mode

Folder: Chat > Agent

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Chat data based on agent activity.

Metrics:

- % Interactions Less Time to Accept
- % Interactions Long Time to Accept
- Abandoned Waiting Time
- Acceptance Rate
- Accepted
- Accepted Unique
- Alert Duration
- Avg Duration for Accepting Interactions
- Avg Focus Time
- Consult Received Engage Time

- Consult Received Engage Warm Time
- Consult Received Hold Time
- Consult Received Time
- Consult Received Warm Hold Time
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Engage Time

- Engagement Handle Time
- Focus Interval
- Focus Time
- Hold Time
- Interactions Less Time to Accept
- Interactions Long Time to Accept
- Max Duration for Accepting Interactions
- Offered
- Rejected
- Wrap Time

Attributes:
- Agent Group
- Agent Name

Folder: Chat > Async

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of data describing advanced chat sessions.

Metrics:
- Dormant Interval
- Idle (No Agent)
- Dormant Time
- Idle Time (No Agent)

Attributes:
- There are no attributes in this   folder

Folder: Chat > Thread

Introduced: 9.0.010

Description: Objects in this folder enable the organization and measurement of data describing chat threads.

Metrics:
- Average Thread Handle Time
- Thread Customer Messages
- Thread Response Time
- Average Thread Response Time
- Thread Customer Messages Size
- Thread Sessions
- Thread Agent Messages
- Thread Engagements
- Threads
- Thread Agent Messages Size
- Thread Handle Time

Attributes:
- Media Origin

Reports built primarily from the objects in the Chat folder and subfolders

- Asynchronous Chat Dashboard
- Chat Termination Report
- Chat Engagement Report
- Interactions Acceptance Report
- Chat Message Statistics Report
- Interactions Acceptance Dashboard
- Chat Session Report
- Pre-Agent Termination Report

For more information about Chat reports, see the *Genesys CX Insights 9.0 User's Guide*.

Chat Metrics

The Chat folder contains numerous metrics that you can use to build Chat-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.
- For detailed information about the different metric types, see Project terminology and concepts.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Chat

- % Agent Terminated
- % Customer Terminated
- % Interactions Parked
- % Interactions with Less Queue Time
- % Interactions with Long Queue Time
- % Session Inactive
- % Session Missed
- % Session Only with Bots
- % Session Transferred
- % Session with Bot
- Agent
- Agent Response Time
- Agent Responses
- Agent Terminated

- Agent Wait
- Agent Wait Time
- Avg Bots per Media Session
- Avg Bots per Session with Bot
- Avg Characters per Session typed by Agent
- Avg First Response Agent Time
- Avg Messages Sent By Agent
- Avg Messages Sent By Customer
- Avg Session Time
- Bot Session
- Customer Response Time
- Customer Responses
- Customer Terminated
- Customer Wait
- Customer Wait Time

- Disconnected
- First Agent Wait Time
- First Bot Wait Time
- First Response Agent Time
- First Response Wait Time
- First Touch Resolution
- Handle Interval
- Handle Time
- Idle (Agent Present)
- Idle Time (Agent Present)
- Interactions Parked
- Interactions with Less Queue Time
- Interactions with Long Queue Time
- Max Agent Response Time
- Max Agent Wait Time
- Max Customer Response Time

- Max Customer Wait Time
- Max First Response Agent Time
- Max Wait-time in Queue
- Media Session
- Messages From Agent
- Messages From Agent Size
- Messages From Bot
- Messages From Bot Size
- Messages From Customer
- Messages From Customer Size
- Parking Queue Duration
- Session Ended Normally
- Session Inactive
- Session Missed
- Session Only with Bot
- Session Time
- Session Transferred
- Session with Bot
- Terminated Due to Other Reasons

Chat > Agent

- % Interactions Less Time to Accept
- % Interactions Long Time to Accept
- Abandoned Waiting Time

- Acceptance Rate
- Accepted
- Accepted Unique
- Alert Duration
- Avg Duration for Accepting Interactions
- Avg Focus Time
- Consult Received Engage Time
- Consult Received Engage Warm Time
- Consult Received Hold Time
- Consult Received Time
- Consult Received Warm Hold Time
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Engage Time
- Engagement Handle Time
- Focus Interval
- Focus Time
- Hold Time
- Interactions Less Time to Accept
- Interactions Long Time to

- Accept
- Max Duration for Accepting Interactions
- Offered
- Rejected
- Wrap Time

Chat > Async

- Dormant Interval
- Dormant Time
- Idle (No Agent)
- Idle Time (No Agent)

Chat > Thread

- Average Thread Handle Time
- Average Thread Response Time
- Thread Agent Messages
- Thread Agent Messages Size
- Thread Customer Messages
- Thread Customer Messages Size
- Thread Engagements
- Thread Handle Time
- Thread Response Time
- Thread Sessions
- Threads

Folder: Chat

Metric name: % Agent Terminated	**Folder:**
	Chat
Description: The percentage of sessions that were terminated by the agent.	

Source or Calculation: Calculated based on the Chat > Terminated and Chat > Media Session metrics.

Media type:

Data type:
Metric type:

Used in:

- Chat Termination Report

>> Back to list

Metric name: % Customer Terminated

Folder:

Chat

Description: The percentage of sessions that were terminated by the customer.

Source or Calculation: Calculated based on the Chat > Customer Terminated and Chat > Media Session metrics.

Media type:

Data type:
Metric type:

Used in:

- Chat Termination Report

>> Back to list

Metric name: % Interactions Parked

Introduced: 9.0.013

Folder:

Chat

Description: The percentage of interactions that were placed in parking queue, relative to the total number of interactions that were established.

Source or Calculation: Calculated based on the Chat > Media Session and Chat > Interactions Parked metrics.

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: % Interactions with Less Queue Time

Introduced: 9.0.013

Folder:

Chat

Description: The percentage of interactions that spent less time in the parking queue than the value configured as the duration-threshold in the [agg-gim-thld-CHAT-PARKING] section.

Source or Calculation: Calculated based on the Chat > Interaction with Less Queue Time and Chat > Interactions Parked metrics.

Media type:

Used in:

This metric is not used in any reports.

Data type: Metric type:		

>> Back to list

Metric name: % Interactions with Long Queue Time

Introduced: 9.0.013

Folder:

Chat

Description: The percentage of interactions that spent more time in the parking queue than the value configured as the duration-threshold in the [agg-gim-thld-CHAT-PARKING] section.

Source or Calculation: Calculated based on the Chat > Interaction with Long Queue Time and Chat > Interactions Parked metrics.		**Used in:**
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.

>> Back to list

Metric name: % Session Inactive

Folder:

Chat

Description: The percentage of sessions that were terminated due to inactivity (ENDED_REASON='INACTIVE').

Source or Calculation: Calculated based on the Chat > Session Inactive and Chat > Media Session metrics.		**Used in:**
Media type: **Data type:** **Metric type:**		• Chat Termination Report

>> Back to list

Metric name: % Session Missed

Folder:

Chat

Description: aka % Chats Missed. Percentage of chats requested by clients that were not answered by agents.

Source or Calculation: Calculated based on the Chat > Session Missed and Chat > Media Session metrics.		**Used in:**
Media type: **Data type:** **Metric type:**		• Chat Session Report

>> Back to list

Metric name: % Session Only with Bots

Folder:

Chat

Description: The percentage of media sessions handled by bots, without agent involvement.

Source or Calculation: Calculated based on the Chat > Session Only with Bots and Chat > Media Session metrics.

Used in:

Media type:

- Bot Dashboard
- Sessions Handled by Bots

Data type:
Metric type:

>> Back to list

Metric name: % Session Transferred

Folder:

Chat

Description: aka % Chats Transferred. The percentage of sessions that were transferred to an agent.

Source or Calculation: Calculated based on the Chat > Session Transferred and Chat > Media Session metrics.

Used in:

Media type:

- Chat Session Report

Data type:
Metric type:

>> Back to list

Metric name: % Session with Bot

Folder:

Chat

Description: The percentage of media sessions in which bots participated.

Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics.

Used in:

Media type:

- Bot Dashboard
- Sessions Handled by Bots

Data type:
Metric type:

>> Back to list

Metric name: Agent

Folder:

Chat

Description: The number of parties that participated in the session as an agent.

Source or Calculation: AG2_CHAT_STATS_*.AGENTS

Media type:

Used in:

This metric is not used in any reports.

Data type:
Metric type:

>> Back to list

Metric name: Agent Response Time

Folder:

Chat

Description: The total amount of time that an agent spent responding to a customer.

Source or Calculation:
AG2_CHAT_STATS_*.AGENT_REPLY_TIME

Used in:

Media type:

This metric is not used in any reports.

Data type:
Metric type:

>> Back to list

Metric name: Agent Responses

Folder:

Chat

Description: The total number of times that agents responded to a customer.

Source or Calculation:
AG2_CHAT_STATS_*.AGENT_RESPONSES

Used in:

Media type: Chat

This metric is not used in any reports.

Data type:
Metric type: Disposition

>> Back to list

Metric name: Agent Terminated

Folder:

Chat

Description: The total number of sessions that were terminated by the agent.

Source or Calculation:
AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED

Used in:

Media type: Chat

- Chat Termination Report

Data type:
Metric type:

>> Back to list

Metric name: Agent Wait

Folder:

Chat

Description: The total number of times that agents waited for a reply from a customer.

Source or Calculation: AG2_CHAT_STATS_*.AGENT_WAIT

Used in:

Media type:

This metric is not used in any reports.

Data type:
Metric type:

>> Back to list

Metric name: Agent Wait Time	Folder: Chat

Description: The total amount of time that agents spent waiting for replies from customers.	

Source or Calculation: AG2_CHAT_STATS_*.AGENT_WAIT_TIME	**Used in:**
Media type:	This metric is not used in any reports.
Data type: **Metric type:**	

>> Back to list

Metric name: Avg Bots per Media Session	Folder: Chat

Description: Avg Number of Bot Gateway Server (BGS) sessions per media session.	

Source or Calculation: Calculated as the value of the Chat > Bot Sessions metric divided by the value of the Chat > Media Sessions metric.	**Used in:**
Media type:	• Sessions Handled by Bots
Data type: **Metric type:**	

>> Back to list

Metric name: Avg Bots per Session with Bot	Folder: Chat

Description: Avg Number of Bot Gateway Server (BGS) sessions per media session in which bots participated.	

Source or Calculation: Calculated as the value of the Chat > Bot Sessions metric divided by the value of the Chat > Sessions with Bot metric.	**Used in:**
Media type:	• Bot Dashboard
Data type: **Metric type:**	• Sessions Handled by Bots

>> Back to list

Metric name: Avg Characters per Session typed by Agent	Folder: Chat

Description: The average number of characters typed by agents, per session.	

Source or Calculation: Calculated as the value of the Chat > Messages From Agent Size metric divided by the value of	**Used in:**

the Chat > Media Sessions metric.	
Media type: **Data type:** **Metric type:**	• Chat Message Statistics Report
>> Back to list	

Metric name: Avg First Response Agent Time	**Folder:** Chat
Description: The average amount of time, including mediation duration, that elapsed before the first time an agent responded to the customer interaction.	
Source or Calculation: Calculated as the value of the Chat > First Response Agent Time metric divided by the value of the Chat > Media Sessions metric.	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Avg Messages Sent By Agent	**Folder:** Chat
Description: The average number of messages sent by agents, per chat session.	
Source or Calculation: Calculated as the value of the Chat > Messages From Agent metric divided by the value of the Chat > Media Sessions metric.	**Used in:**
Media type: **Data type:** **Metric type:**	• Chat Message Statistics Report
>> Back to list	

Metric name: Avg Messages Sent By Customer	**Folder:** Chat
Description: The average number of messages sent by callers / customers, per chat session.	
Source or Calculation: Calculated as the value of the Chat > Messages From Customer metric divided by the value of the Chat > Media Sessions metric.	**Used in:**
Media type: **Data type:** **Metric type:**	• Chat Message Statistics Report

>> Back to list

Metric name: Avg Session Time

Folder:

Chat

Description: The average duration of media sessions within the reporting period.

Source or Calculation: Calculated as the value of the Chat > Session Time metric divided by the value of the Chat > Media Sessions metric.

Used in:

Media type:

- Chat Session Report

Data type:
Metric type:

- Chat Termination Report

>> Back to list

Metric name: Bot Session

Folder:

Chat

Description: TThe total number of parties that participated in a session as bots.

Source or Calculation: AG2_CHAT_STATS_*.BOTS

Used in:

Media type:

- Bot Dashboard

Data type:
Metric type:

- Sessions Handled by Bots

>> Back to list

Metric name: Customer Response Time

Folder:

Chat

Description: The total amount of time a customer spent in responding to agents.

Source or Calculation:
AG2_CHAT_STATS_*.CUSTOMER_RESPONSE_TIME

Media type:

Used in:

This metric is not used in any reports.

Data type:
Metric type:

>> Back to list

Metric name: Customer Responses

Folder:

Chat

Description: The total number of times a customer responded to an agent.

Source or Calculation:
AG2_CHAT_STATS_*.CUSTOMER_RESPONSES

Used in:

Media type:

This metric is not used in any reports.

Data type:

Metric type:		
>> Back to list		

Metric name: Customer Terminated

Folder:

Chat

Description: The number of sessions terminated by a customer, per session.

Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_TERMINATED	**Used in:**
Media type: **Data type:** **Metric type:**	• Chat Termination Report

>> Back to list

Metric name: Customer Wait

Folder:

Chat

Description: The total number of times that a customer wait for a reply from an agent.

Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.

>> Back to list

Metric name: Customer Wait Time

Folder:

Chat

Description: The total amount of time that a customer spent waiting for replies from agents.

Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.

>> Back to list

Metric name: Disconnected

Folder:

Chat

Description: The number of interactions that ended with a disconnection (ENDED_REASON='DISCONNECT').

Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_DISCONNECTED	**Used in:**

Media type:		This metric is not used in any reports.
Data type: **Metric type:**		

>> Back to list

Metric name: First Agent Wait Time

Folder:

Chat

Description: The amount of time that the customer waited after the session started before the first agent (visible to the customer) joined the session.

Source or Calculation: AG2_CHAT_STATS_*.FIRST_AGENT_WAIT_TIME		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		

>> Back to list

Metric name: First Bot Wait Time

Folder:

Chat

Description: The amount of time that the customer waited after the session started before the first bot (visible to the customer) joined the session.

Source or Calculation: AG2_CHAT_STATS_*.FIRST_BOT_WAIT_TIME		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		

>> Back to list

Metric name: First Response Agent Time

Folder:

Chat

Description: The time that elapsed between the first agent joining the media session, and the first message from an agent to the customer. Does not include routing time.

Source or Calculation: Calculated as the value of First Response Wait Time minus the value of First Agent Wait Time.		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		

>> Back to list

Metric name: First Response Wait Time

Folder:

Chat

Description: The time that elapsed between the beginning of the media session and the first message from an agent to the customer.

Source or Calculation: AG2_CHAT_STATS_*.FIRST_RESPONSE_WAIT_TIME		**Used in:**
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
	>> Back to list	

Metric name: First Touch Resolution

Folder:

Chat

Description: The number of advanced chat sessions that were successfully handled in one *touch* — that is, without being placed in a dormant state, or woken from a dormant state.

This metric includes sessions that were ended by the agent, customer, or timeout.

Source or Calculation: AG2_CHAT_STATS_*.FIRST_TOUCH_RESOLUTION		**Used in:**
Media type: **Data type:** **Metric type:**		• Async Chat Dashboard • Chat Interaction Stats
	>> Back to list	

Metric name: Handle Interval

Folder:

Chat

Description: The number of times a session was in the active state (as opposed to a dormant state).

Source or Calculation: AG2_CHAT_STATS_*.HANDLE_INTERVAL		**Used in:**
Media type: **Data type:** **Metric type:**		• Async Chat Dashboard • Chat Interaction Stats
	>> Back to list	

Metric name: Handle Time

Folder:

Chat

Description: The total duration of the media session.

Source or Calculation: AG2_CHAT_STATS_*.HANDLE_TIME		**Used in:**
Media type: **Data type:** **Metric type:**		• Async Chat Dashboard • Chat Interaction Stats
	>> Back to list	

Metric name: Idle (Agent Present)

Folder:

Chat

Description: The total number of times that a customer interaction had no activity, when the interaction was in the active state and at least one agent was participating in the chat.

This metric counts only the time that exceeds the configured threshold.

Source or Calculation: AG2_CHAT_STATS_*.ACTIVE_IDLE

Media type:		**Used in:**
Data type:		This metric is not used in any reports.
Metric type:		

>> Back to list

Metric name: Idle Time (Agent Present)

Folder:

Chat

Description: The total amount of time, with no activity, when interaction was in the active state and at least one agent was participating in the chat.

This metric counts only the time that exceeds the configured threshold.

Source or Calculation:
AG2_CHAT_STATS_*.ACTIVE_IDLE_TIME

Used in:

Media type:		• Async Chat Dashboard
Data type:		• Chat Interaction Stats
Metric type:		

>> Back to list

Metric name: Interactions Parked

Introduced: 9.0.013.01

Folder:

Chat

Description: The number of interactions that were placed in the parking queue and routed during business hours.

Source or Calculation:
AG2_CHAT_STATS_*.SESSIONS_PARKED

Used in:

This metric is not used in any reports.

Media type:		
Data type:		
Metric type:		

>> Back to list

Metric name: Interactions with Less Queue Time

Folder:

Chat

Introduced: 9.0.013.01	
Description: The number of interactions that spent less time in the parking queue than the value configured as the duration-threshold in the [agg-gim-thld-CHAT-PARKING] section.	
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_PARKED_SHORT	**Used in:**
Media type:	
Data type: **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Interactions with Long Queue Time **Introduced:** 9.0.013.01	**Folder:** Chat
Description: The number of interactions that spent more time in the parking queue than the value configured as the duration-threshold in the [agg-gim-thld-CHAT-PARKING] section.	
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_PARKED_LONG	**Used in:**
Media type:	
Data type: **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Max Agent Response Time	**Folder:** Chat
Description: The longest amount of time that an agent spent in replying to a customer.	
Source or Calculation: AG2_CHAT_STATS_*.AGENT_RESPONSE_TIME_MAX	**Used in:**
Media type:	
Data type: **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Max Agent Wait Time	**Folder:** Chat
Description: The longest amount of time, during the reporting interval, that an agent waited for a customer response.	

Source or Calculation: AG2_CHAT_STATS_*.AGENT_WAIT_TIME_MAX		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
>> Back to list		

Metric name: Max Customer Response Time	**Folder:** Chat

Description: The longest amount of time that elapsed, during the reporting interval, that a customer spent in responding to an agent.		
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_RESPONSE_TIME_MAX		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
>> Back to list		

Metric name: Max Customer Wait Time	**Folder:** Chat

Description: The longest amount of time that any customer waited for an agent to reply to a chat message.		
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIME_MAX		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
>> Back to list		

Metric name: Max First Response Agent Time	**Folder:** Chat

Description: The longest amount of time that elapsed before the first agent response to a customer in a chat session.		
Source or Calculation: The largest value recorded in AG2_CHAT_STATS.FIRST_RESPONSE_AGENT_TIME during the reporting period.		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		

>> Back to list

Metric name: Max Wait-time in Queue

Folder:

Chat

Description: The longest amount of time (HH:MM:SS) that any interaction spent in the parking queue.

Source or Calculation:
AG2_CHAT_STATS_*.PARKING_DURATION_MAX

Used in:

This metric is not used in any reports.

Media type:

Data type:
Metric type:

>> Back to list

Metric name: Media Session

Folder:

Chat

Description: The total number of media sessions.

Source or Calculation: AG2_CHAT_STATS_*.SESSIONS

Used in:

- Async Chat Dashboard
- Bot Dashboard
- Chat Interaction Stats
- Chat Session Report
- Chat Termination Report
- Sessions Handled by Bots

Media type:

Data type:
Metric type:

>> Back to list

Metric name: Messages From Agent

Folder:

Chat

Description: Total number of agent messages in all chat sessions within the reporting period.

Source or Calculation:
AG2_CHAT_STATS_*.MSG_FROM_AGENTS

Used in:

- Chat Session Report

Media type:

Data type:
Metric type:

>> Back to list

Metric name: Messages From Agent Size

Folder:

Chat

Description: Total size of agent messages in all chat sessions within the reporting period.

Genesys CX Insights Project   Chat folder

Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_AGENTS_SIZE		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
>> Back to list		

Metric name: Messages From Bot

Folder:

Chat

Description: Total number of bot messages in all chat sessions within the reporting period.

Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_BOT		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
>> Back to list		

Metric name: Messages From Bot Size

Folder:

Chat

Description: Total size of bot messages in all chat sessions within the reporting period.

Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_BOT_SIZE		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
>> Back to list		

Metric name: Messages From Customer

Folder:

Chat

Description: Total number of customer messages in all chat sessions within the reporting period.

Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_CUSTOMERS		**Used in:**
Media type:		• Chat Session Report
Data type: **Metric type:**		
>> Back to list		

Metric name: Messages From Customer Size

Folder:

Chat

Description: Total size of all customer messages in all chat sessions within the reporting period.

Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_CUSTOMERS_SIZE	
Media type:	**Used in:**
Data type: **Metric type:**	This metric is not used in any reports.

>> Back to list

Metric name: Parking Queue Duration

Introduced: 9.0.013

Folder:

Chat

Description: The total amount of time that the interaction spent in the parking queue.

Source or Calculation: AG2_CHAT_STATS_*.PARKING_DURATION	
Media type:	**Used in:**
Data type: **Metric type:**	This metric is not used in any reports.

>> Back to list

Metric name: Session Ended Normally

Folder:

Chat

Description: The number of interaction that ended normally (ENDED_REASON in ['QUIT', 'FORCE']).

Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY	
Media type:	**Used in:**
Data type: **Metric type:**	This metric is not used in any reports.

>> Back to list

Metric name: Session Inactive

Folder:

Chat

Description: The total number of times that sessions were inactive during the reporting period.

Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_INACTIVE	**Used in:**
Media type:	• Async Chat Dashboard
Data type: **Metric type:**	• Chat Interaction Stats
	• Chat Termination Report

>> Back to list

Metric name: Session Missed

Introduced: 9.0.011.xx

Folder:

Chat

Description: Total number of chats requested by clients that were not answered by agents during the reporting period. aka Chats Missed.

Source or Calculation: AG2_CHAT_STATS.SESSIONS_MISSED

Media type:		**Used in:**
Data type: **Metric type:**		• Chat Session Report

>> Back to list

Metric name: Session Only with Bot

Folder:

Chat

Description: The total number of media sessions handled by bots, without agent involvement.

Source or Calculation: AG2_CHAT_STATS_*.SESSION_ONLY_WITH_BOT

Media type:		**Used in:**
Data type: **Metric type:**		• Bot Dashboard • Sessions Handled by Bots

>> Back to list

Metric name: Session Time

Folder:

Chat

Description: The total duration of chat sessions within the reporting period.

Source or Calculation: AG2_CHAT_SESSION_*.SESSION_TIME

Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.

>> Back to list

Metric name: Session Transferred

Folder:

Chat

Description: aka Chats Transferred. The total number of chats that were transferred to an agent during the reporting period.

Source or Calculation:
AG2_CHAT_STATS_*.SESSIONS_TRANSFERRED
(SESSIONS_TRANSFERRED = sum(case when
sf.AGENTS_COUNT> 1 then 1 else 0 end))

Used in:

• Chat Session Report

Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Session with Bot

Folder:

Chat

Description: The total number of media sessions in which bots participated.

Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_WITH_BOT		**Used in:**
Media type: Data type: Metric type:		• Bot Dashboard • Sessions Handled by Bots
>> Back to list		

Metric name: Terminated Due to Other Reasons

Folder:

Chat

Description: The total number of sessions that terminated for any reason other than interruption by the agent, abandonment or interruption by the caller, or inactivity.

Source or Calculation: Calculated as ([Media Session] - [Customer Terminated]) - [Agent Terminated]) - [Session Inactive])		**Used in:**
Media type: Data type: Metric type:		• Chat Termination Report
>> Back to list		

Folder: Chat > Agent

Metric name: % Interactions Less Time to Accept

Folder:

Chat > Agent

Introduced: 9.0.012

Description: The percentage of interactions that were accepted by an agent before the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.

Source or Calculation: Calculated as the value of the Chat > Agent > Interactions Less Time to Accept metric divided by the value of the Chat > Agent > Accepted metric.

Used in:

Media type:

Data type: number
Metric type:

- Interactions Acceptance Report

>> Back to list

Metric name: % Interactions Long Time to Accept

Introduced: 9.0.012

Folder:

Chat > Agent

Description: The percentage of interactions that were accepted by an agent after the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.

Source or Calculation: Calculated as the value of the Chat > Agent > Interactions LongTime to Accept metric divided by the value of the Chat > Agent > Accepted metric.

Media type:

Data type: number
Metric type:

Used in:

- Interactions Acceptance Report

>> Back to list

Metric name: Abandoned Waiting Time

Folder:

Chat > Agent

Description: The total amount of time that customers spent waiting for a response in sessions that they eventually abandoned before connecting to an agent.

Source or Calculation:
AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Acceptance Rate

Folder:

Chat > Agent

Description: Percentage of engagements that were accepted by an agent.

Source or Calculation: Calculated as the value of the Chat > Agent > Offered metric divided by the value of the Chat > Agent > Accepted metric.

Media type:

Used in:

- Chat Engagement Report

Data type: Metric type:		
>> Back to list		

Metric name: Accepted		**Folder:** Chat > Agent
Description: Total number of assigned engagements that were accepted by the agents.		
Source or Calculation: AG2_CHAT_AGENT.ACCEPTED, AG2_CHAT_AGENT_GRP.ACCEPTED		**Used in:**
Media type: **Data type:** **Metric type:**		• Chat Engagement Report • Interactions Acceptance Report
>> Back to list		

Metric name: Accepted Unique		**Folder:** Chat > Agent
Description: The total number of logical interactions that were accepted, initiated, or pulled by this agent. This metric includes an agent's first participation in outbound replies to inbound interactions.		
Source or Calculation: AG2_CHAT_AGENT_*.ACCEPTED_UNIQUE		**Used in:**
Media type: **Data type:** **Metric type:**		• Async Chat Dashboard • Chat Agent Stats
>> Back to list		

Metric name: Alert Duration **Introduced:** 9.0.012		**Folder:** Chat > Agent
Description: The number of seconds that an interaction alerted at the agent's DN before being accepted.		
Source or Calculation: AG2_CHAT_AGENT.INVITE_ACC_TIME, AG2_CHAT_AGENT_GRP.INVITE_ACC_TIME		**Used in:**
Media type: **Data type:** number **Metric type:**		This metric is not used in any reports.
>> Back to list		

Metric name: Avg Duration for Accepting Interactions		**Folder:** Chat > Agent

Introduced: 9.0.012	
Description: The average amount of time (([h]:mm:ss) that interactions alerted at the agent's DN before being accepted.	
Source or Calculation: Calculated as the value of the Chat > Agent > Alert Duration metric divided by the value of the Chat > Agent > Accepted metric.	**Used in:**
Media type: **Data type:** number **Metric type:**	• Interactions Acceptance Report
>> Back to list	

Metric name: Avg Focus Time	**Folder:** Chat > Agent
Description: The average amount of time that agents spent working directly or indirectly on media sessions within the reporting interval.	
Source or Calculation: Calculated as Chat > Agent > Focus Time divided by Chat > Agent > Accepted Unique.	**Used in:**
Media type: **Data type:** **Metric type:**	• Asynchronous Chat Dashboard • Chat Agent Stats
>> Back to list	

Metric name: Consult Received Engage Time	**Folder:** Chat > Agent
Description: The total amount of time that agents were engaged in collaborations or simple consultations where the collaborations/consultations were associated with customer interactions of this business attribute and the agents were the recipients of the collaboration/consultations requests.	
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RECEIVED_ENGAGE_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Consult Received Engage Warm Time	**Folder:** Chat > Agent

Description: The total amount of time that agents were engaged in consultations that were distributed or pulled from this chat and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with agents.

Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_ENGAGE_TIME		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
>> Back to list		

Metric name: Consult Received Hold Time	**Folder:** Chat > Agent

Description: Total amount of time that agents had simple consultations on hold, where consultations were distributed or pulled from this chat and associated with customer interactions, and agents were consultation recipients.

Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RECEIVED_HOLD_TIME		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
>> Back to list		

Metric name: Consult Received Time	**Folder:** Chat > Agent

Description: The total amount of time that this agent was engaged as a recipient in collaborations or simple consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.

Source or Calculation: Calculated as the sum of Chat > Agent > Consult Received Engage Time plus Chat > Agent > Consult Received Hold Time.		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
>> Back to list		

Metric name: Consult Received Warm Hold Time	**Folder:** Chat > Agent

Description: The total amount time that agents had consultations on hold where the interactions were distributed or pulled from this chat and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Source or Calculation:
AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_HOLD_TIME

Used in:

This metric is not used in any reports.

Media type:

Data type:
Metric type:

>> Back to list

Metric name: Consult Received Warm Time

Folder:

Chat > Agent

Description: The total amount of time that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.

Source or Calculation: Calculated as the sum of Chat > Agent > Consult Received Warm Engage Time plus Chat > Agent > Consult Received Warm Hold Time.

Used in:

This metric is not used in any reports.

Media type:

Data type:
Metric type:

>> Back to list

Metric name: Consult Received Warm Wrap

Folder:

Chat > Agent

Description: Total number of times consultations that agents received, for which agents entered ACW state, and interactions were transferred/conferenced with agents.

Source or Calculation:
AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP

Used in:

This metric is not used in any reports.

Media type:

Data type:
Metric type:

>> Back to list

Metric name: Consult Received Warm Wrap Time

Folder:

Chat > Agent

Description: Total amount of time that agents spent in ACW state following consultations (distributed from this queue) that the agents requested and received, and the interactions were transferred to / conferenced with the agents.

Source or Calculation:
AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP_TIME

Used in:

This metric is not used in any reports.

Media type:

Data type: Metric type:		
>> Back to list		

Metric name: Consult Received Wrap

Folder:

Chat > Agent

Description: Total number of times entered ACW (Wrap) state following accepted simple consultations.		
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RECEIVED_WRAP		**Used in:**
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Wrap Time

Folder:

Chat > Agent

Description: The total amount of time spent in ACW (Wrap) state following accepted simple consultations.		
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RECEIVED_WRAP_TIME		**Used in:**
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
>> Back to list		

Metric name: Engage Time

Folder:

Chat > Agent

Description: Total duration of engagement since an agent joining a chat till agent leaves the chat or chat ends.		
Source or Calculation: AG2_CHAT_AGENT_*.ENGAGE_TIME		**Used in:**
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
>> Back to list		

Metric name: Engagement Handle Time

Folder:

Chat > Agent

Description: Total duration of the agent engagement.		
Source or Calculation: Calculated as the difference between		**Used in:**

the time when the agent joins the chat and the time when the agent leaves the chat (or the time the chat ends).

Media type:		• Chat Engagement Report
Data type: **Metric type:**		
>> Back to list		

Metric name: Focus Interval	**Folder:** Chat > Agent
Description: The number of times the agent (or agents) was in focus state on this media session.	

Source or Calculation: AG2_CHAT_AGENT_*.FOCUS		**Used in:**
Media type:		• Chat Agents Stats
Data type: **Metric type:**		
>> Back to list		

Metric name: Focus Time	**Folder:** Chat > Agent
Description: The total amount of time the agent (or agents) spent working directly or indirectly on this media session. This metric excludes dormant time.	

Source or Calculation: AG2_CHAT_AGENT_*.FOCUS_TIME		**Used in:**
Media type:		• Async Chat Dashboard
Data type: **Metric type:**		• Chat Agent Stats
		• Chat Engagement Report
>> Back to list		

Metric name: Hold Time	**Folder:** Chat > Agent
Description: The total amount of time within the interval that this agent had customer interactions on hold.	

Source or Calculation: AG2_CHAT_AGENT_*.HOLD_TIME		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
>> Back to list		

Metric name: Interactions Less Time to Accept	**Folder:** Chat > Agent

Introduced: 9.0.012	
Description: The number of interactions that were accepted by an agent after the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.	
Source or Calculation: AG2_CHAT_AGENT.ACCEPTED_SHORT, AG2_CHAT_AGENT_GRP.ACCEPTED_SHORT	**Used in:**
Media type: **Data type:** number **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Interactions Long Time to Accept

Introduced: 9.0.012	**Folder:** Chat > Agent
Description: The number of interactions that were accepted by an agent after the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.	
Source or Calculation: AG2_CHAT_AGENT.ACCEPTED_LONG, AG2_CHAT_AGENT_GRP.ACCEPTED_LONG	**Used in:**
Media type: **Data type:** number **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Max Duration for Accepting Interactions

Introduced: 9.0.012	**Folder:** Chat > Agent
Description: The longest amount of time (([h]:mm:ss) that any interaction alerted at the agent's DN before being accepted.	
Source or Calculation: AG2_CHAT_AGENT.INVITE_ACC_TIME_MAX, AG2_CHAT_AGENT_GRP.INVITE_ACC_TIME_MAX	**Used in:**
Media type: **Data type:** number **Metric type:**	• Interactions Acceptance Report
>> Back to list	

Metric name: Offered	Folder:
	Chat > Agent

Description: Total number of engagements that were offered to agents.	
Source or Calculation: AG2_CHAT_AGENT_*.OFFERED	**Used in:**
Media type: **Data type:** **Metric type:**	• Chat Engagement Report
>> Back to list	

Metric name: Rejected	Folder:
	Chat > Agent

Description: Total number of engagements that were rejected by agents.	
Source or Calculation: AG2_CHAT_AGENT_*.REJECTED	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Wrap Time	Folder:
	Chat > Agent

Description: The total amount of time that agents spent performing after-call work for customer interactions that were distributed from this chat.	
Source or Calculation: AG2_CHAT_AGENT_*.WRAP_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
>> Back to list	

Folder: Chat > Async

Metric name: Dormant Interval	Folder:
	Chat > Async

Description: The number of times a session entered the dormant state.	
Source or Calculation: AG2_CHAT_STATS_*.DORMANT	**Used in:**

Media type:		• Async Chat Dashboard
Data type: **Metric type:**		• Chat Interaction Stats
>> Back to list		

Metric name: Dormant Time		**Folder:** Chat > Async
Description: The total amount of time that a customer interaction was in the dormant state or on hold (with no Agent participant). Routing time is excluded from dormant time.		
Source or Calculation: AG2_CHAT_STATS_*.DORMANT_TIME		**Used in:**
Media type: **Data type:** **Metric type:**		• Async Chat Dashboard • Chat Interaction Stats
>> Back to list		

Metric name: Idle (No Agent)		**Folder:** Chat > Async
Description: The number of times that customer interactions had no activity when the interaction was in the active state and no agents were participating in the chat.		
Source or Calculation: AG2_CHAT_STATS_*.ASYNC_IDLE		**Used in:**
Media type: **Data type:** **Metric type:**		• Chat Interaction Stats
>> Back to list		

Metric name: Idle Time (No Agent)		**Folder:** Chat > Async
Description: The total amount of time that customer interactions had no activity when the interaction was in the active state and no agents were participating in the chat.		
Source or Calculation: AG2_CHAT_STATS_*.ASYNC_IDLE_TIME		**Used in:**
Media type: **Data type:** **Metric type:**		• Async Chat Dashboard • Chat Interaction Stats
>> Back to list		

Folder: Chat > Thread

Metric name: Average Thread Handle Time **Introduced:** 9.0.012.01	**Folder:** Chat > Thread
Description: Average handle duration of all chats in all threads.	
Source or Calculation: Calculated as AG2_CHAT_THREAD_STATS.HANDLE_DURATION divided by AG2_CHAT_THREAD_STATS.THREADS	**Used in:** This metric is not used in any reports.
Media type: **Data type:** **Metric type:**	
>> Back to list	

Metric name: Average Thread Response Time **Introduced:** 9.0.012.01	**Folder:** Chat > Thread
Description: For served threads, the average amount of time between clients' messages and the subsequent agents' messages.	
Source or Calculation: Calculated as AG2_CHAT_THREAD_STATS.AGENT_REPLY_DURATION divided by AG2_CHAT_THREAD_STATS.THREADS	**Used in:** This metric is not used in any reports.
Media type: **Data type:** **Metric type:**	
>> Back to list	

Metric name: Thread Agent Messages **Introduced:** 9.0.012.01	**Folder:** Chat > Thread
Description: Total number of agent messages in all threads.	
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_AGENTS	**Used in:** This metric is not used in any reports.
Media type: **Data type:** **Metric type:**	
>> Back to list	

Metric name: Thread Agent Messages Size

Introduced: 9.0.012.01

Folder:

Chat > Thread

Description: Total size of all agent messages in the thread.

Source or Calculation:
AG2_CHAT_THREAD_STATS.MSG_FROM_AGENTS_SIZE

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Thread Customer Messages

Introduced: 9.0.012.01

Folder:

Chat > Thread

Description: Total number of customer messages in all threads.

Source or Calculation:
AG2_CHAT_THREAD_STATS.MSG_FROM_CUSTOMERS

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Thread Customer Messages Size

Introduced: 9.0.012.01

Folder:

Chat > Thread

Description: Total size of all customer messages in the thread.

Source or Calculation:
AG2_CHAT_THREAD_STATS.MSG_FROM_CUSTOMERS_SIZE ???

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Thread Engagements

Introduced: 9.0.012.01

Folder:

Chat > Thread

Description: Total number of engagements in all threads.

Source or Calculation: AG2_CHAT_THREAD_STATS.ENGAGEMENTS	Used in:
Media type:	This metric is not used in any reports.
Data type: **Metric type:**	

>> Back to list

Metric name: Thread Handle Time

Introduced: 9.0.012.01

Folder:

Chat > Thread

Description: Total handle duration of all chats in all threads.

Source or Calculation: AG2_CHAT_THREAD_STATS.HANDLE_DURATION	Used in:
Media type:	This metric is not used in any reports.
Data type: **Metric type:**	

>> Back to list

Metric name: Thread Response Time

Introduced: 9.0.012.01

Folder:

Chat > Thread

Description: The total amount of time between clients' messages and the subsequent agents' messages throughout the thread.

Source or Calculation: AG2_CHAT_THREAD_STATS.AGENT_REPLY_DURATION	Used in:
Media type:	This metric is not used in any reports.
Data type: **Metric type:**	

>> Back to list

Metric name: Thread Sessions

Introduced: 9.0.012.01

Folder:

Chat > Thread

Description: Total number of sessions in all threads.

Source or Calculation: AG2_CHAT_THREAD_STATS.SESSIONS	**Used in:**

Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		

Metric name: Threads

	Folder:
Introduced: 9.0.012.01	Chat > Thread

Description: Total number of threads started by clients.

Source or Calculation: AG2_CHAT_THREAD_STATS.THREADS

Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		

Chat Attributes

The Chat folder contains numerous attributes that you can use to build chat-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

Chat

- End Reason
- Ended By
- Language Name
- Media Origin

- Mode

Chat > Agent

- Agent Group
- Agent Name

Chat > Async

- There are no attributes in this folder

Chat > Thread

- Media Origin

Folder: Chat

Attribute name: End Reason Introduced: 9.0.011	Folder: Chat
Description: Enables data to be organized based on the reason why the chat ended.	
Database table: CHAT_SESSION_DIM.ENDED_REASON	
>> Back to list	

Attribute name: Ended By	Folder: Chat
Introduced: 9.0.011	
Description: Enables data to be organized based on what party ended the interaction (agent, customer, or timeout).	
Database table: CHAT_SESSION_DIM.ENDED_BY	
>> Back to list	

Attribute name: Language Name	Folder: Chat
Introduced: 9.0.011	
Description: Enables data to be organized based on the language used in the chat interaction.	
Database table: CHAT_SESSION_DIM.LANGUAGE_NAME	
>> Back to list	

Attribute name: Media Origin	Folder: Chat
Introduced: 9.0.011	
Description: Enables data to be organized by where the chat session originated—for example, CHAT, Facebook, Twitter, or SMS.	
Database table: CHAT_SESSION_DIM.MEDIA_ORIGIN	
>> Back to list	

Attribute name: Mode	Folder: Chat
Introduced: 9.0.011	
Description: Enables data to be organized by the mode (Regular or Async).	
Database table: CHAT_SESSION_DIM.ASYNC_MODE	
>> Back to list	

Folder: Chat > Agent

Attribute name: Agent	Folder: Chat > Agent

Group	
Description: Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	
Database table: GROUP_A.GROUP_NAME (WHERE GROUP_.GROUP_TYPE_CODE in ('AGENT', 'UNKNOWN','NO_VALUE'))	
>> Back to list	

Attribute name: Agent Name	**Folder:** Chat > Agent
Description: Enables data to be organized by certain attributes of the agent who is associated with the interaction.	
Database table: RESOURCE_A.AGENT_NAME	**Form(s):** User Name, Last Name, First Name, Employee ID
Forms in this attribute:	
Form: Employee ID **Table.Column:** RESOURCE_A.EMPLOYEE_ID **Data type:** Text	**Description:** Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name **Table.Column:** RESOURCE_A.AGENT_FIRST_NAME **Data type:** Text	**Description:** Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name **Table.Column:** RESOURCE_A.AGENT_LAST_NAME **Data type:** Text	**Description:** Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name **Table.Column:** RESOURCE_A.RESOURCE_NAME **Data type:** Text	**Description:** Enables data to be organized by the user name of the agent who is associated with the interaction.
>> Back to list	

Folder: Chat > Async

There are no attributes in this folder

Folder: Chat > Thread

Attribute name: Media	**Folder:** Chat > Thread

Origin

Introduced: 9.0.011

Description: Enables data to be organized by where the chat session originated—for example, CHAT, Facebook, Twitter, or SMS.

Database table:
MEDIA_ORIGIN.MEDIA_ORIGIN

>> Back to list

Chat Bot folder

The Chat Bot folder contains numerous objects that you can use to build reports that describe chat bot volumes, statistics, and outcomes in your contact center. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

> ## Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Chat Bot folder and subfolders

This folder contains the following root folder and subfolders.

- Chat Bot

Folder: Chat Bot

Introduced: 9.0.007.03

Description: The root Chat Bot folder. Objects in this folder enable the organization and measurement of Info Mart Chat Bot data based on high-level characteristics of bot sessions.		
Metrics:		
• % Failed	• Customer Terminated	• Messages Sent
• Avg Messages Received	• Failed	• Rejected
• Avg Messages Sent	• Initiated	• Session Time
• Avg Session Time	• Messages Received	• Started
Attributes:		
• Bot Category	• End Reason	• Ended By
• Bot Function	• End Result	

Reports built primarily from the objects in the Chat Bot folder and subfolders

- Bot Dashboard

For more information about Chat Bot reports, see the *Genesys CX Insights 9.0 User's Guide*.

Chat Bot Metrics

The Chat Bot folder contains numerous metrics that you can use to build Chat Bot-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.
- For detailed information about the different metric types, see Project terminology and concepts.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Chat Bot

- % Failed
- Avg Messages Received
- Avg Messages Sent
- Avg Session Time

- Customer Terminated
- Failed
- Initiated
- Messages Received
- Messages Sent

- Rejected
- Session Time
- Started

Folder: Chat Bot

Metric name: % Failed	Folder: Chat Bot
Description: The percentage of BGS sessions that were interrupted during execution, due to technical issues.	
Source or Calculation: Calculated based on the value of the Chat Bot > Failed metric.	**Used in:** This metric is not used in any reports.
Media type: **Data type:**	

Metric type: Disposition		
>> Back to list		

Metric name: Avg Messages Received

Folder:

Chat Bot

Description: The average number of messages received by bots during BGS sessions.

Source or Calculation: Calculated based on the value of the Chat Bot > Messages Received metric.	**Used in:**
Media type: **Data type:** **Metric type:** Disposition	• Bot Sessions Overall

>> Back to list

Metric name: Avg Messages Sent

Folder:

Chat Bot

Description: The average number of messages sent by bots during BGS sessions.

Source or Calculation: Calculated based on the value of the Chat Bot > Messages Sent metric.	**Used in:**
Media type: **Data type:** **Metric type:** Disposition	• Bot Sessions Overall

>> Back to list

Metric name: Avg Session Time

Folder:

Chat Bot

Description: The average duration of bot sessions within the reporting period.

Source or Calculation: Calculated based on the value of the Chat Bot > Session Time metric.	**Used in:**
Media type: **Data type:** **Metric type:** Disposition	• Bot Dashboard • Bot Sessions Overall

>> Back to list

Metric name: Customer Terminated

Folder:

Chat Bot

Description: The total number of bot sessions interrupted by the client (for example, because the chat session had no human participants). (ENDED_BY = 'Client').

Source or Calculation: AG2_BGS_SESSION_*.CUSTOMER_TERMINATED	**Used in:**

Media type:		• Bot Dashboard
Data type: **Metric type:** Disposition		• Bot Sessions Overall

>> Back to list

Metric name: Failed	**Folder:** Chat Bot

Description: The total number of failed bot sessions that were interrupted during execution, due to technical issues, after the sessions started. (ENDED_ABNORMALLY = 1).

Source or Calculation: AG2_BGS_SESSION_*.FAILED	**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Bot Dashboard • Bot Sessions Overall

>> Back to list

Metric name: Initiated	**Folder:** Chat Bot

Description: The total number of initiated BGS sessions. Includes all sessions where an initial request was sent from Ixn/workflow to BGS.

Source or Calculation: AG2_BGS_SESSION_*.INITIATED	**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Bot Dashboard • Bot Sessions Overall

>> Back to list

Metric name: Messages Received	**Folder:** Chat Bot

Description: The total number of messages received by bots during BGS sessions.

Source or Calculation: AG2_BGS_SESSION_*.MESSAGES_RECEIVED	**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Bot Dashboard • Bot Sessions Overall

>> Back to list

Metric name: Messages Sent	**Folder:** Chat Bot

Description: The total number of messages sent by bots during BGS sessions.

Source or Calculation: AG2_BGS_SESSION_*.MESSAGES_SENT		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Bot Dashboard • Bot Sessions Overall
>> Back to list		

Metric name: Rejected	**Folder:** Chat Bot

Description: The total number of times that attempts to initiate BGS sessions ended in failure without the session starting.	

Source or Calculation: AG2_BGS_SESSION_*.REJECTED		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Bot Sessions Overall
>> Back to list		

Metric name: Session Time	**Folder:** Chat Bot

Description: The total duration of bot sessions within the reporting period.	

Source or Calculation: AG2_BGS_SESSION_*.SESSION_TIME		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Bot Dashboard • Bot Sessions Overall
>> Back to list		

Metric name: Started	**Folder:** Chat Bot

Description: The total number of bot sessions that started.	

Source or Calculation: Calculated as the difference between the values of the Chat Bot > Initiated and Chat Bot > Rejected metrics.		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Bot Dashboard • Bot Sessions Overall
>> Back to list		

Chat Bot Attributes

The Chat Bot folder contains numerous attributes that you can use to build chat bot-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

> ### Important
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

Chat Bot

- Bot Category

- Bot Function
- End Reason

- End Result
- Ended By

Folder: Chat Bot

Attribute name: Bot Category	Folder: Chat Bot
Description: Enables data within the reporting interval to be organized based on generic bot categorization.	
Database table: BGS_BOT_DIM.BOT_CATEGORY	
>> Back to list	

Attribute name: Bot Function	Folder: Chat Bot
Description: Enables data within the reporting interval to be organized based on bot functionality.	
Database table: BGS_BOT_DIM.BOT_FUNCTION	
>> Back to list	

Attribute name: End Reason	**Folder:** Chat Bot
Description: Enables data within the reporting interval to be organized based on the reason given for Bot Gateway Server (BGS) session termination.	
Database table: BGS_SESSION_DIM.END_REASON	
>> Back to list	

Attribute name: End Result	**Folder:** Chat Bot
Description: Enables data within the reporting interval to be organized based on the Technical Result (Success or Fail).	
Database table: BGS_BOT_DIM.END_RESULT	
>> Back to list	

Attribute name: Ended By	**Folder:** Chat Bot
Description: Enables data within the reporting interval to be organized based on who terminated the Bot Gateway Server (BGS) session.	
Database table: BGS_SESSION_DIM.ENDED_BY	
>> Back to list	

Co-browse folder

The Co-browse folder contains numerous objects that you can use to build reports describing agent handling of contact center interactions involving Co-browse sessions. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

> **Important**
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Co-browse folder and subfolders

This folder contains the following root folder and subfolders.

- Co-browse

Folder: Co-browse

Introduced: 9.0.011.00

Description: The root Co-browse folder. Objects in this folder enable the organization and measurement of Info Mart agent data based on high-level characteristics of Co-browse sessions.		
Metrics:		
• Avg Before Co-browse Started Time	Time	• Interactions
• Avg Handle Time	• Entered	• Sessions
• Before Co-browse Started	• Handle Time	• Write Sessions
Attributes:		
• Co-browse Duration	• Interaction ID	• Media Server Ixn Guid
• Co-browse End Time	• Interaction Start Time	• Mode
• Co-browse Session ID	• Irf Anchor	• Mode End Time
• Co-browse Start Time	• Last Queue	• Mode Key
• Handling Agent Name	• Last Queue Key	• Mode Start Time
• Interaction Duration	• Last VQueue	• Page End Time
• Interaction End Time	• Last VQueue Key	• Page Key

• Page Start Time	• Page Url	• Start Date Time Key
• Page Title	• Resource Agent Key	

Reports built primarily from the objects in the Co-browse folder and subfolders

- Co-browse Detail Report
- Co-browse Summary Report

For more information about Co-browse reports, see the *Genesys CX Insights 9.0 User's Guide*.

Co-browse Metrics

The Co-browse folder contains numerous metrics that you can use to build Co-browse-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.

- For detailed information about the different metric types, see Project terminology and concepts.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Co-browse

- Avg Before Co-browse Started Time
- Avg Handle Time

- Before Co-browse Started Time
- Entered
- Handle Time
- Interactions

- Sessions
- Write Sessions

Folder: Co-browse

Metric name: Avg Before Co-browse Started Time	Folder: Co-browse
Description: The average amount of time between the beginning of an interaction and the initiation of the first Co-browse session.	
Source or Calculation: Calculated as the Co-browse first wait time (first Co-browse session start time minus the interaction start time), divided by the number of Co-browse sessions (FIRST_WAIT_TIME / SESSIONS).	**Used in:** • Co-browse Summary Report
Media type:	

Data type: **Metric type:** Disposition		
>> Back to list		

Metric name: Avg Handle Time	**Folder:** Co-browse
Description: The average amount of time (HH:MM:SS) that this agent spent handling Co-browse sessions.	

Source or Calculation: Calculated as the handle time divided by the number of Co-browse sessions (HANDLE_TIME / SESSIONS).		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Co-browse Summary Report
>> Back to list		

Metric name: Before Co-browse Started Time	**Folder:** Co-browse
Description: Total amount of time between the beginning of an interaction and the initiation of the first Co-browse session. For example: In a scenario where an interaction starts at 10:00 and the customer later requests help with Co-browse, and a Co-browse session is initiated at 10:07, the FIRST_WAIT_TIME is calculated as seven minutes (420 seconds).	

Source or Calculation: Calculated as the difference between the beginning of an interaction and the initiation of the first Co-browse session.		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Entered	**Folder:** Co-browse
Description: The total number of Voice or Chat interactions that were accepted by the agent, regardless of whether Co-browse sessions were part of the interaction.	

Source or Calculation: AG2_COBROWSE_AGENT_*.ENTERED		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Co-browse Summary Report
>> Back to list		

Metric name: Handle Time

Folder:

Co-browse

Description: The total amount of time that this agent spent handling Co-browse sessions.

Source or Calculation:
AG2_COBROWSE_AGENT_*.HANDLE_TIME

Media type:

Data type:
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Interactions

Folder:

Co-browse

Description: The total number of Voice or Chat interactions that were accepted by the agent, and that included one or more Co-browse sessions.

Source or Calculation:
AG2_COBROWSE_AGENT_*.INTERACTIONS

Media type:

Data type:
Metric type: Disposition

Used in:

- Co-browse Summary Report

>> Back to list

Metric name: Sessions

Folder:

Co-browse

Description: The total number of Co-browse sessions.

Source or Calculation:
AG2_COBROWSE_AGENT_*.SESSIONS

Media type:

Data type:
Metric type: Disposition

Used in:

- Co-browse Summary Report

>> Back to list

Metric name: Write Sessions

Folder:

Co-browse

Description: The total number of Co-browse sessions in which WRITE mode was used in any segment of the session.

Source or Calculation:
AG2_COBROWSE_AGENT_*.RW_SESSIONS

Media type:

Data type:

Used in:

- Co-browse Summary Report

Metric type: Disposition		
>> Back to list		

Co-browse Attributes

The Co-browse folder contains numerous attributes that you can use to build Co-browse-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

Co-browse

- Co-browse Duration
- Co-browse End Time
- Co-browse Session ID
- Co-browse Start Time
- Handling Agent Name
- Interaction Duration
- Interaction End Time
- Interaction ID

- Interaction Start Time
- Irf Anchor
- Last Queue
- Last Queue Key
- Last VQueue
- Last VQueue Key
- Media Server Ixn Guid
- Mode
- Mode End Time

- Mode Key
- Mode Start Time
- Page End Time
- Page Key
- Page Start Time
- Page Title
- Page Url
- Resource Agent Key
- Start Date Time Key

Folder: Co-browse

Attribute name: Co-browse Duration	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the session duration.	

Database table: COBROWSE_FACT_GI2.SESSION_END_TIME minus COBROWSE_FACT_GI2.SESSION_START_TIME	
>> Back to list	

Attribute name: Co-browse End Time	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which the Co-browse session ended.	
Database table: COBROWSE_FACT_GI2.SESSION_END_TIME	
>> Back to list	

Attribute name: Co-browse Session ID	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the identifier of the Co-browse session, as reported by Co-browse Server.	
Database table: COBROWSE_FACT_GI2.SESSION_TOKEN	
>> Back to list	

Attribute name: Co-browse Start Time	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which the Co-browse session started.	
Database table: COBROWSE_FACT_GI2.SESSION_START_TIME	
>> Back to list	

Attribute name: Handling Agent Name	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the name of the Agent who assisted the customer in the co-browse session. This attribute show all Agents regardless of Dynamic Access Restriction filters.	
Database table: RESOURCE_A.AGENT_NAME	**Form(s):** User Name, Last Name, First Name, Employee ID
Forms in this attribute:	
Form: Employee ID **Table.Column:** RESOURCE_A.EMPLOYEE_ID **Data type:** Text	**Description:** Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name **Table.Column:** RESOURCE_A.AGENT_FIRST_NAME **Data type:** Text	**Description:** Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name	**Description:** Enables data to be organized by the last name

Table.Column: RESOURCE_A.AGENT_LAST_NAME **Data type:** Text	of the agent who is associated with the interaction.
Form: User Name **Table.Column:** RESOURCE_A.RESOURCE_NAME **Data type:** Text	**Description:** Enables data to be organized by the user name of the agent who is associated with the interaction.
>> Back to list	

Attribute name: Interaction Duration	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the duration of the interaction, which is calculated as the difference between the start and end timestamps of the interaction.	
Database table: Calculated based on INTERACTION_FACT_GI2.END_TS and INTERACTION_FACT_GI2.START_TS,	
>> Back to list	

Attribute name: Interaction End Time	**Folder:** Co-browse
Description: Enables data to be organized by the calendar date and time when the interaction ended. Identical to Detail > Handling Attempt > End Timestamp.	
Database table: INTERACTION_FACT_GI2.END_TS_TIME	
>> Back to list	

Attribute name: Interaction ID	**Folder:** Co-browse
Description: Enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_ FACT table. • For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. • For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.	
Database table: INTERACTION_FACT_GI2.INTERACTION_ID, INTERACTION_RESOURCE_FACT_GI2.INTERACTION_ID	
>> Back to list	

Attribute name: Interaction Start Time	**Folder:** Co-browse
Description: Enables data to be organized by the moment when the interaction began. Identical to Detail > Start Timestamp.	
Database table: INTERACTION_FACT_GI2.START_TS_TIME	

>> Back to list

Attribute name: Irf Anchor	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the first resource that handled an interaction. (Or the resource in which the interaction was abandoned or stopped, if no resource handled the interaction.)	
Database table: INTERACTION_RESOURCE_FACT_GI2.IRF_ANCHOR	

>> Back to list

Attribute name: Last Queue	Folder: Co-browse
Description: Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This attribute excludes virtual queues. Identical to Detail > Transfer > Source Last Queue.	
Database table: RESOURCE_Q.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	

>> Back to list

Attribute name: Last Queue Key	Folder: Co-browse
Description: Enables data to be organized by the primary key of the last queue in which the interaction traveled before it was handled. Excludes virtual queues.	
Database table: INTERACTION_RESOURCE_FACT_GI2.LAST_QUEUE_RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST_QUEUE_RESOURCE_KEY, RESOURCE_Q.RESOURCE_KEY	

>> Back to list

Attribute name: Last VQueue	Folder: Co-browse
Description: Enables data to be organized by the name of the last virtual queue in which the interaction traveled before it was handled.	
Database table: RESOURCE_VQ.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	**Form(s):** Last VQueue Type
Forms in this attribute:	
Form: Last VQueue Type **Table.Column:** RESOURCE_VQ.RESOURCE_SUBTYPE **Data type:** Text	**Description:** Enables data within the reporting interval to be organized by the type of virtual queue. Adding this detail to a report has a significant impact on performance.

