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Genesys Customer Experience Insights Project Guide

Genesys Customer Experience Insights 9.0.0

10/4/2023

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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 term	GCXI equivalent
Universe	Project
Class	Folder

GI2 - GCXI terminology mapping

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	*			*	
lxn 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

Folder: Agent

Introduced: 9.0.007.03

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

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.

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
- **Attributes:**
- Queue

- 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

Queue Group

- 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

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:

- Accepted
- Accepted Eventually
- Consult Received Accepted
- Consult Received Time
- Consult Received Wrap Time
- Engage Time
- % Not Ready Out Time

• % Not Ready In Time

• % Consult Received Time

• % Wrap In Time

• % Engage Time

• % Hold Time

• % Invite Time

• % Ixn Wrap Time

- % Wrap Out 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 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
- % 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
- Attributes:
- There are no attributes in this

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

folder

- 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

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 Tlme
- % 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 Da	ate 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_A AG2_AGENT_GRP[*].DATE_TIME AG2_AGENT_QUEUE_[*].DATE_T	_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		
Metric type. Disposition		
>> Back to list		
Metric name: % Trans	fer Initiated	Folder:
		Agent > Activity
Descriptions The description of	f this matrix demonstrate an attribut	
	-	es and filters in the report query:
 Agent Attribute: The percent blind) by this agent. 	tage of accepted customer intera	ictions that were transferred (warm or
 Agent Group Attribute: The point or blind) by agents who below 		r interactions that were transferred (warm
Source or Calculation: Calcul Initiated and Accepted Activity		Used in:
Initiated and Accepted Activity	metrics.	 Agent Group Business Attribute Report
		 Agent Group Interaction Handling Report
		Agent Performance Dashboard
Media type: All		Agent Report
Data type: Number		Agent Task Dashboard
Metric type: Disposition		Agent Utilization Email Report
		Agent Utilization Report
		Task Routing Agent Activity
		Task Routing Agent Group Activity
>> Back to list		
Metric name: % Trans	fer Received	Folder:
Accepted		Agent > Activity
Description: The description of	f this metric depends on the attr	ibutes 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: Calcul Initiated Agent and Accepted A		Used in:
Media type: All		

Data type: Number Metric type: Disposition		Agent Group Interaction Handling Report
>> Back to list		
Metric name: Abandor	ned Inviting	Folder:
	-	Agent > Activity
		abandoned/dropped while the interactions pending on GCXI Project attributes).
Source or Calculation: AG2_A	GENT_[*].ABANDONED_INVITE	Used in:
Media type: Voice, Chat, Open (sync)		Agent Conduct Report
Data type: Number		Agent Performance Dashboard
Metric type: Disposition		Agent Report
>> Back to list		
Metric name: Accepte	d	Folder:
		Agent > Activity
Description: The description of	f this metric varies depending or	n attributes and filters in the report query:
		teractions or warm consultations were
accepted, answered, pulled,		
 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_A AG2_AGENT_GRP_[*].ACCEPTED		Used in:
		Agent Activity
		Agent Conduct Report
		 Agent Group Business Attribute Report
Modia tunor All		 Agent Group Interaction handling Report
Media type: All		Agent Interval Based Report
Data type: Number Metric type: Disposition		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 o	n 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_A AG2_AGENT_GRP_[*].ACCEPTED	Used in:
Media type: All	
Data type: Number Metric type: Disposition	 Agent Interaction Hierarchy Report