>> Back to list

Attribute name: Last VQueue Key	Folder: Co-browse

Description: Enables data to be organized based on the resource key of the last virtual queue that the interaction passed through prior to arriving at the IRF resource, whether the interaction was distributed directly from this virtual queue or through another mediation resource.

Database table:
INTERACTION_RESOURCE_FACT_GI2.LAST_VQUEUE_RESOURCE_KEY,
INTERACTION_RES_FACT_TRNSFR_GI2.LAST_VQUEUE_RESOURCE_KEY,
RESOURCE_VQ.RESOURCE_KEY,

>> Back to list

Attribute name: Media Server Ixn Guid	**Folder:** Co-browse

Description: Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique.

- T-Server voice interactions: the GUID is the Call UUID.

- Multimedia interactions: the GUID is the Interaction ID from Interaction Server.

Database table:
COBROWSE_FACT_GI2.MEDIA_SERVER_IXN_GUID,
COBROWSE_FACT_GI2.IMEDIA_SERVER_IXN_GUID,
SDR_SESSION_FACT.INTERACTION_ID

>> Back to list

Attribute name: Mode	**Folder:** Co-browse

Description: Enables data within the reporting interval to be organized based on the mode that is used during a given segment of the Co-browse session: POINTER, WRITE, or UNKNOWN.

- In POINTER mode, the agent observes while the customer browses the web page.

- In WRITE mode, the agent can actively click or enter data on the web page.

- In a single Co-browse session, an agent can switch between the two modes; each switch is recorded as a separate segment within a single Co-browse session.

Database table:
COBROWSE_MODE.SEGMENT_MODE

>> Back to list

Attribute name: Mode End Time	**Folder:** Co-browse

Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which a mode ended.

Database table:
COBROWSE_FACT_GI2.SEGMENT_END_TIME

>> Back to list

Attribute name: Mode Key	**Folder:** Co-browse

Description: Enables data within the reporting interval to be organized based on the surrogate key that is used to join the COBROWSE_MODE dimension to the fact table, to identify modes uses in the Co-browse session.

Database table: COBROWSE_FACT_GI2.COBROWSE_MODE_KEY, COBROWSE_MODE_.ID	
>> Back to list	

Attribute name: Mode Start Time	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which a mode started.	
Database table: COBROWSE_FACT_GI2.SEGMENT_START_TIME	
>> Back to list	

Attribute name: Page End Time	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which a page visit ended.	
Database table: COBROWSE_FACT_GI2.PAGE_END_TIME	
>> Back to list	

Attribute name: Page Key	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the surrogate key that is used to join the COBROWSE_PAGE dimension to the fact table, to identify characteristics of the pages visited in the Co-browse session.	
Database table: COBROWSE_FACT_GI2.COBROWSE_PAGE_KEY, COBROWSE_PAGE.ID	
>> Back to list	

Attribute name: Page Start Time	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which a page visit started.	
Database table: COBROWSE_FACT_GI2.PAGE_START_TIME	
>> Back to list	

Attribute name: Page Title	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the title of the web page shared in the Co-browse session.	
Database table: COBROWSE_PAGE.PAGE_TITLE	
>> Back to list	

Attribute name: Page Url	**Folder:** Co-browse

Description: Enables data within the reporting interval to be organized based on the URL of the web page visited in the Co-browse session.

Database table: COBROWSE_FACT_GI2.PAGE_URL	
>> Back to list	

Attribute name: Resource Agent Key	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the ID of the agent who is associated with the interaction.	
Database table: INTERACTION_RESOURCE_FACT_GI2.RESOURE_KEY	
>> Back to list	

Attribute name: Start Date Time Key	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the 15-minute interval in which the Co-browse session began.	
Database table: COBROWSE_FACT_GI2.START_DATE_TIME_KEY	
>> Back to list	

Designer folder

The Designer folder contains numerous objects that can provide information that is used to build reports that display information about Interactive-Voice-Response (IVR) usage in your contact center. IVR Reports are created using Genesys Designer. The folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

> ## Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Designer folder and subfolders

This folder contains the following root folder and subfolders.

- Designer
- Designer > Activity
- Designer > Bot
- Designer > Session
- Designer > Session > Detail
- Designer > Session Block
- Designer > Session Milestone
- Designer > Survey

Folder: Designer

Introduced: 9.0.007.03

Description: The root Designer folder. Objects in this folder enable the organization and measurement of Info Mart agent data based on high-level characteristics of Interactive-Voice-Response (IVR) session. Other objects in this folder are organized into subfolders.
Metrics: • Start Date Time Key
Attributes: • Application ID • Application Name • Application Key • Application Version

Folder: Designer > Activity

Introduced: 9.0

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on interaction-related activities that are conducted by active agents at their DNs, and associated with Designer applications.

Metrics:

- % Completed
- % Incomplete

- Activities
- Activity Duration

- Avg Activity Duration
- Completed

Attributes:

- Activity
- Activity Key

- Completed Flag
- Final Disposition

Folder: Designer > Bot

Introduced: 9.0.016.02

Description: Objects in this folder enable the organization and measurement of data related to interactions involving bots, and associated with Designer applications.

Metrics:

- Abandoned in Queue
- Abandoned in Self Service
- Avg Intent Duration
- Avg Self Service Bot Duration
- Avg Self Service No Bot Duration
- Bot Hits

- Bots
- Entered Bot in Self Service
- Entered in Self Service
- Entered No Bot in Self Service
- Failed
- Intent Duration
- Intent Hits

- Routed to Agent
- Routed to DN
- Self Service Bot Duration
- Self Service Duration
- Self Service No Bot Duration
- Success

Attributes:

- Bot
- Country
- DNIS

- Intent
- Language
- Last Intent

- Media Type
- Region

Folder: Designer > Session

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on characteristics of the session.

Metrics:

- Abandoned in Queue
- Assisted Service Duration
- Avg Assisted Service Duration
- Avg Self-Service Duration
- Avg Session Duration

- Contained In Self-Service
- Entered in Assisted Service
- Entered in Self-Service
- Routed to Agent
- Routed to DN

- Self-Service Duration
- Session
- Session Duration
- Transferred to Assisted Service

Attributes:

- Bail Out
- Call Type
- Country
- Deflection
- Deflection Message

- DNIS
- Exit Point
- Final Disposition
- Language
- Last

- Region
- Strike Out
- User Disposition

Folder: Designer > Session > Detail

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart data based on detailed session characteristics.

Metrics:

- Call Duration

- Input Count

- Menu Count

Attributes:

- Session Detail

- Session ID SSuF

Folder: Designer > Session Block

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on traffic in each application block.

Metrics:

- Avg Block Duration
- Avg No Input Error
- Avg No Match Error

- Block Duration
- Blocks
- No Input Error

- No Match Error
- Strikeout
- Success

Attributes:

- Block
- Country

- DNIS
- Language

- Region

Folder: Designer > Session Milestone

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart data that describes call progress through defined milestones.

Metrics:

- Session

Attributes:

- Call Type
- Country

- DNIS
- Exit Point

- Final Disposition
- Language

• Milestone	• Region	• User Disposition

Folder: Designer > Survey

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart data based on customer responses to post-call surveys.		
Metrics:		
• % Accepted	• No Input Error	• Offered
• Accepted	• No Match Error	• Responses
• Answered	• Not Accepted	
Attributes:		
• Multi - Agent	• Survey Answer	• Survey Question

Reports built primarily from the objects in the Designer folder and subfolders

- Activity Summary Report
- Application Duration Report
- Application Summary Report
- Assisted Service Interactions by Last Milestone Report
- Blocks Summary Report
- Bot Analytical Dashboard

- Final Disposition Dashboard
- Milestone Summary Report
- Self-Service Statistics Report
- Survey Answer Report
- Survey Statistics Report
- Weekly Self Service Containment Dashboard

For more information about Designer reports, see the *Genesys CX Insights 9.0 User's Guide*.

Designer Metrics

The Designer folder contains numerous metrics that you can use to build Designer-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.
- For detailed information about the different metric types, see Project terminology and concepts.

> **Important**
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Designer

- Start Date Time Key

Designer > Activity

- % Completed
- % Incomplete
- Activities
- Activity Duration
- Avg Activity Duration
- Completed

Designer > Bot

- Abandoned in Queue
- Abandoned in Self Service
- Avg Intent Duration
- Avg Self Service Bot Duration
- Avg Self Service No Bot Duration

- Bot Hits
- Bots
- Entered Bot in Self Service
- Entered in Self Service
- Entered No Bot in Self Service
- Failed
- Intent Duration
- Intent Hits
- Routed to Agent
- Routed to DN
- Self Service Bot Duration
- Self Service Duration
- Self Service No Bot Duration
- Success

Designer > Session

- Abandoned in Queue
- Assisted Service Duration

- Avg Assisted Service Duration
- Avg Self-Service Duration
- Avg Session Duration
- Contained In Self-Service
- Entered in Assisted Service
- Entered in Self-Service
- Routed to Agent
- Routed to DN
- Self-Service Duration
- Session
- Session Duration
- Transferred to Assisted Service

Designer > Session > Detail

- Call Duration
- Input Count
- Menu Count

Designer > Session Block

- Avg Block Duration
- Avg No Input Error
- Avg No Match Error
- Block Duration
- Blocks
- No Input Error
- No Match Error

- Strikeout
- Success

Designer > Session Milestone

- Session

Designer > Survey

- % Accepted

- Accepted
- Answered
- No Input Error
- No Match Error
- Not Accepted
- Offered
- Responses

Folder: Designer

Metric name: Start Date Time Key	Folder:
	Designer
Description: This metric is reserved for internal use to employ a key for a particular date and time from the SDR_SESSION_FACT table.	
Source or Calculation: AG2_SDR_SESS_*.DATE_TIME_KEY, AG2_SDR_SESSION_*.DATE_TIME_KEY, AG2_SDR_SESS_MILESTONE_*.DATE_TIME_KEY	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
>> Back to list	

Folder: Designer > Activity

Metric name: % Completed	Folder:
Introduced: 9.0.013	Designer > Activity
Description: The percentage of activities that were completed during the reporting interval.	
Source or Calculation: Calculated based on the Designer > Activity > Activities, and Designer > Activity > Completed metrics.	**Used in:** - Activity Summary Report

Media type:		
Data type: **Metric type:** Disposition		
>> Back to list		

Metric name: % Incomplete

Introduced: 9.0.013

Folder:

Designer > Activity

Description: The percentage of activities that were incomplete at the end of the reporting interval.

Source or Calculation: Calculated based on the Designer > Activity > Activities, and Designer > Activity > Completed metrics.		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Activity Summary Report
>> Back to list		

Metric name: Activities

Introduced: 9.0.013

Folder:

Designer > Activity

Description: The total number of activities that began during the reporting interval.

Source or Calculation: AGT_SDR_ACTIVITY_*.ACTIVITIES		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Activity by Final Disposition Report • Activity Summary Report
>> Back to list		

Metric name: Activity Duration

Introduced: 9.0.013

Folder:

Designer > Activity

Description: The total amount of time attributed to the activity during the reporting interval.

Source or Calculation: AG2_SDR_ACTIVITY_*.DURATION		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Avg Activity Duration

Introduced: 9.0.013

Folder:

Designer > Activity

Description: The average amount of time attributed to activities during the reporting interval.

Source or Calculation: Calculated based on the Designer > Activity > Activities and Designer > Activity > Activity Duration metrics.

Used in:

Media type:

Data type:
Metric type: Disposition

- Activity Summary Report

>> Back to list

Metric name: Completed

Introduced: 9.0.013

Folder:

Designer > Activity

Description: The total number of activities that were completed during the reporting interval.

Source or Calculation: Calculated as the sum of all activities during the reporting interval that had the COMPLETED_FLAG set to y.

Used in:

Media type:

Data type:
Metric type: Disposition

- Activity Summary Report

>> Back to list

Folder: Designer > Bot

Metric name: Abandoned in Queue

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently abandoned while waiting in queue. If more than one intent is recognized during an SDR session, this count considers only the last intent.

Source or Calculation: AG2_SDR_BOT_*. QUEUE_ABANDONED

Used in:

This metric is not used in any reports.

Media type:

Data type: Metric type:		
>> Back to list		

Metric name: Abandoned in Self Service

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total number of interactions that entered the Self-Service phase of the Designer application and were subsequently abandoned in Self-Service. If more than one intent is recognized during an SDR session, this count considers only the last intent.

Source or Calculation: AG2_SDR_BOT_*. SS_ABANDONED

Media type:		**Used in:**
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		

Metric name: Avg Intent Duration

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The average amount of time (in seconds) that elapsed for customer intents to be recognized.

Source or Calculation: Intent Duration / Intent Hits

Media type:		**Used in:**
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		

Metric name: Avg Self Service Bot Duration

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The average duration of Self-Service SDR sessions in which bots participated

Source or Calculation: Self Service Bot Duration / Entered Bot in Self Service

Media type:		**Used in:**
Data type: Metric type:		This metric is not used in any reports.

>> Back to list

Metric name: Avg Self Service No Bot Duration

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The average duration of Self-Service SDR session in which no bots participated

Source or Calculation: Self Service No Bot Duration / Entered No Bot in Self Service

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Bot Hits

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total number of bot sessions. If a bot is invoked more than once within an SDR session, it is counted more than once.

Source or Calculation: AG2_SDR_BOT_*.BOT_ENTERED

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Bots

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total number of SDR sessions in which Self-Service was used.

Source or Calculation: AG2_SDR_BOT_*.ENTERED

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Entered Bot in Self Service

Folder:

Designer > Bot

Introduced: 9.0.016	
Description: The total number of Self-Service SDR sessions in which a bot participated.	
Source or Calculation: AG2_SDR_BOT_*. SS_BOTS_ENTERED	

Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: Entered in Self Service

Introduced: 9.0.016	**Folder:** Designer > Bot
Description: The total number of SDR sessions in which Self-Service was used.	
Source or Calculation: AG2_SDR_BOT_*.SS_ENTERED	

Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: Entered No Bot in Self Service

Introduced: 9.0.016	**Folder:** Designer > Bot
Description: The total number of Self-Service SDR sessions in which no bot participated.	
Source or Calculation: SS_ENTERED - SS_BOTS_ENTERED	

Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: Failed

Introduced: 9.0.016	**Folder:** Designer > Bot
Description: The total number of failed bot sessions.	
Source or Calculation: AG2_SDR_BOT_*. BOT_FAILED	**Used in:**

Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		

Metric name: Intent Duration

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total amount of time (in seconds) that elapsed for customer intents to be recognized.

Source or Calculation: AG2_SDR_BOT_*.INTENTS_DURATION

Media type:		**Used in:**
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		

Metric name: Intent Hits

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total number of customer intents that were recognized. In SDR sessions where more than one intent is recognized, each one is counted.

Source or Calculation: AG2_SDR_BOT_*. INTENTS

Media type:		**Used in:**
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		

Metric name: Routed to Agent

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent. If more than one intent is recognized during an SDR session, this count considers only the last intent.

Source or Calculation: AG2_SDR_BOT_*. AGENT_ROUTED

Media type:		**Used in:**
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		

Metric name: Routed to DN

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN. If more than one intent is recognized during an SDR session, this count considers only the last intent.

Source or Calculation: AG2_SDR_BOT_*. DN_ROUTED

Media type: Data type: Metric type:		**Used in:** This metric is not used in any reports.

>> Back to list

Metric name: Self Service Bot Duration

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total duration (in seconds) of all Self-Service SDR sessions in which bots participated.

Source or Calculation: AG2_SDR_BOT_*. SS_BOTS_DURATION

Media type: Data type: Metric type:		**Used in:** This metric is not used in any reports.

>> Back to list

Metric name: Self Service Duration

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total duration (in seconds) of all Self-Service SDR sessions.

Source or Calculation: AG2_SDR_BOT_*.SS_DURATION

Media type: Data type: Metric type:		**Used in:** This metric is not used in any reports.

>> Back to list

Metric name: Self Service No Bot Duration

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total duration (in seconds) of all Self-Service SDR sessions in which no bots participated.

Source or Calculation: SS_DURATION - SS_BOTS_DURATION

Media type:		**Used in:**
Data type:		This metric is not used in any reports.
Metric type:		

>> Back to list

Metric name: Success

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total number of successful bot sessions.

Source or Calculation: AG2_SDR_BOT_*.BOT_SUCCESS

Media type:		**Used in:**
Data type:		This metric is not used in any reports.
Metric type:		

>> Back to list

Folder: Designer > Session

Metric name: Abandoned in Queue

Introduced: 9.0.013

Folder:

Designer > Session

Description: The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently abandoned while waiting in queue.

Source or Calculation:
AG2_SDR_SESSION_*.QUEUE_ABANDONED

Media type:		**Used in:**
Data type:		• Self-Service Statistics Report
Metric type:		

>> Back to list

Metric name: Assisted Service Duration

Folder:

Designer > Session

Description: The total amount of time attributed to the Assisted-Service phase of the Designer

application.	
Source or Calculation: AG2_SDR_SESSION_*.AS_DURATION	
Media type:	**Used in:**
Data type:	• Application Duration Report
Metric type:	
>> Back to list	

Metric name: Avg Assisted Service Duration	**Folder:**
Introduced: 9.0.013	Designer > Session

Description: The average amount of time that callers spent in the Assisted-Service phase of the Designer application.	
Source or Calculation: Calculated based on the value of the Designer > Assisted Service Duration metric.	**Used in:**
Media type:	• Application Duration Report
Data type:	
Metric type:	
>> Back to list	

Metric name: Avg Self-Service Duration	**Folder:**
	Designer > Session

Description: The average amount of time that callers spent in the Self-Service phase of the Designer application.	
Source or Calculation: Calculated based on the value of the Designer > Self-Service Duration metric.	**Used in:**
Media type:	• Application Duration Report
Data type:	
Metric type:	
>> Back to list	

Metric name: Avg Session Duration	**Folder:**
	Designer > Session

Description: The average amount of time attributed to either the Self-Service phase or the Assisted-Service phase of the Designer application.	
Source or Calculation: Calculated based on the value of the Designer > Session Duration metric.	**Used in:**
Media type:	• Application Duration Report
Data type:	

Metric type:		
>> Back to list		

Metric name: Contained In Self-Service

Introduced: 9.0.013

Folder:

Designer > Session

Description: The total number of interactions that entered the Designer application in Self-Service and were concluded without entering Assisted-Service.

Source or Calculation: AG2_SDR_SESSION_*.SS_CONTAINED		
Media type: **Data type:** **Metric type:**		**Used in:** • Self-Service Statistics Report
>> Back to list		

Metric name: Entered in Assisted Service

Introduced: 9.0.013

Folder:

Designer > Session

Description: The total number of interactions that entered the Designer application in Assisted-Service during the reporting interval.

Source or Calculation: AG2_SDR_SESSION_*.AS_ENTERED		
Media type: **Data type:** **Metric type:**		**Used in:** • Self-Service Statistics Report
>> Back to list		

Metric name: Entered in Self-Service

Introduced: 9.0.013

Folder:

Designer > Session

Description: The total number of interactions that entered the Designer application in Self-Service during the reporting interval.

Source or Calculation: AG2_SDR_SESSION_*.SS_ENTERED		
Media type: **Data type:** **Metric type:**		**Used in:** • Self-Service Statistics Report
>> Back to list		

Metric name: Routed to Agent

Folder:

Introduced: 9.0.013	Designer > Session

Description: The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent during the reporting interval.

Source or Calculation: AG2_SDR_SESSION_*.AGENT_ROUTED	**Used in:**
Media type: **Data type:** **Metric type:**	• Self-Service Statistics Report
>> Back to list	

Metric name: Routed to DN

Folder:

Introduced: 9.0.013

Designer > Session

Description: The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN during the reporting interval.

Source or Calculation: AG2_SDR_SESSION_*.DN_ROUTED	**Used in:**
Media type: **Data type:** **Metric type:**	• Self-Service Statistics Report
>> Back to list	

Metric name: Self-Service Duration

Folder:

Designer > Session

Description: The total amount of time attributed to the Self-Service phase of the Designer application.

Source or Calculation: AG2_SDR_SESSION_*.SS_DURATION	**Used in:**
Media type: **Data type:** **Metric type:**	• Application Duration Report
>> Back to list	

Metric name: Session

Folder:

Designer > Session

Description: The total number of times that a caller interacted with the application.

Source or Calculation: AG2_SDR_SESSION_*.SESSIONS	**Used in:**
Media type:	• Application Duration Report

Data type: **Metric type:**		• Application Summary Report • Milestone Summary Report
>> Back to list		

Metric name: Session Duration		**Folder:** Designer > Session
Description: The total amount of time attributed to either the Self-Service phase or the Assisted-Service phase of the Designer application.		
Source or Calculation:		
Media type: **Data type:** AG2_SDR_SESSION_*.DURATION **Metric type:**		**Used in:** • Application Duration Report
>> Back to list		

Metric name: Transferred to Assisted Service **Introduced:** 9.0.013		**Folder:** Designer > Session
Description: The total number of interactions that were transferred from the Self-Service phase of the Assisted-Service phase of the Designer application during the reporting interval.		
Source or Calculation: AG2_SDR_SESSION_*.AS_TRANSFERRED		**Used in:**
Media type: **Data type:** **Metric type:**		• Assisted Service Interactions by Last Milestone Report
>> Back to list		

Folder: Designer > Session > Detail

Metric name: Call Duration		**Folder:** Designer > Session > Detail
Description: The total amount of time spent in each call.		
Source or Calculation: Calculated as the difference between SDR_SESSION_FACT.END_TS_MS and		**Used in:**

SDR_SESSION_FACT.START_TS_MS.		
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
>> Back to list		

Metric name: Input Count		**Folder:**
		Designer > Session > Detail
Description: The total count of instances where the caller's input was heard or received.		
Source or Calculation: SDR_SESSION_FACT.INPUT_COUNT		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
>> Back to list		

Metric name: Menu Count		**Folder:**
		Designer > Session > Detail
Description: The number of menu blocks the caller encountered during the session.		
Source or Calculation: SDR_SESSION_FACT.MENU_COUNT		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
>> Back to list		

Folder: Designer > Session Block

Metric name: Avg Block Duration		**Folder:**
		Designer > Session Block
Description: The average amount of time spent in each block.		
Source or Calculation: Calculated based on the value of the Designer > Block Duration metric.		**Used in:**
Media type:		• Blocks Summary Report
Data type: **Metric type:**		
>> Back to list		

Metric name: Avg No Input Error	**Folder:**
	Designer > Session Block

Description: The average number of No Input errors encountered in each block.

Source or Calculation: Calculated based on the value of the Designer > No Input Error metric.	**Used in:**
Media type:	
Data type: **Metric type:**	• Blocks Summary Report
>> Back to list	

Metric name: Avg No Match Error	**Folder:**
	Designer > Session Block

Description: The average number of No Match errors encountered in each block.

Source or Calculation: Calculated based on the value of the Designer > No Match Error metric.	**Used in:**
Media type:	
Data type: **Metric type:**	• Blocks Summary Report
>> Back to list	

Metric name: Block Duration	**Folder:**
	Designer > Session Block

Description: The total amount of time spent in each block.

Source or Calculation: AG2_SDR_SESS_BLOCK_*.DURATION	**Used in:**
Media type:	This metric is not used in any reports.
Data type: **Metric type:**	
>> Back to list	

Metric name: Blocks	**Folder:**
	Designer > Session Block

Description: The total number of hits to a given block. A session can hit a block more than once.

Source or Calculation: AG2_SDR_SESS_BLOCK_*.BLOCKS	**Used in:**
Media type:	
Data type: **Metric type:**	• Blocks Summary Report
>> Back to list	

Metric name: No Input Error	Folder:
	Designer > Session Block

Description: The total number of times that a No Input error was encountered in each block.

Source or Calculation: AG2_SDR_SESS_BLOCK_*.NO_INPUT_ERROR	Used in:
Media type:	
Data type: **Metric type:**	• Blocks Summary Report
>> Back to list	

Metric name: No Match Error	Folder:
	Designer > Session Block

Description: The total number of times that a No Match error was encountered in each block.

Source or Calculation: AG2_SDR_SESS_BLOCK_*.NO_MATCH_ERROR	Used in:
Media type:	
Data type: **Metric type:**	• Blocks Summary Report
>> Back to list	

Metric name: Strikeout	Folder:
	Designer > Session Block

Description: The total number of times that the maximum number of retries (for No Input or No Match) was reached.

Source or Calculation: AG2_SDR_SESS_BLOCK_*.STRIKEOUT	Used in:
Media type:	
Data type: **Metric type:**	• Blocks Summary Report
>> Back to list	

Metric name: Success	Folder:
	Designer > Session Block

Description: The total number of sessions, during the reporting interval, wherein the customer input matched a menu option.

Source or Calculation: AG2_SDR_SESS_BLOCK_*.SUCCESS	Used in:
Media type:	
Data type: **Metric type:**	This metric is not used in any reports.

>> Back to list

Folder: Designer > Session Milestone

Metric name: Session	Folder:
	Designer > Session Milestone
Description: The total number of times that a caller interacted with the application.	
Source or Calculation: AG2_SDR_SESSION_*.SESSIONS	**Used in:**
Media type: **Data type:** **Metric type:**	• Application Duration Report • Application Summary Report • Milestone Summary Report
>> Back to list	

Folder: Designer > Survey

Metric name: % Accepted	Folder:
	Designer > Survey
Description: The percentage of customers who were offered the opportunity to complete a survey, who subsequently accepted the offer.	
Source or Calculation: Calculated based on the value of the Designer > Accepted (Agent > Activity > Accepted) metric.	**Used in:**
Media type: **Data type:** **Metric type:**	• Survey Statistics Report
>> Back to list	

Metric name: Accepted	Folder:
	Designer > Survey
Description: The description of this metric varies depending on attributes and filters in the report query: • Agent Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.	

- Agent Group Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group.

For voice media, this metric is identical to Activity\Responses.

Source or Calculation: AG2_AGENT_[*].ACCEPTED, AG2_AGENT_GRP_[*].ACCEPTED		**Used in:**
		• Agent Activity
		• Agent Conduct Report
		• Agent Group Business Attribute Report
		• Agent Group Interaction handling Report
		• Agent Interval Based Report
		• Agent Performance Dashboard
		• Agent Report
Media type: All		• Agent Social Engagement Report
		• Agent Task Dashboard
Data type: Number		• Agent Utilization Email Report
Metric type: Disposition		• Agent Utilization Report
		• Predictive Routing Agent Dashboard
		• Predictive Routing Agent Occupancy Report (Active Time & Predictive)
		• Survey Statistics Report
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity
>> Back to list		

Metric name: Answered	**Folder:**
	Designer > Survey

Description: The total number of customer interactions that were answered by a handling resource.	
Source or Calculation: AG2_SDR_SURVEY_*.ANSWERED	
Media type:	**Used in:**
Data type:	This metric is not used in any reports.
Metric type:	
>> Back to list	

Metric name: No Input Error	**Folder:**
	Designer > Survey

Description: No Input (NI). The total number of times that the application expected a response from a customer, but did not receive one within the configured timeout period (if a timeout period is configured).

Source or Calculation: AG2_SDR_SURVEY_*.NO_INPUT_ERROR	**Used in:**
Media type: **Data type:** **Metric type:**	• Survey Statistics Report

>> Back to list

Metric name: No Match Error

Folder:

Designer > Survey

Description: No Match (NM). The total number of times that the customer entered an unexpected response to a survey.

For example, if the application expects an answers in the range of 1 to 4, and the customer selects 6, the event is recorded as an NM error.

Source or Calculation:	**Used in:**
Media type: **Data type:** AG2_SDR_SURVEY_*.NO_MATCH_ERROR **Metric type:**	• Survey Statistics Report

>> Back to list

Metric name: Not Accepted

Folder:

Designer > Survey

Description: The number of times, within the reporting interval, that customers were offered the opportunity to complete a survey, and subsequently declined the offer. Calculated as Survey Offered minus Survey Accepted.

Source or Calculation: Calculated as the difference between the values of the Designer > Offered and Designer > Accepted metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Survey Statistics Report

>> Back to list

Metric name: Offered

Folder:

Designer > Survey

Description: The total number of times that interactions were received or initiated by this agent (for Agent reporting), or agents who belong to this agent group (for Agent Group reporting).

The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AGT_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Source or Calculation: AG2_AGENT_[*].OFFERED, AG2_AGENT_GRP_[*].OFFERED		**Used in:**
		• Agent Activity
		• Agent Interaction Hierarchy Report
		• Agent Performance Dashboard
		• Agent Report
		• Agent Task Dashboard
Media type: All		• Agent Utilization Email Report
		• Agent Utilization Report
Data type: Number		• Predictive Routing Agent Dashboard
Metric type: Disposition		• Predictive Routing Agent Occupancy Report (Active Time and Predictive)
		• Supervisor Dashboard
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity
>> Back to list		

Metric name: Responses	**Folder:** Designer > Survey

Description: The definition of this metric depends on the media type:

- For voice and chat media, the total number of customer interactions that were accepted by handling resources.

- For email, the total number times that handling resources (agents) created outbound replies that might or might not have been sent. One handling resource can create multiple replies; this metric's value reflects each reply.

Source or Calculation: AG2_SDR_SURVEY_*.SURVEY_COUNT		**Used in:**
Media type:		• Survey Answer Report
Data type: **Metric type:**		
>> Back to list		

Designer Attributes

The Designer folder contains numerous attributes that you can use to build Designer-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

> **Important**
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

Designer

- Application ID
- Application Key
- Application Name
- Application Version

Designer > Activity

- Activity
- Activity Key
- Completed Flag
- Final Disposition

Designer > Bot

- Bot
- Country
- DNIS
- Intent
- Language

- Last Intent
- Media Type
- Region

Designer > Session

- Bail Out
- Call Type
- Country
- Deflection
- Deflection Message
- DNIS
- Exit Point
- Final Disposition
- Language
- Last
- Region
- Strike Out
- User Disposition

Designer > Session > Detail

- Session Detail
- Session ID SSuF

Designer > Session Block

- Block
- Country
- DNIS
- Language
- Region

Designer > Session Milestone

- Call Type
- Country
- DNIS
- Exit Point
- Final Disposition
- Language

- Milestone
- Region
- User Disposition

Designer > Survey

- Multi - Agent
- Survey Answer

- Survey Question

Folder: Designer

Attribute name: Application ID	**Folder:** Designer
Description: Enables data to be organized by the unique ID associated with the Designer application.	
Database table: SDR_APPLICATION.APPLICATION_ID	
>> Back to list	

Attribute name: Application Key	**Folder:** Designer
Description: Enables data to be organized based on the application key. The default value (0) enables the return of data on all applications that meet the other report criteria.	
Database table: AG2_SDR_SESSION*.SDR_APPLICATION_KEY, AG2_SDR_SESS_BLOCK*.SDR_APPLICATION_KEY, AG2_SDR_SESS_MILESTONE*.SDR_APPLICATION_KEY, AG2_SDR_SURVEY*.SDR_APPLICATION_KEY, SDR_SESSION_FACT*.SDR_APPLICATION_KEY, SDR_APPLICATION.ID	
>> Back to list	

Attribute name: Application Name	**Folder:** Designer
Description: Enables data to be organized by the name of the self-service and/or assisted-service application (created using Designer).	
Database table: SDR_APPLICATION.APPLICATION_TITLE	
>> Back to list	

Attribute name: Application Version	**Folder:** Designer
Description: Enables data to be organized based on the custom version of the Designer application.	
Database table: SDR_APPLICATION.CONCATBLANK(APPLICATION_TITLE,APPLICATION_VERSION)	
>> Back to list	

Folder: Designer > Activity

Attribute name: Activity **Introduced:** 9.0.013	**Folder:** Designer > Activity
Description: Enables data within the reporting interval to be organized by the name of the activity.	
Database table: SDR_ACTIVITY.NAME	
>> Back to list	

Attribute name: Activity Key **Introduced:** 9.0.013	**Folder:** Designer > Activity
Description: Enables data to be organized by the ID of the activity which is associated with the interaction.	
Database table: AG2_SDR_ACTIVITY_*.SDR_ACTIVITY_KEY, SDR_ACTIVITIES_FACT.SDR_ACTIVITY_KEY, SDR_ACTIVITY.ID	
>> Back to list	

Attribute name: Completed Flag **Introduced:** 9.0.013	**Folder:** Designer > Activity
Description: Enables data within the reporting interval to be organized by whether the activity was completed.	
Database table: AG2_SDR_ACTIVITY_DAY.COMPLETED	
>> Back to list	

Attribute name: Final Disposition	**Folder:** Designer > Activity
Description: Enables data to be organized by the high-level status assigned to a call when the caller exited the call flow, such as Transfer or Abandoned. This status is set by the system. The report includes either Final Disposition or User Disposition, or neither, but not both.	
Database table: SDR_CALL_DISPOSITION.FINAL_DISPOSITION	**Form(s):** Final Disposition Type
Forms in this attribute:	
Form: Final Disposition Type **Table.Column:** SDR_CALL_DISPOSITION.DISPOSITION_TYPE	**Description:** Enables data to be organized by the disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of

Data type: Text	abandonment), or Routed (and routing destination).
>> Back to list	

Folder: Designer > Bot

Attribute name: Bot **Introduced:** 9.0.016	**Folder:** Designer > Bot
Description: Enables data to be organized by the bot that was involved in the session.	
Database table:	
>> Back to list	

Attribute name: Country	**Folder:** Designer > Bot
Description: Enables data to be organized by the country from which the call originates. The value is derived from the Country (such as Canada, France, USA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.COUNTRY.NAME	**Form(s):** Country Code
Forms in this attribute:	
Form: Country Code **Table.Column:** SDR_GEO_LOCATION.COUNTRY.CODE **Data type:**	**Description:** Enables data to be organized by the code for the country from which the call originates.
>> Back to list	

Attribute name: DNIS	**Folder:** Designer > Bot
Description: Enables data to be organized by the Dialed number assigned to an application (DNIS = Dialed Number Identification Service).	
Database table: SDR_ENTRY_POINT.DNIS	
>> Back to list	

Attribute name: Intent **Introduced:** 9.0.016	**Folder:** Designer > Bot
Description: Enables data to be organized by the customer intent.	
Database table:	
>> Back to list	
	Folder: Designer > Bot

Attribute name: Language	
Description: Enables data to be organized by the name of the language used by the application prompt playback. Identified by the LANGUAGE_CODE defined in the application.	
Database table: SDR_LANGUAGE.LANGUAGE_NAME	**Form(s):** Language Code
Forms in this attribute:	
Form: Language Code **Table.Column:** SDR_LANGUAGE.LANGUAGE_CODE **Data type:** Text	**Description:** The language code as defined in the application.
>> Back to list	

Attribute name: Last Intent **Introduced:** 9.0.016	**Folder:** Designer > Bot
Description: Enables data to be organized by the last customer intent that was identified before a session ended.	
Database table:	
>> Back to list	

Attribute name: Media Type **Introduced:** 9.0.016	**Folder:** Designer > Bot
Description: Enables data to be organized by media type.	
Database table:	
>> Back to list	

Attribute name: Region	**Folder:** Designer > Bot
Description: Enables data to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APAC, or EMEA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.REGION	
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Folder: Designer > Session

Attribute name: Bail Out	**Folder:** Designer > Session
Description: Enables data to be organized based on the unique ID associated with the Bail Out.	

Database table: AG2_SDR_SESSION_*.BAILOUT_SDR_MILESTONE_KEY, SDR_SESSION_FACT.BAILOUT_SDR_MILESTONE_KEY, SDR_MILESTONE_BAILOUT.ID	**Form(s):** Bail Out Milestone, Bail Out Milestone Path
Forms in this attribute:	
Form: Bail Out Milestone **Table.Column:** SDR_MILESTONE_BAILOUT.MILESTONE **Data type:** Text	**Description:** Enables data to be organized based on the milestones that callers passed, including the last milestone reached before Bail Out.
Form: Bail Out Milestone Path **Table.Column:** SDR_MILESTONE_BAILOUT.MILESTONE_PATH **Data type:** Text	**Description:** Enables data to be organized based on the path taken by the callers as they move through the application flows before Bail Out.
>> Back to list	

Attribute name: Call Type	**Folder:** Designer > Session
Description: Enables data to be organized by the type of call (Inbound, Outbound, Unknown).	
Database table: SDR_CALL_TYPE.CALL_TYPE	**Form(s):** CallTypeDESC
Forms in this attribute:	
Form: **Table.Column:** **Data type:**	**Description:**
>> Back to list	

Attribute name: Country	**Folder:** Designer > Session
Description: Enables data to be organized by the country from which the call originates. The value is derived from the Country (such as Canada, France, USA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.COUNTRY.NAME	**Form(s):** Country Code
Forms in this attribute:	
Form: Country Code **Table.Column:** SDR_GEO_LOCATION.COUNTRY.CODE **Data type:**	**Description:** Enables data to be organized by the code for the country from which the call originates.
>> Back to list	

Attribute name: Deflection	**Folder:** Designer > Session
Description: Enables data to be organized based on the milestones passed before deflection.	
Database table: SDR_MILESTONE_DEFL.MILESTONE	
>> Back to list	

Attribute name: Deflection	**Folder:** Designer > Session

Message	
Description: Enables data to be organized based on the Deflection Message.	
Database table: SDR_MILESTONE.MESSAGE_FILE	
>> Back to list	

Attribute name: DNIS	**Folder:** Designer > Session
Description: Enables data to be organized by the Dialed number assigned to an application (DNIS = Dialed Number Identification Service).	
Database table: SDR_ENTRY_POINT.DNIS	
>> Back to list	

Attribute name: Exit Point	**Folder:** Designer > Session
Description: Enables data to be organized based on the exit point of the self-service application.	
Database table: SDR_EXIT_POINT.APPLICATION_EXIT_POINT	
>> Back to list	

Attribute name: Final Disposition	**Folder:** Designer > Session
Description: Enables data to be organized by the high-level status assigned to a call when the caller exited the call flow, such as Transfer or Abandoned. This status is set by the system. The report includes either Final Disposition or User Disposition, or neither, but not both.	
Database table: SDR_CALL_DISPOSITION.FINAL_DISPOSITION	**Form(s):** Final Disposition Type
Forms in this attribute:	
Form: Final Disposition Type **Table.Column:** SDR_CALL_DISPOSITION.DISPOSITION_TYPE **Data type:** Text	**Description:** Enables data to be organized by the disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of abandonment), or Routed (and routing destination).
>> Back to list	

Attribute name: Language	**Folder:** Designer > Session
Description: Enables data to be organized by the name of the language used by the application prompt playback. Identified by the LANGUAGE_CODE defined in the application.	
Database table: SDR_LANGUAGE.LANGUAGE_NAME	**Form(s):** Language Code
Forms in this attribute:	
Form: Language Code **Table.Column:** SDR_LANGUAGE.LANGUAGE_CODE **Data type:** Text	**Description:** The language code as defined in the application.

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Attribute name: Last	**Folder:** Designer > Session
Description: Enables data to be organized based on the last milestone that callers passed.	
Database table: SDR_MILESTONE.MILESTONE	**Form(s):** Last Milestone Path
Forms in this attribute:	
Form: Last Milestone Path **Table.Column:** SDR_MILESTONE.MILESTONE_PATH **Data type:**	**Description:** The path that the caller took prior to reaching the last milestone.

<div align="center">

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Attribute name: Region	**Folder:** Designer > Session
Description: Enables data to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APAC, or EMEA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.REGION	

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Attribute name: Strike Out	**Folder:** Designer > Session
Description: Enables data to be organized by whether the maximum number of retries for No Input or No Match was reached.	
Database table: AG2_SDR_SESSION_*.STRIKEOUT_SDR_MILESTONE_KEY SDR_SESSION_FACT.STRIKEOUT_SDR_MILESTONE_KEY	**Form(s):** Strike Out Milestone Path, Strike Out Milestone
Forms in this attribute:	
Form: Strike Out Milestone **Table.Column:** SDR_MILESTONE.MILESTONE **Data type:** Text	**Description:** Enables data to be organized based on the name of the last milestone passed by the caller prior to strikeout.
Form: Strike Out Milestone Path **Table.Column:** SDR_MILESTONE.MILESTONE_PATH **Data type:** Text	**Description:** Enables data to be organized based the paths taken by callers as they move through the application flows prior to strikeout.

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Attribute name: User Disposition	**Folder:** Designer > Session
Description: Enables data to be organized based on the high-level status of the call when the caller exited the call flow, such as Transfer or Abandoned.	
Database table: SDR_CALL_DISPOSITION.DISPOSITION_CATEGORY	**Form(s):** User Disposition Type
Forms in this attribute:	

Form: User Disposition Type **Table.Column:** SDR_CALL_DISPOSITION.DISPOSITION_TYPE **Data type:** Text	**Description:** The disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of abandonment), or Routed (and routing destination).
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Folder: Designer > Session > Detail

Attribute name: Session Detail	**Folder:** Designer > Session > Detail
Description: Enables data to be organized by details associated with the session.	
Database table: SDR_SESSION_FACT.SESSION_DETAIL	
>> Back to list	

Attribute name: Session ID SSuF	**Folder:** Designer > Session > Detail
Description: Enables data to be organized by a key for a particular session from the SDR Survey Fact table	
Database table: SDR_SESSION_FACT.SESSION_ID, SDR_SURVEY_FACT.SESSION_ID	
>> Back to list	

Folder: Designer > Session Block

Attribute name: Block	**Folder:** Designer > Session Block
Description: Enables data to be organized by application block.	
Database table: SDR_INPUT.INPUT_NAME	
>> Back to list	

Attribute name: Country	**Folder:** Designer > Session Block
Description: Enables data to be organized by the country from which the call originates. The value is derived from the Country (such as Canada, France, USA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.COUNTRY.NAME	**Form(s):** Country Code

Forms in this attribute:	
Form: Country Code **Table.Column:** SDR_GEO_LOCATION.COUNTRY.CODE **Data type:**	**Description:** Enables data to be organized by the code for the country from which the call originates.
>> Back to list	

Attribute name: DNIS	**Folder:** Designer > Session Block
Description: Enables data to be organized by the Dialed number assigned to an application (DNIS = Dialed Number Identification Service).	
Database table: SDR_ENTRY_POINT.DNIS	
>> Back to list	

Attribute name: Language	**Folder:** Designer > Session Block
Description: Enables data to be organized by the name of the language used by the application prompt playback. Identified by the LANGUAGE_CODE defined in the application.	
Database table: SDR_LANGUAGE.LANGUAGE_NAME	**Form(s):** Language Code
Forms in this attribute:	
Form: Language Code **Table.Column:** SDR_LANGUAGE.LANGUAGE_CODE **Data type:** Text	**Description:** The language code as defined in the application.
>> Back to list	

Attribute name: Region	**Folder:** Designer > Session Block
Description: Enables data to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APAC, or EMEA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.REGION	
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Folder: Designer > Session Milestone

Attribute name: Call Type	**Folder:** Designer > Session Milestone
Description: Enables data to be organized by the type of call (Inbound, Outbound, Unknown).	
Database table: SDR_CALL_TYPE.CALL_TYPE	**Form(s):** CallTypeDESC
Forms in this attribute:	

Form:	
Table.Column: **Data type:**	**Description:**
>> Back to list	

Attribute name: Country	**Folder:** Designer > Session Milestone
Description: Enables data to be organized by the country from which the call originates. The value is derived from the Country (such as Canada, France, USA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.COUNTRY.NAME	**Form(s):** Country Code
Forms in this attribute:	
Form: Country Code **Table.Column:** SDR_GEO_LOCATION.COUNTRY.CODE **Data type:**	**Description:** Enables data to be organized by the code for the country from which the call originates.
>> Back to list	

Attribute name: DNIS	**Folder:** Designer > Session Milestone
Description: Enables data to be organized by the Dialed number assigned to an application (DNIS = Dialed Number Identification Service).	
Database table: SDR_ENTRY_POINT.DNIS	
>> Back to list	

Attribute name: Exit Point	**Folder:** Designer > Session Milestone
Description: Enables data to be organized based on the exit point of the self-service application.	
Database table: SDR_EXIT_POINT.APPLICATION_EXIT_POINT	
>> Back to list	

Attribute name: Final Disposition	**Folder:** Designer > Session Milestone
Description: Enables data to be organized by the high-level status assigned to a call when the caller exited the call flow, such as Transfer or Abandoned. This status is set by the system. The report includes either Final Disposition or User Disposition, or neither, but not both.	
Database table: SDR_CALL_DISPOSITION.FINAL_DISPOSITION	**Form(s):** Final Disposition Type
Forms in this attribute:	
Form: Final Disposition Type **Table.Column:** SDR_CALL_DISPOSITION.DISPOSITION_TYPE **Data type:** Text	**Description:** Enables data to be organized by the disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of abandonment), or Routed (and routing destination).
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Attribute name: Language	Folder: Designer > Session Milestone
Description: Enables data to be organized by the name of the language used by the application prompt playback. Identified by the LANGUAGE_CODE defined in the application.	
Database table: SDR_LANGUAGE.LANGUAGE_NAME	**Form(s):** Language Code
Forms in this attribute:	
Form: Language Code **Table.Column:** SDR_LANGUAGE.LANGUAGE_CODE **Data type:** Text	**Description:** The language code as defined in the application.
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Attribute name: Milestone	Folder: Designer > Session Milestone
Description: Enables data to be organized by user-defined milestones and milestone paths. The first column lists the milestones that the caller passed, including the last milestone, and the second column concatenates the milestones passed (so far) by the caller.	
Database table: SDR_MILESTONE_MILESTONE	**Form(s):** Milestone Name, Milestone Path
Forms in this attribute:	
Form: Milestone Name **Table.Column:** SDR_MILESTONE_MILESTONE_NAME **Data type:** Text	**Description:** Enables data to be organized based on the name of the last milestone passed by the caller.
Form: Milestone Path **Table.Column:** SDR_MILESTONE_MILESTONE_PATH **Data type:** Text	**Description:** Enables data to be organized based on the milestones passed (so far) by the caller.
>> Back to list	

Attribute name: Region	Folder: Designer > Session Milestone
Description: Enables data to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APAC, or EMEA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.REGION	
>> Back to list	

Attribute name: User Disposition	Folder: Designer > Session Milestone
Description: Enables data to be organized based on the high-level status of the call when the caller exited the call flow, such as Transfer or Abandoned.	
Database table: SDR_CALL_DISPOSITION.DISPOSITION_CATEGORY	**Form(s):** User Disposition Type
Forms in this attribute:	

Form: User Disposition Type **Table.Column:** SDR_CALL_DISPOSITION.DISPOSITION_TYPE **Data type:** Text	**Description:** The disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of abandonment), or Routed (and routing destination).
>> Back to list	

Folder: Designer > Survey

Attribute name: Multi - Agent	**Folder:** Designer > Survey
Description: Enables data to be organized by whether more than one agent interacted with the customer (Y or N). If this value is Y (Yes), the responses shown in the report pertain to the last agent who interacted with the customer. However, customer responses in such scenarios might also reflect the customer interaction with other agents who were involved in the call at an earlier time.	
Database table: AG2_SDR_SURVEY_ANS_*.MULTI_AGENT_FLAG	
>> Back to list	

Attribute name: Survey Answer	**Folder:** Designer > Survey
Description: Enables data to be organized by survey answer.	
Database table:	**Form(s):** Survey Answer (Int), Survey Answer (Str)
Forms in this attribute:	
Form: Survey Answer (Int) **Table.Column:** SDR_SURVEY_ANSWERS.SURVEY_ANSWER_INT **Data type:** Text	**Description:** Enables data to be organized based on the integer answers given for custom survey questions.
Form: Survey Answer (Str) **Table.Column:** SDR_SURVEY_ANSWERS.SURVEY_ANSWER_STR **Data type:** Text	**Description:** Enables data to be organized based on the string answers given for custom survey questions.
>> Back to list	

Attribute name: Survey Question	**Folder:** Designer > Survey
Description: Enables data to be organized by survey question.	
Database table: SDR_SURVEY_QUESTIONS.QUESTION	

Detail folder

The Detail folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

> **Important**
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Detail folder and subfolders

This folder contains the following root folder and subfolders.

- Detail
- Detail > Handling Attempt
- Detail > Handling Attempt > Handling Predictive Routing
- Detail > Handling Attempt > Handling User Data Example
- Detail > Transfer
- Detail > Transfer > Source User Data Example
- Detail > Transfer > Target User Data Example

Folder: Detail

Introduced: 9.0.007.03

Description: The root folder for low-level interaction and agent details. Refer to the descriptions of the subfolders for more information.
Metrics: • There are no metrics in this folder
Attributes: • There are no attributes in this folder

Folder: Detail > Handling Attempt

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data, based on the details of interactions that are stored mostly in the INTERACTION_RESOURCE_FACT Info Mart table.

Metrics:

- Abandoned Waiting
- Abandoned Waiting Time
- Conference Initiated Time
- Conference Received Time
- Consult Initiated Time
- Customer Alert Time
- Customer Dial Time

- Customer Engage Time
- Customer Handle Time
- Customer Hold Time
- Customer Wrap Time
- Interaction Duration
- Queue Time
- Response Time

- Revenue
- Routing Point Time
- Satisfaction
- Total Duration
- Transfer Initiated Agent

Attributes:

- Active
- Case ID
- Connection ID
- Customer ID
- End Timestamp
- From
- GUID
- Handling Attempt End
- Handling Attempt Start
- Handling Resource
- Interaction Duration
- Interaction Handling Attempt ID
- Interaction ID
- Interaction ID SSF

- Interaction Resource ID
- Irf Anchor
- IRF Start Date Time Key
- Last Interaction Resource
- Last IVR
- Last Queue
- Last Queue Key
- Last VQueue
- Last VQueue Key
- Media Server Ixn Guid
- Resource State
- Root ID
- Routing Target
- Routing Target Selected
- Routing Target Type

- Source Name
- Source Resource Key
- Source Type
- Start Timestamp
- Stop Action
- Strategy Name
- Technical Descriptor Key
- Technical Result
- Technical Result Reason
- Technical Result Resource Role
- Technical Result Role Reason
- To
- UD Custom Key
- UD Interaction Resource ID

Folder: Detail > Handling Attempt > Handling Predictive Routing

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data, based on the details of Predictive Routing interactions.

Metrics:

- Abandoned Waiting
- Abandoned Waiting Time
- Agent Rank
- Agent Score
- Conference Initiated Time

- Conference Received Time
- Customer Alert Time
- Customer Dial Time
- Customer Engage Time
- Customer Handle Time

- Customer Hold Time
- Customer Wrap Time
- Global Score
- Interaction Duration
- Max Score

• Median Score	• Response Time	• Target Size
• Message	• Revenue	• Total Duration
• Min Score	• Routing Point Time	• Transfer Initiated Agent
• Queue Time	• Satisfaction	• Turnaround Time

Attributes:

• Active	• Interaction Resource ID	• Routing Target
• Case ID	• Interaction Type	• Routing Target Selected
• Connection ID	• IRF Start Date Time Key	• Routing Target Type
• Customer Data Found	• Last IVR	• Skill Combination Requested
• Customer ID	• Last Queue	• Source
• End Timestamp	• Last Queue Key	• Start Timestamp
• From	• Last VQueue	• Status
• GUID	• Last VQueue Key	• Stop Action
• Handling Attempt End	• Mode	• Technical Result
• Handling Attempt Start	• Model	• Technical Result Reason
• Handling Resource	• Predictor	• Technical Result Resource Role
• Interaction Duration	• Predictor Switch	• Technical Result Role Reason
• Interaction Handling Attempt ID	• Resource State	• To
• Interaction ID	• Result	• UD Interaction Resource ID
	• Root ID	

Folder: Detail > Handling Attempt > Handling User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the measurement of Info Mart data based on custom userdata attributes.

Metrics:
• There are no metrics in this   folder

Attributes:

• Detail 1-16	• Dimension 1 - Dimension 5	• Dimension 6 - Dimension 10

Folder: Detail > Transfer

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of transferred interactions.

Metrics:

• Interaction Duration	• Source Customer Wrap Time	• Target Customer Hold Time
• Source Customer Engage Time	• Source Queue Time	• Target Customer Wrap Time
• Source Customer Hold Time	• Target Customer Engage Time	• Target Queue Time

Attributes:

• End Timestamp	• Source Name	• Target Last VQueue
• From	• Source Service Subtype	• Target Last VQueue Key
• GUID	• Source Service Type	• Target Name
• Handling Attempt End	• Source Technical Result	• Target Resource Key
• Handling Attempt Start	• Source Technical Result Reason	• Target Service Subtype
• Handling Attempt Target Start	• Source Technical Result Resource Role	• Target Service Type
• Interaction Handling Attempt ID	• Source Technical Result Role Reason	• Target Technical Descriptor Key
• Interaction ID	• Source Type	• Target Technical Result
• Interaction Subtype	• Start Timestamp	• Target Technical Result Reason
• Interaction Type	• Target Business Result	• Target Technical Result Resource Role
• Service Subtype	• Target Customer Segment	• Target Technical Result Role Reason
• Service Type	• Target Interaction Descriptor Key	• Target Type
• Source Business Result		• To
• Source Customer Segment	• Target Last Queue	
• Source Last Queue	• Target Last Queue Key	
• Source Last VQueue		

Folder: Detail > Transfer > Source User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization, measurement, and filtering of transferred interactions based on the source of the transfer.

Metrics:
  • There are no metrics in this   folder

Attributes:
  • Dimension 1 - Dimension 5   • Dimension 6 - Dimension 10

Folder: Detail > Transfer > Target User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization, measurement, and filtering of transferred interactions based on the target of the transfer.

Metrics:
• There are no metrics in this   folder
Attributes:
• Dimension 1-10   ID Rcv
• Interaction Handling Attempt   • Start Date Time Key Rcv

Reports built primarily from the objects in the Detail folder and subfolders

- Interaction Handling Attempt Report
- Predictive Routing Detail Report
- Transfer Detail Report

For more information about Detail reports, see the *Genesys CX Insights 9.0 User's Guide*.

Detail Metrics

The Detail folder contains numerous metrics that you can use to build reports that describe low-level interaction and agent details.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.

- For detailed information about the different metric types, see Project terminology and concepts.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Detail

- There are no metrics in this folder

Detail > Handling Attempt

- Abandoned Waiting
- Abandoned Waiting Time
- Conference Initiated Time
- Conference Received Time
- Consult Initiated Time
- Customer Alert Time
- Customer Dial Time
- Customer Engage Time
- Customer Handle Time
- Customer Hold Time
- Customer Wrap Time
- Interaction Duration

- Queue Time
- Response Time
- Revenue
- Routing Point Time
- Satisfaction
- Total Duration
- Transfer Initiated Agent

Detail > Handling Attempt > Handling Predictive Routing

- Abandoned Waiting
- Abandoned Waiting Time
- Agent Rank
- Agent Score
- Conference Initiated Time
- Conference Received Time
- Customer Alert Time
- Customer Dial Time

- Customer Engage Time
- Customer Handle Time
- Customer Hold Time
- Customer Wrap Time
- Global Score
- Interaction Duration
- Max Score
- Median Score
- Message
- Min Score
- Queue Time
- Response Time
- Revenue
- Routing Point Time
- Satisfaction
- Target Size
- Total Duration

- Transfer Initiated Agent
- Turnaround Time

Detail > Handling Attempt > Handling User Data Example

- There are no metrics in this folder

Detail > Transfer

- Interaction Duration

- Source Customer Engage Time
- Source Customer Hold Time
- Source Customer Wrap Time
- Source Queue Time
- Target Customer Engage Time
- Target Customer Hold Time
- Target Customer Wrap Time
- Target Queue Time

Detail > Transfer > Source User Data Example

- There are no metrics in this folder

Detail > Transfer > Target User Data Example

- There are no metrics in this folder

Folder: Detail

There are no metrics in this folder.

Folder: Detail > Handling Attempt

Metric name: Abandoned Waiting	**Folder:**
	Detail > Handling Attempt
Description: The total number of customer interactions that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource.	
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ABANDONED	**Used in:**
Media type: All	This metric is not used in any reports.
Data type: Number **Metric type:** Detail	
>> Back to list	

Metric name: Abandoned Waiting Time	**Folder:**
	Detail > Handling Attempt
Description: The total amount of time associated with customer interactions were abandoned or dropped for any reason before the interactions could be distributed.	
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ABANDONED_TIME	**Used in:**
Media type: All	This metric is not used in any reports.

Data type: Number **Metric type:** Detail		
>> Back to list		

Metric name: Conference Initiated Time

Folder:

Detail > Handling Attempt

Description: The amount of time that a conference initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CONF_INIT_TALK_DURATION		**Used in:**
Media type: All (except Email) **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report
>> Back to list		

Metric name: Conference Received Time

Folder:

Detail > Handling Attempt

Description: The amount of time, in seconds, that a conference that was joined by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference joiner.

Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CONF_JOIN_TALK_DURATION		**Used in:**
Media type: All (except Email) **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report
>> Back to list		

Metric name: Consult Initiated Time

Introduced: 100.0.027.0001

Folder:

Detail > Handling Attempt

Description: The amount of time, in seconds, that a consult initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CONS_INIT_TALK_DURATION		**Used in:**
Media type: All (except Email)		This metric is not used in any reports.

Data type: Number **Metric type:** Detail		

>> Back to list

Metric name: Customer Alert Time

Folder:

Detail > Handling Attempt

Description: This metric varies depending on the media type:

- For voice interactions, the number of seconds that the interaction was ringing at the resource during a voice handling attempt while a customer was present.

- For multimedia interactions, the number of seconds that the customer-related interaction was alerting at the resource during an interaction handling attempt.

- For e-mail interactions, this metric includes agent's handling of an inbound e-mail from a customer or an internal e-mail from another agent, or handling a reply e-mail back to the customer.

This metric excludes handling a collaboration, whether on the initiating or receiving side.

Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_RING_DURATION	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Interaction Handling Attempt Report

>> Back to list

Metric name: Customer Dial Time

Folder:

Detail > Handling Attempt

Description: The amount of time that the IRF resource spent initiating an outbound, customerrelated interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration.

Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_DIAL_DURATION	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Detail	• Interaction Handling Attempt Report

>> Back to list

Metric name: Customer Engage Time

Folder:

Detail > Handling Attempt

Description: The amount of time that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This metric includes internal interactions.

- For synchronous interactions, this is the time that the agent spent interacting with a customer. The duration includes talk duration of conferenced interactions.

- For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer, handling an internal interaction from another agent, or handling a reply interaction back to the customer.

This duration excludes consultations and collaborations, whether they were initiated or received.

Source or Calculation:
INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_TALK_DURATION

Used in:

Media type: All

Data type: Number
Metric type: Detail

- Interaction Handling Attempt Report

>> Back to list

Metric name: Customer Handle Time

Folder:

Detail > Handling Attempt

Description:

Source or Calculation: Calculated as the sum of
INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_TALK_DURATION
+
INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATION
+
INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_ACW_DURATION

Used in:

Media type: All

Data type: Number
Metric type: Detail

- Interaction Handling Attempt Report

>> Back to list

Metric name: Customer Hold Time

Folder:

Detail > Handling Attempt

Description: The amount of time that the agent had the customer on hold. This metric excludes hold durations that are associated with initiated or received consultations but includes hold duration of conferenced interactions.

Source or Calculation:
INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATION

Used in:

Media type: Voice

Data type: Number
Metric type: Detail

- Interaction Handling Attempt Report

>> Back to list

Metric name: Customer Wrap Time

Folder:

Detail > Handling Attempt

Description: The amount of time that the resource was in interaction-related After-Call-Work (ACW or Wrap) state that pertained to this customer voice-interaction resource. The duration excludes ACW duration that is associated with received consultations.

Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_ACW_DURATION		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report
>> Back to list		

Metric name: Interaction Duration	**Folder:** Detail > Handling Attempt

Description: The difference between the beginning and end of the agent's interaction-related state.

Source or Calculation: Calculated as the difference between INTERACTION_FACT_GI2.END_TS and INTERACTION_FACT_GI2.START_TS.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Date		• Interaction Handling Attempt Report
>> Back to list		

Metric name: Queue Time	**Folder:** Detail > Handling Attempt

Description: The sum of the durations that interactions spent at ACD queue resources prior to arrival at the IRF resource. This duration excludes abandoned-while-queued interactions.

Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.QUEUE_DURATION		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report
>> Back to list		

Metric name: Response Time	**Folder:** Detail > Handling Attempt

Description: The time that elapsed before the customer received service or abandoned the interaction, including the time that the interaction spent in a queue (including routing points and non-self-service IVR ports) prior to abandonment or reaching a handling resource (agent or self-service IVR) as well as the alert duration at the resource prior to the interaction being accepted.

Additionally, this metric includes the mediation duration of any immediate previous attempt to deliver the interaction that was

redirected with a technical result of RoutedOnNoAnswer or Unspecified, as well as the alert duration that is associated with this attempt. Received consultations and collaborations are excluded from consideration.

Source or Calculation: Caclulated as the sum of INTERACTION_RESOURCE_FACT_GI2.PREVIOUS_MEDIATION_DURATION + INTERACTION_RESOURCE_FACT_GI2.MEDIATION_DURATION + INTERACTION_RESOURCE_FACT_GI2.RING_DURATION.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report

>> Back to list

Metric name: Revenue

Folder:

Detail > Handling Attempt

Description: The total revenue generated by customer interactions handled by this IRF resource.

Source or Calculation: IRF_USER_DATA_GEN_1.REVENUE		**Used in:**
Media type: All **Data type:** Character **Metric type:** Detail		This metric is not used in any reports.

>> Back to list

Metric name: Routing Point Time

Folder:

Detail > Handling Attempt

Description: The sum of the durations that this IRF spent in routing point resources or routing strategy resources prior to arrival at the IRF resource.

Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POINT_DURATION		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report

>> Back to list

Metric name: Satisfaction

Folder:

Detail > Handling Attempt

Description: The numerical score of customer satisfaction that was attributed to customer interactions handled by this IRF resource.

This score is stored in character format

Source or Calculation: IRF_USER_DATA_GEN_1.SATISFACTION		**Used in:**
Media type: All		This metric is not used in any reports.

Data type: Character **Metric type:** Detail		
>> Back to list		

Metric name: Total Duration	**Folder:** Detail > Handling Attempt
Description: The total duration of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures, including hold duration and the time that the interaction spent in mediation. This metric excludes alert duration, received consultations, and received collaborations.	

Source or Calculation: Calculated as the sum of INTERACTION_RESOURCE_FACT_GI2.MEDIATION_DURATION + INTERACTION_RESOURCE_FACT_GI2.TALK_DURATION + INTERACTION_RESOURCE_FACT_GI2.HOLD_DURATION + INTERACTION_RESOURCE_FACT_GI2.AFTER_CALL_WORK_DURATION.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report
>> Back to list		

Metric name: Transfer Initiated Agent	**Folder:** Detail > Handling Attempt
Description: The total number of times that the agent transferred customer interactions.	

Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.TRANSFER_INITIATED_AGENT		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		This metric is not used in any reports.
>> Back to list		

Folder: Detail > Handling Attempt > Handling Predictive Routing

Metric name: Abandoned Waiting	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: The total number of times that customer interactions that were routed using Predictive Routing were abandoned or dropped for any reason before the interactions could be distributed.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.ABANDONED	**Used in:**
Media type: All	

Data type: Number **Metric type:** Detail		• Predictive Routing Detail Report
	>> Back to list	

Metric name: Abandoned Waiting Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The total amount of time associated with customer interactions that were routed using Predictive Routing that were abandoned or dropped for any reason. This time includes the duration of customer interactions that were abandoned before the interactions could be distributed.

Source or Calculation: IF_IRF_GPM_FACT_GI2.ABANDONED_TIME	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report
>> Back to list	

Metric name: Agent Rank	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The agent's predictive routing score ranked against all other agents in the target group, where 1 is the rank of the agent with the best score.

Source or Calculation: IF_IRF_GPM_FACT_GI2.AGENT_RANK	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report
>> Back to list	

Metric name: Agent Score	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: Predictive routing score for the agent that handled the interaction.

Source or Calculation: IF_IRF_GPM_FACT_GI2.AGENT_SCORE	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report
>> Back to list	

Metric name: Conference Initiated Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The amount of time that a conference initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

Source or Calculation: IF_IRF_GPM_FACT_GI2.CONF_INIT_TALK_DURATION		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Detail		

>> Back to list

Metric name: Conference Received Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The amount of time that a conference that was joined by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference joiner.

Source or Calculation: IF_IRF_GPM_FACT_GI2.CONF_JOIN_TALK_DURATION		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Detail		

>> Back to list

Metric name: Customer Alert Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: This metric varies depending on the media type:

- For voice interactions, the number of seconds that the interaction was ringing at the resource during a voice handling attempt while a customer was present.

- For multimedia interactions, the number of seconds that the customer-related interaction was alerting at the resource during an interaction handling attempt.

- For e-mail interactions, this metric includes agent's handling of an inbound e-mail from a customer or an internal e-mail from another agent, or handling a reply e-mail back to the customer.

This metric excludes handling a collaboration, whether on the initiating or receiving side.

Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOMER_RING_DURATION		**Used in:**
Media type: All		- Predictive Routing Detail Report
Data type: Number **Metric type:** Detail		

>> Back to list

Metric name: Customer Dial Time	**Folder:**

	Detail > Handling Attempt > Handling Predictive Routing

Description: The amount of time that the IRF resource spent initiating an outbound, customer-related interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration.

Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOMER_DIAL_DURATION		**Used in:**
Media type: All		• Predictive Routing Detail Report
Data type: Number **Metric type:** Detail		

>> Back to list

Metric name: Customer Engage Time	**Folder:**
	Detail > Handling Attempt > Handling Predictive Routing

Description: The amount of time that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This metric includes internal interactions. For synchronous interactions, this is the time that the agent spent interacting with a customer. The duration includes talk duration of conferenced interactions. For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer, handling an internal interaction from another agent, or handling a reply interaction back to the customer. This duration excludes consultations and collaborations, whether they were initiated or received.

Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOMER_TALK_DURATION		**Used in:**
Media type: All		• Predictive Routing Detail Report
Data type: Number **Metric type:** Detail		

>> Back to list

Metric name: Customer Handle Time	**Folder:**
	Detail > Handling Attempt > Handling Predictive Routing

Description: The sum of the Customer Engage Time, Customer Hold Time, and Customer Wrap Time metrics report.

Source or Calculation: Calculated as the sum of IF_IRF_GPM_FACT_GI2.CUSTOMER_TALK DURATION, IF_IRF_GPM_FACT_GI2.CUSTOMER_HOLD DURATION, and IF_IRF_GPM_FACT_GI2.CUSTOMER_ACW_DURATION.		**Used in:**
Media type: All		• Predictive Routing Detail Report
Data type: Number **Metric type:** Detail		

>> Back to list

Metric name: Customer Hold Time	Folder:
	Detail > Handling Attempt > Handling Predictive Routing

Description: The amount of time that the agent had the customer on hold. This metric excludes hold durations that are associated with initiated or received consultations but includes hold duration of conferenced interactions.

Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOMER_HOLD DURATION		**Used in:**
Media type: All		• Predictive Routing Detail Report
Data type: Number **Metric type:** Detail		
>> Back to list		

Metric name: Customer Wrap Time	Folder:
	Detail > Handling Attempt > Handling Predictive Routing

Description: The amount of time that the resource was in interaction-related After-Call Work (ACW or Wrap) state that pertained to this customer voice-interaction resource. The duration excludes ACW duration that is associated with received consultations.

Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOMER_ACW_DURATION		**Used in:**
Media type: All		• Predictive Routing Detail Report
Data type: Number **Metric type:** Detail		
>> Back to list		

Metric name: Global Score	Folder:
	Detail > Handling Attempt > Handling Predictive Routing

Description: The average predictive routing score for all agents in the target group.

Source or Calculation: IF_IRF_GPM_FACT_GI2.GLOBAL_SCORE		**Used in:**
Media type: All		• Predictive Routing Detail Report
Data type: Number **Metric type:** Detail		
>> Back to list		

Metric name: Interaction Duration	Folder:
	Detail > Handling Attempt > Handling Predictive Routing

Description: The duration of the interaction.

Source or Calculation: Calculated as the difference between	**Used in:**

IF_IRF_GPM_FACT_GI2.IF_END_TS and IF_IRF_GPM_FACT_GI2.IF_START_TS.	
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report

>> Back to list

Metric name: Max Score	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: The highest predictive routing score for any agent in the target group.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.MAX_SCORE	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report

>> Back to list

Metric name: Median Score	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: The median predictive routing score for the target group of agents.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.MEDIAN_SCORE	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report

>> Back to list

Metric name: Message	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: If an error occurs while returning scoring results, this field contains the error message. The value is NULL if no error is returned.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.MESSAGE	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report

>> Back to list

Metric name: Min Score	**Folder:** Detail > Handling Attempt > Handling Predictive

	Routing

Description: The lowest predictive routing score for any agent in the target group.

Source or Calculation: IF_IRF_GPM_FACT_GI2.MIN_SCORE

		Used in:
Media type: All		
Data type: Number **Metric type:** Detail		• Predictive Routing Detail Report
	>> Back to list	

Metric name: Queue Time

Folder:

Detail > Handling Attempt > Handling Predictive Routing

Description: The sum of the durations that interactions spent at ACD queue resources prior to arrival at the IRF resource. This duration excludes abandoned-while-queued interactions.

Source or Calculation:
IF_IRF_GPM_FACT_GI2.QUEUE_DURATION

		Used in:
Media type: All		
Data type: Number **Metric type:** Detail		• Predictive Routing Detail Report
	>> Back to list	

Metric name: Response Time

Folder:

Detail > Handling Attempt > Handling Predictive Routing

Description: The time that elapsed before the customer received service or abandoned the interaction, including the time that the interaction spent in a queue (including routing points and non-self-service IVR ports). This metric is populated only if the handle count is greater than zero.

Source or Calculation: Calculated as the sum of IF_IRF_GPM_FACT_GI2.PREVIOUS_MEDIATION_DURATION, plus MEDIATION_DURATION and RING_DURATION.

		Used in:
Media type: All		
Data type: Number **Metric type:** Detail		• Predictive Routing Detail Report
	>> Back to list	

Metric name: Revenue

Folder:

Detail > Handling Attempt > Handling Predictive Routing

Description: The total revenue that is generated during the interval by customer interactions handled by agents who belong to the agent group.

Source or Calculation: IF_IRF_GPM_FACT_GI2.REVENUE

		Used in:
		This metric is not used in any reports.
Media type: All		

Data type: Number **Metric type:** Detail		
>> Back to list		

Metric name: Routing Point Time

Folder:

Detail > Handling Attempt > Handling Predictive Routing

Description: The sum of the durations that this IRF spent in routing point resources or routing strategy resources prior to arrival at the IRF resource.

Source or Calculation:
IF_IRF_GPM_FACT_GI2.ROUTING_POINT_DURATION

Media type: All

Data type: Number
Metric type: Detail

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Satisfaction

Folder:

Detail > Handling Attempt > Handling Predictive Routing

Description: The customer-satisfaction score associated with the interaction.

Source or Calculation:
IRF_USER_DATE_GEN_1.SATISFACTION

Media type: All

Data type: Number
Metric type: Detail

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Target Size

Folder:

Detail > Handling Attempt > Handling Predictive Routing

Description: The number of agents in the scored target group (based on the list received from the scoring engine).

Source or Calculation: IF_IRF_GPM_FACT_GI2.TARGET_SIZE

Media type: All

Data type: Number
Metric type: Detail

Used in:

• Predictive Routing Detail Report

>> Back to list

Metric name: Total Duration

Folder:

Detail > Handling Attempt > Handling Predictive Routing

Description: The total duration of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures, including hold duration and the time that the interaction spent in mediation.

Source or Calculation: Calculated as the sum of IF_IRF_GPM_FACT_GI2.MEDIATION DURATION plus TALK_DURATION, HOLD_DURATION and AFTER_CALL_WORK_DURATION.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report
>> Back to list		

Metric name: Transfer Initiated Agent

Folder:

Detail > Handling Attempt > Handling Predictive Routing

Description: The total number of times that agents transferred customer interactions that were routed using Predictive Routing.

Source or Calculation: IF_IRF_GPM_FACT_GI2.TRANSFER_INIT_AGENT		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report
>> Back to list		

Metric name: Turnaround Time

Folder:

Detail > Handling Attempt > Handling Predictive Routing

Description: Amount of time the interaction spent in queue while waiting for predictive routing scoring to be completed.

Source or Calculation: IF_IRF_GPM_FACT_GI2.WAIT_TIME		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report
>> Back to list		

Folder: Detail > Handling Attempt > Handling User Data Example

There are no metrics in this folder.

Folder: Detail > Transfer

Metric name: Interaction Duration	Folder: Detail > Transfer
Description: The difference between the beginning and end of the agent's interaction-related state.	
Source or Calculation: Calculated as the difference between INTERACTION_RES_FACT_TRNSFR_GI2.END_TS and INTERACTION_RES_FACT_TRNSFR_GI2.START_TS.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Date	• Transfer Detail Report
>> Back to list	

Metric name: Source Customer Engage Time	Folder: Detail > Transfer
Description: The amount of time that the agent processed a customer-related transfer or conference where the agent was the initiator of the interaction. • For synchronous interactions, this is the time that the agent spent interacting with a customer. • For asynchronous interactions, this is the time spent handling an inbound interaction from a customer or handling a reply interaction back to the customer. This duration excludes consultations and collaborations.	
Source or Calculation: INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_TALK_DURATION	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Transfer Detail Report
>> Back to list	

Metric name: Source Customer Hold Time	Folder: Detail > Transfer
Description: The amount of time that the agent had the customer on hold. This metric pertains to transfers or conferences that the agent initiated and excludes hold durations that are associated with consultations.	
Source or Calculation: INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_HOLD_DURATION	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Detail	• Transfer Detail Report

>> Back to list

Metric name: Source Customer Wrap Time

Folder:

Detail > Transfer

Description: The amount of time that the resource was in interaction-related ACW (Wrap) state that pertain to customer transfers or conferences that the agent initiated. The duration excludes ACW duration that is associated with received consultations.

Source or Calculation:
INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_ACW_DURATION

Used in:

Media type: Voice

Data type: Number
Metric type: Detail

- Transfer Detail Report

>> Back to list

Metric name: Source Queue Time

Folder:

Detail > Transfer

Description: The sum of the durations that initiated transfers or conferences spent at ACD queue resources prior to arrival at the IRF resource. This duration includes interactions that were queued for consultation and excludes abandoned-while-queued interactions.

Source or Calculation:
INTERACTION_RES_FACT_TRNSFR_GI2.QUEUE_DURATION

Used in:

Media type: All

Data type: Number
Metric type: Detail

- Transfer Detail Report

>> Back to list

Metric name: Target Customer Engage Time

Folder:

Detail > Transfer

Description: The amount of time that the agent spent processing a customer-related transfer or conference where the agent was the recipient of the interaction.

- For synchronous interactions, this is the time that the agent spent interacting with a customer.

- For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer or handling a reply interaction back to the customer.

This duration excludes consultations and collaborations.

Source or Calculation:
INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_TALK_DURATION

Used in:

Media type: All

Data type: Number
Metric type: Detail

- Transfer Detail Report

>> Back to list

Metric name: Target Customer Hold Time

Folder:

Detail > Transfer

Description: The amount of time that the agent had the customer on hold. This metric pertains to transfers or conferences that the agent received and excludes hold durations that are associated with consultations.

Source or Calculation:
INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_HOLD_DURATION_RCV

Used in:

Media type: Voice

Data type: Number
Metric type: Detail

- Transfer Detail Report

>> Back to list

Metric name: Target Customer Wrap Time

Folder:

Detail > Transfer

Description: The amount of time that the resource was in interaction-related ACW (Wrap) state that pertain to customer transfers or conferences that the agent received. The duration excludes ACW duration that is associated with received consultations.

Source or Calculation:
INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_ACW_DURATION_RCV

Used in:

Media type: Voice

Data type: Number
Metric type: Detail

- Transfer Detail Report

>> Back to list

Metric name: Target Queue Time

Folder:

Detail > Transfer

Description: The sum of the durations that received transfers or conferences spent at ACD queue resources prior to arrival at the IRF resource.

Source or Calculation:
INTERACTION_RES_FACT_TRNSFR_GI2.QUEUE_DURATION_RCV

Used in:

Media type: All

Data type: Number
Metric type: Detail

- Transfer Detail Report

>> Back to list

Folder: Detail > Transfer > Source User Data Example

There are no metrics in this folder.

Folder: Detail > Transfer > Target User Data Example

There are no metrics in this folder.

Detail Attributes

The Detail folder contains numerous attributes that you can use to build reports that describe low-level interaction and agent details

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

Detail

- There are no attributes in this folder

Detail > Handling Attempt

- Active
- Case ID
- Connection ID
- Customer ID
- End Timestamp
- From
- GUID
- Handling Attempt End
- Handling Attempt Start
- Handling Resource
- Interaction Duration
- Interaction Handling Attempt ID

- Interaction ID
- Interaction ID SSF
- Interaction Resource ID
- Irf Anchor
- IRF Start Date Time Key
- Last Interaction Resource
- Last IVR
- Last Queue
- Last Queue Key
- Last VQueue
- Last VQueue Key
- Media Server Ixn Guid
- Resource State
- Root ID
- Routing Target
- Routing Target Selected
- Routing Target Type

- Source Name
- Source Resource Key
- Source Type
- Start Timestamp
- Stop Action
- Strategy Name
- Technical Descriptor Key
- Technical Result
- Technical Result Reason
- Technical Result Resource Role
- Technical Result Role Reason
- To
- UD Custom Key
- UD Interaction Resource ID

Detail > Handling Attempt > Handling Predictive Routing

- Active
- Case ID
- Connection ID
- Customer Data Found
- Customer ID
- End Timestamp
- From
- GUID
- Handling Attempt End
- Handling Attempt Start
- Handling Resource
- Interaction Duration
- Interaction Handling Attempt ID
- Interaction ID
- Interaction Resource ID
- Interaction Type
- IRF Start Date Time Key
- Last IVR
- Last Queue
- Last Queue Key
- Last VQueue
- Last VQueue Key
- Mode
- Model
- Predictor
- Predictor Switch
- Resource State
- Result
- Root ID
- Routing Target
- Routing Target Selected
- Routing Target Type
- Skill Combination Requested
- Source

- Start Timestamp
- Status
- Stop Action
- Technical Result
- Technical Result Reason
- Technical Result Resource Role
- Technical Result Role Reason
- To
- UD Interaction Resource ID

Detail > Handling Attempt > Handling User Data Example

- Detail 1-16
- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10

Detail > Transfer

- End Timestamp
- From
- GUID
- Handling Attempt End
- Handling Attempt Start
- Handling Attempt Target Start
- Interaction Handling Attempt ID
- Interaction ID
- Interaction Subtype
- Interaction Type
- Service Subtype
- Service Type
- Source Business Result
- Source Customer Segment
- Source Last Queue
- Source Last VQueue
- Source Name

- Source Service Subtype
- Source Service Type
- Source Technical Result
- Source Technical Result Reason
- Source Technical Result Resource Role
- Source Technical Result Role Reason
- Source Type
- Start Timestamp
- Target Business Result
- Target Customer Segment
- Target Interaction Descriptor Key
- Target Last Queue
- Target Last Queue Key
- Target Last VQueue
- Target Last VQueue Key
- Target Name
- Target Resource Key
- Target Service Subtype
- Target Service Type
- Target Technical Descriptor Key
- Target Technical Result
- Target Technical Result Reason
- Target Technical Result Resource Role
- Target Technical Result Role Reason
- Target Type
- To

Detail > Transfer > Source User Data Example

- Dimension 1 - Dimension 5

- Dimension 6 - Dimension 10

Detail > Transfer > Target User Data Example

- Dimension 1-10
- Interaction Handling Attempt ID Rcv

- Start Date Time Key Rcv

Folder: Detail

There are no attributes in this folder

Folder: Detail > Handling Attempt

Attribute name: Active	**Folder:** Detail > Handling Attempt
Description: Enables data to be organized by whether or not the corresponding record in the INTERACTION_FACT table is active.	
Database table: INTERACTION_FACT_GI2.ACTIVE_FLAG	
>> Back to list	

Attribute name: Case ID	**Folder:** Detail > Handling Attempt
Description: Enables data to be organized by case ID of an external management application, which can be used to tie this third-party application data in with Info Mart data.	
Database table: IRF_USER_DATA_GEN_1.CASE_ID	
>> Back to list	

Attribute name: Connection ID	**Folder:** Detail > Handling Attempt
Description: Enables data to be organized by attributes of the interaction's connection ID.	
Database table: INTERACTION_FACT_GI2.MEDIA_SERVER_IXN_ID	
>> Back to list	

Attribute name: Customer ID	**Folder:** Detail > Handling Attempt
Description: The customer ID as it appears in an external CRM application. This value enables Genesys Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined Genesys Info Mart key that has an ID of 10053. Refer to the *Genesys Info Mart Deployment Guide* for information about Genesys Info Mart attached data key assignments. The Customer ID dimension in the Flow class references a field in a derived table whose values are sourced, in part, from the listed Info Mart table.	
Database table:	

IRF_USER_DATA_GEN_1.CUSTOMER_ID

>> Back to list

Attribute name: End Timestamp	**Folder:** Detail > Handling Attempt

Description: Enables data to be organized by the calendar date and time when the interaction ended.

Database table:
INTERACTION_FACT_GI2.END_TS_TIME

>> Back to list

Attribute name: From	**Folder:** Detail > Handling Attempt

Description: Enables data to be organized by the source address of the interaction:

- For voice, the source address is the interaction's automatic number identification (ANI).

- For email, the source address is the customer's email address.

- For chat, the source address is empty.

Database table:
INTERACTION_FACT_GI2.SOURCE_ADDRESS

>> Back to list

Attribute name: GUID	**Folder:** Detail > Handling Attempt

Description: Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique.

In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.

Database table:
INTERACTION_FACT_GI2.MEDIA_SERVER_IXN_GUID

>> Back to list

Attribute name: Handling Attempt End	**Folder:** Detail > Handling Attempt

Description: Enables data to be organized by the moment when the resource's participation in the interaction ended.

Database table:
INTERACTION_RESOURCE_FACT_GI2.END_TS_TIME

>> Back to list

Attribute name: Handling Attempt Start	**Folder:** Detail > Handling Attempt

Description: Enables data to be organized by the moment when the resource began to participate in the interaction.

Database table:
INTERACTION_RESOURCE_FACT_GI2.START_TS_TIME

>> Back to list

Attribute name: Handling Resource	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the name of the Handling Resource.	
Database table: RESOURCE_TARGET.RESOURCE_NAME	**Form(s):** Handling Resource Type
Forms in this attribute:	
Form: Handling Resource Type **Table.Column:** RESOURCE_TARGET.RESOURCE_TYPE **Data type:** Text	**Description:**
>> Back to list	

Attribute name: Interaction Duration	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the difference between the start and end timestamps of the interaction.	
Database table:	
>> Back to list	

Attribute name: Interaction Handling Attempt ID	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT table.	
Database table: INTERACTION_RESOURCE_FACT_GI2.INTERACTION_RESOURCE_ID, IRF_USER_DATA_KEYS.INTERACTION_RESOURCE_ID	
>> Back to list	

Attribute name: Interaction ID	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_ FACT table. • For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. • For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.	
Database table: INTERACTION_FACT_GI2.INTERACTION_ID, INTERACTION_RESOURCE_FACT_GI2.INTERACTION_ID	
>> Back to list	

Attribute name: Interaction ID SSF	Folder: Detail > Handling Attempt

Description: Enables data to be organized by a key for an interaction from the SDR Sesion Fact table.

Database table:
SDR_SESSION_FACT.INTERACTION_ID

>> Back to list

Attribute name: Interaction Resource ID

Folder: Detail > Handling Attempt

Description: Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT table.

Database table:
INTERACTION_RESOURCE_FACT_GI2.INTERACTION_RESOURCE_ID,
IRF_USER_DATA_GEN_1.INTERACTION_RESOURCE_ID

>> Back to list

Attribute name: Irf Anchor

Folder: Detail > Handling Attempt

Description: Enables data to be organized by the IRF anchor value, which is one of:

- 2=The agent who first responded to an offline interaction

- 1=Either the first handling resource or the resource that abandoned / stopped the itneraction

- 0=All other IRFs.

Database table:
INTERACTION_RESOURCE_FACT_GI2.IRF_ANCHOR

>> Back to list

Attribute name: IRF Start Date Time Key

Folder: Detail > Handling Attempt

Description: Enables data to be organized based on the a key for a particular date and time from the INTERACTION_RESOURCE_FACT hierarchy. Reserved for internal use.

Database table:
INTERACTION_FACT_GI2.START_DATE_TIME_KEY,
INTERACTION_FACT_GI2.INTERACTION_SDT_KEY

>> Back to list

Attribute name: Last Interaction Resource

Folder: Detail > Handling Attempt

Description: Enables data to be organized based on the last resource to enter the interaction.

Database table:
INTERACTION_RESOURCE_FACT_GI2.LAST_INTERACTION_RESOURCE

>> Back to list

Attribute name: Last IVR

Folder: Detail > Handling Attempt

Description: Enables data to be organized by the name of the IVR in which the interaction traveled.

Database table:
RESOURCE_IVR.RESOURCE_NAME

>> Back to list

Attribute name: Last Queue	**Folder:** Detail > Handling Attempt
Description: Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This attribute excludes virtual queues. Identical to Detail > Transfer > Source Last Queue.	
Database table: RESOURCE_Q.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	

>> Back to list

Attribute name: Last Queue Key	**Folder:** Detail > Handling Attempt
Description: Enables data to be organized by the primary key of the last queue in which the interaction traveled before it was handled. Excludes virtual queues.	
Database table: INTERACTION_RESOURCE_FACT_GI2.LAST_QUEUE_RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST_QUEUE_RESOURCE_KEY, RESOURCE_Q.RESOURCE_KEY	

>> Back to list

Attribute name: Last VQueue	**Folder:** Detail > Handling Attempt
Description: Enables data to be organized by the name of the last virtual queue in which the interaction traveled before it was handled.	
Database table: RESOURCE_VQ.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	**Form(s):** Last VQueue Type
Forms in this attribute:	
Form: Last VQueue Type **Table.Column:** RESOURCE_VQ.RESOURCE_SUBTYPE **Data type:** Text	**Description:** Enables data within the reporting interval to be organized by the type of virtual queue. Adding this detail to a report has a significant impact on performance.

>> Back to list

Attribute name: Last VQueue Key	**Folder:** Detail > Handling Attempt
Description: Enables data to be organized based on the resource key of the last virtual queue that the interaction passed through prior to arriving at the IRF resource, whether the interaction was distributed directly from this virtual queue or through another mediation resource.	
Database table: INTERACTION_RESOURCE_FACT_GI2.LAST_VQUEUE_RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST_VQUEUE_RESOURCE_KEY, RESOURCE_VQ.RESOURCE_KEY,	

>> Back to list

Attribute name: Media Server Ixn Guid	Folder: Detail > Handling Attempt

Description: Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique.

- T-Server voice interactions: the GUID is the Call UUID.

- Multimedia interactions: the GUID is the Interaction ID from Interaction Server.

Database table: COBROWSE_FACT_GI2.MEDIA_SERVER_IXN_GUID, COBROWSE_FACT_GI2.IMEDIA_SERVER_IXN_GUID, SDR_SESSION_FACT.INTERACTION_ID	
>> Back to list	

Attribute name: Resource State	Folder: Detail > Handling Attempt

Description: Enables data to be organized by the media-specific or detailed state of the resource — for example, Busy, Ready, NotReady, and AfterCallWork.

Database table: RESOURCE_STATE.STATE_NAME	**Form(s):** State Type
Forms in this attribute:	
Form: State Type **Table.Column:** RESOURCE_STATE.STATE_TYPE **Data type:** Text	**Description:** Enables data to be organized by the media-neutral state of the resource — for example, Ready, WorkingReady, and WorkingNotReady.
>> Back to list	

Attribute name: Root ID	Folder: Detail > Handling Attempt

Description: Enables data to be organized by the ID of the original interaction given multi-threaded interaction scenarios. This field is currently used only to link an email customer-reply interaction to the original email interaction in the thread. This field is null for all other interaction types, and its value might not be unique.

Database table: INTERACTION_FACT_GI2.MEDIA_SERVER_ROOT_IXN_ID	
>> Back to list	

Attribute name: Routing Target	Folder: Detail > Handling Attempt

Description: Enables data to be organized by the name of the agent group, place group, or skill expression that served as the target of the routing strategy.

Database table: Depending on the value of ROUTING_TARGET_TYPE_CODE, one of the following or NULL:	

- ROUTING_TARGET.AGENT_GROUP_NAME

- ROUTING_TARGET.PLACE_GROUP_NAME

- ROUTING_TARGET.SKILL_EXPRESSION

>> Back to list

Attribute name: Routing Target Selected

Folder: Detail > Handling Attempt

Description: Enables data to be organized by the name of the DN group that is the target of the routing strategy.

Database table:
ROUTING_TARGET.TARGET_OBJECT_SELECTED

>> Back to list

Attribute name: Routing Target Type

Folder: Detail > Handling Attempt

Description: Enables data to be organized by the type of the routing target—for example, Agent, Place, Agent Group, Routing Point, and Queue.

Database table:
ROUTING_TARGET.ROUTING_TARGET_TYPE

>> Back to list

Attribute name: Source Name

Folder: Detail > Handling Attempt

Description: Enables data to be organized by the name of the handling resource—for example, the IVR port number; the name of the queue; or the first, last, and user name of the agent.

Database table:
RESOURCE_.RESOURCE_NAME

>> Back to list

Attribute name: Source Resource Key

Folder: Detail > Handling Attempt

Description: Enables data to be organized by the surrogate key.

Database table:
INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY,
.INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,
RESOURCE_.RESOURCE_KEY

>> Back to list

Attribute name: Source Type

Folder: Detail > Handling Attempt

Description: Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort.

Database table:
RESOURCE_.RESOURCE_TYPE

>> Back to list

Attribute name: Start Timestamp	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the moment when the interaction began.	
Database table: INTERACTION_FACT_GI2.START_TS_TIME	
>> Back to list	

Attribute name: Stop Action	Folder: Detail > Handling Attempt

Description: This attribute has different meaning for voice and multimedia interactions:

- For voice, this attribute enables data to be organized by whether the initiating party released the call.

  - 0–Indicates that the initiating party did not release the call.

  - 1–Indicates that the initiating party did release the call.

  - null–Indicates that such information is not available.

- For multimedia, this attribute enables data to be organized by whether the interaction was released by the last interaction resource fact (IRF) that is associated with the interaction:

  - 0–Indicates that the interaction was stopped at the associated IRF resource by some entity that was not a party to the interaction, such as by Interaction Server or a media server.

  - 1–Indicates that the interaction was stopped by the associated IRF resource.

  - null–Indicates that the interaction was not stopped at the associated IRF resource.

Refer to Genesys Info Mart documentation for information about IRFs and parties.

Database table: INTERACTION_RESOURCE_FACT_GI2.STOP_ACTION	
>> Back to list	

Attribute name: Strategy Name	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the name and other aspects of the routing strategy.	
Database table: STRATEGY.STRATEGY_NAME	**Form(s):** Strategy Type
Forms in this attribute:	
Form: Strategy Type **Table.Column:** STRATEGY.STRATEGY_TYPE **Data type:**	**Description:** Enables data to be organized by the type of strategy—for example, RoutingStrategy or IVRApplication.
>> Back to list	

Attribute name: Technical Descriptor Key	Folder: Detail > Handling Attempt
Description: Reserved for internal use. Enables data to be organized base don the primary key of the TECHNICAL_DESCRIPTOR table.	

Database table:	
>> Back to list	

Attribute name: Technical Result	Folder: Detail > Handling Attempt
Description: Enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to Detail > Transfer Source Technical Result.	
Database table: TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT	
>> Back to list	

Attribute name: Technical Result Reason	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Transfer > Source Technical Result Reason.	
Database table: TECHNICAL_DESCRIPTOR.RESULT_REASON	
>> Back to list	

Attribute name: Technical Result Resource Role	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, or RoutedTo. Identical to Transfer > Source Technical Result Role.	
Database table: TECHNICAL_DESCRIPTOR.RESOURCE_ROLE	
>> Back to list	

Attribute name: Technical Result Role Reason	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, or PulledBackTimeout. Identical to Transfer > Source Technical Result Role Reason.	
Database table: TECHNICAL_DESCRIPTOR.ROLE_REASON	
>> Back to list	

Attribute name: To	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the target address of the interaction:	

- For voice, the target address is the interaction's dialed number identification service (DNIS).
- For email, the target address is a contact center email address.
- For chat, the target address is empty.

Database table:	

INTERACTION_FACT_GI2.TARGET_ADDRESS	
>> Back to list	

Attribute name: UD Custom Key	**Folder:** Detail > Handling Attempt
Description: Enables data to be organized by the primary key of user -ata tables.	
Database table: IRF_USER_DATA_KEYS.CUSTOM_KEY_1	
>> Back to list	

Attribute name: UD Interaction Resource ID	**Folder:** Detail > Handling Attempt
Description: Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT_GI2 table.	
Database table: INTERACTION_RESOURCE_FACT_GI2.INTERACTION_RESOURCE_ID, IRF_USER_DATA_KEYS.INTERACTION_RESOURCE_ID	
>> Back to list	

Folder: Detail > Handling Attempt > Handling Predictive Routing

Attribute name: Active	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by whether or not the corresponding record in the INTERACTION_FACT table is active.	
Database table: IF_IRF_GPM_FACT_GI2.ACTIVE_FLAG	
>> Back to list	

Attribute name: Case ID	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by case ID of an external management application, which can be used to tie this third-party application data in with Info Mart data.	
Database table: IRF_USER_DATA_GEN_1.CASE_ID	
>> Back to list	

Attribute name: Connection ID	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by attributes of the interaction's connection ID, which is assigned by the telephony server.	
Database table:	**Form(s):** ID

IF_IRF_GPM_FACT_GI2.INTERACTION_ID	
Forms in this attribute:	
Form: **Table.Column:** **Data type:**	**Description:**
>> Back to list	

Attribute name: Customer Data Found	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data by whether features from customer records were successfully retrieved from CRM database and used in the calculation of agent scores. Also known as GPR Customer Data Found.	
Database table: GPM_RESULT.CUSTOMER_FOUND	
>> Back to list	

Attribute name: Customer ID	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: The customer ID as it appears in an external CRM application. This value enables Genesys Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined Genesys Info Mart key that has an ID of 10053.	
Database table: IRF_USER_DATA_GEN_1.CUSTOMER_ID	
>> Back to list	

Attribute name: End Timestamp	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data based on the moment when the interaction ended.	
Database table: INTERACTION_RES_FACT_TRNSFR_GI2.IF_END_TS_TIME	
>> Back to list	

Attribute name: From	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the source address of the interaction:	

- For voice, the source address is the interaction's automatic number identification (ANI).
- For email, the source address is the customer's email address.
- For chat, the source address is empty.

Database table: IF_IRF_GPM_FACT_GI2.SOURCE_ADDRESS	
>> Back to list	

Attribute name: GUID	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.

Database table:
IF_IRF_GPM_FACT_GI2.MEDIA_SERVER_IXN_GUID

>> Back to list

Attribute name: Handling Attempt End	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the moment when the resource's participation in the interaction ended.

Database table:
IF_IRF_GPM_FACT_GI2.IRF_END_TS_TIME

>> Back to list

Attribute name: Handling Attempt Start	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the moment when the resource's participation in the interaction started.

Database table:
IF_IRF_GPM_FACT_GI2.IRF_START_TS_TIME

>> Back to list

Attribute name: Handling Resource	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of data based on the name of the queue, virtual queue, workbin, Interaction queue, IVR port, or agent.

Database table:
IF_IRF_GPM_FACT_GI2.RESOURCE_KEY,
RESOURCE_TARGET.RESOURCE_ID,
RESOURCE_TARGET.RESOURCE_NAME

>> Back to list

Attribute name: Interaction Duration	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized based on the duration of GPR interaction resource facts.

Database table:

>> Back to list

Attribute name: Interaction Handling Attempt ID	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of data based on the primary key of the IF_IRF_GPM_FACT table.

Database table:
IRF_USER_DATA_KEYS.INTERACTION_RESOURCE_ID,
INTERACTION_RES_FACT_TRNSFR_GI2.INTERACTION_RESOURCE_ID

>> Back to list

Attribute name: Interaction ID	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_ FACT table. • For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. • For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.	
Database table: IF_IRF_GPM_FACT_GI2.INTERACTION_ID	

>> Back to list

Attribute name: Interaction Resource ID	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data based on the value of the primary key of the relevant table.	
Database table: IF_IRF_GPM_FACT_GI2.INTERACTION_RESOURCE_ID	

>> Back to list

Attribute name: Interaction Type	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE	

>> Back to list

Attribute name: IRF Start Date Time Key	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized based on Start date and time values of GPR interaction resource facts.	
Database table: IF_IRF_GPM_FACT_GI2.START_DATE_TIME_KEY	

>> Back to list

Attribute name: Last IVR	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: This attribute enables data to be organized by the name of the last IVR in which the interaction traveled.	
Database table: RESOURCE_IVR.RESOURCE_NAME	

>> Back to list

Attribute name: Last Queue

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data within the reporting interval to be organized based on the type of queue, such as ACDQueue, InteractionQueue, or InteractionWorkBin.

Adding this attribute to a report can have a significant impact on performance.

Database table:
RESOURCE_Q.RESOURCE_NAME

>> Back to list

Attribute name: Last Queue Key

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the resource key of the last queue that the interaction passed through prior to arriving at the IRF resource.

Database table:
RESOURCE_Q.RESOURCE_KEY,
IF_IRF_GPM_FACT_GI2.LAST_QUEUE_RESOURCE_KEY

>> Back to list

Attribute name: Last VQueue

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of data based on the name of the last virtual queue in which the interaction traveled before it was handled.

Database table:
RESOURCE_VQ.RESOURCE_NAME

>> Back to list

Attribute name: Last VQueue Key

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized based on the resource key of the last virtual queue that the interaction passed through prior to arriving at the IRF resource, whether the interaction was distributed directly from this virtual queue or through another mediation resource.

Database table:
RESOURCE_VQ.RESOURCE_KEY,
IF_IRF_GPM_FACT_GI2.LAST_VQUEUE_RESOURCE_KEY

>> Back to list

Attribute name: Mode

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of data based on the value of gpm-mode, which indicates the current mode of operation of GPR. Value is one of: prod, off, gpmdiscovery, ab-test-time-sliced, or unknown. Called *PR mode* in some reports.

Database table:
GPM_RESULT.GPM_MODE

>> Back to list

Attribute name: Model

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of data by the name of the model that was used to score the agent for predictive routing.

Database table: GPM_MODEL.MODEL

>> Back to list

Attribute name: Predictor	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of data by the name of the predictor that was used to request scoring for predictive routing.

Database table: GPM_PREDICTOR.PREDICTOR

>> Back to list

Attribute name: Predictor Switch	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of data based on whether predictive routing is ON or OFF.

Database table: GPM_PREDICTOR.PREDICTOR_SWITCH

>> Back to list

Attribute name: Resource State	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of data based on resource state.

Database table: RESOURCE_STATE.STATE_NAME

>> Back to list

Attribute name: Result **Introduced:** 9.0.013	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of data by whether the predictive routing request was processed successfully. The value is either error or OK.

Database table: GPM_RESULT.GPM_RESULT

>> Back to list

Attribute name: Root ID	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the ID of the original interaction given multithreaded interaction scenarios.

Database table: IF_IRF_GPM_FACT_GI2.MEDIA_SERVER_ROOT_IXN_ID

>> Back to list

Attribute name: Routing Target	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of data based on the name of the agent group, place group, or skill expression that served as the target of the routing strategy.

Database table:
ROUTING_TARGET.AGENT_GROUP_NAME

>> Back to list

Attribute name: Routing Target Selected

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the name of the DN group that is the target of the routing strategy.

Database table:
ROUTING_TARGET.TARGET_OBJECT_SELECTED

>> Back to list

Attribute name: Routing Target Type

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the type of the routing target—for example, Agent, Place, Agent Group, Routing Point, or Queue.

Database table:
ROUTING_TARGET.ROUTING_TARGET_TYPE

>> Back to list

Attribute name: Skill Combination Requested

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of data based on the Skill Combination requested by the interaction.

Database table:
REQUESTED_SKILL_COMPBINATION.SKILL_COMPBINATION_STRING

>> Back to list

Attribute name: Source

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the name of the handling resource—for example, the IVR port number; the name of the queue; or the first, last, and user name of the agent.

Database table:
RESOURCE.RESOURCE_NAME

>> Back to list

Attribute name: Start Timestamp

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of data based on the moment when the interaction entered the contact center.

Database table:
INTERACTION_RES_FACT_TRNSFR_GI2.IF_START_TS_TIME

>> Back to list

Attribute name: Status	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data by whether an interaction was processed by GPR under an *Agent- Surplus* or *Interaction Surplus* scenario, when running in A/B Testing interleaved mode. Also known as A/B Test Status.	
Database table: GPM_RESULT.GPM_STATUS	
>> Back to list	

Attribute name: Stop Action	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: This attribute has different meaning for voice and multimedia interactions:
 	
• For voice, this attribute enables data to be organized by whether the initiating party released the call.
 	
   • 0–Indicates that the initiating party did not release the call.
 	
   • 1–Indicates that the initiating party did release the call.
 	
   • null–Indicates that such information is not available.
 	
• For multimedia, this attribute enables data to be organized by whether the interaction was released by the last interaction resource fact (IRF) that is associated with the interaction:
 	
   • 0–Indicates that the interaction was stopped at the associated IRF resource by some entity that was not a party to the interaction, such as by Interaction Server or a media server.
 	
   • 1–Indicates that the interaction was stopped by the associated IRF resource.
 	
   • null–Indicates that the interaction was not stopped at the associated IRF resource.
 	
Refer to Genesys Info Mart documentation for information about IRFs and parties.	

Database table: IF_IRF_GPM_FACT_GI2.STOP_ACTION	
>> Back to list	

Attribute name: Technical Result	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to Detail > Transfer Source Technical Result.	
Database table: TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT	
>> Back to list	

Attribute name: Technical Result Reason	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Transfer > Source Technical Result Reason.	
Database table: TECHNICAL_DESCRIPTOR.RESULT_REASON	

>> Back to list	

Attribute name: Technical Result Resource Role	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, or RoutedTo. Identical to Transfer > Source Technical Result Role.	
Database table: TECHNICAL_DESCRIPTOR.RESOURCE_ROLE	

>> Back to list	

Attribute name: Technical Result Role Reason	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, or PulledBackTimeout.	
Database table: TECHNICAL_DESCRIPTOR.ROLE_REASON	

>> Back to list	

Attribute name: To	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the target address of the interaction:	
• For voice, the target address is the interaction's dialed number identification service (DNIS). • For email, the target address is a contact center email address. • For chat, the target address is empty.	
Database table: IF_IRF_GPM_FACT_GI2.TARGET_ADDRESS	

>> Back to list	

Attribute name: UD Interaction Resource ID	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the primary key of the IRF_USER_DATA_KEYS table.	
Database table: IF_IRF_GPM_FACT_GI2.INTERACTION_RESOURCE_ID	

>> Back to list	

Folder: Detail > Handling Attempt > Handling User Data Example

Attribute name: Detail 1-16	**Folder:** Detail > Handling Attempt > Handling User Data

Example
Description: These fifteen attributes enable data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.
Database table: IRF_USER_DATA_CUST_*.INTERACTION_RESOURCE_ID, INTERACTION_RESOURCE_FACT_GI2.INTERACTION_RESOURCE_ID
>> Back to list

Attribute name: Dimension 1 - Dimension 5	Folder: Detail > Handling Attempt > Handling User Data Example
Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	
Database table: USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_1, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_2, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_3, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_4, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_5	
>> Back to list	

Attribute name: Dimension 6 - Dimension 10	Folder: Detail > Handling Attempt > Handling User Data Example
Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	
Database table: USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_1, USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_2, USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_3, USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_4, USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_5	
>> Back to list	

Folder: Detail > Transfer

Attribute name: End Timestamp	Folder: Detail > Transfer
Description: Enables data to be organized by the calendar date and time when the interaction ended. Also displayed as Interaction End or Interaction End Time in some reports.	
Database table: IF_IRF_GPM_FACT_GI2.IF_END_TS_TIME	
>> Back to list	

Attribute name: From	Folder: Detail > Transfer

Description: Enables data to be organized by the source address of the interaction. For voice, the source address is the interaction's automatic number identification (ANI). The source address is: For email = the customer's email address. For chat, = empty.

Database table:
INTERACTION_RES_FACT_TRNSFR_GI2.SOURCE_ADDRESS

>> Back to list

Attribute name: GUID	**Folder:** Detail > Transfer

Description: Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.

Database table:
INTERACTION_RES_FACT_TRNSFR_GI2.MEDIA_SERVER_IXN_GUID

>> Back to list

Attribute name: Handling Attempt End	**Folder:** Detail > Transfer

Description: Enables data to be organized by the moment when the resource's participation in the interaction ended.

Database table:
INTERACTION_RES_FACT_TRNSFR_GI2.END_TS_TIME

>> Back to list

Attribute name: Handling Attempt Start	**Folder:** Detail > Transfer

Description: Enables data to be organized by the moment when the resource began to participate in the interaction.

Database table:
INTERACTION_RES_FACT_TRNSFR_GI2.START_TS_TIME

>> Back to list

Attribute name: Handling Attempt Target Start	**Folder:** Detail > Transfer

Description: Enables data to be organized by the moment when the resource receiving the transfer began to participate in the interaction.

Database table:
INTERACTION_RES_FACT_TRNSFR_GI2.START_TS_TIME_RCV

>> Back to list

Attribute name: Interaction Handling Attempt ID	**Folder:** Detail > Transfer

Description: Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT table.

Database table:
INTERACTION_RES_FACT_TRNSFR_GI2.INTERACTION_RESOURCE_ID

>> Back to list

Attribute name: Interaction ID	Folder: Detail > Transfer

Description: Enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_ FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.

Database table:
INTERACTION_RES_FACT_TRNSFR_GI2.INTERACTION_ID

>> Back to list

Attribute name: Interaction Subtype	Folder: Detail > Transfer

Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.

Database table:
INTERACTION_TYPE_GI2.INTERACTION_TYPE_SUBTYPE

>> Back to list

Attribute name: Interaction Type	Folder: Detail > Transfer

Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.

Database table:
INTERACTION_TYPE_GI2.INTERACTION_TYPE

>> Back to list

Attribute name: Service Subtype	Folder: Detail > Transfer

Description: Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.

Database table:
INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE

>> Back to list

Attribute name: Service Type	Folder: Detail > Transfer

Description: Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.

Database table:
INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE

>> Back to list

Attribute name: Source	Folder: Detail > Transfer

Business Result

Description: Enables data to be organized based on the configured business result. Identical to Business Attribute > Business Result.

Database table:
INTERACTION_DESCRIPTOR_GI2.BUSINESS_RESULT

>> Back to list

Attribute name: Source Customer Segment

Folder: Detail > Transfer

Description: Enables data to be organized based on the configured customer segment. Identical to Business Attribute > Customer Segment.

Database table:
INTERACTION_DESCRIPTOR_GI2.CUSTOMER_SEGMENT

>> Back to list

Attribute name: Source Last Queue

Folder: Detail > Transfer

Description: Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This attribute excludes virtual queues. Identical to Detail > Last Queue.

Database table:
RESOURCE_Q.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')

>> Back to list

Attribute name: Source Last VQueue

Folder: Detail > Transfer

Introduced: 9.0.015.00

Description: Enables data to be organized by the name of the last virtual queue in which the interaction traveled before it was handled.

Database table:
RESOURCE_VQ.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')

Form(s): Source Last VQueue Type

Forms in this attribute:

Form:

Table.Column:
Data type:

Description:

>> Back to list

Attribute name: Source Name

Folder: Detail > Transfer

Description: Enables data to be organized by the name of the handling resource—for example, the IVR port number; the name of the queue; or the first, last, and user name of the agent.

Database table:
RESOURCE_.RESOURCE_NAME

>> Back to list

Attribute name: Source Service Subtype

Folder: Detail > Transfer

Description: Enables data to be organized by the detailed type of service that the customer requested. Identical to Business Attribute > Service Subtype.

Database table:
INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE

>> Back to list

Attribute name: Source Service Type

Folder: Detail > Transfer

Description: Enables data to be organized by the type of service that was assigned to the interaction. Identical to Business Attribute > Service Type.

Database table:
INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE

>> Back to list

Attribute name: Source Technical Result

Folder: Detail > Transfer

Description: Enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to Detail > Handling Attempt > Technical Result.

Database table:
TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT

>> Back to list

Attribute name: Source Technical Result Reason

Folder: Detail > Transfer

Description: Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling Attempt > Technical Result Reason.

Database table:
TECHNICAL_DESCRIPTOR.RESULT_REASON

>> Back to list

Attribute name: Source Technical Result Resource Role

Folder: Detail > Transfer

Description: Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.

Database table:
TECHNICAL_DESCRIPTOR.RESOURCE_ROLE

>> Back to list

Attribute name: Source Technical Result Role Reason	**Folder:** Detail > Transfer
Description: Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, or PulledBackTimeout. Identical to Handling Attempt > Technical Result Role Reason.	
Database table: TECHNICAL_DESCRIPTOR.ROLE_REASON	
>> Back to list	

Attribute name: Source Type	**Folder:** Detail > Transfer
Description: Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort.	
Database table: RESOURCE_.RESOURCE_TYPE	
>> Back to list	

Attribute name: Start Timestamp	**Folder:** Detail > Transfer
Description: Enables data to be organized by the moment when the interaction began.	
Database table: INTERACTION_RES_FACT_TRNSFR_GI2.IF_START_TS_TIME	
>> Back to list	

Attribute name: Target Business Result	**Folder:** Detail > Transfer
Description: Enables data to be organized by the configured business result.	
Database table: INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT	
>> Back to list	

Attribute name: Target Customer Segment	**Folder:** Detail > Transfer
Description: Enables data to be organized by the configured customer segment.	
Database table: INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT	
>> Back to list	

Attribute name: Target Interaction Descriptor Key	**Folder:** Detail > Transfer
Description: Enables data to be organized by the surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the interaction.	
Database table:	

INTERACTION_DESCR_RCV_GI2.INTERACTION_DESCRIPTOR_KEY,
INTERACTION_RES_FACT_GI2.INTERACTION_DSCRPTR_KEY_RCV

>> Back to list

Attribute name: Target Last Queue	Folder: Detail > Transfer
Description: Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This Attribute excludes virtual queues.	
Database table: RESOURCE_RCV_Q.RESOURCE_NAME, WHERE RESOURCE_TYPE_CODE='QUEUE'	**Form(s):** Target Last Queue Type
Forms in this attribute:	
Form: Target Last Queue Type **Table.Column:** RESOURCE_RCV_Q.RESOURCE_SUBTYPE **Data type:** Text	**Description:** Enables data to be organized by the type of the last queue in which the initiated transfer or conference traveled before it was handled, such as ACDQueue, InteractionQueue, or InteractionWorkBin.

>> Back to list

Attribute name: Target Last Queue Key	Folder: Detail > Transfer
Description: Enables data to be organized by the primary key of the last queue in which the interaction traveled before it was handled. This Attribute excludes virtual queue	
Database table: RESOURCE_RCV_Q.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST_QUEUE_RES_KEY_RCV	

>> Back to list

Attribute name: Target Last VQueue	Folder: Detail > Transfer
Description: Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This Attribute excludes virtual queues.	
Database table: RESOURCE_RCV_VQ.RESOURCE_NAME	**Form(s):** Target Last VQueue Type
Forms in this attribute:	
Form: Target Last VQueue Type **Table.Column:** RESOURCE_RCV_VQ.RESOURCE_SUBTYPE **Data type:** Text	**Description:** Enables data to be organized by the type of the last queue in which the initiated transfer or conference traveled before it was handled, such as ACDQueue, InteractionQueue, or InteractionWorkBin.

>> Back to list

Attribute name: Target Last VQueue Key	Folder: Detail > Transfer
Description: Enables data to be organized by the primary key of the last queue in which the interaction traveled before it was handled. This Attribute excludes virtual queues.	

Database table: INTERACTION_RES_FACT_TRNSFR_GI2.LAST_VQUEUE_RES_KEY_RCV	
>> Back to list	

Attribute name: Target Name	**Folder:** Detail > Transfer
Description: Enables data to be organized by the name of the agent, queue, or self-service IVR port that processed the interaction.	
Database table: RESOURCE_TARGET.RESOURCE_NAME	
>> Back to list	

Attribute name: Target Resource Key	**Folder:** Detail > Transfer
Description: Enables data to be organized by the primary key of the RESOURCE_TARGET table.	
Database table: INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY_RCV, RESOURCE_TARGET.RESOURCE_KEY	
>> Back to list	

Attribute name: Target Service Subtype	**Folder:** Detail > Transfer
Description: Enables data to be organized by the detailed type of service that the customer requested.	
Database table: INTERACTION_DESCR_RCV_GI2.SERVICE_TYPE_SUBTYPE	
>> Back to list	

Attribute name: Target Service Type	**Folder:** Detail > Transfer
Description: Enables data to be organized by the type of service that was assigned to the interaction.	
Database table: INTERACTION_DESCR_RCV_GI2.SERVICE_TYPE	
>> Back to list	

Attribute name: Target Technical Descriptor Key	**Folder:** Detail > Transfer
Description: Enables data to be organized by the surrogate key that is used to join to the TECHNICAL_DESCRIPTOR table.	
Database table: INTERACTION_RES_FACT_TRNSFR_GI2.TECHNICAL_DSCRPTR_KEY_RCV, TECHNICAL_DESCRIPTOR_RCV.TECHNICAL_DESCRIPTOR_KEY	
>> Back to list	

Attribute name: Target Technical Result	**Folder:** Detail > Transfer

Description: enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, or Transferred.