>> Back to list		
Metric name: Actiona	bility	Folder:
		Agent > Activity
Description: The description of	f this metric varies depending or	n attributes and filters in the report query:
	core, assigned to interactions the ich interactions required agent at	at were handled by this agent, that ttention.
		ions that were handled by agents who ch interactions required agent attention.
		l interactions, and, for media other than email, yields Iser Data in the Genesys CX Insights User's Guide for
Source or Calculation: AG2_A AG2_AGENT_GRP_[*].ACTIONAB		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Agent -	Queue A Group	Folder:
Combination		Agent > Activity
	erved for internal use to employ NT_QUEUE aggregate table(s) or	a key for a particular agent-group nly.
Source or Calculation: AG2_AGENT_QUEUE_[*].AGENT_	_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: Agent -	Queue Q Group	Folder:
Combination		Agent > Activity
Description: This metric is res combination from the AG2_AGE	erved for internal use to employ NT_QUEUE aggregate table(s) or	a key for a particular agent-group nly.
Source or Calculation: AG2_AGENT_QUEUE_[*].QUEUE_	_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: Agent Disconnect First	Folder:	
	Agent > Activity	
Description: The value presented in this metric varies depereport:	nding on the attributes and filters used in a	
 Agent Attribute: For voice interactions, the total number of agent released customer interactions before the other pa as a flag to indicate whether the interaction was stopped entity (for example, Interaction Server or a Media Server) 	rty did. For multimedia interactions, serves by one of the parties or by some outside	
 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:Agent Conduct Report	
Media type: Chat, Open (sync), Voice	Agent Conduct Report Agent Performance Dashboard	
Data type: Number Metric type: Disposition	Agent Report	
>> Back to list		
Metric name: Avg Actionability Score	Folder:	
	Agent > Activity	
Description: The value presented in this metric varies depereport:	nding on the attributes and filters used in a	
 Agent Attribute: The average score, assigned to interaction measuring the degree to which interactions required agent 		
 Agent Group Attribute: The average score, assigned to int belonging to this agent group, measuring the degree to w 		
The average considers only those interactions for which an Actionability Sco	re 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: Agent Social Engagement Report 	
Media type: All		

Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Avg Conference Accepted Handle Time	Folder:	
Introduced: 100.0.027.0001	Agent > Activity	
Description: Average Handle Time for conference interaction metric includes time spent by all agents who participated in h joined.		
Source or Calculation: Calculated based on the Conference Accepted Time and Conference Received Accepted metrics.	Used in:	
Media type: All	Agent Transfer Summary Report	
Data type: Number Metric type: Disposition	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)	Agent Performance DashboardAgent Report	
Data type: Number Metric type: Disposition	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:Agent Group Business Attribute
Media type: All (except Chat) Data type: Number Metric type: Disposition	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. Media type: Voice	Used in:Agent Performance DashboardAgent Report
Data type: Number Metric type: Disposition	Agent Utilization Report
>> Back to list	
Metric name: Avg Consult Received Warm Wrap Time	Folder: Agent > Activity
Discontinued: 9.0	

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:Agent Performance Dashboard
Media type: Voice Data type: Number Metric type: Dispostion	Agent ReportAgent Utilization Report
>> Back to list	
Metric name: Avg Consult Received Wrap Time	Folder:

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 > Activity

Agent > Activity

• 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:Agent Performance Dashboard
Media type: Voice Data type: Number Metric type: Disposition	Agent ReportAgent Utilization Report
>> Back to list	
Metric name: Avg Engage Time	Folder:

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	Agent Activity
Data type: Number Metric type: Disposition	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 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 of by the sum of Accepted Interactions and Received Consultations.	livided Used in: Agent Activity
	Agent Conduct Report
	Agent Group Business Attribute Report
	 Agent Group Interaction Handling Report
Media type: All	Agent Interaction Hierarchy Report
Data type: Number Metric type: Disposition	Agent Outbound Campaign Report
	Agent Performance Dashboard
	Agent Report
	Agent Task Dashboard
	Agent Utilization Email Report
	Agent Utilization Report