Database table:
TECHNICAL_DESCRIPTOR_RCV.TECHNICAL_RESULT

>> Back to list

Attribute name: Target Technical Result Reason	**Folder:** Detail > Transfer

Description: Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer.

Database table:
TECHNICAL_DESCRIPTOR_RCV.RESULT_REASON

>> Back to list

Attribute name: Target Technical Result Resource Role	**Folder:** Detail > Transfer

Description: Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, or RoutedTo.

Database table:
TECHNICAL_DESCRIPTOR_RCV.RESOURCE_ROLE

>> Back to list

Attribute name: Target Technical Result Role Reason	**Folder:** Detail > Transfer

Description: Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, or PulledBackTimeout.

Database table:
TECHNICAL_DESCRIPTOR_RCV.ROLE_REASON

>> Back to list

Attribute name: Target Type	**Folder:** Detail > Transfer

Description: Enables data to be organized by the resource type—for example, Agent, Queue, or IVRPort.

Database table:
RESOURCE_TARGET.RESOURCE_TYPE

>> Back to list

Attribute name: To	**Folder:** Detail > Transfer

Description: Enables data to be organized by the target address of the interaction.

- For voice, the target address is the interaction's dialed number identification service (DNIS).
- For email, the target address is a contact center email address. For chat, the target address is empty.

Database table:

INTERACTION_RES_FACT_TRNSFR_GI2.TARGET_ADDRESS
>> Back to list

Folder: Detail > Transfer > Source User Data Example

Attribute name: Dimension 1 - Dimension 5	Folder: Detail > Transfer > Source User Data Example
Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	
Database table: USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_1, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_2, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_3, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_4, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_5	
>> Back to list	

Attribute name: Dimension 6 - Dimension 10	Folder: Detail > Transfer > Source User Data Example
Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	
Database table: USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_1, USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_2, USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_3, USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_4, USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_5	
>> Back to list	

Folder: Detail > Transfer > Target User Data Example

Attribute name: Dimension 1-10	Folder: Detail > Transfer > Target User Data Example
Description: These 10 attributes enable data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	
Database table:	
>> Back to list	
Attribute name: Interaction	Folder: Detail > Transfer > Target User Data Example

Handling Attempt ID Rcv	
Description: The Attribute is for internal purposes only.	
Database table: INTERACTION_RES_FACT_TRNSFR_GI2.INTERACTION_RESOURCE_ID_RCV	
>> Back to list	

Attribute name: Start Date Time Key Rcv	**Folder:** Detail > Transfer > Target User Data Example
Description: The Attribute is for internal purposes only.	
Database table: INTERACTION_RES_FACT_TRNSFR_GI2.START_DATE_TIME_KEY_RCV	
>> Back to list	

Outbound Contact folder

The Outbound Contact folder contains numerous objects that you can use to build reports describing agent handling of contact center interactions involving Outbound campaigns. The folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

> **Important**
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Outbound Contact folder and subfolders

This folder contains the following root folder and subfolders.

- Outbound Contact
- Outbound Contact > Agent Contact
- Outbound Contact > Agent Contact > Agent Contact User Data Example
- Outbound Contact > Contact Attempt
- Outbound Contact > Contact Attempt > Contact Attempt User Data Example

Folder: Outbound Contact

Introduced: 9.0.007.03

Description: The root folder for objects related to Genesys Outbound Contact Server transactions. Refer to the descriptions of subfodlers for more information.		
Metrics:		
• Accepted	• Avg Handle Time	• Start Date Time Key
Attributes:		
• Campaign	• Campaign Group	• Campaign Group Key

Folder: Outbound Contact > Agent Contact

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data, based on the campaigns with which interactions are associated. Counts and duration measures are

attributed to the reporting interval in which interactions entered the contact center.

Metrics:

- Accepted
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Preview Time
- Avg Wrap Time
- Consult Received Accepted
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Time

- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Engage Time
- Group Combination
- Handle Time
- Hold
- Hold Time
- Invite

- Invite Time
- Offered
- Preview
- Preview Time
- Revenue
- Satisfaction
- Short
- Start Date Time Key
- Transfer Initiated Agent
- Wrap
- Wrap Time

Attributes:

- Agent Group
- Agent Name
- Business Result
- Campaign

- Campaign Group
- Customer Segment
- Interaction Subtype
- Interaction Type

- Media Type
- Service Subtype
- Service Type

Folder: Outbound Contact > Agent Contact > Agent Contact User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization and measurement of Info Mart data based on agent contact activity associated with a given campaign.

Metrics:

- There are no metrics in this   folder

Attributes:

- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10

Folder: Outbound Contact > Contact Attempt

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart data based on contact attempt user data activity.

Metrics:

- Abandoned Waiting
- Accepted
- All SIT

- Answering Machine Detected
- Attempts
- Avg CPD Dial Time

- Avg CPD Time
- Avg CPD Transfer Time
- Busy

• Busy Campaign	• Dial Dropped	• SIT Detected
• Callbacks Completed	• Dial Made	• SIT Invalid Number
• Callbacks Missed	• Do Not Call	• SIT No Circuit
• Callbacks Scheduled	• Fax Modem Detected	• SIT Operator Intercept
• Canceled	• No Signal	• SIT Ratio
• CPD	• Not Accepted	• SIT Reorder
• CPD Dial	• Overdial	• SIT Unknown
• CPD Dial Time	• Personal Callbacks Completed	• SIT Vacant
• CPD Time	• Personal Callbacks Missed	• Start Date Time Key
• CPD Transfer	• Personal Callbacks Scheduled	
• CPD Transfer Time	• Port Unavailable	
Attributes:		
• Business Result	• Contact List	• Service Type
• Campaign	• Media Type	
• Campaign Group	• Service Subtype	

Folder: Outbound Contact > Contact Attempt > Contact Attempt User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization and measurement of Info Mart data based on contact attempt activity associated with a given campaign.
Metrics: • There are no metrics in this   folder
Attributes: • Dimension 1 - Dimension 5   • Dimension 6 - Dimension 10

Reports built primarily from the objects in the Outbound Contact folder and subfolders

• Agent Outbound Campaign Report	• Campaign Summary Report
• Campaign Callbacks Summary Report	• Contact List Effectiveness Report

For more information about Outbound Contact reports, see the *Genesys CX Insights 9.0 User's Guide*.

Outbound Contact Metrics

The Outbound Contact folder contains numerous metrics that you can use to build outbound-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.

- For detailed information about the different metric types, see Project terminology and concepts.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Outbound Contact

- Accepted
- Avg Handle Time
- Start Date Time Key

Outbound Contact > Agent Contact

- Accepted
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Preview Time
- Avg Wrap Time
- Consult Received Accepted
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold

- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Engage Time
- Group Combination
- Handle Time
- Hold
- Hold Time
- Invite
- Invite Time
- Offered
- Preview
- Preview Time
- Revenue

- Satisfaction
- Short
- Start Date Time Key
- Transfer Initiated Agent
- Wrap
- Wrap Time

Outbound Contact > Agent Contact > Agent Contact User Data Example

- There are no metrics in this folder

Outbound Contact > Contact Attempt

- Abandoned Waiting
- Accepted
- All SIT
- Answering Machine Detected

- Attempts
- Avg CPD Dial Time
- Avg CPD Time
- Avg CPD Transfer Time
- Busy
- Busy Campaign
- Callbacks Completed
- Callbacks Missed
- Callbacks Scheduled
- Canceled
- CPD
- CPD Dial
- CPD Dial Time
- CPD Time

- CPD Transfer
- CPD Transfer Time
- Dial Dropped
- Dial Made
- Do Not Call
- Fax Modem Detected
- No Signal
- Not Accepted
- Overdial
- Personal Callbacks Completed
- Personal Callbacks Missed
- Personal Callbacks Scheduled
- Port Unavailable
- SIT Detected

- SIT Invalid Number
- SIT No Circuit
- SIT Operator Intercept
- SIT Ratio
- SIT Reorder
- SIT Unknown
- SIT Vacant
- Start Date Time Key

Outbound Contact > Contact Attempt > Contact Attempt User Data Example

- There are no metrics in this folder

Folder: Outbound Contact

Metric name: Accepted	Folder:
	Outbound Contact
Description: The total number of times attributed to the interval that contact attempts from this campaign returned an answered call result (CALL_RESULT_CODE='ANSWERED').	
Source or Calculation: AG2_CAMPAIGN_[*].ANSWERS	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	• Campaign Summary Report
>> Back to list	

Metric name: Avg Handle Time	Folder:
	Outbound Contact
Description: The average amount of time that this agent spent handling interactions that were associated with this campaign. This metric is computed as handle time divided by the sum of accepted interactions and simple consult interactions that the agent received.	
Source or Calculation: Calculated based on the following metrics from the Outbound Contact > Agent Contact folder: Handle Time, Accepted, and Consult Received Accepted.	**Used in:**
Media type: Voice	• Agent Outbound Campaign Report

Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Start Date Time Key	**Folder:** Outbound Contact
Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT_CAMPAIGN hierarchy.	

Source or Calculation: AG2_AGENT_CAMPAIGN_[*].DATE_TIME_KEY		**Used in:** This metric is not used in any reports.
Media type: All **Data type:** Number **Metric type:**		
>> Back to list		

Folder: Outbound Contact > Agent Contact

Metric name: Accepted	**Folder:** Outbound Contact > Agent Contact

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.

- Agent Group Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group.

For voice media, this metric is identical to Activity\Responses.

Source or Calculation: AG2_AGENT_[*].ACCEPTED, AG2_AGENT_GRP_[*].ACCEPTED		**Used in:**
		- Agent Activity
		- Agent Conduct Report
		- Agent Group Business Attribute Report
Media type: All **Data type:** Number **Metric type:** Disposition		- Agent Group Interaction handling Report
		- Agent Interval Based Report
		- Agent Performance Dashboard

		• Agent Report
		• Agent Social Engagement Report
		• Agent Task Dashboard
		• Agent Utilization Email Report
		• Agent Utilization Report
		• Predictive Routing Agent Dashboard
		• Predictive Routing Agent Occupancy Report (Active Time & Predictive)
		• Survey Statistics Report
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity
	>> Back to list	

Metric name: Avg Engage Time	**Folder:** Outbound Contact > Agent Contact

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The average amount of time that this agent was engaged with customers.
- Agent Group Attributes: The average amount of time that agents who belong to this agent group were engaged with customers.

Source or Calculation: Calculated as Engage Time divided by Accepted Agent metrics.	**Used in:**
	• Agent Activity
	• Agent Group Business Attribute Report
	• Agent Group Interaction Handling Report
	• Agent Outbound Campaign Report
	• Agent Performance Dashboard
Media type: All	• Agent Report
Data type: Number	• Agent Task Dashboard
Metric type: Disposition	• Agent Utilization Report
	• Supervisor Dashboard
	• Task Routing Agent Activity
	• Task Routing Agent Group Activity
>> Back to list	

Metric name: Avg Handle Time

Folder:

Outbound Contact > Agent Contact

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The average amount of time that this agent spent handling interactions that the agent received.

- Agent Group Attribute: The average amount of time that agents who belong to this agent group spent handling interactions that the agents received.

This metric is computed as handle time divided by the sum of accepted interactions and received consultations.

Source or Calculation: Calculated as Handle Time divided by the sum of Accepted Interactions and Received Consultations.

Used in:

- Agent Activity

- Agent Conduct Report

- Agent Group Business Attribute Report

- Agent Group Interaction Handling Report

- Agent Interaction Hierarchy Report

- Agent Outbound Campaign Report

- Agent Performance Dashboard

- Agent Report

- Agent Task Dashboard

- Agent Utilization Email Report

- Agent Utilization Report

- Supervisor Dashboard

- Task Routing Agent Activity

- Task Routing Agent Group Activity

Media type: All

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Avg Hold Time

Folder:

Outbound Contact > Agent Contact

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The average amount of time that this agent had customer interactions on hold.

- Agent Group Attribute: The average amount of time that agents who belong to this group had customer interactions on hold.

This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).

Source or Calculation: Calculated based on the Hold and Hold Time Activity metrics.		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Activity • Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction Handling Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Task Dashboard • Agent Utilization Report • Supervisor Dashboard • Task Routing Agent Activity • Task Routing Agent Group Activity
>> Back to list		

Metric name: Avg Preview Time	Folder: Outbound Contact > Agent Contact
Description: The average amount of time that this agent spent previewing interactions that the agent requested or that Interaction Server pushed to the agent's desktop.	

Source or Calculation: Calculated based on the Agent Contact > Preview Time and Agent Contact > Preview metrics.		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Outbound Campaign Report
>> Back to list		

Metric name: Avg Wrap Time	Folder: Outbound Contact > Agent Contact
Description: The description of this metric varies according to the attributes and filters in the report query: • Agent Attribute: The average amount of time that this agent spent on customer interactions while in ACW (Wrap) state. • Agent Group Attribute: The average amount of time that agents who belong to this agent group, spent on customer interactions while in ACW state.	

Source or Calculation: Calculated based on the Wrap Time and Wrap Activity metrics.	Used in:

Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Activity • Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction Handling Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Task Dashboard • Agent Utilization Report • Supervisor Dashboard • Task Routing Agent Activity • Task Routing Agent Group Activity
	>> Back to list	

Metric name: Consult Received Accepted	**Folder:** Outbound Contact > Agent Contact

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of times that this agent received and accepted collaborations or simple consultations that were associated with customer interactions.

- Agent Group Attribute: The total number of times that agents who belong to this agent group received and accepted collaborations or simple consultations that were associated with customer interactions.

Source or Calculation: AG2_AGENT_[*].CONSULT_RECEIVED_ACCEPTED or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_ACCEPTED		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		• Agent Group Business Attribute Report • Agent Interval Based Report • Agent Utilization Report
>> Back to list		

Metric name: Consult Received Hold	**Folder:** Outbound Contact > Agent Contact

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions.

- Agent Group Attribute: The total number of times that agents from this agent group were on hold during simple consultations that they received where the consultations were associated with customer interactions.

Source or Calculation: AG2_AGENT_[*].CONSULT_RECEIVED_HOLD or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_HOLD	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

>> Back to list

Metric name: Consult Received Time

Folder:

Outbound Contact > Agent Contact

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was engaged as a recipient in collaborations or simple consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.

- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged as recipients in collaboration or simple consultation, including related hold durations, where the collaborations/consultations were associated with customer interactions.

This metric is attributed to the interval in which this agent was offered the collaboration/consultation request.

Source or Calculation: Calculated as the sum of AG2_AGENT_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_[*].CONSULT_RECEIVED_HOLD_TIME, or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_GRP_[*].CONSULT_RECEIVED_HOLD_TIME	**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	• Agent Group Business Attribute Report • Agent Interval Based Report • Agent Performance Dashboard • Agent Report • Agent Summary Activity Report (Interaction)

>> Back to list

Metric name: Consult Received Warm Hold

Folder:

Outbound Contact > Agent Contact

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of consultations that this agent had on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

- Agent Group Attribute: The total number of consultations that agents, who belong to this agent group, had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Source or Calculation: AG2_AGENT_[*].CONSULT_RCV_WARM_HOLD, AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_HOLD	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Consult Received Warm Time

Folder:

Outbound Contact > Agent Contact

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.

- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.

This metric is attributed to the interval in which the consult interaction is offered to the receiving agent. Time begins when the consult interaction is received and ends when the customer interaction is transferred to or conferenced with this agent. This metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.

Source or Calculation: Calculated as the sum of AG2_AGENT_[*].CONSULT_RCV_WARM_ENGAGE_TIME and AG2_AGENT_[*].CONSULT_RCV_WARM_HOLD_TIME, or AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_ENGAGE_TIME and AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_HOLD_TIME	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	- Agent Performance Dashboard - Agent Report
>> Back to list	

Metric name: Consult Received Warm Wrap

Folder:

Outbound Contact > Agent Contact

Discontinued: 9.0

Description: This metric is no longer populated.

Source or Calculation: AG2_AGENT_[*].CONSULT_RCV_WARM_WRAP or AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_WRAP		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Dispostion		This metric is not used in any reports.

>> Back to list

Metric name: Consult Received Warm Wrap Time **Discontinued:** 9.0	**Folder:** Outbound Contact > Agent Contact

Description: This metric is no longer populated.

Source or Calculation: AG2_AGENT_[*].CONSULT_RCV_WARM_WRAP_TIME or AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_WRAP_TIME		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Dispostion		• Agent Performance Dashboard • Agent Report

>> Back to list

Metric name: Consult Received Wrap	**Folder:** Outbound Contact > Agent Contact

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attibute: The total number of times that this agent was in ACW (Wrap) state after requests for simple consultation that the agent accepted where the consultations were associated with customer interactions.

- Agent Group Attibute: The total number of times that agents who belong to this agent group were in ACW state after requests for simple consultation that they accepted where the consultations were associated with customer interactions.

Source or Calculation: AG2_AGENT_[*].CONSULT_RECEIVED_WRAP or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_WRAP		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

>> Back to list

Metric name: Consult Received Wrap Time	**Folder:**

	Outbound Contact > Agent Contact

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was in ACW (Wrap) state after simple consultations that the agent accepted, where the consultations were associated with customer calls.

- Agent Group Attribute: The total amount of time that agents who belong to this agent group were in ACW state after simple consultations that the agents accepted, where the consultations were associated with customer calls.

This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

Source or Calculation: AG2_AGENT_[*].CONSULT_RECEIVED_WRAP_TIME or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_WRAP_TIME	**Used in:**
Media type: Voice	• Agent Performance Dashboard
Data type: Number **Metric type:** Disposition	• Agent Report

>> Back to list

Metric name: Engage Time

Folder:

Outbound Contact > Agent Contact

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was engaged with customers on interactions that the agent received.

- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged with customers on interactions that the agents received.

This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.

Source or Calculation: AG2_AGENT_[*].ENGAGE_TIME or AG2_AGENT_GRP_[*].ENGAGE_TIME	**Used in:**
	• Agent Group Business Attribute Report
	• Agent Interaction State
	• Agent Interval Based Report
	• Agent Outbound Campaign Report
Media type: All	• Agent Performance Dashboard
Data type: Number **Metric type:** Disposition	• Agent Report
	• Agent Summary Activity Report (Interaction)
	• Supervisor Dashboard

>> Back to list

Metric name: Group Combination	Folder:
	Outbound Contact > Agent Contact

Description: Teserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT hierarchy.

Source or Calculation: AG2_AGENT_[*].GROUP_COMBINATION_KEY	**Used in:**
Media type: Voice	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

>> Back to list

Metric name: Handle Time	Folder:
	Outbound Contact > Agent Contact

Description: The total amount of time that agents who belong to this agent group spent handling interactions that the agents received.

Handle time is measured as the sum of engagement time (for example, talk time), hold time, ACW (Wrap) time, all consult time for interactions that the agent received, and all ACW time for consultations the agent received. Some of these components return zero values for some media types.

Source or Calculation: Calculated based on the Engage Time, Hold Time, Wrap Time, Consult Received Time, Consult Received Wrap Time, Consult Received Warm Time activity metrics.	**Used in:**
	• Agent Group Business Attribute Report
Media type: All	• Agent Performance Dashboard
Data type: Number **Metric type:** Disposition	• Agent Report

>> Back to list

Metric name: Hold	Folder:
	Outbound Contact > Agent Contact

Description: The total number of times within the interval that this agent (or agents in this agent group) had customer calls on hold.

Source or Calculation: AG2_AGENT_[*].HOLD or AG2_AGENT_GRP_[*].HOLD	**Used in:**
	• Agent Interval Based Report
Media type: Voice	• Agent Performance Dashboard
Data type: Number **Metric type:** Disposition	• Agent Report
	• Agent Utilization Report

>> Back to list

Metric name: Hold Time	Folder:
	Outbound Contact > Agent Contact

Description: The total amount of time that this agent (or agents in this agent group) had customer interactions on hold. This metric counts all held durations for interactions, whether they were placed on hold once or more than once.

Source or Calculation: AG2_AGENT_[*].HOLD_TIME, AG2_AGENT_GRP_[*].HOLD_TIME	Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition	• Agent Group Business Attribute Report • Agent Interval Based Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard

>> Back to list

Metric name: Invite	Folder:
	Outbound Contact > Agent Contact

Description: The total number of customer interactions that alerted or rang at this agent (or at agents who belong to this agent group) before the interactions were accepted plus the total number of dials that agents performed, where the calls were successfully established.

This metric is attributed to the interval in which the alerting/dialing first occurred.

Source or Calculation: AG2_AGENT_[*].INVITE, AG2_AGENT_GRP_[*].INVITE	Used in:
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

>> Back to list

Metric name: Invite Time	Folder:
	Outbound Contact > Agent Contact

Description: The total amount of time that customer interactions alerted at this agent (or at agents who belong to this agent group), plus the total duration of the dialing that the agents performed.

• For the alerting component of this metric, interactions do not have to be established for this metric to be incremented.

• For the dialing component, dial duration is measured for established calls only.

This metric is attributed to the interval in which the alerting/dialing first occurred.

Source or Calculation: AG2_AGENT_[*].INVITE_TIME, AG2_AGENT_GRP_[*].INVITE_TIME		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Interaction State • Agent Summary Activity Report (Interaction) • Supervisor Dashboard
>> Back to list		

Metric name: Offered

Folder:

Outbound Contact > Agent Contact

Description: The total number of times that interactions were received or initiated by this agent (for Agent reporting), or agents who belong to this agent group (for Agent Group reporting).

The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AGT_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Source or Calculation: AG2_AGENT_[*].OFFERED, AG2_AGENT_GRP_[*].OFFERED		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Activity • Agent Interaction Hierarchy Report • Agent Performance Dashboard • Agent Report • Agent Task Dashboard • Agent Utilization Email Report • Agent Utilization Report • Predictive Routing Agent Dashboard • Predictive Routing Agent Occupancy Report (Active Time and Predictive) • Supervisor Dashboard • Task Routing Agent Activity • Task Routing Agent Group Activity
>> Back to list		

Metric name: Preview

Folder:

Outbound Contact > Agent Contact

Description: The total number of customer interactions that are associated with this campaign that this agent previewed, whether the agent requested the interactions or Interaction Server pushed them to the

agent's desktop.

Source or Calculation: AG2_AGENT_CAMPAIGN_[*].PREVIEW	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
>> Back to list	

Metric name: Preview Time	**Folder:** Outbound Contact > Agent Contact

Description: The total amount of time that this agent spent previewing customer interactions that are associated with this campaign that the agent requested or that Interaction Server pushed to the agent's desktop.

Source or Calculation: AG2_AGENT_CAMPAIGN_[*].PREVIEW_TIME	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** • Agent Outbound Campaign Report
>> Back to list	

Metric name: Revenue	**Folder:** Outbound Contact > Agent Contact

Description: The total revenue that is generated during the interval by customer interactions handled by agents who belong to this agent group.

Source or Calculation: AG2_AGENT_[*].REVENUE, AG2_AGENT_GRP_[*].REVENUE	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** • Agent Group Business Attribute Report
>> Back to list	

Metric name: Satisfaction	**Folder:** Outbound Contact > Agent Contact

Description: The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by this agent, or by agents who belong to this agent group.

Source or Calculation: AG2_AGENT_[*].SATISFACTION, AG2_AGENT_GRP_[*].SATISFACTION	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
>> Back to list	

Metric name: Short	Folder:
	Outbound Contact > Agent Contact

Description: The total number of times that customer interactions were accepted by this agent (or by and agents who belongs to this agent group) and then released, transferred, or stopped within the short-engagement threshold.

Source or Calculation: AG2_AGENT_[*].SHORT, AG2_AGENT_GRP_[*].SHORT	Used in:
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Conduct Report

>> Back to list

Metric name: Start Date Time Key	Folder:
	Outbound Contact > Agent Contact

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT_CAMPAIGN hierarchy.

Source or Calculation: AG2_AGENT_CAMPAIGN_[*].DATE_TIME_KEY	Used in:
Media type: All **Data type:** Number **Metric type:**	This metric is not used in any reports.

>> Back to list

Metric name: Transfer Initiated Agent	Folder:
	Outbound Contact > Agent Contact

Description: The total number of times that this agent (or an agent from this queue) transferred customer interactions. Both warm and blind transfers are reflected in this metric.

Source or Calculation: AG2_AGENT_[*].TRANSFER_INIT_AGENT, AG2_AGENT_GRP_[*].TRANSFER_INIT_AGENT	Used in:
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Group Business Attribute Report • Agent Group Interaction Handling Report • Agent Performance Dashboard • Agent Report • Agent Task Dashboard • Agent Utilization Email Report • Agent Utilization Report • Task Routing Agent Activity

		• Task Routing Agent Group Activity
		• Transfer Dashboard
>> Back to list		

Metric name: Wrap		**Folder:**
		Outbound Contact > Agent Contact
Description: The total number of times that this agent (or an agent from this group) was in ACW (Wrap) state for customer interactions that the agent received.		
This metric is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.		
Source or Calculation: AG2_AGENT_[*].WRAP, AG2_AGENT_GRP_[*].WRAP		**Used in:**
Media type: Voice		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Wrap Time		**Folder:**
		Outbound Contact > Agent Contact
Description: The total amount of time, in seconds attributed to the ACW (Wrap) state for customer interactions (for this Agent, Agent Group, or Agent and Queue, depending on GCXI Project attributes).		
Source or Calculation: AG2_AGENT_QUEUE_[*].WRAP_TIME		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Group Business Attribute Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report
>> Back to list		

Folder: Outbound Contact > Agent Contact > Agent Contact User Data Example

There are no metrics in this folder.

Folder: Outbound Contact > Contact Attempt

Metric name: Abandoned Waiting	Folder:
	Outbound Contact > Contact Attempt

Description: The total number of customer interactions of this business attribute that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource. The count includes customer interactions that were abandoned while they were ringing at the agent's desktop or alerting at the handling resource as well as short-abandoned interactions.		
Source or Calculation: AG2_ID_*.ABANDONED		**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition		• Campaign Summary Report • Interaction Volume Business Result Report • Pre-Agent Termination Report
>> Back to list		

Metric name: Accepted	Folder:
	Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that contact attempts from this campaign returned an answered call result (CALL_RESULT_CODE='ANSWERED').		
Source or Calculation: AG2_CAMPAIGN_[*].ANSWERS		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Campaign Summary Report
>> Back to list		

Metric name: All SIT	Folder:
	Outbound Contact > Contact Attempt

Description: The sum of all contact-attempt special information tone (SIT) metric for which the call result was one of the following:

- SIT_INVALID_NUMBER

- SIT_NC

- SIT_IC

- SIT_RO

- SIT_VC

- SIT_DETECTED

- SIT_UNKNOWN_CALL_STATE

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which

maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.

Source or Calculation: Calculated based on the following metrics from the Contact Attempt folder: SIT Invalid Number, SIT No Circuit, SIT Operator Intercept, SIT Reorder, SIT Vacant, SIT Detected, and SIT Unknown.		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Contact List Effectiveness
>> Back to list		

Metric name: Answering Machine Detected	**Folder:** Outbound Contact > Contact Attempt

Description: The total number of times attributed to the reporting interval that the system detected an answering machine for contact attempts from this campaign (CALL_RESULT_CODE= 'ANSWERING_MACHINE_DETECTED').		
Source or Calculation: AG2_CAMPAIGN_[*].ANSW_MACHINE		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Campaign Summary Report
>> Back to list		

Metric name: Attempts	**Folder:** Outbound Contact > Contact Attempt

Description: The total number of contact attempts that the Outbound Contact Server processed for this campaign regardless of the disposition of each attempt or how the attempt was initiated.		
Source or Calculation: AG2_CAMPAIGN_[*].ATTEMPTS		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Campaign Summary Report • Contact List Effectiveness Report
>> Back to list		

Metric name: Avg CPD Dial Time	**Folder:** Outbound Contact > Contact Attempt

Description: The average dial duration, in milliseconds, of OCS-initiated calls. Average dial duration for established calls is available only when the CPD Server is used for dialing.		
Source or Calculation: Calculated based on the Contact Attempt > CPD Dial Time and Contact Attempt > CPD Dial metrics.		**Used in:**
Media type: Voice		• Campaign Summary Report

Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Avg CPD Time		**Folder:** Outbound Contact > Contact Attempt
Description: The average amount of time, in milliseconds, of call-progress detection for contact attempts initiated during this reporting interval.		
Source or Calculation: Calculated based on the Contact Attempt > CPD Time and Contact Attempt > CPD metrics.		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Campaign Summary Report
>> Back to list		

Metric name: Avg CPD Transfer Time		**Folder:** Outbound Contact > Contact Attempt
Description: The average amount of time, in milliseconds, of CPD transfers completed during the reporting interval.		
Source or Calculation: Calculated based on the Contact Attempt > CPD Transfer Time and Contact Attempt > CPD Transfer metrics.		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Campaign Summary Report
>> Back to list		

Metric name: Busy		**Folder:** Outbound Contact > Contact Attempt
Description: The total number of times attributed to the reporting interval that contact attempts from this campaign returned a busy call result (CALL_RESULT_CODE='BUSY'). Identical to the metric Busy Campaign.		
Source or Calculation: AG2_CAMPAIGN_[*].BUSY		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Busy Campaign		**Folder:** Outbound Contact > Contact Attempt

Description: The total number of times attributed to the reporting interval that contact attempts from this campaign returned a busy call result (CALL_RESULT_CODE='BUSY'). Identical to the metric Busy.

Source or Calculation: AG2_CAMPAIGN_[*].BUSY

		Used in:
Media type: Voice		
Data type: Number **Metric type:** Disposition		• Campaign Summary Report

>> Back to list

Metric name: Callbacks Completed

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the reporting interval that campaign callbacks were completed by an agent, excluding missed callbacks.

Source or Calculation: AG2_CAMPAIGN_[*].CALLBKS_COMPL

		Used in:
Media type: Voice		
Data type: Number **Metric type:** Disposition		• Campaign Callbacks Summary Report

>> Back to list

Metric name: Callbacks Missed

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the reporting interval that campaign callbacks were missed.

Source or Calculation:
AG2_CAMPAIGN_[*].CALLBKS_MISSED

		Used in:
Media type: Voice		
Data type: Number **Metric type:** Disposition		• Campaign Callbacks Summary Report

>> Back to list

Metric name: Callbacks Scheduled

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the reporting interval that agents rescheduled contact attempts from this campaign.

Source or Calculation: AG2_CAMPAIGN_[*].CALLBKS_SCHED

		Used in:
Media type: Voice		
Data type: Number **Metric type:** Disposition		• Campaign Callbacks Summary Report

>> Back to list

Metric name: Canceled

Folder:

	Outbound Contact > Contact Attempt
Description: The total number of canceled records that were dialed from this campaign during the reporting interval.	
Source or Calculation: AG2_CAMPAIGN_[*].CANCEL	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
>> Back to list	

Metric name: CPD	**Folder:** Outbound Contact > Contact Attempt
Description: The total number of contact attempts that were initiated during this reporting interval in which Call-Progress Detection (CPD) was performed.	
Source or Calculation: AG2_CAMPAIGN_[*].CPD	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
>> Back to list	

Metric name: CPD Dial	**Folder:** Outbound Contact > Contact Attempt
Description: The total number of dialing events for which the Call-Progress Detection (CPD) Server provided dial duration.	
Source or Calculation: AG2_CAMPAIGN_[*].CPD_DIAL	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
>> Back to list	

Metric name: CPD Dial Time	**Folder:** Outbound Contact > Contact Attempt
Description: The total dial duration, in milliseconds, of OCS-initiated calls, measured from the moment at which dialing was initiated to the moment at which either the dialed call was established by the contacted party or it was abandoned or released. Dial duration for established calls is available only when the Call-Progress Detection (CPD) Server is used for dialing.	
Source or Calculation: AG2_CAMPAIGN_[*].CPD_DIAL_TIME_MS	**Used in:** This metric is not used in any reports.
Media type: Voice	

Data type: Number **Metric type:** Disposition		

>> Back to list

Metric name: CPD Time

Folder:

Outbound Contact > Contact Attempt

Description: The total duration, in milliseconds, of Call-Progress Detection (CPD) for contact attempts that were initiated during this reporting interval measured from the moment at which the call was established to the moment at which CPD completed.

Source or Calculation: AG2_CAMPAIGN_[*].CPD_TIME_MS

Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

>> Back to list

Metric name: CPD Transfer

Folder:

Outbound Contact > Contact Attempt

Description: The total number of transfers that were used to deliver calls from the point of Call-Progress Detection (CPD) to agents or Interactive voice response (IVR).

Source or Calculation: AG2_CAMPAIGN_[*].CPD_TRANSFER

Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

>> Back to list

Metric name: CPD Transfer Time

Folder:

Outbound Contact > Contact Attempt

Description: The total duration, in milliseconds, of Call-Progress Detection (CPD) transfers that were completed during the reporting interval measured from the moment at which call-progress detection completed to the moment at which the contact attempts were established on the agent's or Interactive voice response (IVR) DN.

Source or Calculation:
AG2_CAMPAIGN_[*].CPD_TRANSFER_TIME_MS

Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

>> Back to list

Metric name: Dial Dropped

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a call drop during contact attempts made from this campaign (CALL_RESULT_CODE='CALL_DROP_ERROR').	
Source or Calculation: AG2_CAMPAIGN_[*].DIAL_DROPPED	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** • Campaign Summary Report
>> Back to list	

Metric name: Dial Made	**Folder:** Outbound Contact > Contact Attempt
Description: The total number of contact attempts made by this campaign within the interval.	
Source or Calculation: AG2_CAMPAIGN_[*].DIAL_MADE	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
>> Back to list	

Metric name: Do Not Call **Discontinued:** DoNotCall	**Folder:** Outbound Contact > Contact Attempt
Description: The total number of times attributed to the interval that the call result of this contact attempt was Do Not Call (CALL_RESULT_CODE='DO_NOT_CALL'). This metric, like the Canceled metric, is counted simultaneously with other Outbound call results, such as Answered, Wrong Party, No Answer, No Port Available, and Busy.	
Source or Calculation: AG2_CAMPAIGN_[*].DO_NOT_CALL	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
>> Back to list	

Metric name: Fax Modem Detected	**Folder:** Outbound Contact > Contact Attempt
Description: The total number of times attributed to the interval that the system detected a fax machine for contact attempts made by this campaign (CALL_RESULT_CODE='FAX_DETECTED').	
Source or Calculation: AG2_CAMPAIGN_[*].FAXMODEM_DETECT	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** • Campaign Summary Report

>> Back to list

Metric name: No Signal

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the call result of contact attempts from this campaign was Wrong Party—the right person was not contacted (CALL_RESULT_CODE='WRONG_PARTY').

Source or Calculation: AG2_CAMPAIGN_[*].NO_RPC

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Not Accepted

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the call result of contact attempts from this campaign was No Answer (CALL_RESULT_CODE='NO_ANSWER').

Source or Calculation: AG2_CAMPAIGN_[*].NO_ANSWER

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

- Campaign Summary Report

>> Back to list

Metric name: Overdial

Folder:

Outbound Contact > Contact Attempt

Description: The total number of CPD dials that were abandoned or were answered by the called party but not established with an agent or IVR within two seconds of the dialing event.

Source or Calculation: AG2_CAMPAIGN_[*].OVERDIAL

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

- Campaign Summary Report

>> Back to list

Metric name: Personal Callbacks Completed

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that callbacks were completed by the agent who requested them for contact attempts made from this campaign excluding missed callbacks.

Source or Calculation:
AG2_CAMPAIGN_[*].PER_CALLBK_COMPL

Used in:

Media type: Voice **Data type:** Number **Metric type:** Disposition	• Campaign Callbacks Summary Report
>> Back to list	

Metric name: Personal Callbacks Missed

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that callbacks were missed by the agent who requested them for contact attempts made from this campaign.

Source or Calculation: AG2_CAMPAIGN_[*].PER_CALLBK_MISS	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	• Campaign Callbacks Summary Report
>> Back to list	

Metric name: Personal Callbacks Scheduled

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that agents rescheduled callbacks for contact attempts made from this campaign.

Source or Calculation: AG2_CAMPAIGN_[*].PER_CALLBK_SCHED	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	• Campaign Callbacks Summary Report
>> Back to list	

Metric name: Port Unavailable

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the call result of contact attempts made from this campaign was No Port Available (CALL_RESULT_CODE='NO_PORT_AVAILABLE').

Source or Calculation: AG2_CAMPAIGN_[*].PORT_UNAVAILABLE	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: SIT Detected

Folder:

	Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special information tone for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_DETECTED'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.

Source or Calculation: AG2_CAMPAIGN_[*].SIT_DETECTED		
Media type: Voice		**Used in:**
Data type: Number **Metric type:** Disposition		• Contact List Effectiveness Report
>> Back to list		

Metric name: SIT Invalid Number

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special information tone that indicated an invalid number for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_INVALID_NUMBER'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.

Source or Calculation: AG2_CAMPAIGN_[*].SIT_INVALID_NUM		
Media type: Voice		**Used in:**
Data type: Number **Metric type:** Disposition		• Contact List Effectiveness Report
>> Back to list		

Metric name: SIT No Circuit

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special information tone indicating that all circuits were busy for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_NC'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.

Source or Calculation: AG2_CAMPAIGN_[*].SIT_NO_CIRCUIT		
Media type: Voice		**Used in:**
Data type: Number **Metric type:** Disposition		• Contact List Effectiveness Report

>> Back to list

Metric name: SIT Operator Intercept

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special information tone indicating that the dialed number either had been changed or disconnected for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_IC'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.

Source or Calculation: AG2_CAMPAIGN_[*].SIT_OPER_INTER

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

- Contact List Effectiveness Report

>> Back to list

Metric name: SIT Ratio

Folder:

Outbound Contact > Contact Attempt

Description: The ratio of contact attempts that resulted in SIT detection to the total number of contact attempts generated by a specific calling list from this campaign.

Source or Calculation: Calculated based on the Contact Attempt > All SIT and Contact Attempt > Attempts metrics.

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

- Contact List Effectiveness Report

>> Back to list

Metric name: SIT Reorder

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special informationtone indicating incomplete digits, internal office, feature failure, call failure, no wink, or partial digits received for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_RO'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.

Source or Calculation: AG2_CAMPAIGN_[*].SIT_REORDER

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

- Contact List Effectiveness Report

>> Back to list

Metric name: SIT Unknown	Folder:
	Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected an unknown special information tone for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_UNKNOWN_CALL_STATE'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.

Source or Calculation: AG2_CAMPAIGN_[*].SIT_UNKNOWN		Used in:
Media type: Voice		• Contact List Effectiveness Report
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: SIT Vacant	Folder:
	Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special information tone indicating an N11 code, a class code, or a prefix for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_VC'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.

Source or Calculation: CA_SIT_VACANT		Used in:
Media type: Voice		• Contact List Effectiveness Report
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Start Date Time Key	Folder:
	Outbound Contact > Contact Attempt

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT_CAMPAIGN hierarchy.

Source or Calculation: AG2_AGENT_CAMPAIGN_[*].DATE_TIME_KEY		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:**		
>> Back to list		

Folder: Outbound Contact > Contact Attempt > Contact Attempt User Data Example

There are no metrics in this folder.

Format Testing area

Outbound Contact Attributes

The Outbound Contact folder contains numerous attributes that you can use to build outbound-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

> ### Important
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

Outbound Contact

- Campaign
- Campaign Group
- Campaign Group Key

Outbound Contact > Agent Contact

- Agent Group
- Agent Name
- Business Result
- Campaign
- Campaign Group
- Customer Segment

- Interaction Subtype
- Interaction Type
- Media Type
- Service Subtype
- Service Type

Outbound Contact > Agent Contact > Agent Contact User Data Example

- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10

Outbound Contact > Contact Attempt

- Business Result
- Campaign
- Campaign Group
- Contact List
- Media Type
- Service Subtype
- Service Type

Outbound Contact > Contact Attempt > Contact Attempt User Data Example

- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10

Folder: Outbound Contact

Attribute name: Campaign	Folder: Outbound Contact
Description: Enables data to be organized by the name of the outbound campaign.	
Database table: CAMPAIGN.CAMPAIGN_NAME	
>> Back to list	

Attribute name: Campaign Group	Folder: Outbound Contact
Description: Enables data to be organized by the group associated with the outbound campaign.	
Database table: CAMPAIGN.CAMPAIGN_NAME, GROUP_CA.GROUP_NAME	**Form(s):** Group Name
Forms in this attribute:	
Form: Group Name **Table.Column:** GROUP_CA.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('NO_VALUE', 'UNKNOWN', 'AGENT','PLACE')) **Data type:** Character	**Description:** Enables data to be organized by the name of the agent (or place) group to which the agent (or place), processing the interaction, belongs.
>> Back to list	

Attribute name: Campaign Group Key	Folder: Outbound Contact
Description: Reserved for internal calculations.	
Database table: AG2_AGENT_CAMPAIGN_*.CAMPAIGN_GROUP_KEY, AG2_CAMPAIGN_*.CAMPAIGN_GROUP_KEY, GROUP_CA.GROUP_KEY	
>> Back to list	

Folder: Outbound Contact > Agent Contact

Attribute name: Agent Group	Folder: Outbound Contact > Agent Contact
Description: Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	
Database table: GROUP_A.GROUP_NAME (WHERE GROUP_.GROUP_TYPE_CODE in ('AGENT', 'UNKNOWN','NO_VALUE'))	

| | >> Back to list | |

Attribute name: Agent Name	**Folder:** Outbound Contact > Agent Contact
Description: Enables data to be organized by certain attributes of the agent who is associated with the interaction.	
Database table: RESOURCE_A.AGENT_NAME	**Form(s):** User Name, Last Name, First Name, Employee ID
Forms in this attribute:	
Form: Employee ID **Table.Column:** RESOURCE_A.EMPLOYEE_ID **Data type:** Text	**Description:** Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name **Table.Column:** RESOURCE_A.AGENT_FIRST_NAME **Data type:** Text	**Description:** Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name **Table.Column:** RESOURCE_A.AGENT_LAST_NAME **Data type:** Text	**Description:** Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name **Table.Column:** RESOURCE_A.RESOURCE_NAME **Data type:** Text	**Description:** Enables data to be organized by the user name of the agent who is associated with the interaction.
	>> Back to list

Attribute name: Business Result	**Folder:** Outbound Contact > Agent Contact
Description: Enables data to be organized based on the configured business result. Displayed as Source Business Result in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.BUSINESS_RESULT	
	>> Back to list

Attribute name: Campaign	**Folder:** Outbound Contact > Agent Contact
Description: Enables data to be organized by the name of the outbound campaign.	
Database table: CAMPAIGN.CAMPAIGN_NAME	
	>> Back to list

Attribute name: Campaign Group	**Folder:** Outbound Contact > Agent Contact
Description: Enables data to be organized by the group associated with the outbound campaign.	
Database table: CAMPAIGN.CAMPAIGN_NAME, GROUP_CA.GROUP_NAME	**Form(s):** Group Name

Forms in this attribute:	
Form: Group Name **Table.Column:** GROUP_CA.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('NO_VALUE', 'UNKNOWN', 'AGENT','PLACE')) **Data type:** Character	**Description:** Enables data to be organized by the name of the agent (or place) group to which the agent (or place), processing the interaction, belongs.
>> Back to list	

Attribute name: Customer Segment	**Folder:** Outbound Contact > Agent Contact
Description: Enables data to be organized based on the configured customer segment. Displays as Source Customer Segment in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.CUSTOMER_SEGMENT	
>> Back to list	

Attribute name: Interaction Subtype	**Folder:** Outbound Contact > Agent Contact
Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE_SUBTYPE	
>> Back to list	

Attribute name: Interaction Type	**Folder:** Outbound Contact > Agent Contact
Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE	
>> Back to list	

Attribute name: Media Type	**Folder:** Outbound Contact > Agent Contact
Description: Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.	
Database table: MEDIA_TYPE.MEDIA_NAME, MEDIA_TYPE.MEDIA_TYPE_KEY, MEDIA_TYPE. MEDIA_NAME, MEDIA_TYPE, MEDIA_NAME_CODE	**Form(s):** Media Type, Media Name Code
Forms in this attribute:	
Form: Media Name Code **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
Form: Media Type	**Description:** Enables data to be organized by the media type

Table.Column: Data type: Text	associated with the interaction. For example, VOICE, EMAIL, or CHAT.
>> Back to list	

Attribute name: Service Subtype	**Folder:** Outbound Contact > Agent Contact
Description: Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE	
>> Back to list	

Attribute name: Service Type	**Folder:** Outbound Contact > Agent Contact
Description: Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE	
>> Back to list	

Folder: Outbound Contact > Agent Contact > Agent Contact User Data Example

Attribute name: Dimension 1 - Dimension 5	**Folder:** Outbound Contact > Agent Contact > Agent Contact User Data Example
Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	
Database table: USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_1, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_2, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_3, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_4, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_5	
>> Back to list	

Attribute name: Dimension 6 - Dimension 10	**Folder:** Outbound Contact > Agent Contact > Agent Contact User Data Example
Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	
Database table: USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_1,	

USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_2,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_3,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_4,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_5

>> Back to list

Folder: Outbound Contact > Contact Attempt

Attribute name: Business Result	Folder: Outbound Contact > Contact Attempt
Description: Enables data to be organized based on the configured business result. Displayed as Source Business Result in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.BUSINESS_RESULT	
>> Back to list	

Attribute name: Campaign	Folder: Outbound Contact > Contact Attempt
Description: Enables data to be organized by the name of the outbound campaign.	
Database table: CAMPAIGN.CAMPAIGN_NAME	
>> Back to list	

Attribute name: Campaign Group	Folder: Outbound Contact > Contact Attempt
Description: Enables data to be organized by the group associated with the outbound campaign.	
Database table: CAMPAIGN.CAMPAIGN_NAME, GROUP_CA.GROUP_NAME	**Form(s):** Group Name
Forms in this attribute:	
Form: Group Name **Table.Column:** GROUP_CA.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('NO_VALUE', 'UNKNOWN', 'AGENT','PLACE')) **Data type:** Character	**Description:** Enables data to be organized by the name of the agent (or place) group to which the agent (or place), processing the interaction, belongs.
>> Back to list	

Attribute name: Contact List	Folder: Outbound Contact > Contact Attempt
Description: Enables data to be organized by the contact list (that is, the calling list) that was used to run outbound campaigns.	
Database table: CALLING_LIST.CALLING_LIST_NAME	

<div align="center">>> Back to list</div>

Attribute name: Media Type	**Folder:** Outbound Contact > Contact Attempt
Description: Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.	
Database table: MEDIA_TYPE.MEDIA_NAME, MEDIA_TYPE.MEDIA_TYPE_KEY, MEDIA_TYPE. MEDIA_NAME, MEDIA_TYPE, MEDIA_NAME_CODE	**Form(s):** Media Type, Media Name Code
Forms in this attribute:	
Form: Media Name Code **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
Form: Media Type **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.
>> Back to list	

Attribute name: Service Subtype	**Folder:** Outbound Contact > Contact Attempt
Description: Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE	
>> Back to list	

Attribute name: Service Type	**Folder:** Outbound Contact > Contact Attempt
Description: Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE	
>> Back to list	

Folder: Outbound Contact > Contact Attempt > Contact Attempt User Data Example

Attribute name: Dimension 1 - Dimension 5	**Folder:** Outbound Contact > Contact Attempt > Contact Attempt User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	
Database table: USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_1, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_2, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_3, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_4, USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_5	
>> Back to list	

Attribute name: Dimension 6 - Dimension 10	**Folder:** Outbound Contact > Contact Attempt > Contact Attempt User Data Example
Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	
Database table: USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_1, USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_2, USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_3, USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_4, USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_5	
>> Back to list	

Predictive Routing folder

The Predictive Routing folder contains numerous objects that can provide information that is used to build reports describing the performance and effect of Genesys Predictive Routing (GPR) in your contact center. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

> ### Important
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Predictive Routing folder and subfolders

This folder contains the following root folder and subfolders.

- Predictive Routing

Folder: Predictive Routing

Introduced: 9.0.007.03

Description: The root folder for Genesys Predictive Routing folders and objects.		
Metrics: • There are no metrics in this folder		
Attributes:		
• Customer Data Found	• Model ID	• Predictor Key
• GPR Result ID	• Model Key	• Predictor Switch
• Mode	• Predictor	• Result
• Model	• Predictor ID	• Status

Reports built primarily from the objects in the Predictive Routing folder and subfolders

- Predictive Routing Agent Occupancy Dashboard
- Predictive Routing - AHT & Queue Dashboard

- Predictive Routing - Model Efficiency Dashboard
- Predictive Routing A/B Testing Report
- Predictive Routing Detail Report
- Predictive Routing Operational Report
- Predictive Routing Queue Statistics Report

For more information about Predictive Routing reports, see the *Genesys CX Insights 9.0 User's Guide*.

Predictive Routing Attributes

The Predictive Routing folder contains numerous attributes that you can use to build Genesys Predictive Routing (GPR)-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

Predictive Routing

- Customer Data Found
- GPR Result ID
- Mode
- Model

- Model ID
- Model Key
- Predictor
- Predictor ID
- Predictor Key

- Predictor Switch
- Result
- Status

Folder: Predictive Routing

Attribute name: Customer Data Found	Folder: Predictive Routing
Description: Enables the organization of data by whether features from customer records were successfully retrieved from CRM database and used in the calculation of agent scores. Also known as GPR Customer Data Found.	
Database table: GPM_RESULT.CUSTOMER_FOUND	
>> Back to list	
	Folder: Predictive Routing

Attribute name: GPR Result ID	
Description: Enables the organization of data based on the primary key of the GPM_RESULT table.	
Database table: AG2_ID_*.GPM_RESULT, AG2_I_AGENT_*.GPM_RESULT, AG2_QUEUE_*.GPM_RESULT, IF_IRF_GPM_FACT_GI2.GPM_RESULT, GPM_RESULT.ID	
>> Back to list	

Attribute name: Mode	**Folder:** Predictive Routing
Description: Enables the organization of data based on the value of gpm-mode, which indicates the current mode of operation of GPR. Value is one of: prod, off, gpmdiscovery, ab-test-time-sliced, or unknown. Called *PR mode* in some reports.	
Database table: GPM_RESULT.GPM_MODE	
>> Back to list	

Attribute name: Model	**Folder:** Predictive Routing
Description: Enables the organization of data by the name of the model that was used to score the agent for predictive routing.	
Database table: GPM_MODEL.MODEL	
>> Back to list	

Attribute name: Model ID	**Folder:** Predictive Routing
Description: Enables the organization of data based on the identifier for the model that was used to calculate agent scores for predictive routing. (MODEL ID - MODEL DESC)	
Database table: GPM_MODEL.MODEL_ID	
>> Back to list	

Attribute name: Model Key	**Folder:** Predictive Routing
Description: Enables data to be organized based on the primary key of the GPM_MODEL table.	
Database table: AG2_ID_*.GPM_MODEL_KEY, AG2_I_AGENT_*.GPM_MODEL_KEY, AG2_QUEUE_*.GPM_MODEL_KEY, IF_IRF_GPM_FACT_GI2.GPM_MODEL_KEY	
>> Back to list	

Attribute name: Predictor	**Folder:** Predictive Routing
Description: Enables the organization of data by the name of the predictor that was used to request scoring for predictive routing.	
Database table: GPM_PREDICTOR.PREDICTOR	

>> Back to list

Attribute name: Predictor ID	Folder: Predictive Routing
Description: Enables the organization of data by the identifier for the predictor that was used to request scoring for predictive routing.	
Database table: GPM_PREDICTOR.PREDICTOR_ID	

>> Back to list

Attribute name: Predictor Key	Folder: Predictive Routing
Description: Enables data to be organized based on the primary key of the GPM_PREDICTOR table.	
Database table: AG2_ID_*.GPM_PREDICTOR_KEY, AG2_I_AGENT_*.GPM_PREDICTOR_KEY, AG2_QUEUE_*.GPM_PREDICTOR_KEY, IF_IRF_GPM_FACT_GI2.GPM_PREDICTOR_KEY	

>> Back to list

Attribute name: Predictor Switch	Folder: Predictive Routing
Description: Enables the organization of data based on whether predictive routing is ON or OFF.	
Database table: GPM_PREDICTOR.PREDICTOR_SWITCH	

>> Back to list

Attribute name: Result **Introduced:** 9.0.013	Folder: Predictive Routing
Description: Enables the organization of data by whether the predictive routing request was processed successfully. The value is either error or OK.	
Database table: GPM_RESULT.GPM_RESULT	

>> Back to list

Attribute name: Status	Folder: Predictive Routing
Description: Enables the organization of data by whether an interaction was processed by GPR under an *Agent- Surplus* or *Interaction Surplus* scenario, when running in A/B Testing interleaved mode. Also known as A/B Test Status.	
Database table: GPM_RESULT.GPM_STATUS	

>> Back to list

Queue folder

The Queue folder contains numerous objects that enable the organization and filtering of Info Mart data based on queue-related information. The folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Queue folder and subfolders

This folder contains the following root folder and subfolders.

- Queue

- Queue > Q Consults

- Queue > Q Customer

- Queue > Q Customer & Consults

- Queue > Q Customer & Consults > Abandoned Waiting ST1

- Queue > Q Customer & Consults > Accepted Agent ST1

- Queue > Queue Predictive Routing

- Queue > Queue User Data Example

Folder: Queue

Introduced: 9.0.007.03

Description: The root folder for queue-related subfolders and their components. Refer to the descriptions of the following subfolders for more information:

- Q Consults

- Q Customer

- Q Customer & Consults

- Q Predictive Routing

- Queue User Data Example

Metrics:

- % Abandoned Inviting
- % Abandoned Waiting
- % Accept Service Level

- % Accepted
- % Accepted Agent
- % Short Abandoned Waiting
- % Transfer Initiated
- % Transfer Initiated Agent
- Abandoned Inviting
- Abandoned Waiting
- Abandoned Waiting Time
- Accept Time
- Accept Time Agent
- Accepted
- Accepted Agent
- Accepted in Threshold
- Accepted Others
- ASA
- ASA (Fmt)
- Avg Abandoned Waiting Time
- Avg Accept Time
- Avg Accept Time Agent
- Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time

- Avg Consult Received Wrap Time
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Invite Time
- Avg Wrap Time
- Conference Initiated Agent
- Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Engage Time
- Consult Received Engage Warm Time
- Consult Received Hold
- Consult Received Hold Time
- Consult Received Invite
- Consult Received Invite Time
- Consult Received Invite Warm
- Consult Received Invite Warm Time
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Hold Time

- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Engage Time
- Entered
- Handle Time
- Hold
- Hold Time
- Invite
- Invite Time
- Max Abandoned Waiting Time
- Max Abandoned Waiting Time (Fmt)
- Short Abandoned Waiting
- Standard Abandoned Waiting Time
- Start Date Time Key
- Transfer Initiated Agent
- Wrap
- Wrap Time

Attributes:

- Business Result
- Customer Segment
- Interaction Subtype
- Interaction Type
- Media Type

- Queue
- Queue Group
- Queue Group Combination Key
- Queue Group Key
- Queue Key

- Service Subtype
- Service Type
- Workbin Owner
- Workbin Type

Folder: Queue > Q Consults

Introduced: 9.0.007.03

Description: All objects in this folder enable the organization, measurement, and filtering of Info Mart data based on the queue(s) through which consult interactions pass. Counts and duration metrics are attributed to the reporting interval in which interactions entered the queue—even for agent-related

metrics.

Metrics:

- Avg Consult Received Time
- Consult Abandoned Inviting
- Consult Abandoned Waiting
- Consult Abandoned Waiting Time
- Consult Accept Time
- Consult Accept Time Agent
- Consult Accepted
- Consult Accepted Agent in Threshold
- Consult Accepted in Threshold
- Consult Accepted Others
- Consult Clear Time
- Consult Cleared
- Consult Distribute Time
- Consult Distributed
- Consult Entered
- Consult Not Accepted
- Consult Offered
- Consult Received Accepted
- Consult Received Accepted Warm

- Consult Received Accepted Warm Time
- Consult Received Engage Time
- Consult Received Engage Warm Time
- Consult Received Hold
- Consult Received Hold Time
- Consult Received Invite
- Consult Received Invite Time
- Consult Received Invite Warm
- Consult Received Invite Warm Time
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Hold Time
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Consult Redirected

- Consult Routed Other
- Consult Short Abandoned Waiting
- Consult Standard Abandoned Waiting
- Consult Standard Abandoned Waiting Time
- Consult Stuck
- Consult Transfer Initiated Agent
- Max Consult Abandoned Waiting Time
- Max Consult Abandoned Waiting Time (Fmt)
- Max Consult Accept Time
- Max Consult Accept Time (Fmt)
- Max Consult Clear Time
- Max Consult Clear Time (Fmt)
- Max Consult Distribute Time
- Max Consult Distribute Time (Fmt)

Attributes:

- There are no attributes in this   folder

Folder: Queue > Q Customer

Introduced: 9.0.007.03

Description: All objects in this folder enable the organization, metrics, and filtering of Info Mart data based on the queue(s) through which customer interactions pass. Counts and duration metrics are attributed to the reporting interval in which interactions entered the queue—even for agent-related metrics.