s s. Deck to list		Supervisor DashboardTask Routing Agent ActivityTask Routing Agent Group Activity
>> Back to list		
Metric name: Avg Ho	d 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: Calcu Hold Time Activity metrics.	lated based on the Hold and	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 Infl	uence 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.			
Source or Calculation: AG2_A AG2_AGENT_[*].INFLUENCE_OF AG2_AGENT_GRP_[*].INFLUENC AG2_AGENT_GRP_[*].INFLUENC	FERED or E /	Used in:	
Media type: All		Agent Social Engagement Report	
Data type: Number Metric type: Disposition			
>> Back to list			
Metric name: Avg Inv	ite Time	Folder:	
		Agent > Activity	
	cepted, plus the average duratio	ctions alerted or rang at agent resources n of dialing that agents performed, where	
This metric is attributed to the interval media only.	in which the interactions began. Note: Th	ne dialing component of this metric applies to voice	
Source or Calculation: Calcu and Invite Business Attribute m		Used in:	
Media type: All		This metric is not used in any reports.	
Data type: Number Metric type: Disposition		This metric is not used in any reports.	
>> Back to list			
Metric name: Avg Rev	venue	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.			
Source or Calculation: Calculation Calculation		Used in:	
Media type: All		Agent Activity	
Data type: Number Metric type: Dispotion		Task Routing Agent ActivityTask Routing Agent Group Activity	

>> Back to list		
Metric name: Avg Satisfaction	Folder:	
	Agent > Activity	
Description: The description of this metric varies according to query:	the attributes and filters in the report	
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:	
	Agent Activity	
Media type: All Data type: Number	Task Routing Agent Activity	
Metric type: Disposition	• Task Routing Agent Group Activity	
>> Back to list		
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:	the defibutes and mers in the report	
Agent Attribute: The average score reflecting the attitude expressed by custon Agent Group Attribute: The average score reflecting the attitude expressed by agents belonging to this agent group. The average considers only those interactions are appreciated as the statement of t	customers for interactions that were handled by	
Source or Calculation: AG2_AGENT_[*].SENTIMENT /		
AG2_AGENT_[*].SENTIMENT_OFFERED or AG2_AGENT_GRP_[*].SENTIMENT /	Used in:	
AG2_AGENT_GRP_[*].SENTIMENT_OFFERED		
Media type: All	Agent Social Engagement Report	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Avg Transfer Accepted Handle Time Folder:		
heter dure de 100.0.027.0001	Agent > Activity	
Introduced: 100.0.027.0001		
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	Agent Transfer Summary Report		
Data type: Number Metric type: Disposition	Transfer Dashboard		
>> Back to list			
Metric name: Avg Transfer Initiated			
Handle Time	Folder:		
Introduced: 100.0.027.0001	Agent > Activity		
Infordeted. 100.0.027.0001			
Description: Average amount of time that the agent spent har agent later transferred, during the reporting interval.	ndling customer interactions that the		
Source or Calculation: Calculated based on the Transfer Initiated Time and Transfer Initiated Agent metrics.	Used in:		
Media type: All	Agent Transfer Summary Report		
Data type: Number Metric type: Disposition	Transfer Dashboard		
>> Back to list			
>> Back to list			
>> Back to list Metric name: Avg Wrap Time	Folder:		
	Folder: Agent > Activity		
	Agent > Activity		
Metric name: Avg Wrap Time Description: The description of this metric varies according to	Agent > Activity the attributes and filters in the report		
Metric name: Avg Wrap Time Description: The description of this metric varies according to query: Agent Attribute: The average amount of time that this agent	Agent > Activity the attributes and filters in the report spent on customer interactions while in		