Metrics:

- % Abandoned Inviting
- % Abandoned Waiting
- % Accept Service Level

- % Accepted
- % Accepted Agent
- % Distributed

- % Short Abandoned Waiting
- % Transfer Initiated Agent
- Abandoned Inviting

- Abandoned Waiting
- Abandoned Waiting Time
- Accept Time
- Accept Time Agent
- Accepted
- Accepted Agent
- Accepted Agent in Threshold
- Accepted in Threshold
- Accepted Others
- ASA
- ASA (Fmt)
- Avg Abandoned Waiting Time
- Avg Accept Time
- Avg Accept Time Agent
- Avg Clear Time
- Avg Distribute Time
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Invite Time
- Avg Wrap Time

- Clear Time
- Cleared
- Conference Initiated Agent
- Distribute Time
- Distributed
- Engage Time
- Entered
- Group Combination
- Group Combination Abn
- Group Combination Ans
- Handle Time
- Hold
- Hold Time
- Invite
- Invite Time
- Max Abandoned Waiting Time
- Max Abandoned Waiting Time (Fmt)
- Max Accept Time
- Max Accept Time (Fmt)
- Max Clear Time

- Max Clear Time (Fmt)
- Max Distribute Time
- Max Distribute Time (Fmt)
- Max Standard Abandoned Waiting Time
- Max Standard Abandoned Waiting Time (Fmt)
- Not Accepted
- Offered
- Redirected
- Routed Other
- Short Abandoned Waiting
- Standard Abandoned Waiting
- Standard Abandoned Waiting Time
- Start Date Time Key
- Start Date Time Key Abn
- Start Date Time Key Ans
- Stuck
- Transfer Initiated Agent
- Wrap
- Wrap Time

Attributes:
- There are no attributes in this   folder

Folder: Queue > Q Customer & Consults

Introduced: 9.0.007.03

Description: All objects in this folder enable the organization, measurement, and filtering of Info Mart data based on the queue(s) through which both customer and consult interactions pass. Counts and duration metrics are attributed to the reporting interval in which interactions entered the queue—even for agent-related metrics.

Metrics:

- Abandoned Inviting
- Abandoned Waiting
- Abandoned Waiting Time
- Accept Time
- Accept Time Agent

- Accepted
- Accepted Agent
- Accepted Agent in Threshold
- Accepted in Threshold
- Accepted Others

- Clear Time
- Cleared
- Distribute Time
- Distributed
- Engage Time

• Entered	• Max Standard Abandoned Waiting Time (Fmt)	• Standard Abandoned Waiting
• Hold		• Standard Abandoned Waiting Time
• Hold Time	• Not Accepted	
• Invite	• Offered	• Stuck
• Invite Time	• Redirected	• Transfer Initiated Agent
• Max Standard Abandoned Waiting Time	• Routed Other	• Wrap
	• Short Abandoned Waiting	• Wrap Time

Attributes:
• There are no attributes in this   folder

Folder: Queue > Q Customer & Consults > Abandoned Waiting ST1

Introduced: 9.0.007.03

Description: All objects in this folder enable the measurement of Info Mart data based on the time interval in which interactions are abandoned in the queue.

Metrics:
• % Abandoned Waiting ST 1-20	• Abandoned Waiting	• Abandoned Waiting ST 1-20

Attributes:
• There are no attributes in this   folder

Folder: Queue > Q Customer & Consults > Accepted Agent ST1

Introduced: 9.0.007.03

Description: All objects in this folder enable the measurement of Info Mart data based on the time interval in which agents accept or answer interactions that pass through the queue.

Metrics:
• % Accepted Agent ST 1-20	• Accepted Agent	• Accepted Agent ST 1-20

Attributes:
• There are no attributes in this   folder

Folder: Queue > Queue Predictive Routing

Introduced: 9.0.007.03

Description: All objects in this folder enable the organization, measurement, and filtering of Info Mart data based on the queue(s) through which Genesys Predictive Routing (GPR) interactions pass.

Metrics:
• % Error	• Agent Score	• Error
• Active	• Avg Agent Score	

Attributes:
• Model	• Predictor	• Predictor Switch

Folder: Queue > Queue User Data Example

Introduced: 9.0.007.03

Description: All objects in this folder enable the organization and filtering of Info Mart data based on user data dimensions. See Using Attached Data in the *Genesys CX Insights User's Guide* for more information.

Metrics:
- There are no metrics in this   folder

Attributes:
- Category
- Category Key
- Classify Actionability Category

- Classify Sentiment Category
- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10

- Influence Category
- Screen Actionability Category
- Screen Sentiment Category

Reports built primarily from the objects in the Queue folder and subfolders

- Abandon Delay Report
- Interaction Traffic Report
- Interaction Traffic Group Report
- Predictive Routing Queue Statistics Report

- Queue Outline Report
- Queue Summary Report
- Speed Of Accept (hours) Report
- Speed Of Accept (seconds) Report

For more information about Queue reports, see the *Genesys CX Insights 9.0 User's Guide*.

Queue Metrics

The Queue folder contains numerous metrics that you can use to build queue-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.

- For detailed information about the different metric types, see Project terminology and concepts.

> **Important**
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Queue

- % Abandoned Inviting
- % Abandoned Waiting
- % Accept Service Level
- % Accepted
- % Accepted Agent
- % Short Abandoned Waiting
- % Transfer Initiated
- % Transfer Initiated Agent
- Abandoned Inviting
- Abandoned Waiting
- Abandoned Waiting Time
- Accept Time
- Accept Time Agent
- Accepted
- Accepted Agent
- Accepted in Threshold

- Accepted Others
- ASA
- ASA (Fmt)
- Avg Abandoned Waiting Time
- Avg Accept Time
- Avg Accept Time Agent
- Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Invite Time
- Avg Wrap Time
- Conference Initiated Agent

- Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Engage Time
- Consult Received Engage Warm Time
- Consult Received Hold
- Consult Received Hold Time
- Consult Received Invite
- Consult Received Invite Time
- Consult Received Invite Warm
- Consult Received Invite Warm Time
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Hold Time
- Consult Received Warm Time
- Consult Received Warm Wrap

- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Engage Time
- Entered
- Handle Time
- Hold
- Hold Time
- Invite
- Invite Time
- Max Abandoned Waiting Time
- Max Abandoned Waiting Time (Fmt)
- Short Abandoned Waiting
- Standard Abandoned Waiting Time
- Start Date Time Key
- Transfer Initiated Agent
- Wrap
- Wrap Time

Queue > Q Consults

- Avg Consult Received Time
- Consult Abandoned Inviting
- Consult Abandoned Waiting
- Consult Abandoned Waiting Time
- Consult Accept Time
- Consult Accept Time Agent
- Consult Accepted
- Consult Accepted Agent in Threshold
- Consult Accepted in Threshold
- Consult Accepted Others
- Consult Clear Time

- Consult Cleared
- Consult Distribute Time
- Consult Distributed
- Consult Entered
- Consult Not Accepted
- Consult Offered
- Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Accepted Warm Time
- Consult Received Engage Time
- Consult Received Engage Warm Time
- Consult Received Hold
- Consult Received Hold Time
- Consult Received Invite
- Consult Received Invite Time
- Consult Received Invite Warm
- Consult Received Invite Warm Time
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Hold Time
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Consult Redirected
- Consult Routed Other
- Consult Short Abandoned Waiting
- Consult Standard Abandoned Waiting

- Consult Standard Abandoned Waiting Time
- Consult Stuck
- Consult Transfer Initiated Agent
- Max Consult Abandoned Waiting Time
- Max Consult Abandoned Waiting Time (Fmt)
- Max Consult Accept Time
- Max Consult Accept Time (Fmt)
- Max Consult Clear Time
- Max Consult Clear Time (Fmt)
- Max Consult Distribute Time
- Max Consult Distribute Time (Fmt)

Queue > Q Customer

- % Abandoned Inviting
- % Abandoned Waiting
- % Accept Service Level
- % Accepted
- % Accepted Agent
- % Distributed
- % Short Abandoned Waiting
- % Transfer Initiated Agent
- Abandoned Inviting
- Abandoned Waiting
- Abandoned Waiting Time
- Accept Time
- Accept Time Agent
- Accepted
- Accepted Agent
- Accepted Agent in Threshold
- Accepted in Threshold
- Accepted Others

- ASA
- ASA (Fmt)
- Avg Abandoned Waiting Time
- Avg Accept Time
- Avg Accept Time Agent
- Avg Clear Time
- Avg Distribute Time
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Invite Time
- Avg Wrap Time
- Clear Time
- Cleared
- Conference Initiated Agent
- Distribute Time
- Distributed
- Engage Time
- Entered
- Group Combination
- Group Combination Abn
- Group Combination Ans
- Handle Time
- Hold
- Hold Time
- Invite
- Invite Time
- Max Abandoned Waiting Time
- Max Abandoned Waiting Time (Fmt)
- Max Accept Time
- Max Accept Time (Fmt)
- Max Clear Time
- Max Clear Time (Fmt)
- Max Distribute Time

- Max Distribute Time (Fmt)
- Max Standard Abandoned Waiting Time
- Max Standard Abandoned Waiting Time (Fmt)
- Not Accepted
- Offered
- Redirected
- Routed Other
- Short Abandoned Waiting
- Standard Abandoned Waiting
- Standard Abandoned Waiting Time
- Start Date Time Key
- Start Date Time Key Abn
- Start Date Time Key Ans
- Stuck
- Transfer Initiated Agent
- Wrap
- Wrap Time

Queue > Q Customer & Consults

- Abandoned Inviting
- Abandoned Waiting
- Abandoned Waiting Time
- Accept Time
- Accept Time Agent
- Accepted
- Accepted Agent
- Accepted Agent in Threshold
- Accepted in Threshold
- Accepted Others
- Clear Time
- Cleared
- Distribute Time

- Distributed
- Engage Time
- Entered
- Hold
- Hold Time
- Invite
- Invite Time
- Max Standard Abandoned Waiting Time
- Max Standard Abandoned Waiting Time (Fmt)
- Not Accepted
- Offered
- Redirected
- Routed Other
- Short Abandoned Waiting
- Standard Abandoned Waiting
- Standard Abandoned Waiting Time
- Stuck
- Transfer Initiated Agent
- Wrap
- Wrap Time

Queue > Q Customer & Consults > Abandoned Waiting ST1

- % Abandoned Waiting ST 1-20
- Abandoned Waiting
- Abandoned Waiting ST 1-20

Queue > Q Customer & Consults > Accepted Agent ST1

- % Accepted Agent ST 1-20
- Accepted Agent
- Accepted Agent ST 1-20

Queue > Queue Predictive

Routing

- % Error

- Active

- Agent Score

- Avg Agent Score

- Error

Queue > Queue User Data Example

- There are no metrics in this folder

Folder: Queue

Metric name: % Abandoned Inviting	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of interactions that entered this queue, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN, relative to the total number of interactions that entered this queue and were subsequently offered to a resource.

- Queue Group Attribute: The percentage of interactions that entered queues that belong to this queue group, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN, relative to the total number of interactions that entered queues that belong to this queue group and were subsequently offered to a resource.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Abandoned Inviting and Queue > Q Customer > Offered metrics.	
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	**Used in:** - Queue Report

>> Back to list

Metric name: % Abandoned Waiting	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions that both entered this queue and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered this queue.

- Queue Group Attribute: The percentage of customer interactions that both entered queues that belong to this queue group and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered a queue that belongs to this queue group.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Abandoned Waiting and Queue > Q Customer > Entered metrics.	Used in:
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	• Interaction Traffic Report • Predictive Routing Queue Statistics Report • Queue Dashboard • Queue Report • Queue Summary Report
>> Back to list	

Metric name: % Accept Service Level	Folder: Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The service level of this queue measured as a percentage of interactions that entered this queue and were accepted within the acceptance threshold, relative to all interactions that entered this queue and were offered to a resource.

- Queue Group Attribute: percentage of interactions that entered queues that belong to this queue group and were accepted within the acceptance threshold to all interactions that entered queues that belong, relative to this queue group and were offered to a resource.

This metric yields results other than 0 only for interactions that were accepted by an agent. This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Accepted in Threshold and Queue > Q Customer > Offered metrics.	Used in:
Media type: All **Data type:** Number **Metric type:** Disposition	• Interaction Traffic Group Report • Interaction Traffic Report • Predictive Routing - AHT & QUEUE • Predictive Routing Queue Statistics Report • Queue Dashboard • Queue Report • Queue Summary Report
>> Back to list	

Metric name: % Accepted	Folder: Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions and warm consultations that entered this queue and were subsequently distributed and accepted, relative to the total number of interactions

that entered this queue.

- Queue Group Attribute:The percentage of customer interactions and warm consultations that entered queues that belong to this queue group and were subsequently distributed and accepted, relative to the total number of interactions that entered queues that

belong to this queue group. This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Accepted and Queue > Q Customer > Offered metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Queue Dashboard • Queue Report
>> Back to list		

Metric name: % Accepted Agent	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions or warm consultations that entered this queue and were subsequently distributed and accepted by an agent, relative to the total number of interactions that entered this queue and were offered to a resource.

- Queue Group Attribute:The percentage of customer interactions or warm consultations that entered queues that belong to this queue group and were subsequently distributed and accepted by an agent, relative to the total number of interactions that entered queues that belong to this queue group and were offered to a resource.

This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Accepted Agent and Queue > Q Customer > Offered metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Interaction Traffic Report
>> Back to list		

Metric name: % Short Abandoned Waiting	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions that entered this queue and were abandoned within a specific threshold, relative to the total number of customer interactions that entered this queue and were abandoned.

- Queue Group Attribute:The percentage of customer interactions that entered queues that belong to this queue group and were abandoned within a specific threshold, relative to the total number of

customer interactions that entered queues that belong to this queue group and were abandoned.

The count excludes interactions that were abandoned after distribution. This metric relies on the value of **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Short Abandoned Waiting and Queue > Entered metrics.		**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: % Transfer Initiated

Folder:

Queue

Description: The percentage of accepted customer interactions that were transferred (warm or blind) by this agent.

Source or Calculation: Calculated based on the Queue > Transfer Initiated Agent and Queue > Accepted metrics		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Queue Dashboard • Queue Report
>> Back to list		

Metric name: % Transfer Initiated Agent

Folder:

Queue

Description: Of the customer interactions that entered this queue (or queue in this queue group) and were distributed/accepted, the percentage that were transferred (warm or blind) by agents.

Source or Calculation: Calculated based on the Queue > Transfer Initiated Agent and Queue > Accepted Agent metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Queue Summary Report
>> Back to list		

Metric name: Abandoned Inviting

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

• Queue Attribute: The total number of times that customer interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

- Queue Group Attribute: The total number of times that customer interactions that were distributed or pulled from queues that belong to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

Source or Calculation: AG2_QUEUE_[*].ABANDONED_INVITE, AG2_QUEUE_GRP_[*].ABANDONED_INVITE		Used in:
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition		- Queue Outline Report
>> Back to list		

Metric name: Abandoned Waiting	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions entered this queue and were abandoned or dropped for any reason before the interactions could be distributed.

- Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were abandoned or dropped for any reason before the interactions could be distributed.

The count includes short-abandoned interactions and excludes interactions that were abandoned after distribution, such as abandoned-while-inviting interactions.

Source or Calculation: AG2_QUEUE_[*].ABANDONED, AG2_QUEUE_GRP_[*].ABANDONED		**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition		- Interaction Traffic Group Report - Interaction Traffic Report - Queue Outline Report - Queue Summary Report
>> Back to list		

Metric name: Abandoned Waiting Time	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions waited in this queue before they were abandoned or dropped for any reason and before the interactions could be distributed.

- Queue Group Attribute: The total amount of time that customer interactions waited in queues that belong to this queue group before they were abandoned or dropped for any reason and before the interactions could be distributed.

The duration starts the moment at which the interaction entered this queue and ends the moment at which the interaction was

abandoned or stopped. The measurement includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

Source or Calculation: AG2_QUEUE_[*].ABANDONED_TIME, AG2_QUEUE_GRP_[*].ABANDONED_TIME

		Used in:
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

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Metric name: Accept Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions waited in this queue before they were accepted, answered, or pulled by handling resources.

- Queue Group Attribute: The total amount of time that customer interactions waited in a queue that belong to this queue group before they were accepted, answered, or pulled by handling resources.

The duration starts when interactions enter the queue and ends when the interactions are accepted by the target resource—thereby, including alert (ring) time.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED_TIME, AG2_QUEUE_GRP_[*].ACCEPTED_TIME

		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

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Metric name: Accept Time Agent

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions waited in this queue before they were accepted, answered, or pulled by agents.

- Queue Group Attribute: The total amount of time that customer interactions waited in queues that belong to this queue group before they were accepted, answered, or pulled by agents.

Duration starts when the interaction enters the queue and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert (ring) time.

Source or Calculation:
AG2_QUEUE_[*].ACCEPTED_AGENT_TIME,
AG2_QUEUE_GRP_[*].ACCEPTED_AGENT_TIME

Used in:

This metric is not used in any reports.

Media type: All

Data type: Number Metric type: Disposition		

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Metric name: Accepted

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions and warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).

- Queue Group Attribute: The total number of times that customer interactions and warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED, AG2_QUEUE_GRP_[*].ACCEPTED		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		- Interaction Traffic Group Report - Interaction Traffic Report - Predictive Routing - AHT & QUEUE - Predictive Routing Queue Statistics Report - Queue Dashboard - Queue Outline Report - Queue Report - Queue Summary Report

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Metric name: Accepted Agent

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions or warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent.

- Queue Group Attribute: The total number of times that customer interactions or warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED_AGENT, AG2_QUEUE_GRP_[*].ACCEPTED_AGENT		Used in:
Media type: All		Queue Outline Report

Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Accepted in Threshold	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions or established warm consultations that were distributed from this queue were accepted, answered, or pulled by a handling resource within the acceptance threshold.

- Queue Group Attribute: The total number of times that customer interactions or established warm consultations that were distributed from queues that belong to this queue group were accepted, answered, or pulled by a handling resource within the acceptance threshold.

This metric relies on the value of the **acceptance threshold** configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED_THR, AG2_QUEUE_GRP_[*].ACCEPTED_THR	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	- Queue Dashboard - Queue Report
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Metric name: Accepted Others	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of interactions that entered this queue and were subsequently distributed and accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN.

- Queue Group Attribute: The total number of interactions that entered queues that belong to this queue group and were subsequently distributed and accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN.

This metric is calculated as the difference between the total number of interactions that were accepted, answered, or pulled and the total number of interactions that were accepted, answered, or pulled by an agent resource.

Source or Calculation: Calculated based on the Queue > Accepted and Queue > Accepted Agent metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	- Queue Outline Report
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Metric name: ASA	**Folder:**

	Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time, in seconds, that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.

- Queue Group Attribute: The average amount of time, in seconds, that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource.

This metric is identical to Queue\Avg Accept Time.

Source or Calculation: Calculated based on the Queue > Accept Time and Queue > Accepted metrics.	**Used in:**
Media type: All	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

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Metric name: ASA (Fmt)

	Folder:
	Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time, in HH:MM:SS, that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.

- Queue Group Attribute: The average amount of time, in HH:MM:SS, that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource.

This metric is identical to Queue\Avg Accept Time.

Source or Calculation: Calculated based on the Queue > Accept Time and Queue > Accepted metrics.	**Used in:**
Media type: All	- Queue Dashboard
Data type: Number **Metric type:** Disposition	- Queue Report

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Metric name: Avg Abandoned Waiting Time

	Folder:
	Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that customer interactions spent at this queue before they were abandoned or dropped for any reason.

- Queue Group Attribute: The average amount of time that customer interactions spent at queues that belong to this queue group before they were abandoned or dropped for any reason.

This average includes the duration and count of short-abandoned interactions.

Source or Calculation: Calculated based on the Queue > Abandoned Waiting Time and Queue > Abandoned Waiting metrics.	**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	• Interaction Traffic Group Report • Interaction Traffic Report • Queue Dashboard • Queue Report • Queue Summary Report
>> Back to list	

Metric name: Avg Accept Time	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.
- Queue Group Attribute: The average amount of time that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource.

This metric is identical to the Queue > ASA metric.

Source or Calculation: Calculated based on the Queue > Accept Time and Queue > Accepted metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Interaction Traffic Group Report • Interaction Traffic Report • Predictive Routing - AHT & QUEUE • Predictive Routing Queue Statistics Report • Queue Summary Report
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Metric name: Avg Accept Time Agent	**Folder:** Queue

Description: The average amount of time that customer interactions waited in this queue or queue group before they were accepted by agents. This duration includes alert (ring) time.

Source or Calculation: Calculated based on the Queue > Accept Time Agent and Queue > Accepted Agent metrics.	**Used in:** This metric is not used in any reports.

Media type: All		
Data type: Number **Metric type:** Disposition		
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Metric name: Avg Consult Received Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that agents were engaged in collaborations or consultations that were distributed from this queue, where the agents were the recipients of the collaboration/consultation requests.

- Queue Group Attribute: The average amount of time that agents were engaged in collaborations or consultations that were distributed from queues that belong to this queue group, where the agents were the recipients of the collaboration/consultation requests.

Source or Calculation: Calculated based on the Queue > Consult Received Time, Consult Received Warm Time, Consult Received Accepted, and Consult Received Accepted Warm metrics.		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Avg Consult Received Warm Time

Folder:

Queue

Description: The average amount of time that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions.

This metric is attributed to the interval in which the consult interaction is offered to the receiving agent. This metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.

Source or Calculation: Calculated based on the Queue > Consult Received Warm Time and Queue > Consult Received Accepted Warm metrics.		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Avg Consult Received Warm Wrap Time

Folder:

	Queue

Description: The average amount of time that this agent spent in ACW state following consultations that the agent requested and received, where the consultations were distributed from this queue and associated with customer interactions that were transferred to or conferenced with the agent.

This metric includes:

- ACW durations that were associated with conferences where the customer leaves the interaction

- Internal interactions that were transferred to the agent

Source or Calculation: Calculated based on the Queue > Consult Received Warm Wrap Time and Queue > Consult Received Accepted Warm Wrap metrics.	
Media type: Voice	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

>> Back to list

Metric name: Avg Consult Received Wrap Time

Folder:

Queue

Description: The average amount of time that this agent spent in ACW state following simple consultations that the agent accepted, where the consultations were distributed from this queue and were associated with customer calls.

This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

Source or Calculation: Calculated based on the Queue > Consult Received Wrap Time and Queue > Consult Received Wrap metrics.	
Media type: Voice	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Avg Engage Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: For customer interactions that were distributed or pulled from this queue, the average amount of time that agents were engaged with customers.

- Queue Group Attribute: For customer interactions that were distributed or pulled from queues that belong to this queue group, the average amount of time that agents were engaged with customers.

Source or Calculation: Calculated based on the Queue > Engage Time and Queue > Accepted Agent metrics.

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Queue Summary Report

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Metric name: Avg Handle Time	**Folder:**
	Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue.

- Queue Group Attribute: The average amount of time that agents spent handling customer interactions or warm consultations that were distributed or pulled from queues that belong to this queue group.

This metric is calculated as the sum of agent-accepted interactions and simple consult interactions that agents received, and is attributed to the interval in which interactions entered the queue.

Source or Calculation: Calculated as the sum of the Queue > Handle Time, Accepted Agent, and Consult Received Accepted metrics.

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Queue Summary Report

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Metric name: Avg Hold Time	**Folder:**
	Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that agents had customers on hold for interactions that were distributed from this queue.

- Queue Group Attribute: The average amount of time that agents had customers on hold for interactions that were distributed from queues that belong to this queue group.

This metric is attributed to the interval in which interactions entered the queue which can differ from the interval that interactions were placed on hold.

Source or Calculation: Calculated based on the Queue > Hold Time and Queue > Hold metrics.

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

- Queue Dashboard

- Queue Report

- Queue Summary Report

>> Back to list

Metric name: Avg Invite Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that customer interactions—distributed from this queue—alerted or rang at an agent before being accepted plus the average duration of dialing that agents performed, where the calls were successfully established.

- Queue Group Attribute: The average amount of time that customer interactions—distributed from queues that belong to this queue group—alerted or rang at an agent before being accepted plus the average duration of dialing that agents performed, where the calls were successfully established.

The dialing component of this metric applies to voice media only.

Source or Calculation: Calculated based on the Queue > Invite Time and Queue > Invite metrics.

Used in:

Media type: Voice

Data type: Number
Metric type: Disposition

- Queue Dashboard
- Queue Report

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Metric name: Avg Wrap Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that agents spent performing after-call work for customer interactions that were distributed from this queue.

- Queue Group Attribute: The average amount of time that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group.

Source or Calculation: Calculated based on the Queue > Wrap Time and Queue > Wrap metrics.

Used in:

Media type: Voice

Data type: Number
Metric type: Disposition

- Queue Dashboard
- Queue Report
- Queue Summary Report

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Metric name: Conference Initiated Agent

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents initiated conferences for customer interactions that the agents received where the interactions were distributed or pulled from this queue and the conferences were established.

- Queue Group Attribute: The total number of times that agents initiated conferences for customer interactions that the agent received where the interactions were distributed or pulled from queues that belong to this queue group and the conferences were established.

The count includes the number of established conferences that were initiated for transferred interactions that agents received.

Source or Calculation: AG2_QUEUE_[*].CONFERENCE_INIT_AGENT, AG2_QUEUE_GRP_[*].CONFERENCE_INIT_AGENT	Used in:
Media type: All (except email) **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Consult Received Accepted

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents received collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions.

- Queue Group Attribute: The total number of times that agents received collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group and associated with customer interactions.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RECEIVED_ACCEPTED, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_ACCEPTED	Used in:
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	- Queue Outline Report - Queue Summary Report

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Metric name: Consult Received Accepted Warm

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents participated in consultations that the agents received, where the consultations were distributed or pulled from this queue, associated with customer interactions, and transferred to or conferenced with the agents.

- Queue Group Attribute: The total number of times that agents participated in consultations that the agents received, where the consultations were distributed or pulled from queues that belong to this queue group, associated with customer interactions, and transferred to or conferenced with the

agents.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_ACC_WARM, AG2_QUEUE_GRP_[*].CONSULT_RCV_ACC_WARM		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

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Metric name: Consult Received Engage Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents were engaged in collaborations or simple consultations that were distributed or pulled from this queue where the collaborations/consultations were associated with customer interactions and the agents were the recipients of the collaboration/consultations requests.

- Queue Group Attribute: The total amount of time that agents were engaged in collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RECEIVED_ENGAGE_TIME, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

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Metric name: Consult Received Engage Warm Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents were engaged in consultations that were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with agents.

- Queue Group Attribute: The total amount of time that agents were engaged in consultations that were distributed or pulled from queues that belong to this queue group and associated with customer

interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_WARM_ENGAGE_TIME, AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_ENGAGE_TIME		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Hold

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of simple consultations that agents had on hold where the interactions were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

- Queue Group Attribute: The total number of simple consultations that agents had on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RECEIVED_HOLD, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_HOLD		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Hold Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount time that agents had simple consultations on hold where the consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

- Queue Group Attribute: The total amount time that agents had simple consult interactions on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RECEIVED_HOLD_TIME, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_HOLD_TIME	Used in: This metric is not used in any reports.

Media type: Voice

Data type: Number
Metric type: Disposition

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Metric name: Consult Received Invite

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of simple consult interactions that were distributed from this queue that alerted or rang at agent resources before the agents accepted the interactions.

- Queue Group Attribute: The total number of simple consult interactions that were distributed from queues that belong to this queue group that alerted or rang at agent resources before the agents accepted the interactions, where the calls were established successfully.

Source or Calculation:
AG2_QUEUE_[*].CONSULT_RECEIVED_INVITE,
AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_INVITE

Used in:

This metric is not used in any reports.

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

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Metric name: Consult Received Invite Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that simple consult interactions that were distributed from this queue alerted or rang at agents.

- Queue Group Attribute: The total amount of time that simple consult interactions, distributed from queues that belong to this queue group, alerted or rang at agents.

Consultations do not have to be established for this metric to be incremented.

Source or Calculation:
AG2_QUEUE_[*].CONSULT_RECEIVED_INVITE_TIME,
AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_INVITE_TIME

Used in:

This metric is not used in any reports.

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

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Metric name: Consult Received Invite

Folder:

Warm	
	Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of warm consultations that were distributed from this queue that rang at agent resources before the agents accepted the calls.

- Queue Group Attribute: The total number of warm consultations that were distributed from queues that belong to this queue group that rang at agent resources before the agents accepted the calls.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_WARM_INVITE, AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_INVITE		**Used in:**
Media type: Voice		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

>> Back to list

Metric name: Consult Received Invite Warm Time	**Folder:**
	Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that warm consult interactions distributed from this queue alerted or rang at agents.

- Queue Group Attribute: The total amount of time that warm consult interactions, distributed from queues that belong to this queue group, alerted or rang at agents.

By definition, warm interactions must be established for this metric to be incremented.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_WARM_INVITE_TIME, AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_INVITE_TIME		**Used in:**
Media type: All (except Chat)		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

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Metric name: Consult Received Time	**Folder:**
	Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute:The total amount of time that agents were engaged as recipients in collaborations or simple consultations that were distributed or pulled from this queue.

- Queue Group Attribute: The total amount of time that agents were engaged as recipients in collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group.

This metric includes hold duration that is associated with the collaboration/consultation.

Source or Calculation: Calculated as AG2_QUEUE_[*].CONSULT_RECEIVED_ENGAGE_TIME plus AG2_QUEUE_[*].CONSULT_RECEIVED_HOLD_TIME or as AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME plus AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_HOLD_TIME		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		- Queue Summary Report
>> Back to list		

Metric name: Consult Received Warm Hold

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of consultations distributed from this queue that agents had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

- Queue Group Attribute: The total number of consultations distributed from queues that belong to this queue group that agents had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_WARM_HOLD, AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_HOLD		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Warm Hold Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute:The total amount of time that agents had consultations on hold where the interactions were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or

conferenced with the agents.

- Queue Group Attribute: The total amount of time that agents had consultations on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_WARM_HOLD_TIME, AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_HOLD_TIME	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Consult Received Warm Time	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute:The total amount of time that agents were engaged as recipients in collaborations or consultations, including any related hold durations, where the collaborations/consultations were distributed or pulled from this queue and directly associated with customer interactions.

- Queue Group Attribute: The total amount of time that agents were engaged as recipients in collaborations or consultations, including any related hold durations, where the collaborations/ consultations were distributed or pulled from queues that belong to this queue group and the collaborations/consultations were directly associated with customer interactions.

This metric is attributed to the interval in which interactions entered the queue. Time begins when the collaboration or consultation is accepted by the receiving agent and ends when the customer interaction is transferred to or conferenced with the agent. This metric excludes alert (ring) and ACW durations associated with the collaborations/consultations.

Source or Calculation: Calculated as AG2_QUEUE_[*].CONSULT_RCV_WARM_ENGAGE_TIME plus AG2_QUEUE_[*].CONSULT_RCV_WARM_HOLD_TIME, or as AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_ENGAGE_TIME + AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_HOLD_TIME	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
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Metric name: Consult Received Warm Wrap	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from this queue and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

- Queue Group Attribute: The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

In common call-flow scenarios, this metric yields a value of zero.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_WARM_WRAP, AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_WRAP		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Warm Wrap Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents spent in ACW (Wrap) state following consultations that the agents requested and received, where the consultations were distributed from this queue and associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

- Queue Group Attribute: The total amount of time that agents spent in ACW state following consultations that the agents requested and received, where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

This metric includes:

- ACW durations that were associated with conferences, where the customer leaves the interactions.

- Internal interactions that were transferred to the agents.

In common call-flow scenarios, this metric yields a value of zero.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_WARM_WRAP_TIME, AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_WRAP_TIME		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Received Wrap

Folder:

	Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of simple consultations for which agents entered ACW state where the consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

- Queue Group Attribute: The total number of collaborations or simple consultations for which agents entered ACW state where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RECEIVED_WRAP, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_WRAP	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Consult Received Wrap Time	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents were in ACW (Wrap) state after simple consultations that the agents accepted, where the consultations were distributed from this queue and were associated with customer interactions.

- Queue Group Attribute: The total amount of time that agents were in ACW state, after simple consultations that the agents accepted, where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RECEIVED_WRAP_TIME, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_WRAP_TIME	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Engage Time	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: For customer interactions that were distributed or pulled from this queue, the total amount of time that agents were engaged with customers.

- Queue Group Attribute: For customer interactions that were distributed or pulled from queues that belong to this queue group, the total amount of time that agents were engaged with customers.

This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time and the time that is associated with consultations and collaborations that the agent received.

Source or Calculation: AG2_QUEUE_[*].ENGAGE_TIME, AG2_QUEUE_GRP_[*].ENGAGE_TIME	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	- Queue Summary Report
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Metric name: Entered	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions or established warm consultations entered this queue.

- Queue Group Attribute: The total number of times that customer interactions or established warm consultations entered queues that belong to this queue group.

If the same interaction enters this queue more than once, this metric counts each entrance separately.

Source or Calculation: AG2_QUEUE_[*].ENTERED, AG2_QUEUE_GRP_[*].ENTERED	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	- Queue Dashboard - Queue Outline Report - Queue Report
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Metric name: Handle Time	**Folder:** Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue.

- Queue Group Attribute: The total amount of time that agents spent handling customer interactions or warm consultations interactions that were distributed or pulled from queues that belong to this queue group.

Handle time is measured as the sum of engagement time (for example, talk time), hold time, ACW (Wrap) time, all consult time for interactions that agents receive, and all ACW time for consultations that agents receive. Some of these components return nonzero values for some media types.

Source or Calculation: Calculated based on the following metrics from the Queue folder: Engage Time, Wrap Time, Hold	**Used in:**

Time, Consult Received Time, and Consult Received Wrap
Time, Consult Received Warm Time, and Consult Received
Warm Wrap metrics.

Time Queue

This metric is not used in any reports.

Media type: All

Data type: Number
Metric type: Disposition

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Metric name: Hold

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents had customer interactions, distributed from this queue, on hold.

- Queue Group Attribute: The total number of times that agents had customer interactions, distributed from queues that belong to this queue group, on hold.

This count attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent.

Source or Calculation: AG2_QUEUE_[*].HOLD,
AG2_QUEUE_GRP_[*].HOLD

Used in:

This metric is not used in any reports.

Media type: Voice

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Hold Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents had customer interactions that were distributed from this queue on hold.

- Queue Group Attribute: The total amount of time that agents had customer interactions that were distributed from queues that belong to this queue group on hold.

This time starts when the interaction is placed on hold and ends when it is retrieved, dropped, transferred, or completed.

Source or Calculation: AG2_QUEUE_[*].HOLD_TIME,
AG2_QUEUE_GRP_[*].HOLD_TIME

Used in:

- Queue Summary Report

Media type: Voice

Data type: Number
Metric type: Disposition

>> **Back to list**

Metric name: Invite	Folder:
	Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of customer interactions that were distributed from this queue that alerted or rang at agent resources before the agents accepted the interactions plus the total number of dials that agents performed, where the calls were successfully established and were distributed or pulled from this queue.

- Queue Group Attribute: The total number of customer interactions that were distributed from queues that belong to this queue group that alerted or rang at agent resources before the agents accepted the interactions plus the total number of dials that agents performed, where the calls were successfully established and were distributed from queues that belong to this queue group.

Source or Calculation: AG2_QUEUE_[*].INVITE, AG2_QUEUE_GRP_[*].INVITE		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

>> **Back to list**

Metric name: Invite Time	Folder:
	Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions distributed from this queue alerted or rang at agents plus the total duration of the dialing that agents performed.

- Queue Group Attribute: The total amount of time that customer interactions, distributed from queues that belong to this queue group, alerted or rang at agents plus the total duration of the dialing that agents performed.

For the alerting component of this metric, interactions do not have to be established for this metric to be incremented. For the dialing component, dial duration is measured for established calls only.

Source or Calculation: AG2_QUEUE_[*].INVITE_TIME, AG2_QUEUE_GRP_[*].INVITE_TIME		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

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Metric name: Max Abandoned Waiting Time	Folder:
	Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time (in seconds) that customers waited at this queue before abandoning the interactions and before the interactions could be distributed.

- Queue Group Attribute: The total amount of time (in seconds) that customers waited at queues that belong to this queue group before abandoning the interactions and before the interactions could be distributed.

Source or Calculation: AG2_QUEUE_[*].ABANDONED_TIME_MAX, AG2_QUEUE_GRP_[*].ABANDONED_TIME_MAX		**Used in:**
Media type: Voice, Chat, Open (sync)		• Interaction Traffic Report
Data type: Number		• Queue Summary Report
Metric type: Disposition		

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Metric name: Max Abandoned Waiting Time (Fmt)

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time (HH:MM:SS) that customers waited at this queue before abandoning the interactions and before the interactions could be distributed.

- Queue Group Attribute: The total amount of time (HH:MM:SS) that customers waited at queues that belong to this queue group before abandoning the interactions and before the interactions could be distributed.

Source or Calculation: AG2_QUEUE_[*].ABANDONED_TIME_MAX, AG2_QUEUE_GRP_[*].ABANDONED_TIME_MAX		**Used in:**
Media type: Voice, Chat, Open (sync)		• Interaction Traffic Report
		• Queue Dashboard
Data type: Number		• Queue Report
Metric type: Disposition		• Queue Summary Report

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Metric name: Short Abandoned Waiting

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions entered this queue and were abandoned within the **short-abandoned threshold**.

- Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were abandoned within the **short-abandoned threshold**.

The count excludes interactions that were abandoned after distribution. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section. For example, if the **short-abandoned threshold** value is configured to 10 seconds, and the interaction is abandoned in less than ten seconds, it is counted, while interactions that last more than ten seconds are not counted.

Source or Calculation: AG2_QUEUE_[*].ABANDONED_SHORT, AG2_QUEUE_GRP_[*].ABANDONED_SHORT	Used in:
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	• Interaction Traffic Group Report • Queue Dashboard • Queue Outline Report • Queue Report
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Metric name: Standard Abandoned Waiting Time	Folder: Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that is associated with interactions that entered this queue and were abandoned or dropped for any reason before the interactions could be distributed.

- Queue Group Attribute: The total amount of time that is associated with interactions that entered queues that belong to this queue group and were abandoned or dropped for any reason before the interactions could be distributed.

This time excludes the duration of customer interactions that were abandoned within the short-abandoned threshold as well as abandoned-while-alerting interactions. This metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-QUEUE-IXN] section.

Source or Calculation: AG2_QUEUE_[*].ABANDONED_STANDARD_TIME, AG2_QUEUE_GRP_[*].ABANDONED_STANDARD_TIME	
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
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Metric name: Start Date Time Key	Folder: Queue

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE or AG2_QUEUE_GRP hierarchies.

Source or Calculation: AG2_QUEUE_[*].DATE_TIME_KEY, AG2_QUEUE_GRP_[*].DATE_TIME_KEY	**Used in:** This metric is not used in any reports.
Media type: All	

Data type: Number **Metric type:**		
	>> Back to list	

Metric name: Transfer Initiated Agent

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents transferred customer interactions that were distributed or pulled from this queue.

- Queue Group Attribute: The total number of times that agents transferred customer interactions that were distributed or pulled from queues that belong to this queue group.

Both warm and blind transfers are reflected in this metric.

Source or Calculation: AG2_QUEUE_[*].TRANSFER_INIT_AGENT, AG2_QUEUE_GRP_[*].TRANSFER_INIT_AGENT		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Queue Summary Report
	>> Back to list	

Metric name: Wrap

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents entered or were in ACW (Wrap) state upon handling customer interactions that were distributed from this queue.

- Queue Group Attribute: The total number of times that agents entered or were in ACW state upon handling customer interactions that were distributed from queues that belong to this queue group.

Source or Calculation: AG2_QUEUE_[*].WRAP, AG2_QUEUE_GRP_[*].WRAP		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
	>> Back to list	

Metric name: Wrap Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents spent performing after-call work for customer interactions that were distributed from this queue.

- Queue Group Attribute: The total amount of time that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group.

Source or Calculation: AG2_QUEUE_[*].WRAP_TIME, AG2_QUEUE_GRP_[*].WRAP_TIME		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Queue Summary Report
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Folder: Queue > Q Consults

Metric name: Avg Consult Received Time	**Folder:** Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that agents were engaged in collaborations or consultations that were distributed from this queue, where the agents were the recipients of the collaboration/consultation requests.

- Queue Group Attribute: The average amount of time that agents were engaged in collaborations or consultations that were distributed from queues that belong to this queue group, where the agents were the recipients of the collaboration/consultation requests.

Source or Calculation: Calculated based on the Queue > Consult Received Time, Consult Received Warm Time, Consult Received Accepted, and Consult Received Accepted Warm metrics.		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Consult Abandoned Inviting	**Folder:** Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that consult interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

- Queue Group Attribute: The total number of times that consult interactions that were distributed or pulled from queues that belong to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

Source or Calculation: AG2_QUEUE_[*].CONSULT_ABANDONED_INVITE, AG2_QUEUE_GRP_[*].CONSULT_ABANDONED_INVITE	
	Used in:
Media type: Voice, Open (sync) **Data type:** Number **Metric type:** Disposition	• Queue Outline Report
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Metric name: Consult Abandoned Waiting	Folder: Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that simple consultations entered this queue and were abandoned before they could be established inside the short-abandoned threshold, where the consultations were associated with customer interactions.

- Queue Group Attribute: The total number of times that simple consultations entered queues that belong to this queue group and were abandoned before they could be established inside the short-abandoned threshold where the consultations were associated with customer interactions.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: AG2_QUEUE_[*].CONSULT_ABANDONED, AG2_QUEUE_GRP_[*].CONSULT_ABANDONED	
	Used in:
Media type: Voice, Open (sync) **Data type:** Number **Metric type:** Disposition	• Queue Outline Report
>> Back to list	

Metric name: Consult Abandoned Waiting Time	Folder: Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that simple consult interactions waited in this queue before they were abandoned or dropped for any reason and before the interactions could be established.

- Queue Group Attribute:The total amount of time that simple consult interactions waited in queues that belong to this queue group before they were abandoned or dropped for any reason and before the interactions could be established.

The duration starts the moment at which the consultation entered this queue and ends the moment at which the interaction was abandoned or stopped. The metricment includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

Source or Calculation: AG2_QUEUE_[*].CONSULT_ABANDONED_TIME, AG2_QUEUE_GRP_[*].CONSULT_ABANDONED_TIME	
Media type: Voice, Open (sync) **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
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Metric name: Consult Accept Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that simple consult interactions waited in this queue before they were accepted by handling resources.

- Queue Group Attribute: The total amount of time that simple consult interactions waited in queues that belong to this queue group before they were accepted by handling resources.

The duration starts when consultations enter the queue and ends when the consultations are accepted by the target resource—thereby, including alert (ring) time.

Source or Calculation: AG2_QUEUE_[*].CONSULT_ACCEPTED_TIME, AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED_TIME	
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
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Metric name: Consult Accept Time Agent

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that simple consult interactions waited in this queue before they were accepted by agents.

- Queue Group Attribute: The total amount of time that simple consult interactions waited in queues that belong to this queue group before they were accepted by agents.

The duration starts when consultations enter the queue and ends when the consultations are accepted by the agents—thereby, including alert (ring) time.

Source or Calculation: AG2_QUEUE_[*].CONSULT_ACCEPTED_AGENT_TIME, AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED_AGENT_TIME	
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
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Metric name: Consult Accepted

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that simple consult interactions, that were distributed from this queue, were accepted by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).

- Queue Group Attribute: The total number of times that simple consult interaction that were distributed from queues that belong to this queue group, were accepted by an agent, voice-treatment port, IVR port, or nonagent-associated DN.

Source or Calculation: AG2_QUEUE_[*].CONSULT_ACCEPTED, AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED	
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	**Used in:** - Queue Outline Report
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Metric name: Consult Accepted Agent in Threshold

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that simple consult interactions that were distributed from this queue were accepted by an agent within the acceptance threshold.

- Queue Group Attribute: The total number of times that simple consult interactions that were distributed from queues that belong to this queue group, were accepted by an agent within the acceptance threshold.

This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation:	**Used in:**

AG2_QUEUE_[*].CONSULT_ACCEPTED_AGENT_THR, AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED_AGENT_THR		
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> **Back to list**		

Metric name: Consult Accepted in Threshold

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that simple consult interactions that were distributed from this queue were accepted by a handling resource within the acceptance threshold.

- Queue Group Attribute: The total number of times that simple consult interactions that were distributed from queues that belong to this queue group, were accepted by a handling resource within the acceptance threshold.

This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: AG2_QUEUE_[*].CONSULT_ACCEPTED_THR, AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED_THR		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> **Back to list**		

Metric name: Consult Accepted Others

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of simple consult interactions or collaborations that entered this queue and were subsequently distributed and accepted by a resource other than an agent, place DN, or extension DN.

- Queue Group Attribute: The total number of simple consult interactions or collaborations that entered queues that belong to this queue group and were subsequently distributed and accepted by a resource other than an agent, place DN, or extension DN.

This metric is calculated as the difference between the total number of interactions that were accepted and the total number of interactions that were accepted by an agent resource.

Source or Calculation: Caclulated based on the Queue > Consult Accepted and Queue > Consult Received Accepted metrics.	**Used in:** - Queue Outline Report

Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		
>> Back to list		

Metric name: Consult Clear Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that simple consult interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

- Queue Group Attribute: The total amount of time that simple consult interactions spent in a queue before they were cleared from a virtual queue, workbin, or interaction queue that belong to this queue group.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.

- Default routed by the switch.

- Default routed by a routing strategy.

- Removing interactions that are determined to be stuck.

- Removing interactions for any other reason, such as abnormal stops.

- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.

- Interactions that were distributed from this virtual queue, workbin, or interaction queue.

- Interactions that were queued for consultation or collaboration.

Source or Calculation: AG2_QUEUE_[*].CONSULT_CLEARED_TIME, AG2_QUEUE_GRP_[*].CONSULT_CLEARED_TIME	**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
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Metric name: Consult Cleared

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue.

- Queue Group Attribute: The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.

- Default routed by the switch.

- Default routed by a routing strategy.

- Removing interactions that are determined to be stuck.

- Removing interactions for any other reason, such as abnormal stops.

- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.

- Interactions that were distributed from this virtual queue, workbin, or interaction queue.

- Interactions that were queued for consultation or collaboration.

Source or Calculation: AG2_QUEUE_[*].CONSULT_CLEARED, AG2_QUEUE_GRP_[*].CONSULT_CLEARED	
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	**Used in:** - Queue Outline Report
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Metric name: Consult Distribute Time	**Folder:** Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The amount of time from the moment at which simple consult interactions entered this queue to the moment at which they were distributed or pulled from this queue.

- Queue Group Attribute: The amount of time from the moment at which simple consult interactions entered queues that belong to this queue group to the moment at which were distributed or pulled from the queues.

Source or Calculation: AG2_QUEUE_[*].CONSULT_DISTRIBUTED_TIME, AG2_QUEUE_GRP_[*].CONSULT_DISTRIBUTED_TIME	
Media type: All (except Chat) **Data type:** Number	**Used in:** This metric is not used in any reports.

Metric type: Disposition		
>> Back to list		

Metric name: Consult Distributed

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that simple consult interactions were distributed or pulled from this queue.

- Queue Group Attribute: The total number of times that simple consult interactions were distributed or pulled from queues that belong to this queue group.

Source or Calculation:
AG2_QUEUE_[*].CONSULT_DISTRIBUTED,
AG2_QUEUE_GRP_[*].CONSULT_DISTRIBUTED

Used in:

Media type: All (except Chat)

- Queue Outline Report

Data type: Number
Metric type: Disposition

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Metric name: Consult Entered

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that simple consultation requests entered this queue where the collaborations/consultations were associated with customer interactions.

- Queue Group Attribute: The total number of times that simple consultation requests entered queues that belong to this queue group where the collaborations/consultations were associated with customer interactions.

Source or Calculation: AG2_QUEUE_[*].CONSULT_ENTERED,
AG2_QUEUE_GRP_YEAR_[*].CONSULT_ENTERED

Used in:

Media type: All (except Chat)

- Queue Outline Report

Data type: Number
Metric type: Disposition

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Metric name: Consult Not Accepted

Folder:

Queue > Q Consults

Description: The total number of times that simple consult interactions entered this queue (or queue group), alerted at a routing target, and were subsequently either rejected by the agent or abandoned by

the customer while the interactions were alerting at the agent's DN.	
Source or Calculation: Calculated as the sum of the Queue > Q Consults > Consult Redirected and Queue > Q Consults > Consult Abandoned Inviting metrics.	**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
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Metric name: Consult Offered	**Folder:** Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of consultation requests that entered this queue and were offered to a resource excluding interactions that were abandoned within the short-abandoned threshold, where the collaborations/consultations were associated with customer interactions.

- Queue Group Attribute: The total number of consultation requests that entered queues that belong to this queue group and were offered to a resource excluding interactions that were abandoned within the short-abandoned threshold, where the collaborations/consultations were associated with customer interactions.

This metric:

- includes handling attempts that agents rejected as well as warm consultations, conferences, and collaborations that agents received.

- excludes consultation requests for which no threshold was set by Router, and consultation requests for which no service objective was set.

- relies on the value of the **Short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calcualted based on the Queue > Consult Entered and Queue > Consult Short Abandoned Waiting metrics.	**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	- Queue Outline Report
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Metric name: Consult Received Accepted	**Folder:** Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents received collaborations or simple consultations

that were distributed or pulled from this queue and associated with customer interactions.

- Queue Group Attribute: The total number of times that agents received collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group and associated with customer interactions.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RECEIVED_ACCEPTED, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_ACCEPTED		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		• Queue Outline Report • Queue Summary Report
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Metric name: Consult Received Accepted Warm	**Folder:** Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents participated in consultations that the agents received, where the consultations were distributed or pulled from this queue, associated with customer interactions, and transferred to or conferenced with the agents.

- Queue Group Attribute: The total number of times that agents participated in consultations that the agents received, where the consultations were distributed or pulled from queues that belong to this queue group, associated with customer interactions, and transferred to or conferenced with the agents.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_ACC_WARM, AG2_QUEUE_GRP_[*].CONSULT_RCV_ACC_WARM		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
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Metric name: Consult Received Accepted Warm Time	**Folder:** Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents participated in consultations that the agents received, where the consultations were distributed or pulled from this queue, associated with customer interactions, and transferred to or conferenced with the agents.

- Queue Group Attribute: The total amount of time that agents participated in consultations that the

agents received, where the consultations were distributed or pulled from queues that belong to this queue group, associated with customer interactions, and transferred to or conferenced with the agents.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_ACC_WARM_TIME, AG2_QUEUE_GRP_[*].CONSULT_RCV_ACC_WARM_TIME	Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Consult Received Engage Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents were engaged in collaborations or simple consultations that were distributed or pulled from this queue where the collaborations/consultations were associated with customer interactions and the agents were the recipients of the collaboration/consultations requests.

- Queue Group Attribute: The total amount of time that agents were engaged in collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RECEIVED_ENGAGE_TIME, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME	Used in:
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Consult Received Engage Warm Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents were engaged in consultations that were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with agents.

- Queue Group Attribute: The total amount of time that agents were engaged in consultations that were distributed or pulled from queues that belong to this queue group and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_WARM_ENGAGE_TIME, AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_ENGAGE_TIME		Used in:
Media type: Voice		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
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Metric name: Consult Received Hold

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of simple consultations that agents had on hold where the interactions were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

- Queue Group Attribute: The total number of simple consultations that agents had on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RECEIVED_HOLD, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_HOLD		Used in:
Media type: Voice		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
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Metric name: Consult Received Hold Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount time that agents had simple consultations on hold where the consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

- Queue Group Attribute: The total amount time that agents had simple consult interactions on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.

Source or Calculation:		Used in:

AG2_QUEUE_[*].CONSULT_RECEIVED_HOLD_TIME, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_HOLD_TIME	
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
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Metric name: Consult Received Invite	**Folder:** Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of simple consult interactions that were distributed from this queue that alerted or rang at agent resources before the agents accepted the interactions.

- Queue Group Attribute: The total number of simple consult interactions that were distributed from queues that belong to this queue group that alerted or rang at agent resources before the agents accepted the interactions, where the calls were established successfully.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RECEIVED_INVITE, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_INVITE	
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
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Metric name: Consult Received Invite Time	**Folder:** Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that simple consult interactions that were distributed from this queue alerted or rang at agents.

- Queue Group Attribute: The total amount of time that simple consult interactions, distributed from queues that belong to this queue group, alerted or rang at agents.

Consultations do not have to be established for this metric to be incremented.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RECEIVED_INVITE_TIME, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_INVITE_TIME	
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
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Metric name: Consult Received Invite Warm

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of warm consultations that were distributed from this queue that rang at agent resources before the agents accepted the calls.

- Queue Group Attribute: The total number of warm consultations that were distributed from queues that belong to this queue group that rang at agent resources before the agents accepted the calls.

Source or Calculation:
AG2_QUEUE_[*].CONSULT_RCV_WARM_INVITE,
AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_INVITE

Used in:

This metric is not used in any reports.

Media type: Voice

Data type: Number
Metric type: Disposition

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Metric name: Consult Received Invite Warm Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that warm consult interactions distributed from this queue alerted or rang at agents.

- Queue Group Attribute: The total amount of time that warm consult interactions, distributed from queues that belong to this queue group, alerted or rang at agents.

By definition, warm interactions must be established for this metric to be incremented.

Source or Calculation:
AG2_QUEUE_[*].CONSULT_RCV_WARM_INVITE_TIME,
AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_INVITE_TIME

Used in:

This metric is not used in any reports.

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

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Metric name: Consult Received Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute:The total amount of time that agents were engaged as recipients in collaborations or

simple consultations that were distributed or pulled from this queue.

- Queue Group Attribute: The total amount of time that agents were engaged as recipients in collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group.

This metric includes hold duration that is associated with the collaboration/consultation.

Source or Calculation: Calculated as AG2_QUEUE_[*].CONSULT_RECEIVED_ENGAGE_TIME plus AG2_QUEUE_[*].CONSULT_RECEIVED_HOLD_TIME or as AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME plus AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_HOLD_TIME	**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	• Queue Summary Report
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Metric name: Consult Received Warm Hold

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of consultations distributed from this queue that agents had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

- Queue Group Attribute: The total number of consultations distributed from queues that belong to this queue group that agents had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_WARM_HOLD, AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_HOLD	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
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Metric name: Consult Received Warm Hold Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute:The total amount of time that agents had consultations on hold where the

interactions were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

- Queue Group Attribute: The total amount of time that agents had consultations on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_WARM_HOLD_TIME, AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_HOLD_TIME	**Used in:** This metric is not used in any reports.
Media type: Voice **Data type:** Number **Metric type:** Disposition	
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Metric name: Consult Received Warm Time	**Folder:** Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute:The total amount of time that agents were engaged as recipients in collaborations or consultations, including any related hold durations, where the collaborations/consultations were distributed or pulled from this queue and directly associated with customer interactions.

- Queue Group Attribute: The total amount of time that agents were engaged as recipients in collaborations or consultations, including any related hold durations, where the collaborations/consultations were distributed or pulled from queues that belong to this queue group and the collaborations/consultations were directly associated with customer interactions.

This metric is attributed to the interval in which interactions entered the queue. Time begins when the collaboration or consultation is accepted by the receiving agent and ends when the customer interaction is transferred to or conferenced with the agent. This metric excludes alert (ring) and ACW durations associated with the collaborations/consultations.

Source or Calculation: Calculated as AG2_QUEUE_[*].CONSULT_RCV_WARM_ENGAGE_TIME plus AG2_QUEUE_[*].CONSULT_RCV_WARM_HOLD_TIME, or as AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_ENGAGE_TIME + AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_HOLD_TIME	**Used in:** This metric is not used in any reports.
Media type: Voice **Data type:** Number **Metric type:** Disposition	
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Metric name: Consult Received Warm Wrap	**Folder:** Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from this queue and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

- Queue Group Attribute: The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

In common call-flow scenarios, this metric yields a value of zero.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_WARM_WRAP, AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_WRAP		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
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Metric name: Consult Received Warm Wrap Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents spent in ACW (Wrap) state following consultations that the agents requested and received, where the consultations were distributed from this queue and associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

- Queue Group Attribute: The total amount of time that agents spent in ACW state following consultations that the agents requested and received, where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

This metric includes:

- ACW durations that were associated with conferences, where the customer leaves the interactions.

- Internal interactions that were transferred to the agents.

In common call-flow scenarios, this metric yields a value of zero.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_WARM_WRAP_TIME, AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_WRAP_TIME		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
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Metric name: Consult Received Wrap

Folder:

	Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of simple consultations for which agents entered ACW state where the consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

- Queue Group Attribute: The total number of collaborations or simple consultations for which agents entered ACW state where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RECEIVED_WRAP, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_WRAP	
	Used in:
Media type: Voice	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

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Metric name: Consult Received Wrap Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents were in ACW (Wrap) state after simple consultations that the agents accepted, where the consultations were distributed from this queue and were associated with customer interactions.

- Queue Group Attribute: The total amount of time that agents were in ACW state, after simple consultations that the agents accepted, where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions.

Source or Calculation: AG2_QUEUE_[*].CONSULT_RECEIVED_WRAP_TIME, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_WRAP_TIME	
	Used in:
Media type: Voice	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

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Metric name: Consult Redirected

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that collaborations or simple consult interactions entered this queue, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

- Queue Group Attribute: The total number of times that collaborations or simple consult interactions entered queues that belong to this queue group, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

Source or Calculation: AG2_QUEUE_[*].CONSULT_REDIRECTED, AG2_QUEUE_GRP_[*].CONSULT_REDIRECTED		Used in:
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		- Queue Outline Report
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Metric name: Consult Routed Other

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that consult interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources.