 Metric name: Avg Wrap Time Description: The description of this metric varies according to query: Agent Attribute: The average amount of time that this agent ACW (Wrap) state. Agent Group Attribute: The average amount of time that age on customer interactions while in ACW state. Source or Calculation: Calculated based on the Wrap Time 	Agent > Activity the attributes and filters in the report spent on customer interactions while in		
 Metric name: Avg Wrap Time Description: The description of this metric varies according to query: Agent Attribute: The average amount of time that this agent ACW (Wrap) state. Agent Group Attribute: The average amount of time that age on customer interactions while in ACW state. 	Agent > Activity the attributes and filters in the report spent on customer interactions while in ents who belong to this agent group, spent		
 Metric name: Avg Wrap Time Description: The description of this metric varies according to query: Agent Attribute: The average amount of time that this agent ACW (Wrap) state. Agent Group Attribute: The average amount of time that age on customer interactions while in ACW state. Source or Calculation: Calculated based on the Wrap Time 	Agent > Activity the attributes and filters in the report spent on customer interactions while in ents who belong to this agent group, spent Used in:		
 Metric name: Avg Wrap Time Description: The description of this metric varies according to query: Agent Attribute: The average amount of time that this agent ACW (Wrap) state. Agent Group Attribute: The average amount of time that age on customer interactions while in ACW state. Source or Calculation: Calculated based on the Wrap Time 	Agent > Activity the attributes and filters in the report spent on customer interactions while in ents who belong to this agent group, spent Used in: • Agent Activity		
Metric name: Avg Wrap Time Description: The description of this metric varies according to query: • Agent Attribute: The average amount of time that this agent ACW (Wrap) state. • Agent Group Attribute: The average amount of time that age on customer interactions while in ACW state. Source or Calculation: Calculated based on the Wrap Time and Wrap Activity metrics.	Agent > Activity the attributes and filters in the report spent on customer interactions while in ents who belong to this agent group, spent Used in: • Agent Activity • Agent Conduct Report • Agent Group Business Attribute		
Metric name: Avg Wrap Time Description: The description of this metric varies according to query: • Agent Attribute: The average amount of time that this agent ACW (Wrap) state. • Agent Group Attribute: The average amount of time that age on customer interactions while in ACW state. Source or Calculation: Calculated based on the Wrap Time and Wrap Activity metrics. Media type: Voice Data type: Number	Agent > Activity the attributes and filters in the report spent on customer interactions while in ents who belong to this agent group, spent Used in: • Agent Activity • Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction Handling		
Metric name: Avg Wrap Time Description: The description of this metric varies according to query: • Agent Attribute: The average amount of time that this agent ACW (Wrap) state. • Agent Group Attribute: The average amount of time that age on customer interactions while in ACW state. Source or Calculation: Calculated based on the Wrap Time and Wrap Activity metrics. Media type: Voice Data type: Number	Agent > Activity the attributes and filters in the report spent on customer interactions while in ents who belong to this agent group, spent Used in: • Agent Activity • Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction Handling Report		

		 Agent Report Agent Task Dashboard Agent Utilization Report Supervisor Dashboard Task Routing Agent Activity Task Routing Agent Group Activity
>> Back to list		
Metric name: Confere	nce Accepted Time	Folder: Agent > Activity
	me that agent spent in conferenc bated in handling the interaction	e interactions. This metric includes time
Source or Calculation:	D_ENGAGE_TIME+CONF_ACCEPTE	
>> Back to list		
	imes that this Agent, Agent Grou	Folder: Agent > Activity p, or Agent and Queue, (depending on initiated conferences for received
customer interactions.	aces for this methor successfully	initiated conferences for received
Source or Calculation: AG2_AGENT_[*].CONFERENCE_I AG2_AGENT_GRP_[*].CONFEREN Media type: All (except Email) Data type: Number Metric type: Disposition		Used in:Agent Transfer Summary ReportAgent Utilization ReportTransfer Dashboard
>> Back to list		
Metric name: Confere	nce Offered	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_A RECEIVED	GENT_*.CONFERENCE_	Used in:	
Media type:		Agent Transfer Summary Report	
Data type: Metric type: Disposition		Transfer Dashboard	
>> Back to list			
Metric name: Confere Accepted	nce Received	Folder: Agent > Activity	
Description: The description of query:	f this metric varies according to	the attributes and filters in the report	
 Agent Attribute: The total nu customer interactions. 	imber of times that this agent joi	ined conferences to participate in	
 Agent Group Attribute: The t conferences to participate in 	otal number of times that agents n customer interactions.	s from this agent group joined	
Source or Calculation: AG2_AGENT_[*].CONFERENCE_F AG2_AGENT_GRP_[*].CONFEREN		Used in:	
Media type: All (except Email)		Agent Utilization Report	
Data type: Number Metric type: Disposition			
>> 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_A or AG2_AGENT_GRP_[*].CONSU		Used in:	
Media type: All (except Chat)		Agent Conduct Report	