- Queue Group Attribute: The total number of times that consult interactions entered queues that belong to this queue group and were subsequently routed either to other mediation DNs or to unmonitored resources.

Source or Calculation: AG2_QUEUE_[*].CONSULT_ROUTED_OTHER, AG2_QUEUE_GRP_[*].CONSULT_ROUTED_OTHER		Used in:
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		- Queue Outline Report
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Metric name: Consult Short Abandoned Waiting

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that requests for consultation entered this queue and were abandoned within the short-abandoned threshold where the consultations were associated with customer interactions.

- Queue Group Attribute: The total number of times that requests for consultation entered queues that belong to this queue group and were abandoned within the short-abandoned threshold where the consultations were associated with customer interactions.

This metric:

- excludes collaborations and consultations that were abandoned after distribution.

- relies on the value of the **Short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: AG2_QUEUE_*.CONSULT_ABANDONED_SHORT, AG2_QUEUE_GRP_*.CONSULT_ABANDONED_SHORT		**Used in:**
Media type: Voice, Open (Sync) **Data type:** Number **Metric type:** Disposition		- Queue Outline Report
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Metric name: Consult Standard Abandoned Waiting	**Folder:** Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of simple consult interactions that entered this queue and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the consultations could be established.

- Queue Group Attribute: The total number of simple consult interactions that entered queues that belong to this queue group and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the consultations could be established.

This metric:

- excludes consultations that were abandoned while they were alerting at a handling resource.

- relies on the value of the **Short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: AG2_QUEUE_[*].CONSULT_ABANDONED_STANDARD, AG2_QUEUE_GRP_[*].CONSULT_ABANDONED_STANDARD		**Used in:**
Media type: Voice, Open (Sync) **Data type:** Number **Metric type:** Disposition		- Queue Outline Report
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Metric name: Consult Standard Abandoned Waiting Time	**Folder:** Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: Total amount of time that is associated with simple consult interactions that entered this queue and were abandoned by the agent or dropped for any reason before the consultations could be established.

- Queue Group Attribute: Total amount of time that is associated with simple consult interactions that entered queues that belong to this queue group and were abandoned by the agent or dropped for any reason before the consultations could be established.

This metric:

- starts when the consultation enters the queue and ends when the consultation is abandoned or dropped, but only after the short-abandoned threshold has elapsed.

- excludes the time that is associated with consultations that were abandoned while they were alerting at a handling resource.

- relies on the value of the **Short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation:	Used in:
AG2_QUEUE_[*].CONSULT_ABN_STANDARD_TIME, AG2_QUEUE_GRP_[*].CONSULT_ABN_STANDARD_TIME	
Media type: Voice, Open (Sync)	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

>> Back to list

Metric name: Consult Stuck	Folder:
	Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (that is, having a technical result of StuckCall).

- Queue Group Attribute: The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group because the interactions were identified as being stuck (that is, having a technical result of StuckCall).

Interactions can be cleared for other reasons, including:

- Distribution to a parallel virtual queue.

- Default routed by the switch.

- Default routed by a routing strategy.

- Removing interactions that are determined to be stuck.

- Removing interactions for any other reason, such as abnormal stops.

- Removing interactions from a virtual queue by using the URS ClearTargets function.

Source or Calculation:	Used in:

AG2_QUEUE_[*].CONSULT_CLEARED_STUCK, AG2_QUEUE_GRP_[*].CONSULT_CLEARED_STUCK	
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	• Queue Outline Report

>> Back to list

Metric name: Consult Transfer Initiated Agent

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents transferred simple consult interactions that were distributed or pulled from this queue.

- Queue Group Attribute:The total number of times that agents transferred simple consult interactions that were distributed or pulled from queues that belong to this queue group.

Source or Calculation:
AG2_QUEUE_[*].CONSULT_TRANSFER_INIT_AGENT,
AG2_QUEUE_GRP_[*].CONSULT_TRANSFER_INIT_AGENT

Used in:

This metric is not used in any reports.

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

>> Back to list

Metric name: Max Consult Abandoned Waiting Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: Longest amount of time (in seconds) that agents waited at this queue before they abandoned their simple consult interactions.

- Queue Group Attribute: Longest amount of time (in seconds) that agents waited at queues that belong to this queue group before they abandoned their simple consult interactions.

Interactions that were abandoned after they were offered to a resource (that is, abandoned-while-alerting/abandoned-while-ringing interactions) are excluded from consideration.

Source or Calculation:
AG2_QUEUE_[*].CONSULT_ABANDONED_TIME_MAX,
AG2_QUEUE_GRP_[*].CONSULT_ABANDONED_TIME_MAX

Used in:

This metric is not used in any reports.

Media type: Voice, Open (Sync)

Data type: Number **Metric type:** Disposition		

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Metric name: Max Consult Abandoned Waiting Time (Fmt)

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: Longest amount of time (HH:MM:SS) that agents waited at this queue before they abandoned their simple consult interactions.

- Queue Group Attribute: Longest amount of time (HH:MM:SS) that agents waited at queues that belong to this queue group before they abandoned their simple consult interactions.

Interactions that were abandoned after they were offered to a resource (that is, abandoned-while-alerting/abandoned-while-ringing interactions) are excluded from consideration.

Source or Calculation:
AG2_QUEUE_[*].CONSULT_ABANDONED_TIME_MAX,
AG2_QUEUE_GRP_[*].CONSULT_ABANDONED_TIME_MAX

Media type: Voice, Open (Sync)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Max Consult Accept Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: Longest amount of time (seconds) that simple consult interactions that were distributed from this queue spent in a queue before they were accepted by the target resource.

- Queue Group Attribute: Longest amount of time (seconds) that simple consult interactions that were distributed from queues that belong to this queue group, spent in a queue before they were accepted by the target resource.

Duration starts when the consultation enters the member queue and ends when the consultation is accepted—thereby, including alert (ring) time.

Source or Calculation:
AG2_QUEUE_[*].CONSULT_ACCEPTED_TIME_MAX,
AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED_TIME_MAX

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Max Consult Accept Time (Fmt)

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: Longest amount of time (HH:MM:SS) that simple consult interactions that were distributed from this queue spent in a queue before they were accepted by the target resource.

- Queue Group Attribute: Longest amount of time (HH:MM:SS) that simple consult interactions that were distributed from queues that belong to this queue group, spent in a queue before they were accepted by the target resource.

Duration starts when the consultation enters the member queue and ends when the consultation is accepted—thereby, including alert (ring) time.

Source or Calculation:
AG2_QUEUE_[*].CONSULT_ACCEPTED_TIME_MAX,
AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED_TIME_MAX

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

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Metric name: Max Consult Clear Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: Longest amount of time (seconds) that simple consult interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

- Queue Group Attribute: Longest amount of time (seconds) that simple consult interactions spent in a queue before they were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

Source or Calculation:
AG2_QUEUE_[*].CONSULT_CLEARED_TIME_MAX,
AG2_QUEUE_GRP_[*].CONSULT_CLEARED_TIME_MAX

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Max Consult Clear Time (Fmt)

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: Longest amount of time (HH:MM:SS) that simple consult interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

- Queue Group Attribute: Longest amount of time (HH:MM:SS) that simple consult interactions spent in a queue before they were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

Source or Calculation: AG2_QUEUE_[*].CONSULT_CLEARED_TIME_MAX, AG2_QUEUE_GRP_[*].CONSULT_CLEARED_TIME_MAX		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

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Metric name: Max Consult Distribute Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: Longest amount of time (seconds) that customer interactions spent in this queue before they were distributed.

- Queue Group Attribute: Longest amount of time (seconds) that customer interactions spent in queues that belong to this queue group before they were distributed.

Source or Calculation: AG2_QUEUE_[*].CONSULT_DISTRIBUTED_TIME_MAX, AG2_QUEUE_GRP_[*].CONSULT_DISTRIBUTED_TIME_MAX		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

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Metric name: Max Consult Distribute Time (Fmt)

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: Longest amount of time (HH:MM:SS) that customer interactions spent in this queue before they were distributed.

- Queue Group Attribute: Longest amount of time (HH:MM:SS) that customer interactions spent in queues that belong to this queue group before they were distributed.

Source or Calculation:
AG2_QUEUE_[*].CONSULT_DISTRIBUTED_TIME_MAX,
AG2_QUEUE_GRP_[*].CONSULT_DISTRIBUTED_TIME_MAX

Used in:

This metric is not used in any reports.

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

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Folder: Queue > Q Customer

Metric name: % Abandoned Inviting	**Folder:**
	Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of interactions that entered this queue, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN, relative to the total number of interactions that entered this queue and were subsequently offered to a resource.

- Queue Group Attribute: The percentage of interactions that entered queues that belong to this queue group, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN, relative to the total number of interactions that entered queues that belong to this queue group and were subsequently offered to a resource.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Abandoned Inviting and Queue > Q Customer > Offered metrics.

Used in:

Media type: Voice, Chat, Open (sync)

Data type: Number
Metric type: Disposition

- Queue Report

>> Back to list

Metric name: % Abandoned Waiting	**Folder:**
	Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions that both entered this queue and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered this queue.

- Queue Group Attribute: The percentage of customer interactions that both entered queues that belong to this queue group and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered a queue that belongs to this queue group.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Abandoned Waiting and Queue > Q Customer > Entered metrics.	**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	• Interaction Traffic Report • Predictive Routing Queue Statistics Report • Queue Dashboard • Queue Report • Queue Summary Report
>> Back to list	

Metric name: % Accept Service Level	**Folder:** Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The service level of this queue measured as a percentage of interactions that entered this queue and were accepted within the acceptance threshold, relative to all interactions that entered this queue and were offered to a resource.

- Queue Group Attribute: percentage of interactions that entered queues that belong to this queue group and were accepted within the acceptance threshold to all interactions that entered queues that belong, relative to this queue group and were offered to a resource.

This metric yields results other than 0 only for interactions that were accepted by an agent. This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Accepted in Threshold and Queue > Q Customer > Offered metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Interaction Traffic Group Report • Interaction Traffic Report • Predictive Routing - AHT & QUEUE • Predictive Routing Queue Statistics Report • Queue Dashboard • Queue Report • Queue Summary Report
>> Back to list	

Metric name: % Accepted

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions and warm consultations that entered this queue and were subsequently distributed and accepted to the total number of interactions that entered this queue.

- Queue Group Attribute: The percentage of customer interactions and warm consultations that entered queues that belong to this queue group and were subsequently distributed and accepted to the total number of interactions that entered queues that belong to this queue group.

This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Accepted and Queue > Q Customer > Offered metrics.

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Interaction Traffic Report

>> Back to list

Metric name: % Accepted Agent

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions or warm consultations that entered this queue and were subsequently distributed and accepted by an agent, relative to the total number of interactions that entered this queue and were offered to a resource.

- Queue Group Attribute:The percentage of customer interactions or warm consultations that entered queues that belong to this queue group and were subsequently distributed and accepted by an agent, relative to the total number of interactions that entered queues that belong to this queue group and were offered to a resource.

This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Accepted Agent and Queue > Q Customer > Offered metrics.

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Interaction Traffic Report

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Metric name: % Distributed

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions or warm consultations that entered this queue and were subsequently distributed to a resource to the total number of interactions that entered this queue and were offered to a resource.

- Queue Group Attribute: The percentage of customer interactions or warm consultations that entered queues that belong to this queue group and were subsequently distributed to a resource to the total number of interactions that entered queues that belong to this queue group and were offered to a resource.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section. Distribution includes interactions that were:

- Distributed to another queue.

- Distributed to an unmonitored resource.

- Accepted, answered, or pulled.

- Rejected/redirected upon no answer.

- Abandoned by the customer while they were alerting at the agent.

If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.

Source or Calculation: Calculated based on the Queue > Q Customer > Distributed and Queue > Q Customer > Offered metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Interaction Traffic Report • Queue Report
>> Back to list	

Metric name: % Short Abandoned Waiting

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions that entered this queue and were abandoned within a specific threshold, relative to the total number of customer interactions that entered this queue and were abandoned.

- Queue Group Attribute:The percentage of customer interactions that entered queues that belong to this queue group and were abandoned within a specific threshold, relative to the total number of customer interactions that entered queues that belong to this queue group and were abandoned.

The count excludes interactions that were abandoned after distribution. This metric relies on the value of **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Short Abandoned Waiting and Queue > Entered metrics.	**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number	This metric is not used in any reports.

Metric type: Disposition		
>> Back to list		

Metric name: % Transfer Initiated Agent

Folder:

Queue > Q Customer

Description: Of the customer interactions that entered this queue (or queue in this queue group) and were distributed/accepted, the percentage that were transferred (warm or blind) by agents.

Source or Calculation: Calculated based on the Queue > Transfer Initiated Agent and Queue > Accepted Agent metrics.

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Queue Summary Report

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Metric name: Abandoned Inviting

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

- Queue Group Attribute: The total number of times that customer interactions that were distributed or pulled from queues that belong to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

Source or Calculation:
AG2_QUEUE_[*].ABANDONED_INVITE,
AG2_QUEUE_GRP_[*].ABANDONED_INVITE

Media type: Voice, Chat, Open (sync)

Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report

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Metric name: Abandoned Waiting

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions entered this queue and were abandoned or dropped for any reason before the interactions could be distributed.

- Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were abandoned or dropped for any reason before the interactions

could be distributed.

The count includes short-abandoned interactions and excludes interactions that were abandoned after distribution, such as abandoned-while-inviting interactions.

Source or Calculation: AG2_QUEUE_[*].ABANDONED, AG2_QUEUE_GRP_[*].ABANDONED		**Used in:**
Media type: Voice, Chat, Open (sync)		• Interaction Traffic Group Report
		• Interaction Traffic Report
Data type: Number **Metric type:** Disposition		• Queue Outline Report
		• Queue Summary Report
>> Back to list		

Metric name: Abandoned Waiting Time	**Folder:**
	Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions waited in this queue before they were abandoned or dropped for any reason and before the interactions could be distributed.

- Queue Group Attribute: The total amount of time that customer interactions waited in queues that belong to this queue group before they were abandoned or dropped for any reason and before the interactions could be distributed.

The duration starts the moment at which the interaction entered this queue and ends the moment at which the interaction was abandoned or stopped. The measurement includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

Source or Calculation: AG2_QUEUE_[*].ABANDONED_TIME, AG2_QUEUE_GRP_[*].ABANDONED_TIME		
Media type: Voice, Chat, Open (sync)		**Used in:**
		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Accept Time	**Folder:**
	Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions waited in this queue before they were accepted, answered, or pulled by handling resources.

- Queue Group Attribute: The total amount of time that customer interactions waited in a queue that belong to this queue group before they were accepted, answered, or pulled by handling resources.

The duration starts when interactions enter the queue and ends when the interactions are accepted by the target resource—thereby, including alert (ring) time.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED_TIME, AG2_QUEUE_GRP_[*].ACCEPTED_TIME	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

>> Back to list

Metric name: Accept Time Agent	**Folder:** Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions waited in this queue before they were accepted, answered, or pulled by agents.

- Queue Group Attribute: The total amount of time that customer interactions waited in queues that belong to this queue group before they were accepted, answered, or pulled by agents.

Duration starts when the interaction enters the queue and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert (ring) time.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED_AGENT_TIME, AG2_QUEUE_GRP_[*].ACCEPTED_AGENT_TIME	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Accepted	**Folder:** Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions and warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).

- Queue Group Attribute: The total number of times that customer interactions and warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED, AG2_QUEUE_GRP_[*].ACCEPTED	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	- Interaction Traffic Group Report - Interaction Traffic Report - Predictive Routing - AHT & QUEUE - Predictive Routing Queue Statistics Report

		• Queue Dashboard
		• Queue Outline Report
		• Queue Report
		• Queue Summary Report

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| **Metric name: Accepted Agent** | **Folder:** |
| | Queue > Q Customer |

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions or warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent.

- Queue Group Attribute: The total number of times that customer interactions or warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED_AGENT, AG2_QUEUE_GRP_[*].ACCEPTED_AGENT		**Used in:**
Media type: All		• Queue Outline Report
Data type: Number **Metric type:** Disposition		

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| **Metric name: Accepted Agent in Threshold** | **Folder:** |
| | Queue > Q Customer |

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions or established warm consultations that were distributed from this queue were accepted, answered, or pulled by an agent within the acceptance threshold.

- Queue Group Attribute: The total number of times that customer interactions or established warm consultations that were distributed from queues that belong to this queue group were accepted, answered, or pulled by an agent within the acceptance threshold.

This metric relies on the value of the **accepted-by-agent threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED_AGENT_THR, AG2_QUEUE_GRP_[*].ACCEPTED_AGENT_THR		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

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Metric name: Accepted in Threshold

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions or established warm consultations that were distributed from this queue were accepted, answered, or pulled by a handling resource within the acceptance threshold.

- Queue Group Attribute: The total number of times that customer interactions or established warm consultations that were distributed from queues that belong to this queue group were accepted, answered, or pulled by a handling resource within the acceptance threshold.

This metric relies on the value of the **acceptance threshold** configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED_THR, AG2_QUEUE_GRP_[*].ACCEPTED_THR

Used in:

Media type: All

Data type: Number
Metric type: Disposition

- Queue Dashboard

- Queue Report

>> Back to list

Metric name: Accepted Others

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of interactions that entered this queue and were subsequently distributed and accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN.

- Queue Group Attribute: The total number of interactions that entered queues that belong to this queue group and were subsequently distributed and accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN.

This metric is calculated as the difference between the total number of interactions that were accepted, answered, or pulled and the total number of interactions that were accepted, answered, or pulled by an agent resource.

Source or Calculation: Calculated based on the Queue > Accepted and Queue > Accepted Agent metrics.

Used in:

Media type: All

Data type: Number
Metric type: Disposition

- Queue Outline Report

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Metric name: ASA

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time, in seconds, that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.

- Queue Group Attribute: The average amount of time, in seconds, that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource.

This metric is identical to Queue\Avg Accept Time.

Source or Calculation: Calculated based on the Queue > Accept Time and Queue > Accepted metrics.		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
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Metric name: ASA (Fmt)

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time, in HH:MM:SS, that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.

- Queue Group Attribute: The average amount of time, in HH:MM:SS, that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource.

This metric is identical to Queue\Avg Accept Time.

Source or Calculation: Calculated based on the Queue > Accept Time and Queue > Accepted metrics.		**Used in:**
Media type: All		• Queue Dashboard
Data type: Number **Metric type:** Disposition		• Queue Report
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Metric name: Avg Abandoned Waiting Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that customer interactions spent at this queue before they were abandoned or dropped for any reason.

- Queue Group Attribute: The average amount of time that customer interactions spent at queues that belong to this queue group before they were abandoned or dropped for any reason.

This average includes the duration and count of short-abandoned interactions.

Source or Calculation: Calculated based on the Queue > Abandoned Waiting Time and Queue > Abandoned Waiting metrics.	**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	• Interaction Traffic Group Report • Interaction Traffic Report • Queue Dashboard • Queue Report • Queue Summary Report
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Metric name: Avg Accept Time	**Folder:** Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.
- Queue Group Attribute: The average amount of time that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource.

This metric is identical to the Queue > ASA metric.

Source or Calculation: Calculated based on the Queue > Accept Time and Queue > Accepted metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Interaction Traffic Group Report • Interaction Traffic Report • Predictive Routing - AHT & QUEUE • Predictive Routing Queue Statistics Report • Queue Summary Report
>> Back to list	

Metric name: Avg Accept Time Agent	**Folder:** Queue > Q Customer

Description: The average amount of time that customer interactions waited in this queue or queue group before they were accepted by agents. This duration includes alert (ring) time.

Source or Calculation: Calculated based on the Queue > Accept Time Agent and Queue > Accepted Agent metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Avg Clear Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that customer interactions spent in a queue before they were cleared from this virtual queue.

- Queue Group Attribute: The average amount of time that customer interactions spent in a queue before they were cleared from virtual queues that belong to this queue group.

Source or Calculation: Calculated based on the Queue > Q Customer > Cleared and Queue > Q Customer > Clear Time metrics.

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Queue Dashboard

- Queue Report

- Queue Summary Report

>> Back to list

Metric name: Avg Distribute Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that customer interactions or established warm consultations spent in this queue before they were distributed.

- Queue Group Attribute: The average amount of time that customer interactions or established warm consultations spent in queues that belong to this queue group before they were distributed.

Distribution includes interactions that were:

- Distributed to another queue.

- Distributed to an unmonitored resource.

- Accepted, answered, or pulled.

- Rejected/redirected upon no answer.

- Abandoned by the customer while they were alerting at the agent.

If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.

Source or Calculation: Calculated based on the Queue > Q Customer > Distribute and Queue > Q Customer > Distribute Time metrics.

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Queue Dashboard

- Queue Report

- Queue Summary Report

>> Back to list

Metric name: Avg Engage Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: For customer interactions that were distributed or pulled from this queue, the average amount of time that agents were engaged with customers.

- Queue Group Attribute: For customer interactions that were distributed or pulled from queues that belong to this queue group, the average amount of time that agents were engaged with customers.

Source or Calculation: Calculated based on the Queue > Q Customer > Engage Time and Queue > Accepted Agent metrics.

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Predictive Routing - AHT & QUEUE

- Predictive Routing Queue Statistics Report

- Queue Dashboard

- Queue Report

>> Back to list

Metric name: Avg Handle Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time, in seconds, that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue.

- Queue Group Attribute: The average amount of time, in seconds, that agents spent handling customer interactions or warm consultations that were distributed or pulled from queues that belong to this queue group.

This metric is attributed to the interval in which interactions entered the queue.

Source or Calculation: Caclulated as Queue > Handle Time divided by the sum of Queue > Accepted Agent plus Queue > Consult Received Accepted.

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Predictive Routing - AHT & QUEUE

- Predictive Routing Queue Statistics Report

- Queue Dashboard

- Queue Report

>> Back to list

Metric name: Avg Hold Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that agents had customers on hold for interactions that were distributed from this queue.

- Queue Group Attribute: The average amount of time that agents had customers on hold for interactions that were distributed from queues that belong to this queue group.

This metric is attributed to the interval in which interactions entered the queue which can differ from the interval that interactions were placed on hold.

Source or Calculation: Calculated based on the Queue > Hold Time and Queue > Hold metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	- Queue Dashboard - Queue Report - Queue Summary Report

>> Back to list

Metric name: Avg Invite Time	**Folder:** Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that customer interactions—distributed from this queue—alerted or rang at an agent before being accepted plus the average duration of dialing that agents performed, where the calls were successfully established.

- Queue Group Attribute: The average amount of time that customer interactions—distributed from queues that belong to this queue group—alerted or rang at an agent before being accepted plus the average duration of dialing that agents performed, where the calls were successfully established.

The dialing component of this metric applies to voice media only.

Source or Calculation: Calculated based on the Queue > Invite Time and Queue > Invite metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	- Queue Dashboard - Queue Report

>> Back to list

Metric name: Avg Wrap Time	**Folder:** Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that agents spent performing after-call work for customer interactions that were distributed from this queue.

- Queue Group Attribute: The average amount of time that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group.

Source or Calculation: Calculated based on the Queue >	**Used in:**

Wrap Time and Queue > Wrap metrics.		
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Queue Dashboard • Queue Report • Queue Summary Report
>> Back to list		

Metric name: Clear Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

- Queue Group Attribute: The total amount of time that customer interactions spent in a queue before they were cleared from a virtual queue, workbin, or interaction queue that belong to this queue group.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.

- Default routed by the switch.

- Default routed by a routing strategy.

- Removing interactions that are determined to be stuck.

- Removing interactions for any other reason, such as abnormal stops.

- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.

- Interactions that were distributed from this virtual queue, workbin, or interaction queue.

- Interactions that were queued for consultation or collaboration.

Source or Calculation: AG2_QUEUE_[*].CLEARED_TIME, AG2_QUEUE_GRP_[*].CLEARED_TIME		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Cleared

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions were cleared from this virtual

queue, workbin, or interaction queue.

- Queue Group Attribute: The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.

- Default routed by the switch.

- Default routed by a routing strategy.

- Removing interactions that are determined to be stuck.

- Removing interactions for any other reason, such as abnormal stops.

- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.

- Interactions that were distributed from this virtual queue, workbin, or interaction queue.

- Interactions that were queued for consultation or collaboration.

Source or Calculation: AG2_QUEUE_[*].CLEARED, AG2_QUEUE_GRP_[*].CLEARED		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		• Queue Outline Report
>> Back to list		

Metric name: Conference Initiated Agent	**Folder:** Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents initiated conferences for customer interactions that the agents received where the interactions were distributed or pulled from this queue and the conferences were established.

- Queue Group Attribute: The total number of times that agents initiated conferences for customer interactions that the agent received where the interactions were distributed or pulled from queues that belong to this queue group and the conferences were established.

The count includes the number of established conferences that were initiated for transferred interactions that agents received.

Source or Calculation: AG2_QUEUE_[*].CONFERENCE_INIT_AGENT, AG2_QUEUE_GRP_[*].CONFERENCE_INIT_AGENT		**Used in:**
Media type: All (except email) **Data type:** Number		This metric is not used in any reports.

Metric type: Disposition		
>> Back to list		

Metric name: Distribute Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The time from the moment at which customer interactions or warm consultations entered this queue to the moment at which they were distributed or pulled from this queue.

- Queue Group Attribute: The time from the moment at which customer interactions or warm consultations entered queues that belong to this queue group to the moment at which they were distributed or pulled from the queues.

Distribution includes interactions that were:

- Distributed to another queue.

- Distributed to an unmonitored resource.

- Accepted, answered, or pulled.

- Rejected/redirected upon no answer.

- Abandoned by the customer while they were alerting at the agent.

If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.

Source or Calculation: AG2_QUEUE_[*].DISTRIBUTED_TIME, AG2_QUEUE_GRP_[*].DISTRIBUTED_TIME

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Distributed

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions or established warm consultations were distributed or pulled from this queue.

- Queue Group Attribute: The total number of times that customer interactions or established warm consultations were distributed or pulled from queues that belong to this queue group.

Distribution includes interactions that were:

- Distributed to another queue.

- Distributed to an unmonitored resource.

- Accepted, answered, or pulled.

- Rejected/redirected upon no answer.

- Abandoned by the customer while they were alerting at the agent.

If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.

Source or Calculation: AG2_QUEUE_[*].DISTRIBUTED_, AG2_QUEUE_GRP_[*].DISTRIBUTED_		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		• Interaction Traffic Group Report • Interaction Traffic Report • Queue Outline Report
	>> Back to list	

Metric name: Engage Time	Folder: Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: For customer interactions that were distributed or pulled from this queue, the total amount of time that agents were engaged with customers.

- Queue Group Attribute: For customer interactions that were distributed or pulled from queues that belong to this queue group, the total amount of time that agents were engaged with customers.

This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time and the time that is associated with consultations and collaborations that the agent received.

Source or Calculation: AG2_QUEUE_[*].ENGAGE_TIME, AG2_QUEUE_GRP_[*].ENGAGE_TIME		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		• Queue Summary Report
	>> Back to list	

Metric name: Entered	Folder: Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions or established warm consultations entered this queue.

- Queue Group Attribute: The total number of times that customer interactions or established warm consultations entered queues that belong to this queue group.

If the same interaction enters this queue more than once, this metric counts each entrance separately.

Source or Calculation: AG2_QUEUE_[*].ENTERED,	Used in:

AG2_QUEUE_GRP_[*].ENTERED		
Media type: All **Data type:** Number **Metric type:** Disposition		• Queue Dashboard • Queue Outline Report • Queue Report
	>> Back to list	

Metric name: Group Combination	**Folder:** Queue > Q Customer
Description: This metric is reserved for internal use to employ a key for a particular queue-group combination from the AG2_QUEUE hierarchy.	

Source or Calculation: AG2_QUEUE_[*].GROUP_COMBINATION_KEY		**Used in:**
Media type: All **Data type:** Number **Metric type:**		This metric is not used in any reports.
	>> Back to list	

Metric name: Group Combination Abn	**Folder:** Queue > Q Customer
Description: This metric is reserved for internal use to employ a key for a particular queue-group combination from the AG2_QUEUE_ABN hierarchy.	

Source or Calculation: AG2_QUEUE_ABN_[*].GROUP_COMBINATION_KEY		**Used in:**
Media type: All **Data type:** Number **Metric type:**		This metric is not used in any reports.
	>> Back to list	

Metric name: Group Combination Ans	**Folder:** Queue > Q Customer
Description: This metric is reserved for internal use to employ a key for a particular queue-group combination from the AG2_QUEUE_ACC_AGENT hierarchy.	

Source or Calculation: AG2_QUEUE_ACC_AGENT_[*].GROUP_COMBINATION_KEY		**Used in:**
Media type: All **Data type:** Number **Metric type:**		This metric is not used in any reports.
	>> Back to list	

Metric name: Handle Time	**Folder:**

	Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue.

- Queue Group Attribute: The total amount of time that agents spent handling customer interactions or warm consultations interactions that were distributed or pulled from queues that belong to this queue group.

Handle time is measured as the sum of engagement time (for example, talk time), hold time, ACW (Wrap) time, all consult time for interactions that agents receive, and all ACW time for consultations that agents receive. Some of these components return nonzero values for some media types.

Source or Calculation: Calculated based on the following metrics from the Queue folder: Engage Time, Wrap Time, Hold Time, Consult Received Time, and Consult Received Wrap Time, Consult Received Warm Time, and Consult Received Warm Wrap metrics. Time Queue	**Used in:** This metric is not used in any reports.
Media type: All **Data type:** Number **Metric type:** Disposition	

>> Back to list

Metric name: Hold

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents had customer interactions, distributed from this queue, on hold.

- Queue Group Attribute: The total number of times that agents had customer interactions, distributed from queues that belong to this queue group, on hold.

This count attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent.

Source or Calculation: AG2_QUEUE_[*].HOLD, AG2_QUEUE_GRP_[*].HOLD	**Used in:** This metric is not used in any reports.
Media type: Voice **Data type:** Number **Metric type:** Disposition	

>> Back to list

Metric name: Hold Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents had customer interactions that were distributed from this queue on hold.

- Queue Group Attribute: The total amount of time that agents had customer interactions that were distributed from queues that belong to this queue group on hold.

This time starts when the interaction is placed on hold and ends when it is retrieved, dropped, transferred, or completed.

Source or Calculation: AG2_QUEUE_[*].HOLD_TIME, AG2_QUEUE_GRP_[*].HOLD_TIME		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		- Queue Summary Report
>> Back to list		

Metric name: Invite

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of customer interactions that were distributed from this queue that alerted or rang at agent resources before the agents accepted the interactions plus the total number of dials that agents performed, where the calls were successfully established and were distributed or pulled from this queue.

- Queue Group Attribute: The total number of customer interactions that were distributed from queues that belong to this queue group that alerted or rang at agent resources before the agents accepted the interactions plus the total number of dials that agents performed, where the calls were successfully established and were distributed from queues that belong to this queue group.

Source or Calculation: AG2_QUEUE_[*].INVITE, AG2_QUEUE_GRP_[*].INVITE		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Invite Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions distributed from this queue alerted or rang at agents plus the total duration of the dialing that agents performed.

- Queue Group Attribute: The total amount of time that customer interactions, distributed from queues that belong to this queue group, alerted or rang at agents plus the total duration of the dialing that agents performed.

For the alerting component of this metric, interactions do not have to be established for this metric to be incremented. For the dialing component, dial duration is measured for established calls only.

Source or Calculation: AG2_QUEUE_[*].INVITE_TIME, AG2_QUEUE_GRP_[*].INVITE_TIME		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

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Metric name: Max Abandoned Waiting Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time (in seconds) that customers waited at this queue before abandoning the interactions and before the interactions could be distributed.

- Queue Group Attribute: The total amount of time (in seconds) that customers waited at queues that belong to this queue group before abandoning the interactions and before the interactions could be distributed.

Source or Calculation: AG2_QUEUE_[*].ABANDONED_TIME_MAX, AG2_QUEUE_GRP_[*].ABANDONED_TIME_MAX		**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition		• Interaction Traffic Report • Queue Summary Report

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Metric name: Max Abandoned Waiting Time (Fmt)

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time (HH:MM:SS) that customers waited at this queue before abandoning the interactions and before the interactions could be distributed.

- Queue Group Attribute: The total amount of time (HH:MM:SS) that customers waited at queues that belong to this queue group before abandoning the interactions and before the interactions could be distributed.

Source or Calculation: AG2_QUEUE_[*].ABANDONED_TIME_MAX, AG2_QUEUE_GRP_[*].ABANDONED_TIME_MAX		**Used in:**
Media type: Voice, Chat,		• Interaction Traffic Report

Open (sync)		• Queue Dashboard
Data type: Number		• Queue Report
Metric type: Disposition		• Queue Summary Report

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| **Metric name: Max Accept Time** | **Folder:** |
| | Queue > Q Customer |

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The longest amount of time (seconds) that a customer interaction that was distributed from this queue spent in a queue before being accepted by the target resource.

- Queue Group Attribute: The longest amount of time (seconds) that a customer interaction that was distributed from a queue that belong to this queue group spent in a queue before being accepted by the target resource.

Duration starts when the interaction enters the member queue and ends when the interaction is accepted—thereby, including alert (ring) time.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED_TIME_MAX, AG2_QUEUE_GRP_[*].ACCEPTED_TIME_MAX		**Used in:**
Media type: All		• Interaction Traffic Report
Data type: Number		• Queue Summary Report
Metric type: Disposition		

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| **Metric name: Max Accept Time (Fmt)** | **Folder:** |
| | Queue > Q Customer |

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The longest amount of time (HH:MM:SS) that a customer interaction that was distributed from this queue spent in a queue before being accepted by the target resource.

- Queue Group Attribute: The longest amount of time (HH:MM:SS) that a customer interaction that was distributed from a queue that belong to this queue group spent in a queue before being accepted by the target resource.

Duration starts when the interaction enters the member queue and ends when the interaction is accepted—thereby, including alert (ring) time.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED_TIME_MAX, AG2_QUEUE_GRP_[*].ACCEPTED_TIME_MAX		**Used in:**
Media type: All		• Interaction Traffic Report
Data type: Number		• Queue Summary Report
Metric type: Disposition		

>> Back to list

Metric name: Max Clear Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The longest amount of time (seconds) that customer interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

- Queue Group Attribute: The longest amount of time (seconds) that customer interactions spent in a queue before they were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.

- Default routed by the switch.

- Default routed by a routing strategy.

- Removing interactions that are determined to be stuck.

- Removing interactions for any other reason, such as abnormal stops.

- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.

- Interactions that were distributed from this virtual queue, workbin, or interaction queue.

- Interactions that were queued for consultation or collaboration.

Source or Calculation:
AG2_QUEUE_[*].CLEARED_TIME_MAX,
AG2_QUEUE_GRP_[*].CLEARED_TIME_MAX

Used in:

This metric is not used in any reports.

Media type: All

Data type: Number
Metric type: Disposition

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Metric name: Max Clear Time (Fmt)

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The longest amount of time (HH:MM:SS) that customer interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

- Queue Group Attribute: The longest amount of time (HH:MM:SS) that customer interactions spent in a queue before they were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.

- Default routed by the switch.

- Default routed by a routing strategy.

- Removing interactions that are determined to be stuck.

- Removing interactions for any other reason, such as abnormal stops.

- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.

- Interactions that were distributed from this virtual queue, workbin, or interaction queue.

- Interactions that were queued for consultation or collaboration.

Source or Calculation: AG2_QUEUE_[*].CLEARED_TIME_MAX, AG2_QUEUE_GRP_[*].CLEARED_TIME_MAX		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		• Queue Report
>> Back to list		

Metric name: Max Distribute Time	**Folder:** Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The longest amount of time (seconds) that customer interactions or warm consultations spent in this queue before being distributed.

- Queue Group Attribute: The longest amount of time (seconds) that customer interactions or warm consultations spent in queues that belong to this queue group before being distributed.

Distribution includes interactions that were:

- Distributed to another queue.

- Distributed to an unmonitored resource.

- Accepted, answered, or pulled.

- Rejected/redirected upon no answer.

- Abandoned by the customer while they were alerting at the agent.

If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.

Source or Calculation: AG2_QUEUE_[*].DISTRIBUTED_TIME_MAX,	Used in:

AG2_QUEUE_GRP_[*].DISTRIBUTED_TIME_MAX		
Media type: All **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Max Distribute Time (Fmt)	**Folder:** Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The longest amount of time (HH:MM:SS) that customer interactions or warm consultations spent in this queue before being distributed.

- Queue Group Attribute: The longest amount of time (HH:MM:SS) that customer interactions or warm consultations spent in queues that belong to this queue group before being distributed.

Distribution includes interactions that were:

- Distributed to another queue.

- Distributed to an unmonitored resource.

- Accepted, answered, or pulled.

- Rejected/redirected upon no answer.

- Abandoned by the customer while they were alerting at the agent.

If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.

Source or Calculation: AG2_QUEUE_[*].DISTRIBUTED_TIME_MAX, AG2_QUEUE_GRP_[*].DISTRIBUTED_TIME_MAX		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Max Standard Abandoned Waiting Time	**Folder:** Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The longest amount of time (seconds) beyond the short-abandoned threshold that customers waited at this queue before they abandoned their interactions and before the interactions could be distributed.

- Queue Group Attribute: The longest amount of time (seconds) beyond the short-abandoned threshold that customers waited at queues that belong to this queue group before they abandoned their

interactions and before the interactions could be distributed.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Max Abandoned Waiting Time and Queue > Standard Abandoned Waiting metrics.	**Used in:**
Media type: Voice, Chat, Open (sync)	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

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Metric name: Max Standard Abandoned Waiting Time (Fmt)	**Folder:**
	Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The longest amount of time (HH:MM:SS) beyond the short-abandoned threshold that customers waited at this queue before they abandoned their interactions and before the interactions could be distributed.

- Queue Group Attribute: The longest amount of time (HH:MM:SS) beyond the short-abandoned threshold that customers waited at queues that belong to this queue group before they abandoned their interactions and before the interactions could be distributed.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Max Abandoned Waiting Time and Queue > Standard Abandoned Waiting metrics.	**Used in:**
Media type: Voice, Chat, Open (sync)	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

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Metric name: Not Accepted	**Folder:**
	Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions entered this queue, alerted at a routing target, and were subsequently either rejected by the agent or abandoned by the customer while the interactions were alerting at the agent's DN.

- Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group, alerted at a routing target, and were subsequently either rejected by the

agent or abandoned by the customer while the interactions were alerting at the agent's DN.

Source or Calculation: Calculated as the sum of the Queue > Redirected and Queue > Q Customer > Abandoned Inviting metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Offered	**Folder:** Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of interactions that entered this queue and were subsequently offered to a resource.

- Queue Group Attribute: The total number of interactions that entered queues that belong to this queue group and were subsequently offered to a resource.

This metric:

- excludes interactions for which no threshold was set by Router.

- excludes short-abandoned interactions and includes handling attempts that agents rejected, as well as warm consultations, conferences, and collaborations that agents received.

- relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: Calculated based on the Queue > Entered and Queue > Short Abandoned Waiting metrics.		**Used in:**
		• Interaction Traffic Group Report
		• Interaction Traffic Report
		• Predicitive Routing Queue Statistics Report
Media type: All **Data type:** Number **Metric type:** Disposition		• Predictive Routing - AHT & QUEUE
		• Queue Dashboard
		• Queue Outline Report
		• Queue Report
		• Queue Summary Report
>> Back to list		

Metric name: Redirected	**Folder:** Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions entered this queue, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

- Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

Source or Calculation: AG2_QUEUE_[*].REDIRECTED, AG2_QUEUE_GRP_[*].REDIRECTED		**Used in:**
Media type: All		- Queue Dashboard
Data type: Number **Metric type:** Disposition		- Queue Outline Report
		- Queue Report
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Metric name: Routed Other	**Folder:**
	Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources.

- Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were subsequently routed either to other mediation DNs or to unmonitored resources.

Source or Calculation: AG2_QUEUE_[*].ROUTED_OTHER, AG2_QUEUE_GRP_[*].ROUTED_OTHER		**Used in:**
Media type: All		- Queue Outline Report
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Short Abandoned Waiting	**Folder:**
	Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions entered this queue and were abandoned within the **short-abandoned threshold**.

- Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were abandoned within the **short-abandoned threshold**.

The count excludes interactions that were abandoned after distribution. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section. For example, if the **short-abandoned threshold** value is configured to 10 seconds, and the interaction is abandoned in less than ten seconds, it is counted, while interactions that last more than ten seconds are not counted.

Source or Calculation: AG2_QUEUE_[*].ABANDONED_SHORT, AG2_QUEUE_GRP_[*].ABANDONED_SHORT	Used in:
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	• Interaction Traffic Group Report • Queue Dashboard • Queue Outline Report • Queue Report
>> Back to list	

Metric name: Standard Abandoned Waiting

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of customer interactions that entered this queue and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the interactions could be established.

- Queue Group Attribute: The total number of customer interactions that entered queues that belong to this queue group and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the interactions could be established.

This metric:

- excludes interactions that were abandoned while they were alerting at a handling resource.

- relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: AG2_QUEUE_[*].ABANDONED_STANDARD, AG2_QUEUE_GRP_[*].ABANDONED_STANDARD	Used in:
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	• Queue Outline Report
>> Back to list	

Metric name: Standard Abandoned Waiting Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that is associated with interactions that entered this queue and were abandoned or dropped for any reason before the interactions could be distributed.

- Queue Group Attribute: The total amount of time that is associated with interactions that entered queues that belong to this queue group and were abandoned or dropped for any reason before the

interactions could be distributed.

This time excludes the duration of customer interactions that were abandoned within the short-abandoned threshold as well as abandoned-while-alerting interactions. This metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-QUEUE-IXN] section.

Source or Calculation: AG2_QUEUE_[*].ABANDONED_STANDARD_TIME, AG2_QUEUE_GRP_[*].ABANDONED_STANDARD_TIME	
Media type: Voice, Chat, Open (sync)	**Used in:** This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Start Date Time Key

Folder:

Queue > Q Customer

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE or AG2_QUEUE_GRP hierarchies.

Source or Calculation: AG2_QUEUE_[*].DATE_TIME_KEY, AG2_QUEUE_GRP_[*].DATE_TIME_KEY	
Media type: All	**Used in:** This metric is not used in any reports.
Data type: Number **Metric type:**	
>> Back to list	

Metric name: Start Date Time Key Abn

Folder:

Queue > Q Customer

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE_ABN hierarchy.

Source or Calculation: AG2_QUEUE_ABN_[*].DATE_TIME_KEY	
Media type: All	**Used in:** This metric is not used in any reports.
Data type: Number **Metric type:**	
>> Back to list	

Metric name: Start Date Time Key Ans

Folder:

Queue > Q Customer

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE_ACC_AGENT hierarchy.

Source or Calculation: AG2_QUEUE_ACC_AGENT_[*].DATE_TIME_KEY	**Used in:**

Media type: All		This metric is not used in any reports.
Data type: Number Metric type:		
>> Back to list		

Metric name: Stuck

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (having a technical result of StuckCall).

- Queue Group Attribute: The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group because the interactions were identified as being stuck (having a technical result of StuckCall).

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.

- Default routed by the switch.

- Default routed by a routing strategy.

- Removing interactions that are determined to be stuck.

- Removing interactions for any other reason, such as abnormal stops.

- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.

- Interactions that were distributed from this virtual queue, workbin, or interaction queue.

- Interactions that were queued for consultation or collaboration.

Source or Calculation: AG2_QUEUE_[*].CLEARED_STUCK, AG2_QUEUE_GRP_[*].CLEARED_STUCK		Used in:
Media type: All		
Data type: Number Metric type: Disposition		- Queue Outline Report
>> Back to list		

Metric name: Transfer Initiated Agent

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents transferred customer interactions that were

distributed or pulled from this queue.

- Queue Group Attribute: The total number of times that agents transferred customer interactions that were distributed or pulled from queues that belong to this queue group.

Both warm and blind transfers are reflected in this metric.

Source or Calculation: AG2_QUEUE_[*].TRANSFER_INIT_AGENT, AG2_QUEUE_GRP_[*].TRANSFER_INIT_AGENT		**Used in:**
Media type: All		• Queue Summary Report
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Wrap	**Folder:**
	Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents entered or were in ACW (Wrap) state upon handling customer interactions that were distributed from this queue.
- Queue Group Attribute: The total number of times that agents entered or were in ACW state upon handling customer interactions that were distributed from queues that belong to this queue group.

Source or Calculation: AG2_QUEUE_[*].WRAP, AG2_QUEUE_GRP_[*].WRAP		**Used in:**
Media type: Voice		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Wrap Time	**Folder:**
	Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents spent performing after-call work for customer interactions that were distributed from this queue.
- Queue Group Attribute: The total amount of time that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group.

Source or Calculation: AG2_QUEUE_[*].WRAP_TIME, AG2_QUEUE_GRP_[*].WRAP_TIME		**Used in:**
Media type: Voice		• Queue Summary Report
Data type: Number **Metric type:** Disposition		

>> Back to list

Folder: Queue > Q Customer & Consults

Metric name: Abandoned Inviting	Folder:
	Queue > Q Customer & Consults
Description: The sum of the values of (customer) Abandoned Inviting and Consult Abandoned Inviting metrics.	
Source or Calculation: Calculated as the sum of the Queue > Abandoned Inviting and Queue > Q Consults > Consult Abandoned Inviting metrics.	**Used in:**
Media type: Voice, Chat, Open (sync)	• Queue Outline Report
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Abandoned Waiting	Folder:
	Queue > Q Customer & Consults
Description: The sum of the values of (customer) Abandoned Waiting and Consult Abandoned Waiting metrics.	
Source or Calculation: Calculated as the sum of the Queue > Customer and Consults > Abandoned Inviting and Queue > Customer and Queue > Q Consults > Consult Abandoned Inviting metrics.	**Used in:**
Media type: Voice, Chat, Open (sync)	• Queue Outline Report
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Abandoned Waiting Time	Folder:
	Queue > Q Customer & Consults
Description: The sum of the values of (customer) Abandoned Waiting Time and Consult Abandoned Waiting Time metrics.	
Source or Calculation: Calculated as the sum of the Queue > Abandoned Waiting Time and Queue > Q Consults > Consult Abandoned Waiting Time metrics.	**Used in:**
Media type: Voice, Chat,	• Queue Outline Report

Open (sync)		
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Accept Time

Folder:

Queue > Q Customer & Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time, in seconds, that customer interactions waited in this queue before they were accepted, answered, or pulled by handling resources.

- Queue Group Attribute: The total amount of time that customer interactions waited in a queue that belong to this queue group before they were accepted, answered, or pulled by handling resources.

The duration starts when interactions enter the queue and ends when the interactions are accepted by the target resource—thereby, including alert (ring) time.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED_TIME, AG2_QUEUE_GRP_[*].ACCEPTED_TIME		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Accept Time Agent

Folder:

Queue > Q Customer & Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute:The total amount of time that customer interactions waited in this queue before they were accepted, answered, or pulled by agents.

- Queue Group Attribute:The total amount of time that customer interactions waited in queues that belong to this queue group before they were accepted, answered, or pulled by agents.

The duration starts when the interaction enters the queue and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert (ring) time.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED_AGENT_TIME, AG2_QUEUE_GRP_[*].ACCEPTED_AGENT_TIME		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
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Metric name: Accepted

Folder:

	Queue > Q Customer & Consults

Description: The sum of the Queue > Q Customer > Accepted and Queue > Q Consults > Consult Accepted metrics.

Source or Calculation: Calculated as the sum of the Queue > Q Customer > Accepted and Queue > Q Consults > Consult Accepted metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Queue Outline Report
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Metric name: Accepted Agent	**Folder:**
	Queue > Q Customer & Consults

Description: The sum of the Queue > Q Customer > Accepted Agent and Queue > Q Consults > Consult Received Accepted metrics.

Source or Calculation: Calculated as the sum of the Queue > Q Customer > Accepted Agent and Queue > Q Consults > Consult Received Accepted metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Queue Outline Report
>> Back to list	

Metric name: Accepted Agent in Threshold	**Folder:**
	Queue > Q Customer & Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions or established warm consultations that were distributed from this queue were accepted, answered, or pulled by an agent within the acceptance threshold.

- Queue Group Attribute: The total number of times that customer interactions or established warm consultations that were distributed from queues that belong to this queue group were accepted, answered, or pulled by an agent within the acceptance threshold.

This Metric relies on the value of the **accepted-by-agent threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Source or Calculation: AG2_QUEUE_[*].ACCEPTED_AGENT_THR, AG2_QUEUE_GRP_[*].ACCEPTED_AGENT_THR	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
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Metric name: Accepted in Threshold

Folder:

Queue > Q Customer & Consults

Description: The sum of the values of (customer) Accepted In Threshold and Consult Accepted In Threshold metrics.

Source or Calculation: Calculated as the sum of the Queue > Q Customer > Accepted in Threshold and Queue > Q Consults > Accepted in Threshold metrics.

Used in:

This metric is not used in any reports.

Media type: All

Data type: Number
Metric type: Disposition

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Metric name: Accepted Others

Folder:

Queue > Q Customer & Consults

Description: The sum of the values of (customer) Accepted Others and Consult Accepted Others metrics.

Source or Calculation: Calculated as the sum of the Queue > Q Customer > Accepted Other and Queue > Q Consults > Accepted Other metrics.

Used in:

- Queue Outline Report

Media type: All

Data type: Number
Metric type: Disposition

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Metric name: Clear Time

Folder:

Queue > Q Customer & Consults

Description: The sum of the values of (customer) Clear Time and Consult Clear Time metrics.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.

- Default routed by the switch.

- Default routed by a routing strategy.

- Removing interactions that are determined to be stuck.

- Removing interactions for any other reason, such as abnormal stops.

- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.

- Interactions that were distributed from this virtual queue, workbin, or interaction queue.

- Interactions that were queued for consultation or collaboration.

Source or Calculation: Calculated as the sum of the Queue > Q Customer > Clear Time and Queue > Q Consults > Consult Clear Time metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Queue Outline Report
>> Back to list		

Metric name: Cleared	**Folder:** Queue > Q Customer & Consults

Description: The sum of the values of (customer) Clear Time and Consult Clear Time metrics.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that are determined to be stuck.
- Removing interactions for any other reason, such as abnormal stops.
- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.
- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration.

Source or Calculation: Calculated as the sum of the Queue > Q Customer > Cleared and Queue > Q Consults > Cleared metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Queue Outline Report
>> Back to list		

Metric name: Distribute Time	**Folder:** Queue > Q Customer & Consults

Description: The sum of the values of (customer) Distribute Time and Consult Distribute Time metrics.	
Source or Calculation: Calculated as the sum of the Queue > Q Customer > Distribute Time and Queue > Q Consults > Distribute Time metrics.	**Used in:**

Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

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Metric name: Distributed

Folder:

Queue > Q Customer & Consults

Description: The sum of the values of (customer) Distributed and Consult Distributed metrics.

Source or Calculation: Calculated as the sum of the Queue > Q Customer > Distributed and Queue > Q Consults > Distributed metrics.		**Used in:**
Media type: All		• Queue Outline Report
Data type: Number **Metric type:** Disposition		

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Metric name: Engage Time

Folder:

Queue > Q Customer & Consults

Description: The sum of the values of (customer) Engage Time and Consult Engage Time metrics.

Source or Calculation: Calculated based on the following metrics from the Queue > Engage Time, Queue > Q Consult > Consult Received Engage Time, and Queue > Q Consult > Consult Received Engage Warm Time.		**Used in:**
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

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Metric name: Entered

Folder:

Queue > Q Customer & Consults

Description: The sum of the values of (customer) Entered and Consult Entered metrics.

Source or Calculation: Calculated as the sum of the Queue > Entered and Queue > Q Consult > Entered metrics.		**Used in:**
Media type: All		• Queue Outline Report
Data type: Number **Metric type:** Disposition		

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Metric name: Hold

Folder:

Queue > Q Customer & Consults

Description: The sum of the values of (customer) Hold and Consult Hold metrics.

Source or Calculation: Calculated based on the Queue > Hold, Queue > Q Consults > Consult Received Hold, and Queue > Q Consults > Consult Received Warm Hold metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Hold Time

Folder:

Queue > Q Customer & Consults

Description: The sum of the values of (customer) Hold Time and Consult Hold Time metrics.

Source or Calculation: Calculated based on the Queue > Hold Time, Queue > Q Consults > Consult Received Hold Time, and Queue > Q Consults > Consult Received Warm Hold Time metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Invite

Folder:

Queue > Q Customer & Consults

Description: The sum of the values of (customer) Invite and Consult Invite metrics.

Source or Calculation: Calculated based on the Queue > Invite, Queue > Q Consults > Consult Received Invite, and Queue > Q Consults > Consult Received Invite Warm metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

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Metric name: Invite Time

Folder:

Queue > Q Customer & Consults

Description: The sum of the values of (customer) Invite Time and Consult Invite Time metrics.

Source or Calculation: Calculated based on the Queue > Invite Time, Queue > Q Consults > Consult Received Invite Time, and Queue > Q Consults > Consult Received Invite Warm Time metrics.	**Used in:**
Media type: All **Data type:** Number	This metric is not used in any reports.

Metric type: Disposition		
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Metric name: Max Standard Abandoned Waiting Time

Folder:

Queue > Q Customer & Consults

Description: The longest amount of time (in seconds) that customers waited at this queue (or queue group) before they abandoned the interactions and before the interactions could be distributed.

This metric is identical to Queue > Q Customer > Max Abandoned Waiting Time.

Source or Calculation: Calculated based on the Queue > Max Abandoned Waiting Time metric.

Media type: Voice, Chat, Open (sync)		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.
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Metric name: Max Standard Abandoned Waiting Time (Fmt)

Folder:

Queue > Q Customer & Consults

Description: The longest amount of time (HH:MM:SS) that customers waited at this queue (or queue group) before they abandoned the interactions and before the interactions could be distributed.

This metric is identical to Queue > Q Customer > Max Abandoned Waiting Time.

Source or Calculation: Calculated based on the Queue > Max Abandoned Waiting Time metric.

Media type: Voice, Chat, Open (sync)		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Not Accepted

Folder:

Queue > Q Customer & Consults

Description: The sum of (customer) Not Accepted and Consults Redirected metrics.

Source or Calculation: Calculated based on the Queue > Not Accepted and Queue > Q Consults > Consults Redirected metrics.

Used in:

This metric is not used in any reports.

Media type: All

Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Offered

Folder:

Queue > Q Customer & Consults

Description: The sum of (customer) Offered and Consult Offered metrics.

Source or Calculation: Calculated based on the Queue > Offered and Queue > Q Consult > Consult Offered.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Queue Outline Report
>> Back to list		

Metric name: Redirected

Folder:

Queue > Q Customer & Consults

Description: The sum of (customer) Redirected and Consult Redirected metrics.

Source or Calculation: Calculated based on the Queue > Q Customer > Redirected and Queue > Q Consults > Consult Redirected metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Queue Outline Report
>> Back to list		

Metric name: Routed Other

Folder:

Queue > Q Customer & Consults

Description: The sum of (customer) Routed Other and Consult Routed Other metrics.

Source or Calculation: Calculated based on the Queue > Routed Other and Queue > Q Consults > Consult Routed Other metrics .		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Queue Outline Report
>> Back to list		

Metric name: Short Abandoned Waiting

Folder:

Queue > Q Customer & Consults

Description: The sum of (customer) Short Abandoned Waiting and Consult Short Abandoned Waiting

metrics.	
Source or Calculation: Calculated based on the Queue > Short Abandoned Waiting and Queue > Q Consults > Consult Short Abandoned Waiting metrics .	**Used in:**
Media type: Voice, Chat, Open (sync)	• Queue Outline Report
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Standard Abandoned Waiting	**Folder:** Queue > Q Customer & Consults
Description: The sum of (customer) Standard Abandoned Waiting and Consult Standard Abandoned Waiting metrics.	
Source or Calculation: Calculated based on the Queue > Standard Abandoned Waiting and Queue > Q Consults > Consult Standard Abandoned Waiting metrics.	**Used in:**
Media type: Voice, Chat, Open (sync)	• Queue Outline Report
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Standard Abandoned Waiting Time	**Folder:** Queue > Q Customer & Consults
Description: The sum of the Q Customer > Standard Abandoned Waiting Time and Q Consult > Standard Abandoned Waiting Time metrics.	
Source or Calculation: Calculated as the sum of the Q Customer > Standard Abandoned Waiting Time and Q Consult > Standard Abandoned Waiting Time metrics.	**Used in:**
Media type: Voice, Chat, Open (sync)	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	
>> Back to list	

Metric name: Stuck	**Folder:** Queue > Q Customer & Consults
Description: The sum of (customer) Stuck and Consult Stuck metrics.	
Source or Calculation: Calculated based on the Queue >	**Used in:**

Stuck and Queue > Q Consults > Consult Stuck metrics.	
Media type: All **Data type:** Number **Metric type:** Disposition	• Queue Outline Report
>> Back to list	

Metric name: Transfer Initiated Agent	**Folder:** Queue > Q Customer & Consults
Description: The sum of (customer) Transfer Initiated Agent and Consult Transfer Initiated Agent metrics.	
Source or Calculation: Calculated based on the Queue > Transfer Initiated Agent and Queue > Q Consults > Consult Transfer Initiated Agent metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Wrap	**Folder:** Queue > Q Customer & Consults
Description: The sum of (customer) Wrap and Consult Wrap metrics.	
Source or Calculation: Calculated based on the Queue > Wrap, Queue > Q Consults > Consult Received Wrap, and Queue > Q Consults > Consult Received Warm Wrap metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Metric name: Wrap Time	**Folder:** Queue > Q Customer & Consults
Description: The sum of (customer) Wrap Time and Consult Wrap Time metrics.	
Source or Calculation: Calculated based on the Queue > Wrap Time, Queue > Q Consults > Consult Received Wrap Time, and Queue > Q Consults > Consult Received Warm Wrap Time metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
>> Back to list	

Folder: Queue > Q Customer & Consults > Abandoned Waiting ST1

Metric name: % Abandoned Waiting ST 1-20	Folder:
	Queue > Q Customer & Consults > Abandoned Waiting ST1

Description: There are twenty of these metrics, % Abandoned Waiting ST1 - % Abandoned Waiting ST20, representing the percentage of interactions that entered this queue and were subsequently abandoned prior to the corresponding **abandon-in-queue threshold** value, relative to all interactions that entered this queue and were abandoned. This metric excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions.

Source or Calculation: Calculated based on the > Q Customer & Consults > Abandoned Waiting ST<X> > Abandoned Waiting ST<X> metric and the value of AG2_QUEUE_ABN_[*].ABANDONED (where <X> is a value between 1 and 20).		Used in:
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition		• Abandon Delay Report

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Metric name: Abandoned Waiting	Folder:
	Queue > Q Customer & Consults > Abandoned Waiting ST1

Description: Total number of times that interactions entered this queue and were distributed and accepted, answered, or pulled by an agent.

Source or Calculation: AG2_QUEUE_ABN_*		
Media type: **Data type:** **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

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Metric name: Abandoned Waiting ST 1-20	Folder:
	Queue > Q Customer & Consults > Abandoned Waiting ST1

Description: There are twenty of these metrics, Abandoned Waiting ST1- Abandoned Waiting ST20, representing the total number of times that interactions entered this queue and were subsequently abandoned prior to the first abandon threshold. If the corresponding abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval.

Abandon thresholds are defined within the [agg-gim-thld-QUEUE-ABN] section.

Source or Calculation: AG2_QUEUE_ABN_[*].ABANDONED_STI_<X> (where <X> is a value between 1 and 20, corresponding to the number of this threshold, such as AG2_QUEUE_ABN_[*].ABANDONED_STI_1, AG2_QUEUE_ABN_[*].ABANDONED_STI_2, and so on)	**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	• Abandon Delay Report
>> Back to list	

Folder: Queue > Q Customer & Consults > Accepted Agent ST1

Metric name: % Accepted Agent ST 1-20	**Folder:** Queue > Q Customer & Consults > Accepted Agent ST1
Description: There are twenty of these metrics, Abandoned Waiting ST1- Abandoned Waiting ST20, representing the percentage of interactions that entered this queue and were subsequently distributed and accepted by agents prior to the corresponding service time interval (1-20), relative to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.	
Source or Calculation: Calculated based on the > Q Customer & Consults > Abandoned Waiting ST<X> > Accepted Agent ST<X> metric and the value of AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT (where <X> is a value between 1 and 20).	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Speed of Accept (hours) Report • Speed of Accept (seconds) Report
>> Back to list	

Metric name: Accepted Agent	**Folder:** Queue > Q Customer & Consults > Accepted Agent ST1
Description: Total number of times that interactions entered this queue and were distributed and accepted, answered, or pulled by an agent.	
Source or Calculation: AG2_QUEUE_ACC_AGENT_*.ACCEPTED_AGENT	**Used in:**
Media type: All **Data type:** Number	This metric is not used in any reports.

Metric type: Disposition		
>> Back to list		

Metric name: Accepted Agent ST 1-20	Folder: Queue > Q Customer & Consults > Accepted Agent ST1	
Description: There are twenty of these metrics, Abandoned Waiting ST1- Abandoned Waiting ST20, representing the total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent prior to the first service time service time interval threshold. If the corresponding service time threshold is not defined, this metric uses no limit as the upper boundary of the service time interval. Speed-of-accept thresholds are defined within the [agg-gim-thld-QUEUE-ACC] section.		
Source or Calculation: AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_<X> (where <X> is a value between 1 and 20, corresponding to the number of this threshold, such as AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_1, AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_2, and so on)		**Used in:** • Speed of Accept (hours) Report • Speed of Accept (seconds) Report
Media type: All **Data type:** Number **Metric type:** Disposition		
>> Back to list		

Folder: Queue > Queue Predictive Routing

Metric name: % Error	Folder: Queue > Queue Predictive Routing	
Description: The percentage of active interactions that received a predictive routing error score.		
Source or Calculation: Calculated based on the Queue > Queue Predictive Routing > Active and Queue > Queue Predictive Routing > Error metrics.		**Used in:** • PR Performance Dashboard • Predictive Routing Operational Report
Media type: All **Data type:** Number **Metric type:** Disposition		
>> Back to list		
Metric name: Active	Folder:	

	Queue > Queue Predictive Routing
Description: The total amount of time (HH:MM:SS) attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel.	

Source or Calculation: AG2_QUEUE_*.GPR_ACTIVE, AG2_QUEUE_GRP_*.GPR_ACTIVE	**Used in:** This metric is not used in any reports.
Media type: All **Data type:** **Metric type:** Disposition	
>> Back to list	

Metric name: Agent Score	**Folder:** Queue > Queue Predictive Routing
Description: Predictive routing score for the agent that handled the interaction.	
Source or Calculation: GPM_FACT.AGENT_SCORE	**Used in:** This metric is not used in any reports.
Media type: All **Data type:** **Metric type:** Disposition	
>> Back to list	

Metric name: Avg Agent Score	**Folder:** Queue > Queue Predictive Routing
Description: The sum of all Agent Scores (gpmAgentScore), divided by the total number of interactions where GPR was active.	
Source or Calculation: Calculated based on the Queue > Queue Predictive Routing > Agent Score and Queue > Queue Predictive Routing > Active metrics.	**Used in:** • Predictive Routing Queue Statistics Report
Media type: All **Data type:** **Metric type:** Disposition	
>> Back to list	

Metric name: Error	**Folder:** Queue > Queue Predictive Routing
Description: The total number of interactions that received a predictive routing error score.	
Source or Calculation: AG2_QUEUE_*.GPM_ERROR, AG2_QUEUE_GRP_*.GPM_ERROR	**Used in:** This metric is not used in any reports.
Media type: All **Data type:** Number **Metric type:** Disposition	

Folder: Queue > Queue User Data Example

There are no metrics in this folder.

Queue Attributes

The Queue folder contains numerous attributes that you can use to build queue-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

> **Important**
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

Queue

- Business Result
- Customer Segment
- Interaction Subtype
- Interaction Type
- Media Type
- Queue
- Queue Group
- Queue Group Combination Key
- Queue Group Key
- Queue Key
- Service Subtype
- Service Type
- Workbin Owner
- Workbin Type

Queue > Q Consults

- There are no attributes in this folder

Queue > Q Customer

- There are no attributes in this folder

Queue > Q Customer & Consults

- There are no attributes in this folder

Queue > Q Customer & Consults > Abandoned Waiting ST1

- There are no attributes in this folder

Queue > Q Customer & Consults > Accepted Agent ST1

- There are no attributes in this folder

Queue > Queue Predictive Routing

- Model
- Predictor
- Predictor Switch

Queue > Queue User Data Example

- Category
- Category Key
- Classify Actionability Category
- Classify Sentiment Category
- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10
- Influence Category
- Screen Actionability Category
- Screen Sentiment Category

Folder: Queue

Attribute name: Business Result	Folder: Queue
Description: Enables data to be organized based on the configured business result. Displayed as Source Business Result in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.BUSINESS_RESULT	
>> Back to list	

Attribute name: Customer Segment	Folder: Queue
Description: Enables data to be organized based on the configured customer segment. Displays as Source Customer Segment in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.CUSTOMER_SEGMENT	
>> Back to list	

Attribute name: Interaction Subtype	Folder: Queue
Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE_SUBTYPE	
>> Back to list	

Attribute name: Interaction Type	Folder: Queue
Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE	
>> Back to list	

Attribute name: Media Type	Folder: Queue
Description: Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.	
Database table: MEDIA_TYPE.MEDIA_NAME, MEDIA_TYPE.MEDIA_TYPE_KEY, MEDIA_TYPE. MEDIA_NAME, MEDIA_TYPE, MEDIA_NAME_CODE	**Form(s):** Media Type, Media Name Code

Forms in this attribute:	
Form: Media Name Code **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
Form: Media Type **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.
>> Back to list	

Attribute name: Queue	**Folder:** Queue
Description: Enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.	
Database table: RESOURCE_Q.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	**Form(s):** Queue Type
Forms in this attribute:	
Form: Queue Type **Table.Column:** Queue Type **Data type:** RESOURCE_Q.RESOURCE_TYPE	**Description:** Enables data within the reporting interval to be organized by the type of queue, such as ACDQueue, VirtualQueue, InteractionQueue, or InteractionWorkBin.
>> Back to list	

Attribute name: Queue Group	**Folder:** Queue
Description: Enables reporting data within the reporting interval to be organized by the name of the queue group. A queue can belong to more than one queue group.	
Database table: GROUP_Q.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN','NO VALUE'))	
>> Back to list	

Attribute name: Queue Group Combination Key	**Folder:** Queue
Description: Enables data to be organized by the queue-group related primary key of the RESOURCE_GROUP_COMBINATION dimension. This dimension is reserved for internal computations.	
Database table: RESOURCE_GROUP_COMBINATION_Q.GROUP_COMBINATION_KEY	
>> Back to list	

Attribute name: Queue Group Key	**Folder:** Queue
Description: Reserved for internal use.	
Database table:	

>> Back to list

Attribute name: Queue Key	Folder: Queue
Description: Reserved for internal use.	
Database table:	

>> Back to list

Attribute name: Service Subtype	Folder: Queue
Description: Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE	

>> Back to list

Attribute name: Service Type	Folder: Queue
Description: Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE	

>> Back to list

Attribute name: Workbin Owner	Folder: Queue
Description: Enables data within the reporting interval to be organized by Workbin Owner.	
Database table: WORKBIN.WORKBIN_OWNER_NAME	

>> Back to list

Attribute name: Workbin Type	Folder: Queue
Description: Enables data within the reporting interval to be organized by Workbin Type.	
Database table: WORKBIN.WORKBIN_TYPE_CODE	**Form(s):** Workbin Name
Forms in this attribute:	
Form: Workbin Name **Table.Column:** WORKBIN.WORKBIN_RESOURCE_NAME **Data type:** Character	**Description:** Enables data within the reporting interval to be organized by Workbin Name.

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Folder: Queue > Q Consults

There are no attributes in this folder

Folder: Queue > Q Customer

There are no attributes in this folder

Folder: Queue > Q Customer & Consults

There are no attributes in this folder

Folder: Queue > Q Customer & Consults > Abandoned Waiting ST1

There are no attributes in this folder

Folder: Queue > Q Customer & Consults > Accepted Agent ST1

There are no attributes in this folder

Folder: Queue > Queue Predictive Routing

Attribute name: Model	Folder: Queue > Queue Predictive Routing
Description: Enables the organization of data by the name of the model that was used to score the agent for predictive routing.	
Database table: GPM_MODEL.MODEL	
>> Back to list	

Attribute name: Predictor	Folder: Queue > Queue Predictive Routing
Description: Enables the organization of data by the name of the predictor that was used to request scoring for predictive routing.	
Database table: GPM_PREDICTOR.PREDICTOR	
>> Back to list	

Attribute name: Predictor Switch	Folder: Queue > Queue Predictive Routing
Description: Enables the organization of data based on whether predictive routing is ON or OFF.	
Database table: GPM_PREDICTOR.PREDICTOR_SWITCH	
>> Back to list	

Folder: Queue > Queue User Data Example

Attribute name: Category	Folder: Queue > Queue User Data Example
Description: Enables data within the reporting interval to be organized based on the standard responses to interactions that are configured in your environment. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.CTGNAME	
>> Back to list	

Attribute name: Category Key	Folder: Queue > Queue User Data Example
Description: Enables data within the reporting interval to be organized based on the Category Key. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: AG2_AGENT_*.USER_DATA_KEY1, AG2_AGENT_GRP_*.USER_DATA_KEY1, AG2_AGENT_QUEUE_*.USER_DATA_KEY1, AG2_ID_*.USER_DATA_KEY1, USER_DATA_GEN_ES.GEN_ES_ID	
>> Back to list	

Attribute name: Classify Actionability Category	Folder: Queue > Queue User Data Example
Description: Enables data within the reporting interval to be organized by the degree to which interactions require agent attention—their actionability. The value for actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.CLASSIFY_ACTIONABILITY_CTGNAME	
>> Back to list	

Attribute name: Classify Sentiment Category	Folder: Queue > Queue User Data Example

Description: Enables data within the reporting interval to be organized by the characteristic of interactions that reflects the attitude expressed therein, generally positive, negative, or neutral.

The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.CLASSIFY_SENTIMENT_CTGNAME

>> Back to list

Attribute name: Dimension 1 - Dimension 5	**Folder:** Queue > Queue User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_1,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_2,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_3,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_4,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_5

>> Back to list

Attribute name: Dimension 6 - Dimension 10	**Folder:** Queue > Queue User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_1,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_2,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_3,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_4,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_5

>> Back to list

Attribute name: Influence Category	**Folder:** Queue > Queue User Data Example

Description: Enables data within the reporting interval to be organized by the customer's clout that has amassed on social networks at the time that interactions entered or began within the contact center. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.CTGNAME

>> Back to list

Attribute name: Screen Actionability Category	**Folder:** Queue > Queue User Data Example

Description: Enables data within the reporting interval to be organized based on the degree to which interactions require agent attention. The value of actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is

applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.SCREEN_ACTIONABILITY_CTGNAME

>> Back to list

Attribute name: Screen Sentiment Category	**Folder:** Queue > Queue User Data Example

Description: Enables data within the reporting interval to be organized based on the attitude that customers expressed about their experience regarding interaction handling. The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.SCREEN_SENTIMENT_CTGNAME

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Service Objects folder

The Service Objects folder contains numerous objects that enable the organization and filtering of Info Mart data based on a range of time. The objects in this folder are used as follows:

- All reports use one or more attributes (and conditions) from this folder.

- Only certain reports use the metrics from this folder (see Abandon Delay and the Speed of Accept reports).

Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

Service Objects folder and subfolders

This folder contains the following root folder and subfolders.

- Service Objects

Folder: Service Objects

Introduced: 9.0.007.03

Description: The root folder for common service objects. Many reports use one or more attribute from this folder, while only a few reports, such as Abandon Delay and the Speed of Accept, use the metrics.

Metrics:

• Bound 1	• Bound 19	• Min Date Time Day Key
• Bound 10	• Bound 2	• Min Date Time Day Key (Fmt)
• Bound 11	• Bound 3	• Min Date Time Day Next Key (Fmt)
• Bound 12	• Bound 4	
• Bound 13	• Bound 5	• Min Date Time Key
• Bound 14	• Bound 6	• Min Date Time Key (Fmt)
• Bound 15	• Bound 7	• Min Date Time Next Day Key
• Bound 16	• Bound 8	• Start Date Time Key
• Bound 17	• Bound 9	
• Bound 18	• Max Date	

Attributes:

• Bound 1	• Bound 12	• Bound 15
• Bound 10	• Bound 13	• Bound 16
• Bound 11	• Bound 14	• Bound 17

- Bound 18
- Bound 19
- Bound 2
- Bound 3
- Bound 4
- Bound 5
- Bound 6

- Bound 7
- Bound 8
- Bound 9
- Group Type
- Interaction Descriptor Key
- Media Type
- Resource Group

- Resource Name
- Schema Name
- Schema Version
- Target Queue
- Tenant
- Time Range Key

Reports built primarily from the objects in the Service Objects folder and subfolders

No results

Service Objects Metrics

The Service Objects folder contains numerous metrics that gather Info Mart database information for the purpose of supporting Genesys CX Insights reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.

- For detailed information about the different metric types, see Project terminology and concepts.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Service Objects

- Bound 1
- Bound 10
- Bound 11
- Bound 12
- Bound 13
- Bound 14
- Bound 15
- Bound 16
- Bound 17

- Bound 18
- Bound 19
- Bound 2
- Bound 3
- Bound 4
- Bound 5
- Bound 6
- Bound 7
- Bound 8
- Bound 9

- Max Date
- Min Date Time Day Key
- Min Date Time Day Key (Fmt)
- Min Date Time Day Next Key (Fmt)
- Min Date Time Key
- Min Date Time Key (Fmt)
- Min Date Time Next Day Key
- Start Date Time Key

Folder: Service Objects

Metric name: Bound 1	Folder:

	Service Objects
Description: The upper boundary of the first service time interval, and the lower boundary of the second service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.	
Source or Calculation: AGR_SCFG.INT_VAL_01 (These are internal tables that store time ranges for different media.)	**Used in:**
Media type: **Data type:** Number **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Bound 10

Folder:

Service Objects

Description: The upper boundary of the tenth service time interval, and the lower boundary of the eleventh service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.	
Source or Calculation: AGR_SCFG.INT_VAL_10 (These are internal tables that store time ranges for different media.)	**Used in:**
Media type: **Data type:** Number **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Bound 11

Folder:

Service Objects

Description: The upper boundary of the eleventh service time interval, and the lower boundary of the twelth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.	
Source or Calculation: AGR_SCFG.INT_VAL_11 (These are internal tables that store time ranges for different media.)	**Used in:**
Media type: **Data type:** Number **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Bound 12

Folder:

Service Objects

Description: The upper boundary of the twelth service time interval, and the lower boundary of the

thirteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.

Source or Calculation: AGR_SCFG.INT_VAL_12 (These are internal tables that store time ranges for different media.)		**Used in:**
Media type:		This metric is not used in any reports.
Data type: Number **Metric type:**		
>> Back to list		

Metric name: Bound 13	**Folder:**
	Service Objects

Description: The upper boundary of the thirteenth service time interval, and the lower boundary of the fourteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.

Source or Calculation: AGR_SCFG.INT_VAL_13 (These are internal tables that store time ranges for different media.)		**Used in:**
Media type:		This metric is not used in any reports.
Data type: Number **Metric type:**		
>> Back to list		

Metric name: Bound 14	**Folder:**
	Service Objects

Description: The upper boundary of the fourteenth service time interval, and the lower boundary of the fifteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.

Source or Calculation: AGR_SCFG.INT_VAL_14 (These are internal tables that store time ranges for different media.)		**Used in:**
Media type:		This metric is not used in any reports.
Data type: Number **Metric type:**		
>> Back to list		

Metric name: Bound 15	**Folder:**
	Service Objects

Description: The upper boundary of the fifteenth service time interval, and the lower boundary of the sixteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.

Source or Calculation: AGR_SCFG.INT_VAL_15 (These are internal tables that store time ranges for different media.)	**Used in:**
Media type:	This metric is not used in any reports.
Data type: Number **Metric type:**	
>> Back to list	

Metric name: Bound 16	**Folder:** Service Objects
Description: The upper boundary of the sixteenth service time interval, and the lower boundary of the seventeenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.	
Source or Calculation: AGR_SCFG.INT_VAL_16 (These are internal tables that store time ranges for different media.)	**Used in:**
Media type:	This metric is not used in any reports.
Data type: Number **Metric type:**	
>> Back to list	

Metric name: Bound 17	**Folder:** Service Objects
Description: The upper boundary of the seventeenth service time interval, and the lower boundary of the eighteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.	
Source or Calculation: AGR_SCFG.INT_VAL_17 (These are internal tables that store time ranges for different media.)	**Used in:**
Media type:	This metric is not used in any reports.
Data type: Number **Metric type:**	
>> Back to list	

Metric name: Bound 18	**Folder:** Service Objects
Description: The upper boundary of the eighteenth service time interval, and the lower boundary of the nineteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.	
Source or Calculation: AGR_SCFG.INT_VAL_18 (These are internal tables that store time ranges for different media.)	**Used in:**
Media type:	This metric is not used in any reports.

Data type: Number **Metric type:**		
	>> Back to list	

Metric name: Bound 19

Folder:

Service Objects

Description: The upper boundary of the nineteenth service time interval, and the lower boundary of the twentieth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.

Source or Calculation: AGR_SCFG.INT_VAL_19 (These are internal tables that store time ranges for different media.)

Media type:

Data type: Number
Metric type:

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Bound 2

Folder:

Service Objects

Description: The upper boundary of the second service time interval, and the lower boundary of the third service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.

Source or Calculation: AGR_SCFG.INT_VAL_02 (These are internal tables that store time ranges for different media.)

Media type:

Data type: Number
Metric type:

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Bound 3

Folder:

Service Objects

Description: The upper boundary of the third service time interval, and the lower boundary of the fourth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.

Source or Calculation: AGR_SCFG.INT_VAL_03 (These are internal tables that store time ranges for different media.)

Media type:

Data type: Number
Metric type:

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Bound 4	Folder:
	Service Objects

Description: The upper boundary of the fourth service time interval, and the lower boundary of the fifth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.

Source or Calculation: AGR_SCFG.INT_VAL_04 (These are internal tables that store time ranges for different media.)	**Used in:**
Media type:	This metric is not used in any reports.
Data type: Number **Metric type:**	

>> Back to list

Metric name: Bound 5	Folder:
	Service Objects

Description: The upper boundary of the fifth service time interval, and the lower boundary of the sixth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.

Source or Calculation: AGR_SCFG.INT_VAL_05 (These are internal tables that store time ranges for different media.)	**Used in:**
Media type:	This metric is not used in any reports.
Data type: Number **Metric type:**	

>> Back to list

Metric name: Bound 6	Folder:
	Service Objects

Description: The upper boundary of the sixth service time interval, and the lower boundary of the seventh service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.

Source or Calculation: AGR_SCFG.INT_VAL_06 (These are internal tables that store time ranges for different media.)	**Used in:**
Media type:	This metric is not used in any reports.
Data type: Number **Metric type:**	

>> Back to list

Metric name: Bound 7	Folder:

	Service Objects

Description: The upper boundary of the seventh service time interval, and the lower boundary of the eighth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.

Source or Calculation: AGR_SCFG.INT_VAL_07 (These are internal tables that store time ranges for different media.)		**Used in:**
Media type:		This metric is not used in any reports.
Data type: Number **Metric type:**		
>> Back to list		

Metric name: Bound 8

Folder:

Service Objects

Description: The upper boundary of the eighth service time interval, and the lower boundary of the ninth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.

Source or Calculation: AGR_SCFG.INT_VAL_08 (These are internal tables that store time ranges for different media.)		**Used in:**
Media type:		This metric is not used in any reports.
Data type: Number **Metric type:**		
>> Back to list		

Metric name: Bound 9

Folder:

Service Objects

Description: The upper boundary of the ninth service time interval, and the lower boundary of the tenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections.

Source or Calculation: AGR_SCFG.INT_VAL_09 (These are internal tables that store time ranges for different media.)		**Used in:**
Media type:		This metric is not used in any reports.
Data type: Number **Metric type:**		
>> Back to list		

Metric name: Max Date

Folder:

Service Objects

Description: This metric is used for internal computations.

Source or Calculation: Max([Max Date])		
Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: Min Date Time Day Key		**Folder:** Service Objects
Description: This metric is used for internal computations.		
Source or Calculation:		
Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: Min Date Time Day Key (Fmt)		**Folder:** Service Objects
Description: This metric is used for internal computations.		
Source or Calculation:		
Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: Min Date Time Day Next Key (Fmt)		**Folder:** Service Objects
Description: This metric is used for internal computations.		
Source or Calculation:		
Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.
>> Back to list		

Metric name: Min Date Time Key		**Folder:** Service Objects
Description: This metric is used for internal computations.		

Source or Calculation:		
Media type:		**Used in:**
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		

Metric name: Min Date Time Key (Fmt)

	Folder:
	Service Objects

Description: This metric is used for internal computations.

Source or Calculation:		
Media type:		**Used in:**
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		

Metric name: Min Date Time Next Day Key

	Folder:
	Service Objects

Description: This metric is used for internal computations.

Source or Calculation:		
Media type:		**Used in:**
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		

Metric name: Start Date Time Key

	Folder:
	Service Objects

Description: This metric is used for internal computations to employ a key for a particular date and time from the relevant hierarchy.

Source or Calculation: Max([Start Date Time Key])		
Media type:		**Used in:**
Data type: Disposition		This metric is not used in any reports.
Metric type:		
>> Back to list		

Service Objects Attributes

The Service Objects folder contains numerous attributes that gather Info Mart database information for the purpose of supporting Genesys CX Insights reports.

The following Attributes are available in this folder and are described on this page.

Service Objects

- Bound 1
- Bound 10
- Bound 11
- Bound 12
- Bound 13
- Bound 14
- Bound 15
- Bound 16
- Bound 17
- Bound 18
- Bound 19
- Bound 2
- Bound 3
- Bound 4
- Bound 5
- Bound 6
- Bound 7
- Bound 8
- Bound 9
- Group Type
- Interaction Descriptor Key
- Media Type
- Resource Group
- Resource Name
- Schema Name
- Schema Version
- Target Queue
- Tenant
- Time Range Key

Folder: Service Objects

Attribute name: Bound 1	Folder: Service Objects
Description: Enables the organization of data based on the upper boundary of the first service time interval, and the lower boundary of the second service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	
Database table:	
>> Back to list	

Attribute name: Bound 10	Folder: Service Objects
Description: Enables the organization of data based on the upper boundary of the tenth service time interval, and the lower boundary of the eleventh service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	
Database table:	
>> Back to list	

Attribute name: Bound 11	Folder: Service Objects

Description: Enables the organization of data based on the upper boundary of the eleventh service time interval, and the lower boundary of the twelth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 12   **Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the twelth service time interval, and the lower boundary of the thirteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 13   **Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the thirteenth service time interval, and the lower boundary of the fourteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 14   **Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the fourteenth service time interval, and the lower boundary of the fifteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 15   **Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the fifteenth service time interval, and the lower boundary of the sixteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 16   **Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the sixteenth service time interval, and the lower boundary of the seventeenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 17   **Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the seventeenth service time interval, and the lower boundary of the eighteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 18	**Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the eighteenth service time interval, and the lower boundary of the nineteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 19	**Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the nineteenth service time interval, and the lower boundary of the twentieth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 2	**Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the second service time interval, and the lower boundary of the third service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 3	**Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the third service time interval, and the lower boundary of the fourth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 4	**Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the fourth service time interval, and the lower boundary of the fifth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 5	**Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the fifth service time interval, and the lower boundary of the sixth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 6	**Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the sixth service time

interval, and the lower boundary of the seventh service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 7   **Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the seventh service time interval, and the lower boundary of the eighth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 8   **Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the eighth service time interval, and the lower boundary of the ninth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Bound 9   **Folder:** Service Objects

Description: Enables the organization of data based on the upper boundary of the ninth service time interval, and the lower boundary of the tenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.

Database table:

>> Back to list

Attribute name: Group Type   **Folder:** Service Objects

Description: Enables the organization of data based on the type of group.

Database table:
GROUP_R.GROUP_TYPE

>> Back to list

Attribute name: Interaction Descriptor Key   **Folder:** Service Objects

Description: The attribute is for internal purposes only.

Database table:

>> Back to list

Attribute name: Media Type   **Folder:** Service Objects

Description: Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.

| **Database table:**
MEDIA_TYPE.MEDIA_NAME,
MEDIA_TYPE.MEDIA_TYPE_KEY,
MEDIA_TYPE. MEDIA_NAME,
MEDIA_TYPE, MEDIA_NAME_CODE | **Form(s):** Media Type, Media Name Code |

Forms in this attribute:	
Form: Media Name Code **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
Form: Media Type **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.
>> Back to list	

Attribute name: Resource Group	**Folder:** Service Objects
Description: Enables data within the reporting interval to be organized by the groups to which resources belong. A resource can belong to more than one agent group.	
Database table:	
>> Back to list	

Attribute name: Resource Name	**Folder:** Service Objects
Description: Enables data within the reporting interval to be organized by the name of a contact center handling resource, such as the agent's user name, IVR port, or IVR application name	
Database table:	
>> Back to list	

Attribute name: Schema Name	**Folder:** Service Objects
Description: The name of the Schema.	
Database table: ctl_schema_info.schema_name	
>> Back to list	

Attribute name: Schema Version	**Folder:** Service Objects
Description: The version number of the Schema.	
Database table: resource_q.resource_name	
>> Back to list	

Attribute name: Target Queue	**Folder:** Service Objects
Description: This attribute is for internal use only.	
Database table: Shows data from the RESOURCE_ GIM table for resource_type_code="QUEUE".	

>> Back to list

Attribute name: Tenant	Folder: Service Objects
Description: Enables data within the reporting interval to be organized by tenant. For multi-tenant environments, the GCXI Project connection points to only one Info Mart tenant schema. New connections are required for access to other tenant schemas.	
Database table: ag2_agent_campaign*.tenant_key, ag2_agent*.tenant_key, ag2_agent_bgs_session*.tenant_key, ag2_campaign*.tenant_key, ag2_chat_agent*.tenant_key, ag2_chat_stat*.tenant_key, ag2_id*.tenant_key, ag2_-_mn*.tenant_key, ag2_i_sess*.tenant_key, ag2_i_state*.tenant_key, ag2_queue*.tenant_key	

>> Back to list

Attribute name: Time Range Key	Folder: Service Objects
Description: Enables the identification of time-range boundaries by tenant. These boundaries define the upper and lower limits for the service-time intervals that are used by the Speed of Accept and Abandon Delay reports.	
Database table: ag2_queue_abn*.time_range_key, ag2_queue_acc*.time_range_key, agr_scfg,scfg_key	

>> Back to list

Time folder

The Time folder contains numerous objects that enable the organization and filtering of Info Mart data based on a range of time.

Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

Time folder and subfolders

This folder contains the following root folder and subfolders.

- Time

Folder: Time

Introduced: 9.0.007.03

Description: The root folder for time-related objects. All objects in this folder enable the organization and filtering of Info Mart data based on a range of time.		
Metrics: • There are no metrics in this folder		
Attributes:		
• Date	• Month Year Next	• Start Date Time Key SSuF
• Date Range	• Quarter	• Subhour
• Day	• Start Date Time Key	• Week
• Hour	• Start Date Time Key IF	• Year
• Month	• Start Date Time Key IRF	
• Month Year Ago	• Start Date Time Key SSF	

Reports built primarily from the objects in the Time folder and subfolders

No results

Time Attributes

The following Attributes are available in this folder and are described on this page.

Time

- Date
- Date Range
- Day
- Hour
- Month

- Month Year Ago
- Month Year Next
- Quarter
- Start Date Time Key
- Start Date Time Key IF
- Start Date Time Key IRF

- Start Date Time Key SSF
- Start Date Time Key SSuF
- Subhour
- Week
- Year

Folder: Time

Attribute name: Date	Folder: Time
Description: Enables data within the reporting interval to be organized by a particular date. This attribute is used for internal computations.	
Database table: DATE_TIME.CAL_DATE	
>> Back to list	

Attribute name: Date Range	Folder: Time
Description: Enables data to be organized by a date range within the reporting interval. This attribute is used for internal computations.	
Database table: RELATIVE_RANGE.RANGE_NAME	
>> Back to list	

Attribute name: Day	Folder: Time
Description: Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	
Database table: FORECAST_DATE_TIME.LABEL_YYYY_MM_DD, DATE_TIME.LABEL_YYYY_MM_DD	
>> Back to list	

Attribute name: Hour	Folder: Time
Description: Enables data within the reporting interval to be organized by a particular hour within a day. Hour values are presented in YYYY-MM-DD-HH24 format.	

Database table: FORECAST_DATE_TIME.LABEL_YYYY_MM_DD_HH24, DATE_TIME.LABEL_YYYY_MM_DD_HH24	
>> Back to list	

Attribute name: Month	**Folder:** Time
Description: Enables data within the reporting interval to be organized by a particular month within a year. Month values are presented in YYYY-MM format.	
Database table: FORECAST_DATE_TIME.LABEL_YYYY_MM, DATE_TIME.LABEL_YYYY_MM	
>> Back to list	

Attribute name: Month Year Ago	**Folder:** Time
Description: This attribute is used in the Interaction Volume Summary Report to enable year-by-year comparisons of data that is aggregated by month. This attribute is specifically for the first year of the comparison. Month values are presented in YYYYMM format.	
Database table: DATE_TIME_YEAR_AGO.LABEL_YYYY_MM	
>> Back to list	

Attribute name: Month Year Next	**Folder:** Time
Description: This attribute is used in the Interaction Volume Summary Report to enable year-by-year comparisons of data that is aggregated by month. This attribute is specifically for the second year of the comparison. Month values are presented in YYYY-MM format.	
Database table: DATE_TIME_YEAR_NEXT.LABEL_YYYY_MM	
>> Back to list	

Attribute name: Quarter	**Folder:** Time
Description: Enables data within the reporting interval to be organized by a particular quarter within a year. Quarter values are presented in YYYY-QQ format.	
Database table: FORECAST_DATE_TIME.LABEL_YYYY_QQ, DATE_TIME.LABEL_YYYY_QQ	
>> Back to list	

Attribute name: Start Date Time Key	**Folder:** Time
Description: Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies.	
Database table: AG2_*.DATE_TIME_KEY	
>> Back to list	

Attribute name: Start Date	**Folder:** Time

Time Key IF

Description: Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies. (INTERACTION_FACT)

Database table:
INTERACTION_FACT_GI2.START_DATE_TIME_KEY

>> Back to list

Attribute name: Start Date Time Key IRF

Folder: Time

Description: Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies. (INTERACTION_RESOURCE_FACT)

Database table:
INTERACTION_RESOURCE_FACT_GI2.START_DATE_TIME_KEY

>> Back to list

Attribute name: Start Date Time Key SSF

Folder: Time

Description: Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies. (SDR_SESSION_FACT)

Database table:
SDR_SESSION_FACT.START_DATE_TIME_KEY

>> Back to list

Attribute name: Start Date Time Key SSuF

Folder: Time

Description: Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies. (SDR_SURVEY_FACT)

Database table:
SDR_SURVEY_FACT.START_DATE_TIME_KEY

>> Back to list

Attribute name: Subhour

Folder: Time

Description: Enables data within the reporting interval to be organized by 15- or 30-minute time periods. The periods start either at the beginning of an hour, 15, or 30 minutes into the hour.

Database table:
FORECAST_DATE_TIME.LABEL_YYYY_MM_DD_HH24_30INT,
DATE_TIME.LABEL_YYYY_MM_DD_HH24_30INT
or
FORECAST_DATE_TIME.LABEL_YYYY_MM_DD_HH24_15INT,
DATE_TIME.LABEL_YYYY_MM_DD_HH24_15INT

>> Back to list

Attribute name: Week

Folder: Time

Description: Enables data within the reporting interval to be organized by a particular week within a year. Week values are presented in YYYY-WE format.

Database table:

DATE_TIME.LABEL_YYYY_WE	
	>> Back to list

Attribute name: Year	**Folder:** Time
Description: Enables data within the reporting interval to be organized by year, in four-digit format (YYYY).	
Database table: FORECAST_DATE_TIME.LABEL_YYYY, DATE_TIME.LABEL_YYYY	
	>> Back to list

User Data Call Survey folder

The User Data Call Survey folder contains numerous objects that enable the organization and filtering of Info Mart data related to call surveys.

Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

User Data Call Survey folder and subfolders

This folder contains the following root folder and subfolders.

- User Data Call Survey

Folder: User Data Call Survey

Introduced: 9.0.013.00

Description: Objects in this folder enable the organization and filtering of Info Mart data based on user data call survey dimensions. Refer to Using Attached Data in the *Genesys CX Insights User's Guide* for information about how to use elements in this folder.		
Metrics: • There are no metrics in this folder		
Attributes: • Agent Score	• Company Score	• Product Score
• Call Score	• IQ1 - IQ4	• SQ1 - SQ2

Reports built primarily from the objects in the User Data Call Survey folder and subfolders

No results

User Data Call Survey Attributes

The following Attributes are available in this folder and are described on this page.

User Data Call Survey

- Agent Score
- Call Score

- Company Score
- IQ1 - IQ4
- Product Score

- SQ1 - SQ2

Folder: User Data Call Survey

Attribute name: Agent Score	
Introduced: 9.0.013	**Folder:** User Data Call Survey
Description: Enables data within the reporting interval to be organized by the agent score assigned by the customer during post call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: Call Score	
Introduced: 9.0.013	**Folder:** User Data Call Survey
Description: Enables data within the reporting interval to be organized by the overall call score assigned by the customer during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: Company Score	
Introduced: 9.0.013	**Folder:** User Data Call Survey
Description: Enables data within the reporting interval to be organized by the overall score assigned to the company by customers during post-call surveys.	
Database table: AG2_AGENT_*,	

AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: IQ1 - IQ4

Introduced: 9.0.013

Folder: User Data Call Survey

Description: These four attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: Product Score

Introduced: 9.0.013

Folder: User Data Call Survey

Description: Enables data within the reporting interval to be organized by the overall score assigned to the product by customers during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: SQ1 - SQ2

Introduced: 9.0.013

Folder: User Data Call Survey

Description: These two attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

User Data Example folder

The User Data Example folder contains numerous objects that enable the measurement of Info Mart data based on custom userdata attributes.

Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

User Data Example folder and subfolders

This folder contains the following root folder and subfolders.

- User Data Example

Folder: User Data Example

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and filtering of Info Mart data based on user data dimensions. Refer to Using Attached Data in the *Genesys CX Insights User's Guide* for information about how to use elements in this folder.

Metrics:
- There are no metrics in this   folder

Attributes:

- Category
- Category Key
- Classify Actionability Category
- Classify Sentiment Category
- Dimension 1 - Dimension 5

- Dimension 2 Gen - Dimension 5 Gen
- Dimension 6 - Dimension 10
- Dimension 6 Gen - Dimension 10 Gen
- GSW Call Type

- Influence Category
- Screen Actionability Category
- Screen Sentiment Category

Reports built primarily from the objects in the User Data Example folder and subfolders

No results

User Data Example Attributes

The following Attributes are available in this folder and are described on this page.

User Data Example

- Category
- Category Key
- Classify Actionability Category
- Classify Sentiment Category

- Dimension 1 - Dimension 5
- Dimension 2 Gen - Dimension 5 Gen
- Dimension 6 - Dimension 10
- Dimension 6 Gen - Dimension 10 Gen
- GSW Call Type

- Influence Category
- Screen Actionability Category
- Screen Sentiment Category

Folder: User Data Example

Attribute name: Category	Folder: User Data Example
Description: Enables data within the reporting interval to be organized based on the standard responses to interactions that are configured in your environment. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.CTGNAME	
>> Back to list	

Attribute name: Category Key	Folder: User Data Example
Description: Enables data within the reporting interval to be organized based on the Category Key. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: AG2_AGENT_*.USER_DATA_KEY1, AG2_AGENT_GRP_*.USER_DATA_KEY1, AG2_AGENT_QUEUE_*.USER_DATA_KEY1, AG2_ID_*.USER_DATA_KEY1, USER_DATA_GEN_ES.GEN_ES_ID	
>> Back to list	

Attribute name: Classify Actionability Category	Folder: User Data Example
Description: Enables data within the reporting interval to be organized by the degree to which interactions require agent attention—their actionability. The value for actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment,	

influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.CLASSIFY_ACTIONABILITY_CTGNAME

>> Back to list

Attribute name: Classify Sentiment Category	**Folder:** User Data Example

Description: Enables data within the reporting interval to be organized by the characteristic of interactions that reflects the attitude expressed therein, generally positive, negative, or neutral.

The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.CLASSIFY_SENTIMENT_CTGNAME

>> Back to list

Attribute name: Dimension 1 - Dimension 5	**Folder:** User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_1,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_2,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_3,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_4,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_5

>> Back to list

Attribute name: Dimension 2 Gen - Dimension 5 Gen **Introduced:** 9.0.013	**Folder:** User Data Example

Description: These 4 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_GEN_DIM_1.DIM_ATTRIBUTE_2,

USER_DATA_GEN_DIM_1.DIM_ATTRIBUTE_3,
USER_DATA_GEN_DIM_1.DIM_ATTRIBUTE_4,
USER_DATA_GEN_DIM_1.DIM_ATTRIBUTE_5

>> Back to list

Attribute name: Dimension 6 - Dimension 10	**Folder:** User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_1,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_2,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_3,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_4,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_5

>> Back to list

Attribute name: Dimension 6 Gen - Dimension 10 Gen

Folder: User Data Example

Introduced: 9.0.013

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_GEN_DIM_2.DIM_ATTRIBUTE_1,

USER_DATA_GEN_DIM_2.DIM_ATTRIBUTE_2,
USER_DATA_GEN_DIM_2.DIM_ATTRIBUTE_3,
USER_DATA_GEN_DIM_2.DIM_ATTRIBUTE_4,
USER_DATA_GEN_DIM_2.DIM_ATTRIBUTE_5

>> Back to list

Attribute name: GSW Call Type

Folder: User Data Example

Introduced: 9.0.013

Description: This attribute enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_GEN_DIM_1.DIM_ATTRIBUTE_1

>> Back to list

Attribute name: Influence Category

Folder: User Data Example

Description: Enables data within the reporting interval to be organized by the customer's clout that has amassed on social networks at the time that interactions entered or began within the contact center. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.CTGNAME

>> Back to list

Attribute name: Screen Actionability Category

Folder: User Data Example

Description: Enables data within the reporting interval to be organized based on the degree to which interactions require agent attention. The value of actionability attributes is obtained through attached

data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.SCREEN_ACTIONABILITY_CTGNAME

>> Back to list

Attribute name: Screen Sentiment Category	**Folder:** User Data Example

Description: Enables data within the reporting interval to be organized based on the attitude that customers expressed about their experience regarding interaction handling. The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.SCREEN_SENTIMENT_CTGNAME

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Genesys CX Insights for iWD project

This section contains object information for the Genesys *CX Insights for iWD* project; which is used to build historical reports from intelligent Workload Distribution (iWD) data.

The Genesys CX Insights for iWD project was introduced in Genesys CX Insights release 9.0.011.00, with additional reports and dashboards added in subsequent releases. The Genesys CX Insights for iWD Project is organized in the following folders:

- iWD folder

iWD Folder

The iWD root folder contains numerous objects, many of them organized into subfolders, that you can use to build agent-related reports based on data from Intelligent Workload Distribution (iWD).

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

iWD folder and subfolders

This folder contains the following root folder and subfolders.

- iWD
- iWD > Age
- iWD > Agent

- iWD > Capture
- iWD > Classification
- iWD > Email

- iWD > Queue
- iWD > Service Objects
- iWD > Time

Folder: iWD

Introduced: 9.0.011.00

Description:

Metrics:		
• % Finished	• Avg Pre Source System Time	• New
• % Finished Overdue	• Avg Source System Time	• Pending
• Accept Time	• Finish Time	• Pending Overdue
• Avg Accept Time	• Finished	• Pre Source System Time
• Avg Finish Time	• Finished Overdue	• Source System Time
• Avg Handle Time	• Handle Time	

Attributes:		
• Category Level 10	• Category Level 9	Attribute 3
• Category Level 3	• Custom Dim	• Department Custom Dim Attribute 4
• Category Level 4	• Department	
• Category Level 5	• Department Custom Dim Attribute 1	• Department Custom Dim Attribute 5
• Category Level 6		• Media Type
• Category Level 7	• Department Custom Dim Attribute 2	• Process
• Category Level 8	• Department Custom Dim	• Process Custom Dim Attribute

2	5	• Tenant Custom Dim Attribute 1
• Process Custom Dim Attribute 3	• Process Custom Dim Attribute1	• Tenant Custom Dim Attribute 2
		• Tenant Custom Dim Attribute 3
• Process Custom Dim Attribute 4	• Solution	• Tenant Custom Dim Attribute 4
• Process Custom Dim Attribute	• Tenant	• Tenant Custom Dim Attribute 5

Folder: iWD > Age

Introduced: 9.0.013

Description: Objects in this folder enable the organization and measurement of agent data based on age.

Metrics:
- There are no metrics in this   folder

Attributes:
- Age Range
- Department
- Process
- Solution

Folder: iWD > Agent

Introduced: 9.0.011.00

Description: Objects in this folder enable the organization and measurement of agent data based on high-level characteristics of agent interactions.

Metrics:
• Accepted	• Max Handle Time	• Min Handle Time (Fmt)
• Avg Handle Time	• Max Handle Time (Fmt)	
• Handle Time	• Min Handle Time	

Attributes:
• Custom Dim	• Interaction Subtype	• Queue
• Department	• Interaction Type	• Result Code
• Employee ID	• Process	• Solution

Folder: iWD > Capture

Introduced: 9.0.011.00

Description: The root folder for capture-related subfolders and their components.

Metrics:
• % Finished	• Accept Time	• Avg Finish Time
• % Finished Overdue	• Avg Accept Time	• Avg Handle Time

- Avg Pre Source System Time
- Avg Source System Time
- Finish Time
- Finished

- Finished Overdue
- Handle Time
- New
- Pending

- Pending Overdue
- Pre Source System Time
- Source System Time

Attributes:

- Business Value Range
- Business Value Range 10
- Business Value Range 100
- Business Value Range 1000

- Business Value Range 5
- Business Value Range 50
- Business Value Range 500
- Capture Point

- Custom Dim
- Department
- Process
- Solution

Folder: iWD > Classification

Introduced: 9.0.011.00

Description: The root folder for classification-related subfolders and their components.

Metrics:

- % Finished
- % Finished Overdue
- Accept Time
- Avg Accept Time
- Avg Finish Time
- Avg Handle Time

- Avg Pre Source System Time
- Avg Source System Time
- Finish Time
- Finished
- Finished Overdue
- Handle Time

- New
- Pending
- Pending Overdue
- Pre Source System Time
- Source System Time

Attributes:

- Category
- Custom Dim
- Customer Segment
- Department

- Media Channel
- Process
- Product
- Product Subtype

- Solution
- Source Process
- Source Process Subtype
- Source Tenant

Folder: iWD > Email

Introduced: 9.0.019

Description: Objects in this folder enable the organization and measurement of email data.

Metrics:

- % Sent QA Review
- Agent Reply
- Agent Reply QA Review
- Agent Reply without QA Review

- Automated Reply
- Completed
- New
- Other
- Pending

- Sent
- Sent ACK
- Sent QA Review
- Sent without ACK
- Sent without QA Review

• Standard Response	• Unsolicited QA Review
• Unsolicited	• Unsolicited without QA Review

Attributes:
- QA Review Disposition Code

Folder: iWD > Queue

Introduced: 9.0.011.00

Description: The root folder for queue-related subfolders and their components.

Metrics:

• % Finished	• Handle Time	• Tasks on Force Route Hold Queue
• % Finished Overdue	• New	
• Accept Time	• Pending	• Tasks on Force Route Queued Hold
• Avg Accept Time	• Pending Overdue	
• Avg Finish Time	• Pre Source System Time	• Tasks on Hold Queue
• Avg Handle Time	• Source System Time	• Tasks on New Queue
• Avg Pre Source System Time	• Tasks on Cancel Queue	• Tasks on Non Routable Queue
• Avg Source System Time	• Tasks on Captured Queue	• Tasks on Post Processing Queue
• Entered	• Tasks on Completed Queue	
• Exited	• Tasks on Delivery Attempt Hold Queue	• Tasks on Queued Queue
• Finish Time		• Tasks on Rejected Queue
• Finished	• Tasks on Delivery Window Hold Queue	• Tasks on Restricted Delivery Queue
• Finished Overdue	• Tasks on Error Held Queue	• Tasks on Submitted Queue
		• Tasks on Transfer Queue

Attributes:

• Custom Dim	• Priority Range	• Queue
• Department	• Process	• Solution

Folder: iWD > Service Objects

Introduced: 9.0.011.00

Description: The root folder for common service objects. Many reports use one or more attributes from this folder. All reports use at least one attribute from this folder.

Metrics:

• Duration	• Extracted Events Amount

Attributes:

• Batch ID	• Capture ID	• Customer ID
• Batch Last Event ID	• Component	• Data Source Name

• Data Source Type	• Job Type	• Source Tenant
• Employee ID	• Last Employee ID	• Start Time
• ETL Audit Key	• Last Extracted Event ID	• Status
• Finish Time	• Last Interval Date Key	• Subversion
• First Extracted Event ID	• Last Interval Time Key	• Tenant
• Interaction ID	• Process Name	• Version

Folder: iWD > Time

Introduced: 9.0.011.00

Description: The root folder for time-related objects. All objects in this folder enable the organization and filtering of data based on a range of time.

Metrics:
- There are no metrics in this   folder

Attributes:

• 15 Minutes	• Hour	• Service Date Time Key
• Date	• Month	• Start Date Time Key
• Date Range	• Month Year Ago	• Week
• Date Time Key DAY	• Month Year Next	• Year
• Day	• Quarter	

Reports built primarily from the objects in the iWD folder and subfolders

- Capture Point Business Value Report
- Capture Point Dashboard
- Capture Point Task Duration Report
- Customer Segment Service Level Dashboard
- Customer Segment Service Level Report
- ETL Audit Dashboard
- Inbound Intraday Email Process Report
- Intraday Process Report
- Intraday Process Dashboard
- Outbound Email Report

- Queue Duration and Priority Dashboard
- Queue Priority Range Report
- Queue Throughput Report
- Queue Task Duration Report
- Resource Performance Report
- Resource Performance Dashboard
- Task Age Dashboard
- Task Age Report
- Task Detail Report
- Task Work Detail Report

Genesys CX Insights for iWD project   iWD Folder

For more information about iWD reports, see the *Genesys CX Insights 9.0 User's Guide*.

iWD Metrics

The iWD root folder contains numerous metrics that you can use to build intelligent Workload Distribution (iWD)-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.

- For detailed information about the different metric types, see Project terminology and concepts.

- Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

iWD

- % Finished
- % Finished Overdue
- Accept Time
- Avg Accept Time
- Avg Finish Time
- Avg Handle Time
- Avg Pre Source System Time
- Avg Source System Time
- Finish Time
- Finished
- Finished Overdue
- Handle Time
- New
- Pending
- Pending Overdue
- Pre Source System Time
- Source System Time

iWD > Age

- There are no metrics in this folder

iWD > Agent

- Accepted
- Avg Handle Time
- Handle Time
- Max Handle Time
- Max Handle Time (Fmt)
- Min Handle Time
- Min Handle Time (Fmt)

iWD > Capture

- % Finished
- % Finished Overdue
- Accept Time
- Avg Accept Time
- Avg Finish Time
- Avg Handle Time
- Avg Pre Source System Time
- Avg Source System Time

- Finish Time
- Finished
- Finished Overdue
- Handle Time
- New
- Pending
- Pending Overdue
- Pre Source System Time
- Source System Time

iWD > Classification

- % Finished
- % Finished Overdue
- Accept Time
- Avg Accept Time
- Avg Finish Time
- Avg Handle Time
- Avg Pre Source System Time
- Avg Source System Time
- Finish Time

- Finished

- Finished Overdue

- Handle Time

- New

- Pending

- Pending Overdue

- Pre Source System Time

- Source System Time

iWD > Email

- % Sent QA Review

- Agent Reply

- Agent Reply QA Review

- Agent Reply without QA Review

- Automated Reply

- Completed

- New

- Other

- Pending

- Sent

- Sent ACK

- Sent QA Review

- Sent without ACK

- Sent without QA Review

- Standard Response

- Unsolicited

- Unsolicited QA Review

- Unsolicited without QA Review

iWD > Queue

- % Finished

- % Finished Overdue

- Accept Time

- Avg Accept Time

- Avg Finish Time

- Avg Handle Time

- Avg Pre Source System Time

- Avg Source System Time

- Entered

- Exited

- Finish Time

- Finished

- Finished Overdue

- Handle Time

- New

- Pending

- Pending Overdue

- Pre Source System Time

- Source System Time

- Tasks on Cancel Queue

- Tasks on Captured Queue

- Tasks on Completed Queue

- Tasks on Delivery Attempt Hold Queue

- Tasks on Delivery Window Hold Queue

- Tasks on Error Held Queue

- Tasks on Force Route Hold Queue

- Tasks on Force Route Queued Hold

- Tasks on Hold Queue

- Tasks on New Queue

- Tasks on Non Routable Queue

- Tasks on Post Processing Queue

- Tasks on Queued Queue

- Tasks on Rejected Queue

- Tasks on Restricted Delivery Queue

- Tasks on Submitted Queue

- Tasks on Transfer Queue

iWD > Service Objects

- Duration

- Extracted Events Amount

iWD > Time

- There are no metrics in this folder

Folder: iWD

Metric name: % Finished	**Folder:**
	iWD
Description: The percentage of tasks of this aggregate that were completed during the reporting interval.	

Source or Calculation: Calculated based on the iWD > New and iWD > Finished metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Customer Segment Service Level Report • Intraday Process Report • Process Volume Report
>> Back to list	

Metric name: % Finished Overdue

Folder:

iWD

Description: The percentage of completed tasks of this aggregate that were overdue during the reporting interval.

Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Overdue metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report
>> Back to list	

Metric name: Accept Time

Folder:

iWD

Description: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.

Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Avg Accept Time

Folder:

iWD

Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.

Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.	**Used in:**
Media type:	• Capture Point Business Value Report

Data type: **Metric type:**		• Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Intraday Process Dashboard • Intraday Process Report • Process Volume Report • Queue Priority Range Report • Queue Task Duration Report
	>> Back to list	

Metric name: Avg Finish Time	**Folder:** iWD
Description: The average amount of time that elapsed before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval.	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Time metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Intraday Process Dashboard • Intraday Process Report • Process Volume Report • Queue Priority Range Report • Queue Task Duration Report
>> Back to list	

Metric name: Avg Handle Time	**Folder:** iWD
Description: The average amount of agent work time for completed tasks during the given time interval. Calculated as (finished – assigned).	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Handle Time metrics.	**Used in:**
Media type: **Data type:**	• Capture Point Dashboard • Capture Point Report

Metric type:		• Capture Point Task Duration Report • Intraday Process Dashboard • Intraday Process Report • Process Volume Report • Queue Task Duration Report
	>> Back to list	

Metric name: Avg Pre Source System Time		**Folder:** iWD
Description: For completed tasks, the average amount of pre–source system time for completed tasks during the given time interval. Calculated as (source created – first created).		
Source or Calculation: Calculated based on the iWD > Finished and iWD > Pre Source System Time metrics.		**Used in:**
Media type: **Data type:** **Metric type:**		• Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Queue Task Duration Report
	>> Back to list	

Metric name: Avg Source System Time		**Folder:** iWD
Description: For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.		
Source or Calculation: Calculated based on the iWD > Finished and iWD > Source System Time metrics.		**Used in:**
Media type: **Data type:** **Metric type:**		• Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Queue Task Duration Report
	>> Back to list	

Metric name: Finish Time		**Folder:** iWD
Description: Total amount of time before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval.		

Source or Calculation:
IWD_AGG_TASK_*.COMPL_TASK_COMPLETE_TIME

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

>> Back to list

Metric name: Finished

Folder:

iWD

Description: The total number of tasks of this classification that were completed during the reporting interval.

Source or Calculation:
IWD_AGG_TASK_*.COMPL_TASK_COUNT

Media type:

Data type:
Metric type:

Used in:

- Capture Point Business Value Report
- Capture Point Dashboard
- Capture Point Report
- Capture Point Task Duration Report
- Customer Segment Service Level Report
- Intraday Backlog Summary
- Intraday Process Dashboard
- Intraday Process Report
- Process Volume Report

>> Back to list

Metric name: Finished Overdue

Folder:

iWD

Description: The total number of completed tasks of this classification that were overdue during the reporting interval.

Source or Calculation:
IWD_AGG_TASK_*.COMPLETED_OVERDUE

Media type:

Data type:
Metric type:

Used in:

- Intraday Backlog Summary
- Intraday Process Dashboard
- Intraday Process Report
- Process Volume Report

>> Back to list

Metric name: Handle Time

Folder:

	iWD
Description: Total agent work time for completed tasks during the given time interval. Calculated as (finished – assigned).	

Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: New	**Folder:** iWD
Description: Number of new tasks that were submitted to iWD during the given time interval. The task is counted only after it has been classified.	

Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT	**Used in:**
Media type: **Data type:** **Metric type:**	• Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Customer Segment Service Level Report • Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report
>> Back to list	

Metric name: Pending	**Folder:** iWD
Description: The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.	

Source or Calculation: IWD_AGG_TASK_*.TOTAL_PENDING_TASK_COUNT	**Used in:**
Media type: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Report
>> Back to list	

Metric name: Pending Overdue	Folder: iWD
Description: Current number of pending tasks that are overdue at the end of the given time interval. A task is considered overdue when the SLA due date and time has been missed.	
Source or Calculation: IWD_AGG_TASK_*.TOTAL_OVERDUE_TASK_COUNT	**Used in:**
Media type: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Report
>> Back to list	

Metric name: Pre Source System Time	Folder: iWD
Description: Total pre–source system time for completed tasks during the given time interval. Calculated as (source created – first created).	
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_PRE_SRC_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Source System Time	Folder: iWD
Description: Total amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.	
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_SRC_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
>> Back to list	

Folder: iWD > Age

There are no metrics in this folder.

Folder: iWD > Agent

Metric name: Accepted	Folder:
	iWD > Agent

Description: The total number of tasks that the agent has handled during the given time interval.

Source or Calculation: IWD_AGG_TASK_AGENT_*.TASK_WORK_COUNT	Used in:
Media type: **Data type:** **Metric type:**	• Resource Performance Dashboard • Resource Performance Report
>> Back to list	

Metric name: Avg Handle Time	Folder:
	iWD > Agent

Description: The average amount of time that the agent spent working on a task.

Source or Calculation: Calculated based on the iWD < Agent >Accepted and iWD < Agent >Handle Time metrics.	Used in:
Media type: **Data type:** **Metric type:**	• Resource Performance Dashboard • Resource Performance Report
>> Back to list	

Metric name: Handle Time	Folder:
	iWD > Agent

Description: The total amount of time that the agent spent working on a task.

Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME	Used in:
Media type: **Data type:** **Metric type:**	• Resource Performance Dashboard • Resource Performance Report
>> Back to list	

Metric name: Max Handle Time	Folder:
	iWD > Agent

Description: The longest amount of time that the agent spent working on any task.

Source or Calculation: IWD_AGG_TASK_AGENT_*.MIN_WORK_TIME	Used in:
Media type:	This metric is not used in any reports.

| Data type:
Metric type: | | |

>> Back to list

Metric name: Max Handle Time (Fmt)

Folder:

iWD > Agent

Description: This metric is used for internal calculations. The longest amount of time that the agent spent working on any task. (HH:MM:SS)

| **Source or Calculation:**
IWD_AGG_TASK_AGENT_*.MIN_WORK_TIME | | **Used in:** |
| **Media type:**

Data type:
Metric type: | | • Resource Performance Dashboard

• Resource Performance Report |

>> Back to list

Metric name: Min Handle Time

Folder:

iWD > Agent

Description: The shortest amount of time that the agent spent working on any task.

| **Source or Calculation:**
IWD_AGG_TASK_AGENT_*.MAX_WORK_TIME | | **Used in:** |
| **Media type:**

Data type:
Metric type: | | This metric is not used in any reports. |

>> Back to list

Metric name: Min Handle Time (Fmt)

Folder:

iWD > Agent

Description: This metric is used for internal calculations. The shortest amount of time that the agent spent working on any task. (HH:MM:SS)

| **Source or Calculation:**
IWD_AGG_TASK_AGENT_*.MAX_WORK_TIME | | **Used in:** |
| **Media type:**

Data type:
Metric type: | | • Resource Performance Dashboard

• Resource Performance Report |

>> Back to list

Folder: iWD > Capture

Metric name: % Finished	Folder:
	iWD > Capture

Description: The percentage of tasks of this aggregate that were completed during the reporting interval.	

Source or Calculation: Calculated based on the iWD > New and iWD > Finished metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Customer Segment Service Level Report • Intraday Process Report • Process Volume Report
>> Back to list	

Metric name: % Finished Overdue	Folder:
	iWD > Capture

Description: The percentage of completed tasks of this aggregate that were overdue during the reporting interval.	

Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Overdue metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report
>> Back to list	

Metric name: Accept Time	Folder:
	iWD > Capture

Description: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.	

Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
>> Back to list	

Metric name: Avg Accept Time	Folder:
	iWD > Capture

Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.

Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Intraday Process Dashboard • Intraday Process Report • Process Volume Report • Queue Priority Range Report • Queue Task Duration Report
>> Back to list	

Metric name: Avg Finish Time	**Folder:** iWD > Capture

Description: The average amount of time that elapsed before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval.

Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Time metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Intraday Process Dashboard • Intraday Process Report • Process Volume Report • Queue Priority Range Report • Queue Task Duration Report
>> Back to list	

Metric name: Avg Handle Time	**Folder:** iWD > Capture

Description: The average amount of agent work time for completed tasks during the given time interval.

Calculated as (finished – assigned).	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Handle Time metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Intraday Process Dashboard • Intraday Process Report • Process Volume Report • Queue Task Duration Report
>> Back to list	

Metric name: Avg Pre Source System Time	**Folder:** iWD > Capture
Description: For completed tasks, the average amount of pre–source system time for completed tasks during the given time interval. Calculated as (source created – first created).	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Pre Source System Time metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Queue Task Duration Report
>> Back to list	

Metric name: Avg Source System Time	**Folder:** iWD > Capture
Description: For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Source System Time metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Queue Task Duration Report
>> Back to list	

Metric name: Finish Time	**Folder:**

	iWD > Capture
Description: Total amount of time before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval.	
Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COMPLETE_TIME	**Used in:** This metric is not used in any reports.
Media type: **Data type:** **Metric type:**	
>> Back to list	

Metric name: Finished	**Folder:** iWD > Capture
Description: The total number of tasks of this classification that were completed during the reporting interval.	
Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COUNT	**Used in:**
Media type: **Data type:** **Metric type:**	• Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Customer Segment Service Level Report • Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report
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Metric name: Finished Overdue	**Folder:** iWD > Capture
Description: The total number of completed tasks of this classification that were overdue during the reporting interval.	
Source or Calculation: IWD_AGG_TASK_*.COMPLETED_OVERDUE	**Used in:**
Media type: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report

		• Process Volume Report
>> Back to list		

Metric name: Handle Time		**Folder:** iWD > Capture
Description: Total agent work time for completed tasks during the given time interval. Calculated as (finished – assigned).		
Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME		**Used in:** This metric is not used in any reports.
Media type: **Data type:** **Metric type:**		
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Metric name: New		**Folder:** iWD > Capture
Description: Number of new tasks that were submitted to iWD during the given time interval. The task is counted only after it has been classified.		
Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT		**Used in:**
Media type: **Data type:** **Metric type:**		• Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Customer Segment Service Level Report • Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report
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Metric name: Pending		**Folder:** iWD > Capture
Description: The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.		
Source or Calculation: IWD_AGG_TASK_*.TOTAL_PENDING_TASK_COUNT		**Used in:**

Media type:		• Intraday Backlog Summary
Data type: **Metric type:**		• Intraday Process Report
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Metric name: Pending Overdue

Folder:

iWD > Capture

Description: Current number of pending tasks that are overdue at the end of the given time interval. A task is considered overdue when the SLA due date and time has been missed.

Source or Calculation: IWD_AGG_TASK_*.TOTAL_OVERDUE_TASK_COUNT		**Used in:**
Media type:		• Intraday Backlog Summary
Data type: **Metric type:**		• Intraday Process Report
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Metric name: Pre Source System Time

Folder:

iWD > Capture

Description: Total pre–source system time for completed tasks during the given time interval. Calculated as (source created – first created).

Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_PRE_SRC_TIME		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
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Metric name: Source System Time

Folder:

iWD > Capture

Description: Total amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.

Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_SRC_TIME		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
>> Back to list		

Folder: iWD > Classification

Metric name: % Finished	Folder: iWD > Classification
Description: The percentage of tasks of this aggregate that were completed during the reporting interval.	
Source or Calculation: Calculated based on the iWD > New and iWD > Finished metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Customer Segment Service Level Report • Intraday Process Report • Process Volume Report
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Metric name: % Finished Overdue	Folder: iWD > Classification
Description: The percentage of completed tasks of this aggregate that were overdue during the reporting interval.	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Overdue metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report
>> Back to list	

Metric name: Accept Time	Folder: iWD > Classification
Description: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.	
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
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Metric name: Avg Accept Time	Folder: iWD > Classification

Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.

Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.	Used in:
Media type: **Data type:** **Metric type:**	• Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Intraday Process Dashboard • Intraday Process Report • Process Volume Report • Queue Priority Range Report • Queue Task Duration Report
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Metric name: Avg Finish Time	Folder: iWD > Classification

Description: The average amount of time that elapsed before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval.

Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Time metrics.	Used in:
Media type: **Data type:** **Metric type:**	• Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Intraday Process Dashboard • Intraday Process Report • Process Volume Report • Queue Priority Range Report • Queue Task Duration Report
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Metric name: Avg Handle Time	Folder: iWD > Classification

Description: The average amount of agent work time for completed tasks during the given time interval.

Calculated as (finished – assigned).	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Handle Time metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Intraday Process Dashboard • Intraday Process Report • Process Volume Report • Queue Task Duration Report
>> Back to list	

Metric name: Avg Pre Source System Time	**Folder:** iWD > Classification
Description: For completed tasks, the average amount of pre–source system time for completed tasks during the given time interval. Calculated as (source created – first created).	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Pre Source System Time metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Queue Task Duration Report
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Metric name: Avg Source System Time	**Folder:** iWD > Classification
Description: For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Source System Time metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Queue Task Duration Report
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Metric name: Finish Time	**Folder:**

	iWD > Classification

Description: Total amount of time before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval.

Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COMPLETE_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.

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Metric name: Finished

Folder:

iWD > Classification

Description: The total number of tasks of this classification that were completed during the reporting interval.

Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COUNT	**Used in:**
Media type: **Data type:** **Metric type:**	• Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Customer Segment Service Level Report • Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report

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Metric name: Finished Overdue

Folder:

iWD > Classification

Description: The total number of completed tasks of this classification that were overdue during the reporting interval.

Source or Calculation: IWD_AGG_TASK_*.COMPLETED_OVERDUE	**Used in:**
Media type: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report

| | | • Process Volume Report |
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Metric name: Handle Time

Folder:

iWD > Classification

Description: Total agent work time for completed tasks during the given time interval. Calculated as (finished – assigned).

Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME		**Used in:**
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
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Metric name: New

Folder:

iWD > Classification

Description: Number of new tasks that were submitted to iWD during the given time interval. The task is counted only after it has been classified.

Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT		**Used in:**
Media type: **Data type:** **Metric type:**		• Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Customer Segment Service Level Report • Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report
>> Back to list		

Metric name: Pending

Folder:

iWD > Classification

Description: The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.

| **Source or Calculation:**
IWD_AGG_TASK_*.TOTAL_PENDING_TASK_COUNT | | **Used in:** |

Media type:		• Intraday Backlog Summary
Data type: Metric type:		• Intraday Process Report

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Metric name: Pending Overdue

Folder:

iWD > Classification

Description: Current number of pending tasks that are overdue at the end of the given time interval. A task is considered overdue when the SLA due date and time has been missed.

Source or Calculation: IWD_AGG_TASK_*.TOTAL_OVERDUE_TASK_COUNT		**Used in:**
Media type:		• Intraday Backlog Summary
Data type: Metric type:		• Intraday Process Report

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Metric name: Pre Source System Time

Folder:

iWD > Classification

Description: Total pre–source system time for completed tasks during the given time interval. Calculated as (source created – first created).

Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_PRE_SRC_TIME		**Used in:**
Media type:		This metric is not used in any reports.
Data type: Metric type:		

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Metric name: Source System Time

Folder:

iWD > Classification

Description: Total amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.

Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_SRC_TIME		**Used in:**
Media type:		This metric is not used in any reports.
Data type: Metric type:		

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Folder: iWD > Email

Metric name: % Sent QA Review	
Introduced: 9.0.019	**Folder:** iWD > Email
Description: The percentage of sent emails that were send with QA review to customer.	
Source or Calculation: "iWD\Email\Sent QA Review"/"iWD\Email\Sent without ACK"	
Media type: email **Data type:** **Metric type:**	**Used in:** • Outbound Email Report
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Metric name: Agent Reply	
Introduced: 9.0.019	**Folder:** iWD > Email
Description: The number of emails that agents replied to customer.	
Source or Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundReply", "CMPL_TASK_COUNT", 0))	
Media type: email **Data type:** **Metric type:**	**Used in:** • Outbound Email Report
>> Back to list	

Metric name: Agent Reply QA Review	
Introduced: 9.0.019	**Folder:** iWD > Email
Description: The number of emails that agents replied with QA review to customer.	
Source or Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundReply", "CMPL_QA_REVIEW_COUNT", 0))	
Media type: email **Data type:** **Metric type:**	**Used in:** • Outbound Email Report
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Metric name: Agent Reply without QA	**Folder:**

Review

Introduced: 9.0.019

iWD > Email

Description: The number of emails that agents replied without QA review to customer.

Source or Calculation: "iWD\Email\Agent Reply" - "iWD\ Email\Agent Reply QA Review"

Used in:

Media type: email

Data type:
Metric type:

- Outbound Email Report

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Metric name: Automated Reply

Introduced: 9.0.019

Folder:

iWD > Email

Description: The number of automated replies were sent to the customer.

Source or Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundAutoResponse", "CMPL_TASK_COUNT", 0))

Used in:

Media type: email

Data type:
Metric type:

- Outbound Email Report

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Metric name: Completed

Introduced: 9.0.019

Folder:

iWD > Email

Description: The number of email tasks that were completed or were sent to customer.

Source or Calculation: Sum("CMPL_TASK_COUNT")

Used in:

Media type: email

Data type:
Metric type:

- Inbound Intraday Email Process Report

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Metric name: New

Introduced: 9.0.019

Folder:

iWD > Email

Description: Number of new tasks that were submitted from email during the given time interval.		
Source or Calculation: Sum("NEW_TASK_COUNT")		**Used in:**
Media type: email **Data type:** **Metric type:**		• Inbound Intraday Email Process Report • Outbound Email Report
>> Back to list		

Metric name: Other **Introduced:** 9.0.019	**Folder:** iWD > Email

Description: Total number of Outbound emails not including Unsolicited, Agent Reply, Automated Reply and Acknowledgements.		
Source or Calculation: "iWD\Email\Sent" - "iWD\Email\Unsolicited" - "iWD\Email\Agent Reply" - "iWD\Email\Automated Reply" - "iWD\Email\Sent ACK"		**Used in:**
Media type: email **Data type:** **Metric type:**		• Outbound Email Report
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Metric name: Pending **Introduced:** 9.0.019	**Folder:** iWD > Email

Description: The number of emails that are being sent at the end of the reporting interval.		
Source or Calculation: SumPendings("TOTAL_PENDING_TASK_COUNT")		**Used in:**
Media type: email **Data type:** **Metric type:**		• Inbound Intraday Email Process Report • Outbound Email Report
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Metric name: Sent **Introduced:** 9.0.019	**Folder:** iWD > Email

Description: The number of outbound emails that were sent to customer.		
Source or Calculation: Sum(IF("iWD\Agent\Interaction Type"@"Interaction Type" = "Outbound", "CMPL_TASK_COUNT", 0))		**Used in:**

Media type: email		• Outbound Email Report
Data type: Metric type:		
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Metric name: Sent ACK

Introduced: 9.0.019	**Folder:** iWD > Email

Description: The number of acknowledgements that were sent to the customer.	
Source or Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundAcknowledgement", "CMPL_TASK_COUNT", 0))	**Used in:**
Media type: email	
Data type: Metric type:	• Outbound Email Report
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Metric name: Sent QA Review

Introduced: 9.0.019	**Folder:** iWD > Email

Description: The total number of outbound emails that were send with QA review to customer.	
Source or Calculation: Sum("CMPL_QA_REVIEW_COUNT")	**Used in:**
Media type: email	
Data type: Metric type:	• Outbound Email Report
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Metric name: Sent without ACK

Introduced: 9.0.019	**Folder:** iWD > Email

Description: The number of outbound emails without Acknowledgements that were sent to customer.	
Source or Calculation: "iWD\Email\Sent" - "iWD\Email\Sent ACK"	**Used in:**
Media type: email	
Data type: Metric type:	• Outbound Email Report
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Metric name: Sent without QA Review

Introduced: 9.0.019

Folder:

iWD > Email

Description: The total number of outbound emails that were sent without QA review to customer.

Source or Calculation: "iWD\Email\Sent" - "iWD\Email\Sent QA Review"

Media type: email

Data type:
Metric type:

Used in:

This metric is not used in any reports.

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Metric name: Standard Response

Introduced: 9.0.019

Folder:

iWD > Email

Description: The total number of standard responses that were sent to the customer.

Source or Calculation: Sum("CMPL_TASK_COUNT Standard Response")

Media type: email

Data type:
Metric type:

Used in:

This metric is not used in any reports.

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Metric name: Unsolicited

Introduced: 9.0.019

Folder:

iWD > Email

Description: The total number of unsolicited messages that were sent to customer.

Source or Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundNew", "CMPL_TASK_COUNT", 0))

Media type: email

Data type:
Metric type:

Used in:

- Outbound Email Report

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Metric name: Unsolicited QA Review

Introduced: 9.0.019

Folder:

iWD > Email

Description: The total number of unsolicited emails that were sent with without QA review to customer.	
Source or Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundNew", "CMPL_QA_REVIEW_COUNT", 0))	**Used in:**
Media type: email **Data type:** **Metric type:**	• Outbound Email Report
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Metric name: Unsolicited without QA Review **Introduced:** 9.0.019	**Folder:** iWD > Email
Description: The total number of unsolicited emails that were sent without QA review to customer.	
Source or Calculation: "iWD\Email\Unsolicited" - "iWD\Email\Unsolicited QA Review"	**Used in:**
Media type: email **Data type:** **Metric type:**	• Outbound Email Report
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Folder: iWD > Queue

Metric name: % Finished	**Folder:** iWD > Queue
Description: The percentage of tasks of this aggregate that were completed during the reporting interval.	
Source or Calculation: Calculated based on the iWD > New and iWD > Finished metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Customer Segment Service Level Report • Intraday Process Report • Process Volume Report
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Metric name: % Finished Overdue	Folder:
	iWD > Queue

Description: The percentage of completed tasks of this aggregate that were overdue during the reporting interval.

Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Overdue metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report

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Metric name: Accept Time	Folder:
	iWD > Queue

Description: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.

Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.

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Metric name: Avg Accept Time	Folder:
	iWD > Queue

Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.

Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.	**Used in:**
	• Capture Point Business Value Report
	• Capture Point Dashboard
	• Capture Point Report
	• Capture Point Task Duration Report
Media type: **Data type:** **Metric type:**	• Intraday Process Dashboard
	• Intraday Process Report
	• Process Volume Report
	• Queue Priority Range Report

| | | • Queue Task Duration Report |
| | **>> Back to list** | |

| **Metric name: Avg Finish Time** | **Folder:** |
| | iWD > Queue |

| **Description:** The average amount of time that elapsed before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval. ||

Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Time metrics.	**Used in:**
	• Capture Point Business Value Report
	• Capture Point Dashboard
	• Capture Point Report
	• Capture Point Task Duration Report
Media type:	• Intraday Process Dashboard
Data type:	• Intraday Process Report
Metric type:	• Process Volume Report
	• Queue Priority Range Report
	• Queue Task Duration Report
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| **Metric name: Avg Handle Time** | **Folder:** |
| | iWD > Queue |

| **Description:** The average amount of agent work time for completed tasks during the given time interval. Calculated as (finished – assigned). ||

Source or Calculation: Calculated based on the iWD > Finished and iWD > Handle Time metrics.	**Used in:**
	• Capture Point Dashboard
	• Capture Point Report
	• Capture Point Task Duration Report
Media type:	• Intraday Process Dashboard
Data type:	• Intraday Process Report
Metric type:	• Process Volume Report
	• Queue Task Duration Report
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| **Metric name: Avg Pre Source System Time** | **Folder:** |

	iWD > Queue
Description: For completed tasks, the average amount of pre–source system time for completed tasks during the given time interval. Calculated as (source created – first created).	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Pre Source System Time metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Queue Task Duration Report
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Metric name: Avg Source System Time	**Folder:** iWD > Queue
Description: For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Source System Time metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Queue Task Duration Report
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Metric name: Entered	**Folder:** iWD > Queue
Description: The total number of tasks that entered the queue or workbin during the given time interval.	
Source or Calculation: IWD_AGG_TASK_QUEUE_*.ENTERED_TASK_COUNT	**Used in:**
Media type: **Data type:** **Metric type:**	• Queue Priority Range Report
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Metric name: Exited	**Folder:** iWD > Queue
Description: The total number of tasks that exited the queue or workbin during the given time interval.	

Source or Calculation: IWD_AGG_TASK_QUEUE_*.EXITED_TASK_COUNT		Used in:
Media type: **Data type:** **Metric type:**		• Queue Priority Range Report
>> Back to list		

Metric name: Finish Time	**Folder:** iWD > Queue

Description: Total amount of time before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval.	

Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COMPLETE_TIME		Used in:
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
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Metric name: Finished	**Folder:** iWD > Queue

Description: The total number of tasks of this classification that were completed during the reporting interval.	

Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COUNT		Used in:
Media type: **Data type:** **Metric type:**		• Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Customer Segment Service Level Report • Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report
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Metric name: Finished Overdue	**Folder:** iWD > Queue

Description: The total number of completed tasks of this classification that were overdue during the reporting interval.

Source or Calculation: IWD_AGG_TASK_*.COMPLETED_OVERDUE		Used in:
Media type: **Data type:** **Metric type:**		• Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report
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Metric name: Handle Time

Folder:

iWD > Queue

Description: Total agent work time for completed tasks during the given time interval. Calculated as (finished – assigned).

Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME		Used in:
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
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Metric name: New

Folder:

iWD > Queue

Description: Number of new tasks that were submitted to iWD during the given time interval. The task is counted only after it has been classified.

Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT		Used in:
Media type: **Data type:** **Metric type:**		• Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Customer Segment Service Level Report • Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report
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Metric name: Pending	Folder:
	iWD > Queue

Description: The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.	

Source or Calculation: IWD_AGG_TASK_*.TOTAL_PENDING_TASK_COUNT		**Used in:**
Media type: **Data type:** **Metric type:**		• Intraday Backlog Summary • Intraday Process Report
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Metric name: Pending Overdue	Folder:
	iWD > Queue

Description: Current number of pending tasks that are overdue at the end of the given time interval. A task is considered overdue when the SLA due date and time has been missed.	

Source or Calculation: IWD_AGG_TASK_*.TOTAL_OVERDUE_TASK_COUNT		**Used in:**
Media type: **Data type:** **Metric type:**		• Intraday Backlog Summary • Intraday Process Report
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Metric name: Pre Source System Time	Folder:
	iWD > Queue

Description: Total pre–source system time for completed tasks during the given time interval. Calculated as (source created – first created).	

Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_PRE_SRC_TIME		**Used in:**
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
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Metric name: Source System Time	Folder:
	iWD > Queue

Description: Total amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.	
Source or Calculation:	**Used in:**

IWD_AGG_TASK_*.CMPL_TASK_SRC_TIME		
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
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Metric name: Tasks on Cancel Queue

Folder:

iWD > Queue

Description: The total number of tasks on Cancel Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
>> Back to list		

Metric name: Tasks on Captured Queue

Folder:

iWD > Queue

Description: The total number of tasks on Captured Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
>> Back to list		

Metric name: Tasks on Completed Queue

Folder:

iWD > Queue

Description: The total number of tasks on Completed Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
>> Back to list		

Metric name: Tasks on Delivery Attempt Hold Queue

Folder:

iWD > Queue

Description: The total number of tasks on Delivery Attempt Hold Queue.

Source or Calculation:	**Used in:**

Media type:		This metric is not used in any reports.
Data type: **Metric type:**		

>> Back to list

Metric name: Tasks on Delivery Window Hold Queue

Folder:

iWD > Queue

Description: The total number of tasks on Delivery Window Hold Queue.

Source or Calculation:

Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.

>> Back to list

Metric name: Tasks on Error Held Queue

Folder:

iWD > Queue

Description: The total number of tasks on Error Held Queue.

Source or Calculation:

Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.

>> Back to list

Metric name: Tasks on Force Route Hold Queue

Folder:

iWD > Queue

Description: The total number of tasks on Force Route Hold Queue.

Source or Calculation:

Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.

>> Back to list

Metric name: Tasks on Force Route Queued Hold

Folder:

iWD > Queue

Description: The total number of tasks on Force Route Queued Hold.

Source or Calculation:		
Media type:		**Used in:**
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		

Metric name: Tasks on Hold Queue

	Folder:
	iWD > Queue

Description: The total number of tasks on Hold Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		

Metric name: Tasks on New Queue

	Folder:
	iWD > Queue

Description: The total number of tasks on New Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		

Metric name: Tasks on Non Routable Queue

	Folder:
	iWD > Queue

Description: The total number of tasks on Non Routable Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		

Metric name: Tasks on Post Processing Queue

	Folder:
	iWD > Queue

Description: The total number of tasks on Post Processing Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
>> Back to list		

Metric name: Tasks on Queued Queue	**Folder:**
	iWD > Queue

Description: The total number of tasks on Queued Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
>> Back to list		

Metric name: Tasks on Rejected Queue	**Folder:**
	iWD > Queue

Description: The total number of tasks on Rejected Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
>> Back to list		

Metric name: Tasks on Restricted Delivery Queue	**Folder:**
	iWD > Queue

Description: The total number of tasks on Restricted Delivery Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
>> Back to list		

Metric name: Tasks on Submitted Queue	**Folder:**
	iWD > Queue

Description: The total number of tasks on Submitted Queue.

Source or Calculation:	Used in:

Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		

Metric name: Tasks on Transfer Queue

Folder:

iWD > Queue

Description: The total number of tasks on Transfer Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		

Folder: iWD > Service Objects

Metric name: Duration

Folder:

iWD > Service Objects

Description: Total amount of time that elapsed during job execution.

Source or Calculation: Calculated based on the creation timestamp for the job during the given time interval (ETL_AUDIT_START_TIME) , and the finish time (ETL_AUDIT_FINISH_TIME).		**Used in:**
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		

Metric name: Extracted Events Amount

Folder:

iWD > Service Objects

Description: The total number of loaded events during job or batch run.

Source or Calculation: ETL_AUDIT.EXTRACTED_EVENTS_AMOUNT		**Used in:**
Media type:		This metric is not used in any reports.
Data type: Metric type:		

Folder: iWD > Time

There are no metrics in this folder.

iWD Attributes

The iWD root folder contains numerous attributes that you can use to build intelligent Workload Distribution (iWD)-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

- Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

iWD

- Category Level 10
- Category Level 3
- Category Level 4
- Category Level 5
- Category Level 6
- Category Level 7
- Category Level 8
- Category Level 9
- Custom Dim
- Department
- Department Custom Dim Attribute 1
- Department Custom Dim Attribute 2
- Department Custom Dim Attribute 3
- Department Custom Dim Attribute 4
- Department Custom Dim Attribute 5
- Media Type

- Process
- Process Custom Dim Attribute 2
- Process Custom Dim Attribute 3
- Process Custom Dim Attribute 4
- Process Custom Dim Attribute 5
- Process Custom Dim Attribute1
- Solution
- Tenant
- Tenant Custom Dim Attribute 1
- Tenant Custom Dim Attribute 2
- Tenant Custom Dim Attribute 3
- Tenant Custom Dim Attribute 4
- Tenant Custom Dim Attribute 5

iWD > Age

- Age Range
- Department
- Process
- Solution

iWD > Agent

- Custom Dim
- Department
- Employee ID
- Interaction Subtype
- Interaction Type
- Process
- Queue
- Result Code
- Solution

iWD > Capture

- Business Value Range
- Business Value Range 10
- Business Value Range 100
- Business Value Range 1000

- Business Value Range 5
- Business Value Range 50
- Business Value Range 500
- Capture Point
- Custom Dim
- Department
- Process
- Solution

iWD > Classification

- Category
- Custom Dim
- Customer Segment
- Department
- Media Channel
- Process
- Product
- Product Subtype
- Solution
- Source Process
- Source Process Subtype
- Source Tenant

iWD > Email

- QA Review Disposition Code

iWD > Queue

- Custom Dim
- Department
- Priority Range
- Process
- Queue
- Solution

iWD > Service Objects

- Batch ID
- Batch Last Event ID
- Capture ID
- Component
- Customer ID
- Data Source Name
- Data Source Type
- Employee ID
- ETL Audit Key
- Finish Time
- First Extracted Event ID
- Interaction ID
- Job Type
- Last Employee ID
- Last Extracted Event ID

- Last Interval Date Key
- Last Interval Time Key
- Process Name
- Source Tenant
- Start Time
- Status
- Subversion
- Tenant
- Version

iWD > Time

- 15 Minutes
- Date
- Date Range
- Date Time Key DAY
- Day
- Hour
- Month
- Month Year Ago
- Month Year Next
- Quarter
- Service Date Time Key
- Start Date Time Key
- Week
- Year

Folder: iWD

Attribute name: Category Level 10	
Introduced: 100.0.024.0000	**Folder:** iWD
Description: Enables data to be organized by the 10th category level.	
Database table:	

PROCESS.CATEGORY_LEVEL10	
>> Back to list	

Attribute name: Category Level 3 **Introduced:** 100.0.024.0000	**Folder:** iWD
Description: Enables data to be organized by the 3rd category level.	
Database table: PROCESS.CATEGORY_LEVEL3	
>> Back to list	

Attribute name: Category Level 4 **Introduced:** 100.0.024.0000	**Folder:** iWD
Description: Enables data to be organized by the 4th category level.	
Database table: PROCESS.CATEGORY_LEVEL4	
>> Back to list	

Attribute name: Category Level 5 **Introduced:** 100.0.024.0000	**Folder:** iWD
Description: Enables data to be organized by the 5th category level.	
Database table: PROCESS.CATEGORY_LEVEL5	
>> Back to list	

Attribute name: Category Level 6 **Introduced:** 100.0.024.0000	**Folder:** iWD
Description: Enables data to be organized by the 6th category level.	
Database table: PROCESS.CATEGORY_LEVEL6	
>> Back to list	

Attribute name: Category Level 7	**Folder:** iWD

Introduced: 100.0.024.0000	
Description: Enables data to be organized by the 7th category level.	
Database table: PROCESS.CATEGORY_LEVEL7	
>> Back to list	

Attribute name: Category Level 8 **Introduced:** 100.0.024.0000	**Folder:** iWD
Description: Enables data to be organized by the 8th category level.	
Database table: PROCESS.CATEGORY_LEVEL8	
>> Back to list	

Attribute name: Category Level 9 **Introduced:** 100.0.024.0000	**Folder:** iWD
Description: Enables data to be organized by the 9th category level.	
Database table: PROCESS.CATEGORY_LEVEL9	
>> Back to list	

Attribute name: Custom Dim	**Folder:** iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
>> Back to list	

Attribute name: Department	**Folder:** iWD
Description: Enables data to be organized by the department in which the interaction was handled.	
Database table:	
>> Back to list	

Attribute name: Department Custom Dim Attribute 1	**Folder:** iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	

>> Back to list

Attribute name: Department Custom Dim Attribute 2	**Folder:** iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	

>> Back to list

Attribute name: Department Custom Dim Attribute 3	**Folder:** iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	

>> Back to list

Attribute name: Department Custom Dim Attribute 4	**Folder:** iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	

>> Back to list

Attribute name: Department Custom Dim Attribute 5	**Folder:** iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	

>> Back to list

Attribute name: Media Type **Introduced:** 9.0.016.03	**Folder:** iWD
Description: Enables data to be organized by media type. It is one of the following values: workitem, email, Unknown.	
Database table: MEDIA_TYPE.[MEDIA_TYPE_NAME]	

>> Back to list

Attribute name: Process	**Folder:** iWD
Description: Enables data to be organized by the type of process or application.	
Database table: process.process_name	

>> Back to list

Attribute name: Process Custom Dim Attribute 2	**Folder:** iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	

>> Back to list

Attribute name: Process Custom Dim Attribute 3	**Folder:** iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	

>> Back to list

Attribute name: Process Custom Dim Attribute 4	**Folder:** iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	

>> Back to list

Attribute name: Process Custom Dim Attribute 5	**Folder:** iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	

>> Back to list

Attribute name: Process Custom Dim Attribute1	**Folder:** iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	

>> Back to list

Attribute name: Solution	**Folder:** iWD
Description: Enables data to be organized by solution.	
Database table: solution.solution_name	

>> Back to list

Attribute name: Tenant	**Folder:** iWD
Description: Enables data to be organized by tenant.	
Database table: tenant.tenant_name	

>> Back to list

Attribute name: Tenant Custom Dim Attribute 1	Folder: iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
>> Back to list	

Attribute name: Tenant Custom Dim Attribute 2	Folder: iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
>> Back to list	

Attribute name: Tenant Custom Dim Attribute 3	Folder: iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
>> Back to list	

Attribute name: Tenant Custom Dim Attribute 4	Folder: iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
>> Back to list	

Attribute name: Tenant Custom Dim Attribute 5	Folder: iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
>> Back to list	

Folder: iWD > Age

Attribute name: Age Range **Introduced:** 9.0.013	Folder: iWD > Age
Description: Enables data within the reporting interval to be organized by the age of the task, where age is defined in minutes, hours, days, or weeks.	
Database table: AGE.AGE_*	**Form(s):** Age Range Minutes, Age Range 15 min, Age Range 1 hour, Age Range 4 hour, Age Range 8 hour, Age Range 1

	day, Age Range 1 week
Forms in this attribute:	
Form: **Table.Column:** **Data type:**	**Description:**
Form: Age Range 1 day **Table.Column:** AGE.AGE_RANGE_1DAY **Data type:**	**Description:** Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 1 day ranges.
Form: Age Range 1 hour **Table.Column:** AGE.AGE_RANGE_1HOUR **Data type:**	**Description:** Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 1-hour ranges.
Form: Age Range 15 min **Table.Column:** AGE.AGE_RANGE_15min **Data type:**	**Description:** Enables data within the reporting interval to be organized by the age of the task, wwhere age has a granularity of 15-minutes ranges.
Form: Age Range 4 hour **Table.Column:** AGE.AGE_RANGE_4HOUR **Data type:**	**Description:** Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 4-hours ranges.
Form: Age Range 8 hour **Table.Column:** AGE.AGE_RANGE_8HOUR **Data type:**	**Description:** Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 8-hours ranges.
Form: Age Range Minutes **Table.Column:** AGE.AGE_MINUTES **Data type:**	**Description:** Enables data within the reporting interval to be organized by the age of the task, where age is defined in minutes.
>> Back to list	

Attribute name: Department	**Folder:** iWD > Age
Description: Enables data to be organized by the department in which the interaction was handled.	
Database table:	
>> Back to list	

Attribute name: Process	**Folder:** iWD > Age
Description: Enables data to be organized by the type of process or application.	
Database table: process.process_name	
>> Back to list	

Attribute name: Solution	**Folder:** iWD > Age
Description: Enables data to be organized by solution.	
Database table:	

solution.solution_name	
>> Back to list	

Folder: iWD > Agent

Attribute name: Custom Dim	**Folder:** iWD > Agent
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
>> Back to list	

Attribute name: Department	**Folder:** iWD > Agent
Description: Enables data to be organized by the department in which the interaction was handled.	
Database table:	
>> Back to list	

Attribute name: Employee ID	**Folder:** iWD > Agent
Description: Enables data to be organized based on the employee identifier of the agent who assigned the task or work item, as reported by the source system.	
Database table: AGENT_AGENT_ID	
>> Back to list	

Attribute name: Interaction Subtype **Introduced:** 9.0.016.03	**Folder:** iWD > Agent
Description: Enables data to be organized by the interaction subtype. For Inbound interaction type, the following values are typical: InboundNew, InboundCustomerReply. For Outbound interaction type: OutboundNew, OutboundReply, OutboundAcknowledgement, OutboundAutoResponse, OutboundCollaborationInvite, OutboundRedirect.	
Database table: INTERACTION_TYPE.[INTERACTION_TYPE_SUBTYPE]	
>> Back to list	

Attribute name: Interaction Type **Introduced:** 9.0.016.03	**Folder:** iWD > Agent

Description: Enables data to be organized by the interaction type. This field is set to one of the following values: Unknown, Inbound, Outbound.	
Database table: INTERACTION_TYPE.[INTERACTION_TYPE_NAME]	
>> Back to list	

Attribute name: Process	**Folder:** iWD > Agent
Description: Enables data to be organized by the type of process or application.	
Database table: process.process_name	
>> Back to list	

Attribute name: Queue	**Folder:** iWD > Agent
Description: Enables data to be organized by the type of queue.	
Database table: queue.queue_name	
>> Back to list	

Attribute name: Result Code	**Folder:** iWD > Agent
Description: Enables data to be organized by the type of result code.	
Database table: RESULT_CODE.RESULT_CODE_NAME	
>> Back to list	

Attribute name: Solution	**Folder:** iWD > Agent
Description: Enables data to be organized by solution.	
Database table: solution.solution_name	
>> Back to list	

Folder: iWD > Capture

Attribute name: Business Value Range	**Folder:** iWD > Capture
Description: This attribute enables data to be organized by the type of business value.	
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE_5_sta	
>> Back to list	

Attribute name: Business Value Range 10	**Folder:** iWD > Capture

Description: This attribute enables data to be organized by the type of business value.	
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE_10	
>> Back to list	

Attribute name: Business Value Range 100	**Folder:** iWD > Capture
Description: This attribute enables data to be organized by the type of business value.	
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE_100	
>> Back to list	

Attribute name: Business Value Range 1000	**Folder:** iWD > Capture
Description: This attribute enables data to be organized by the type of business value.	
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE_1000	
>> Back to list	

Attribute name: Business Value Range 5	**Folder:** iWD > Capture
Description: This attribute enables data to be organized by the type of business value.	
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE_5	
>> Back to list	

Attribute name: Business Value Range 50	**Folder:** iWD > Capture
Description: This attribute enables data to be organized by the type of business value.	
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE_50	
>> Back to list	

Attribute name: Business Value Range 500	**Folder:** iWD > Capture
Description: This attribute enables data to be organized by the type of business value.	
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE_500	
>> Back to list	

Attribute name: Capture Point	**Folder:** iWD > Capture
Description: Enables data to be organized by the type of capture point.	
Database table:	

CAPTURE_POINT.CAPTURE_POINT_NAME	
>> Back to list	

Attribute name: Custom Dim	**Folder:** iWD > Capture
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
>> Back to list	

Attribute name: Department	**Folder:** iWD > Capture
Description: Enables data to be organized by the department in which the interaction was handled.	
Database table:	
>> Back to list	

Attribute name: Process	**Folder:** iWD > Capture
Description: Enables data to be organized by the type of process or application.	
Database table: process.process_name	
>> Back to list	

Attribute name: Solution	**Folder:** iWD > Capture
Description: Enables data to be organized by solution.	
Database table: solution.solution_name	
>> Back to list	

Folder: iWD > Classification

Attribute name: Category	**Folder:** iWD > Classification
Description: Enables data to be organized by the type of category.	
Database table: category.category_name	
>> Back to list	

Attribute name: Custom Dim	**Folder:** iWD > Classification
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
>> Back to list	

Attribute name: Customer Segment	**Folder:** iWD > Classification
Description: Enables data to be organized by the type of customer segment.	
Database table: customer_segment.customer_segment_name	
>> Back to list	

Attribute name: Department	**Folder:** iWD > Classification
Description: Enables data to be organized by the department in which the interaction was handled.	
Database table:	
>> Back to list	

Attribute name: Media Channel	**Folder:** iWD > Classification
Description: Enables data to be organized by the type of media channel.	
Database table: media_channel.media_channel_name	
>> Back to list	

Attribute name: Process	**Folder:** iWD > Classification
Description: Enables data to be organized by the type of process or application.	
Database table: process.process_name	
>> Back to list	

Attribute name: Product	**Folder:** iWD > Classification
Description: Enables data to be organized by the type of product.	
Database table: product.product_type	
>> Back to list	

Attribute name: Product Subtype	**Folder:** iWD > Classification
Description: Enables data to be organized by the subtype of product.	
Database table: product.product_subtype	
>> Back to list	

Attribute name: Solution	**Folder:** iWD > Classification
Description: Enables data to be organized by solution.	
Database table: solution.solution_name	
>> Back to list	

Attribute name: Source Process	**Folder:** iWD > Classification
Description: Enables data to be organized by the type of source process.	
Database table: source_process.source_process_type	
>> Back to list	

Attribute name: Source Process Subtype	**Folder:** iWD > Classification
Description: Enables data to be organized by the subtype of source process.	
Database table: source_process.source_process_subtype	
>> Back to list	

Attribute name: Source Tenant	**Folder:** iWD > Classification
Description: Enables data to be organized by the type of source tenant.	
Database table: source_tenant.source_tenant_name	
>> Back to list	

Folder: iWD > Email

Attribute name: QA Review Disposition Code **Introduced:** 9.0.019	**Folder:** iWD > Email
Description: Enables data to be organized by the disposition code type.	
Database table: QA_REVIEW_DISP_CODE.QA_REVIEW_DISP_CODE_NAME	**Form(s):** QA Review Disposition Code
Forms in this attribute:	
Form: **Table.Column:** **Data type:**	**Description:**
>> Back to list	

Folder: iWD > Queue

Attribute name: Custom Dim	Folder: iWD > Queue
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
>> Back to list	

Attribute name: Department	Folder: iWD > Queue
Description: Enables data to be organized by the department in which the interaction was handled.	
Database table:	
>> Back to list	

Attribute name: Priority Range	Folder: iWD > Queue
Description: Enables data to be organized by the type of priority.	
Database table: priority.priority_range_*_start	**Form(s):** Priority Range 5, Priority Range 10, Priority Range 50, Priority Range 100, Priority Range 500, Priority Range 1000
Forms in this attribute:	
Form: Priority Range 10 **Table.Column:** priority.priority_range_10_start **Data type:**	**Description:** Enables data to be organized by the type of priority.
Form: Priority Range 100 **Table.Column:** priority.priority_range_100_start **Data type:**	**Description:** Enables data to be organized by the type of priority.
Form: Priority Range 1000 **Table.Column:** priority.priority_range_1000_start **Data type:**	**Description:** Enables data to be organized by the type of priority.
Form: Priority Range 5 **Table.Column:** priority.priority_range_5_start **Data type:**	**Description:** Enables data to be organized by the type of priority.
Form: Priority Range 50 **Table.Column:** priority.priority_range_50_start **Data type:**	**Description:** Enables data to be organized by the type of priority.
Form: Priority Range 500 **Table.Column:** priority.priority_range_500_start **Data type:**	**Description:** Enables data to be organized by the type of priority.
>> Back to list	

Attribute name: Process	Folder: iWD > Queue
Description: Enables data to be organized by the type of process or application.	
Database table: process.process_name	
>> Back to list	

Attribute name: Queue	Folder: iWD > Queue
Description: Enables data to be organized by the type of queue.	
Database table: queue.queue_name	
>> Back to list	

Attribute name: Solution	Folder: iWD > Queue
Description: Enables data to be organized by solution.	
Database table: solution.solution_name	
>> Back to list	

Folder: iWD > Service Objects

Attribute name: Batch ID	Folder: iWD > Service Objects
Description: Enables data to be organized based on the batch number, for jobs that are processed in batches.	
Database table: ETL_AUDIT.BATCH_ID	
>> Back to list	

Attribute name: Batch Last Event ID	Folder: iWD > Service Objects
Description: Enables data to be organized by the ID of the last event.	
Database table: ETL_AUDIT.BATCH_LAST_EVENT_ID	
>> Back to list	

Attribute name: Capture ID	Folder: iWD > Service Objects
Description: Enables data to be organized by the ID of the task capture as issued by the originating source system.	
Database table: TASK_FACT.CAPTURE_ID, TASK_WORK_FACT.CAPTURE_ID	
>> Back to list	
	Folder: iWD > Service Objects

Attribute name: Component	
Description: Enables data to be organized by the name of the CX Insights schema.	
Database table: DB_VERSION.COMPONENT	
>> Back to list	

Attribute name: Customer ID	**Folder:** iWD > Service Objects
Description: Enables data to be organized by customer ID, which is an extended attribute of a task or work item that the source system assigns.	
Database table: CUSTOMER.CUSTOMER_ID	
>> Back to list	

Attribute name: Data Source Name	**Folder:** iWD > Service Objects
Description: Enables data to be organized based on the database ID.	
Database table: ETL_AUDIT.DATA_SOURCE_NAME	
>> Back to list	

Attribute name: Data Source Type	**Folder:** iWD > Service Objects
Description: Enables data to be organized based on the type of the primary data source, which is one of CONFIG, TASK, or DATAMART.	
Database table: ETL_AUDIT.DATA_SOURCE_TYPE	
>> Back to list	

Attribute name: Employee ID	**Folder:** iWD > Service Objects
Description: Enables data to be organized based on the employee identifier of the agent who assigned the task or work item, as reported by the source system.	
Database table: AGENT.AGENT_ID	
>> Back to list	

Attribute name: ETL Audit Key	**Folder:** iWD > Service Objects
Description: Enables data to be organized based on the technical key that identified the DataMart job.	
Database table: ETL_AUDIT.ETL_AUDIT_KEY	
>> Back to list	

Attribute name: Finish Time	**Folder:** iWD > Service Objects

Description: Enables data to be organized based on the date and time when the job finished.	
Database table: ETL_AUDIT.ETL_AUDIT_FINISH_TIME	
>> Back to list	

Attribute name: First Extracted Event ID	**Folder:** iWD > Service Objects
Description: Enables data to be organized based on the ID of the first event in the range of IDs that were processed.	
Database table: ETL_AUDIT.FIRST_EXTRACTED_EVENT_ID	
>> Back to list	

Attribute name: Interaction ID	**Folder:** iWD > Service Objects
Description: Enables data to be organized based on the task ID, which is a unique identifier within a given Interaction Server database.	
Database table: .interaction_ID	
>> Back to list	

Attribute name: Job Type	**Folder:** iWD > Service Objects
Description: Enables data to be organized based on the type of job, which is one of INTRADAY or HISTORICAL.	
Database table: .ETL_AUDIT.Z_JOB_TYPE	
>> Back to list	

Attribute name: Last Employee ID	**Folder:** iWD > Service Objects
Description: Enables data to be organized by ID of the employee identifier who was last assigned the task or work item, as captured by the source system.	
Database table: AGENT.AGENT_ID	
>> Back to list	

Attribute name: Last Extracted Event ID	**Folder:** iWD > Service Objects
Description: Enables data to be organized based on the ID of the last event in the range of IDs that were processed.	
Database table: ETL_AUDIT.LAST_EXTRACTED_EVENT_ID	
>> Back to list	

| **Attribute name: Last Interval Date Key** | **Folder:** iWD > Service Objects |
| **Description:** Enables data to be organized based on the last date interval that was processed by the | |

aggregate ETL scripts.
Database table: ETL_AUDIT.LAST_INTERVAL_DATE_KEY
>> Back to list

Attribute name: Last Interval Time Key	**Folder:** iWD > Service Objects
Description: Enables data to be organized based on the last time interval that was processed by the aggregate ETL scripts.	
Database table: ETL_AUDIT.LAST_INTERVAL_TIME_KEY	
>> Back to list	

Attribute name: Process Name	**Folder:** iWD > Service Objects
Description: Enables data to be organized based on the name of the job that processed the records.	
Database table: ETL_AUDIT.PROCESS_NAME	
>> Back to list	

Attribute name: Source Tenant	**Folder:** iWD > Service Objects
Description: Enables data to be organized by the type of source tenant.	
Database table: SOURCE_TENANT.SOURCE_TENANT_NAME	
>> Back to list	

Attribute name: Start Time	**Folder:** iWD > Service Objects
Description: Enables data to be organized based on the date and time at which the job started.	
Database table:	
>> Back to list	

Attribute name: Status	**Folder:** iWD > Service Objects
Description: Enables data to be organized based on job status, which is one of FINISHED, IN PROGRESS, FAILED.	
Database table: ETL_AUDIT.STATUS	
>> Back to list	

Attribute name: Subversion	**Folder:** iWD > Service Objects
Description: Enables data to be organized by the version number of the CX Insights schema.	
Database table: DB_VERSION.VERSION	
>> Back to list	

Attribute name: Tenant	**Folder:** iWD > Service Objects

Description: Enables data within the reporting interval to be organized by tenant. For multi-tenant environments, the GCXI Project connection points to only one Info Mart tenant schema. New connections are required for access to other tenant schemas.

Database table: TENANT.TENANT_NAME	
>> Back to list	

Attribute name: Version	**Folder:** iWD > Service Objects
Description: Enables data to be organized by the version number of the CX Insights schema.	
Database table: DB_VERSION.LVL	
>> Back to list	

Folder: iWD > Time

Attribute name: 15 Minutes	**Folder:** iWD > Time
Description: Enables data within the reporting interval to be organized by 15- or 30-minutes intervals.	
Database table: DATE_TIME_SUBHR.DATE_TIME_KEY, IWD_AGG_TASK_AGENT_SUBHR.DATE_TIME_KEY, IWD_AGG_TASK_CAPT_SUBHR.DATE_TIME_KEY, IWD_AGG_TASK_CLASSIF_SUBHR.DATE_TIME_KEY, IWD_AGG_TASK_QUEUE_SUBHR.DATE_TIME_KEY,	
>> Back to list	

Attribute name: Date	**Folder:** iWD > Time
Description: Enables data within the reporting interval to be organized by a particular date.	
Database table: DATE_TIME_*.CAL_DATE	
>> Back to list	

Attribute name: Date Range	**Folder:** iWD > Time
Description: Enables data to be organized by a date range within the reporting interval. This attribute is used for internal computations.	
Database table: RELATIVE_RANGE_NAME.RANGE_NAME	
>> Back to list	

Attribute name: Date Time Key DAY	**Folder:** iWD > Time
Description: Enables data to be based on the primary key of the attribute.	
Database table:	

DATE_TIME.DATE_TIME_KEY,
IWD_DATE_TIME_AGENT_DAY.
DATE_TIME_KEY,
IWD_DATE_TIME_CAPT_DAY.
DATE_TIME_KEY,
IWD_DATE_TIME_CLASSIF_DAY.
DATE_TIME_KEY,
IWD_DATE_TIME_QUEUE_DAY.
DATE_TIME_KEY

>> Back to list

Attribute name: Day	**Folder:** iWD > Time
Description: Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	
Database table: DATE_TIME.LABEL.YYYY.MM.DD	
>> Back to list	

Attribute name: Hour	**Folder:** iWD > Time
Description: Enables data within the reporting interval to be organized by a particular hour within a day. Hour values are presented in YYYY-MM-DD-HH24 format.	
Database table: DATE_TIME.LABEL_YYYY_MM_DD_HH24	
>> Back to list	

Attribute name: Month	**Folder:** iWD > Time
Description: Enables data within the reporting interval to be organized by a particular month within a year. Month values are presented in YYYY-MM format.	
Database table: DATE_TIME.LABEL_YYYY_MM	
>> Back to list	

Attribute name: Month Year Ago	**Folder:** iWD > Time
Description: Used in the Interaction Volume Summary Report to enable year-by-year comparisons of data that is aggregated by month. This attribute is specifically for the first year of the comparison. Month values are presented in YYYYMM format.	
Database table: DATE_TIME_YEAR_AGO.LABEL_YYYY_MM	
>> Back to list	

Attribute name: Month Year Next	**Folder:** iWD > Time
Description: Used in the Interaction Volume Summary Report to enable year-by-year comparisons of data that is aggregated by month. This attribute is specifically for the second year of the comparison. Month values are presented in YYYY-MM format.	
Database table: DATE_TIME_YEAR_NEXT.LABEL_YYYY_MM	

>> Back to list

Attribute name: Quarter	Folder: iWD > Time
Description: Enables data within the reporting interval to be organized by a particular quarter within a year. Quarter values are presented in YYYY-QQ format.	
Database table: DATE_TIME.LABEL_YYYY_QQ	

>> Back to list

Attribute name: Service Date Time Key	Folder: iWD > Time
Description: Enables data to be organized by a key for a particular date and time from the relevant table.	
Database table: DATE_TIME_*.DATE_TIME_KEY, IWD_AGG_TASK_*_SUBHR.DATE_TIME_KEY, DATE_TIME.DATE_TIME_KEY, IWD_AGG_TASK_*.DATE_TIME_KEY	

>> Back to list

Attribute name: Start Date Time Key	Folder: iWD > Time
Description: Enables data to be organized by a key for a particular date and time from the relevant table.	
Database table: IWD_AGG_TASK_*_SUBHR.DATE_TIME_KEY, DATE_TIME_*.DATE_TIME_KEY,	

>> Back to list

Attribute name: Week	Folder: iWD > Time
Description: Enables data within the reporting interval to be organized by a particular week within a year. Week values are presented in YYYY-WE format.	
Database table: DATE_TIME.LABEL_YYYY_WE	

>> Back to list

Attribute name: Year	Folder: iWD > Time
Description: Enables data within the reporting interval to be organized by year, in four-digit format (YYYY).	
Database table: DATE_TIME.LABEL_YYYY	

>> Back to list

Additional resources

The following resources provide additional information that is relevant to this software. Consult these additional resources, as necessary.

Genesys CX Insights

Documentation for Genesys Customer Experience Insights (CX Insights) is available on the Genesys Documentation website:

- *Genesys CX Insights Deployment Guide*, which will help you install, start, stop, and uninstall the Genesys-provided image of MicroStrategy and the CX Insights Project and reports.
- *Genesys CX Insights User's Guide*, which includes a report- customization example that displays aggregated results that are sectioned by your own custom user data.
- *Genesys CX Insights Projects Reference Guide*, which describes objects that are used in Genesys CX Insights projects and reports, focusing on metrics, attributes, and the folders that are used to organize them.
- *Genesys CX Insights Hardware Sizing Guide*, which provides information about hardware sizing for typical contact center scenarios.
- Genesys CX Insights Release Notes, Product Alerts, and What's New are available on the GCXI page of the Genesys documentation site.

MicroStrategy

Documentation for MicroStrategy software is available on the MicroStrategy Learning Center or Help page, or in an electronic format that you can download to your mobile device (QR codes).

Easy search for MicroStrategy topics

- MicroStrategy Community Search Page

> **Tip**
> On the Community Search Page, filter your search results by selecting the Document Version (such as **2020**).

Following are some popular topics, and where to find information about them on the MicroStrategy Wiki:

The latest information from MicroStrategy

- What's New in MicroStrategy
- Key information about MicroStrategy Web
- Key information about MicroStrategy Developer

Analyzing data in a MicroStrategy report or dashboard

- Basic Reporting Guide
- Mobile Analysis Guide

Creating dashboards and reports

- Enterprise Reporting
    - Document Creation Guide
    - Dashboard and Widgets Guide
- Slice and Dice Analysis
    - Basic Reporting Guide
    - Advanced Reporting Guide
- Advanced and Predictive Analysis
    - Advanced Reporting Guide
    - Function Reference Guide
- Alerts and Proactive Notification
    - System Administration Guide
    - Mobile Analysis Guide
- OLAP Analysis
    - In-memory Analytics Guide
- Integrate data reporting with Microsoft Office
    - MicroStrategy Office User Guide

Installing or upgrading MicroStrategy

- Installation and Configuration Guide
- Upgrade Guide

Modelling your data and designing a project

- Project Design Guide

- MDX Cube Reporting Guide

Configuring and Administering MicroStrategy

- System Administration Guide
- Timeout settings in MicroStrategy Web
- User Session Idle Timeout

MicroStrategy Quick Start

- Quick Start Guide

Docker

- About Docker

Kubernetes Installation

- Kubernetes Getting Started
- Installing kubeadm

OpenShift

- OpenShift documentation

Helm

- Helm documentation

Genesys Info Mart

Documentation for Genesys Info Mart is available on the Genesys Documentation website:

- *Genesys Info Mart Operations Guide*, for information about Genesys Info Mart jobs such as `Job_AggregateGIM` and the Genesys Info Mart Manager for managing Genesys Info Mart jobs.
- *Genesys Info Mart Deployment Guide*, for information about configuring the Genesys Info Mart and Interaction Concentrator servers to recognize user data.

Reporting and Analytics Aggregates

Documentation for Reporting and Analytics Aggregates (RAA) is available on the Genesys Documentation website:

- *Reporting and Analytics Aggregates Deployment Guide*, which describes the runtime parameters and configuration options mentioned in this document.

- *Reporting and Analytics Aggregates User's Guide*, which describes the different modes of running aggregation, the aggregation hierarchies, and how to configure Reporting and Analytics Aggregates (RAA) to aggregate data based on these user-defined dimensions.

- The Physical Data Model documentation for your RDBMS, which describes the aggregate tables and subject areas:

    - *Reporting and Analytics Aggregates Physical Data Model for a Microsoft SQL Server Database*

    - *Reporting and Analytics Aggregates Physical Data Model for an Oracle Database*

    - *Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database*

Genesys

Additional documentation for Genesys products is available, as follows:

- The Genesys Glossary provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms.

- *Genesys Migration Guide*, available on the Genesys Documentation website, provides documented migration strategies for Genesys product releases. Contact Genesys Customer Care for more information.

- Release Notes and Product Advisories for each Genesys product, which are available on the Genesys Documentation website.

Information about supported hardware and third-party software is available on the Genesys Documentation website in the following documents:

- The Genesys CX Insights page in the *Genesys Supported Operating Environment Reference Guide*

- *Genesys Supported Media Interfaces Reference Manual*

- *Genesys Hardware Sizing Guide*, which provides information about Genesys hardware sizing guidelines for the Genesys 8.x releases. For additional system-wide planning tools and information, see the release-specific listings of System-Level Documents on the Genesys Documentation website (docs.genesys.com).

Other Genesys product documentation is available on the:

- Genesys My Support website (formerly Customer Care)

- Genesys Documentation website

- Genesys Documentation Library DVD, which you can order by email from Genesys Order Management at Genesys Order Management.