Pate type: Number type: Disposition Agent Report Agent Utilization Report Agent Utilization Report Agent Value Polder: 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 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: Agent T_GAP_MENT_GAP_CONSULT_INITIATED_TIME or AG2_AGENT_GAP_MI_ICONSULT_INITIATED_TIME or AG2_AGENT_GAP_MI_ICON_SULT_RECENTED + AG3_AGENT_CAMPANCION_SULT_RECENTED ACCENTED + AG3_AGENT_CAMPANCION_SULT_RECENTED_ACCENTED + AG3_AGENT_CAMPANCION_SULT_RECENTED_ACCONSULT_RECENTED_ACCENTED_ACCENTED_ACCENTED_ACCENTED_ACCENTED_ACCENT
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_[*].CONSULT_INITIATED_TIME or AG2_AGENT_[*].CONSULT_INITIATED_TIME or AG2_AGENT_[*].CONSULT_INITIATED_TIME or AG2_AGENT_[*].CONSULT_INITIATED_TIME metric type: Disposition Used in: This metric is not used in any reports. Data type: Number Metric torame: Consult Offered the relevant GCXI Project attributes for this metric) during the reporting interval. 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_A
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: Media type: All (except Chat) Media type: All (except Chat) Image: Consult Offered Metric name: Consult Offered Agent > Activity Description: The total number of consult interactions offered to the agent / agent group (depending on the relevant GCX) Project attributes for this metric) during the reporting interval. Source or Calculation: AG2_AGENT_CAMPAIGN *.CONSULT_RECEIVED_ACCEPTED + AG2_AGENT_CAMPAIGN *.CONSULT_RECEIVED_ACCEPTED + AG2_AGENT_*.CONSULT_RECEIVED_ACCEPTED + AG2_AGENT_*.C
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: Agent Group Attribute: INITIATED TIME or AG2_AGENT_[4].CONSULT_INITIATED_TIME Media type: All (except Chat) Image: Consult Offered Data type: Number Metric name: Consult Offered Folder: Introduced: 100.0.027.0001 Agent 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: Agent 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: Agent Consult_RECEIVED_ACCEPTED + AG2_AGENT_CONSULT_RECEIVED_ACCEPTED + AG2_AGENT_CON
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 or AG2_AGENT_GRP_[*].CONSULT_INITIATED_TIME Used in: Media type: All (except Chat) Image: Consult Offered This metric is not used in any reports. Data type: Number Metric type: Disposition Source or Calculation: Agent > Back to list Metric name: Consult Offered Folder: Agent > Activity Introduced: 100.027.0001 Source or Calculation: Agent > Activity Source or Calculation: CONSULT_RECEIVED_ACCEPTED + AG2_AGENT_CAMPAIGN *.CONSULT_RECEIVED_ACCEPTED + AG2_AGENT_CONSULT_RECEIVED_ACCEPTED + AG2_AGENT_CONSULT_RECEIVED_AC
engaged in collaborations or simple consultations that the agents requested where the collaborations/ consultations were associated with customer interactions. Source or Calculation: AG2_AGENT_{*J.CONSULT_INITIATED_TIME or AG2_AGENT_GRP_(*).CONSULT_INITIATED_TIME Media type: All (except Chat) Used in: This metric is not used in any reports. Pata type: Number Metric type: Disposition Image: Consult Offered Folder: Agent > Activity Introduced: 100.0.027.0001 Folder: Age_AGENT_CAMPAIGN_*.CONSULT_RECEIVED_ACCEPTED + AG2_AGENT_*.CONSULT_RECEIVED_ACCEPTED + AG2_AGENT_*.CON
AG2_AGENT_[*].CONSULT_INITIATED_TIME or AG2_AGENT_GRP_[*].CONSULT_INITIATED_TIME Used in: Media type: All (except Chat) Image: Second Sec
Media type: All (except Chat) This metric is not used in any reports. Data type: Number Metric type: Disposition This metric is not used in any reports. >> Back to list >> 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. Used in: • Agent Transfer Summary Report • Age1_1*.CONSULT_RECEIVED_ACCEPTED + AG2_1*.CONSULT_RECEIVED_ACCEPTED + AG2_1*.CONS
Metric type: Disposition Image: Consult Offered Metric name: Consult Offered Folder: Introduced: 100.0.027.0001 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. Used in: AG2_AGENT_CAMPAIGN_*.CONSULT_RECEIVED_ACCEPTED + AG2_AGENT_*.CONSULT_RECEIVED_ACCEPTED + AG2_1_*.CONSULT_RECEIVED_ACCEPTED +
Metric name: Consult Offered Folder: Introduced: 100.0.027.0001 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_I_*.CONSULT_RECEIVED_ACCEPTED + AG2_I_*.CONSULT
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_1_*.CONSULT_RECEIVED_ACCEPTED + AG2_1_*.CONSULT_RECEIVED_ACCEPTED + Adgent Transfer Summary Report • Agent Transfer Summary Report • Transfer Dashboard
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_1_*.CONSULT_RECEIVED_ACCEPTED Media type: Data type:
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 Media type: Data type: Media type:
AG2_AGENT_CAMPAIGN_*.CONSULT_RECEIVED_ACCEPTED + AG2_AGENT_*.CONSULT_RECEIVED_ACCEPTED + AG2_I_*.CONSULT_RECEIVED_ACCEPTED + Media type: Data type: Used in: • Agent Transfer Summary Report • Transfer Dashboard
Media type: • Transfer Dashboard
Data type:
>> Back to list
Metric name: Consult Received Accepted Folder:

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:Agent Group Business Attribute
Media type: All (except Chat) Data type: Number Metric type: Disposition	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	Agent Utilization Report
Metric type: Disposition	
>> 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.

٠	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	This metric is not used in any reports.
Metric type: Disposition	
>> 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 Agent Interval Based 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:

ronderr

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: Agent Performance Dashboard
Media type: Voice	Agent Report
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Consult Received Warm Wrap	Folder:
Discontinued: 9.0	Agent > Activity
Description: This metric is no longer populated.	

Source or Calculation: AG2_AGENT_[*].CONSULT_RCV_ AG2_AGENT_GRP_[*].CONSULT_		Used in:
Media type: Voice		This metric is not used in any reports.
Data type: Number Metric type: Dispostion		
>> Back to list		
Metric name: Consult Wrap Time	Received Warm	Folder: Agent > Activity
Discontinued: 9.0		
Description: This metric is no	longer populated.	
Source or Calculation: AG2_AGENT_[*].CONSULT_RCV_ AG2_AGENT_GRP_[*].CONSULT_ Media type: Voice		Used in: Agent Performance Dashboard
Data type: Number Metric type: Dispostion		Agent Report
>> Back to list		
Metric name: Consult	Received Wrap	Folder:
Metric name: Consult	Received Wrap	Folder: Agent > Activity
	·	
Description: The description of Agent Attibute: The total nu	of this metric varies depending or mber of times that this agent wa	Agent > Activity
 Description: The description of Agent Attibute: The total nu simple consultation that the interactions. Agent Group Attibute: The total of the second second	of this metric varies depending or mber of times that this agent was agent accepted where the const otal number of times that agents r simple consultation that they ag	Agent > Activity a attributes and filters in the report query: s in ACW (Wrap) state after requests for
 Description: The description of Agent Attibute: The total nu simple consultation that the interactions. Agent Group Attibute: The total ACW state after requests for a fter requests for a fter request for	of this metric varies depending or mber of times that this agent was a agent accepted where the const otal number of times that agents r simple consultation that they ad iteractions.	Agent > Activity a attributes and filters in the report query: s in ACW (Wrap) state after requests for ultations were associated with customer who belong to this agent group were in
 Description: The description of Agent Attibute: The total nu simple consultation that the interactions. Agent Group Attibute: The t ACW state after requests fo associated with customer in Source or Calculation: AG2 AGENT [*].CONSULT RECE 	of this metric varies depending or mber of times that this agent was a agent accepted where the const otal number of times that agents r simple consultation that they ad iteractions.	Agent > Activity a attributes and filters in the report query: a in ACW (Wrap) state after requests for altations were associated with customer who belong to this agent group were in accepted where the consultations were
 Description: The description of Agent Attibute: The total nu simple consultation that the interactions. Agent Group Attibute: The tot ACW state after requests for associated with customer in associated with customer in AG2_AGENT_[*].CONSULT_RECE AG2_AGENT_GRP_[*].CONSULT_RECE 	of this metric varies depending or mber of times that this agent was a agent accepted where the const otal number of times that agents r simple consultation that they ad iteractions.	Agent > Activity a attributes and filters in the report query: a in ACW (Wrap) state after requests for altations were associated with customer who belong to this agent group were in ccepted where the consultations were Used in:
 Description: The description of Agent Attibute: The total nu simple consultation that the interactions. Agent Group Attibute: The tot ACW state after requests fo associated with customer in AG2_AGENT_[*].CONSULT_RECEAG2_AGENT_GRP_[*].CONSULT_Media type: Voice Data type: Number 	of this metric varies depending or mber of times that this agent was a agent accepted where the const otal number of times that agents r simple consultation that they ad iteractions.	Agent > Activity a attributes and filters in the report query: a in ACW (Wrap) state after requests for altations were associated with customer who belong to this agent group were in ccepted where the consultations were Used in:
 Description: The description of a simple consultation that the interactions. Agent Group Attibute: The total nut simple consultation that the interactions. Agent Group Attibute: The total ACW state after requests for associated with customer in a sociated with customer i	of this metric varies depending or mber of times that this agent was a agent accepted where the const otal number of times that agents r simple consultation that they ac nteractions.	Agent > Activity a attributes and filters in the report query: a in ACW (Wrap) state after requests for altations were associated with customer who belong to this agent group were in ccepted where the consultations were Used in:
 Description: The description of a simple consultation that the interactions. Agent Group Attibute: The total nut simple consultation that the interactions. Agent Group Attibute: The total ACW state after requests for associated with customer in a sociated with customer i	of this metric varies depending or mber of times that this agent was a agent accepted where the const otal number of times that agents r simple consultation that they ad iteractions.	Agent > Activity a attributes and filters in the report query: is in ACW (Wrap) state after requests for ultations were associated with customer who belong to this agent group were in ccepted where the consultations were Used in: This metric is not used in any reports.

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 Used in: AG2 AGENT GRP [*].CONSULT RECEIVED WRAP TIME Agent Performance Dashboard Media type: Voice Agent Report Data type: Number Metric type: Disposition >> 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 Agent Utilization Report Chat) Data type: Number Metric type: Disposition >> Back to list Metric name: Engage Folder: Introduced: 9.0.029.00 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: Used in: AG2 AGENT CUSTOMER TALK COUNT

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:
5.5		Agent > Activity
Description: The description of	of this metric varies depending or	n attributes and filters in the report query:
 Agent Attribute: The total ar that the agent received. 	mount of time that this agent was	s engaged with customers on interactions
	total amount of time that agents i interactions that the agents rece	who belong to this agent group were eived.
This metric excludes other interaction- spent in collaboration or consultation.	related durations, such as hold time, ACW	V (Wrap) time, alert (ring) time, and time that is
Source or Calculation: AG2_A AG2_AGENT_GRP [*].ENGAGE		Used in:
AG2_AGENT_GRF_[1].ENGAGE_		Agent Group Business Attribute Report
		Agent Interaction State
		Agent Interval Based Report
Media type: All		Agent Outbound Campaign Report
Data type: Number Metric type: Disposition		Agent Performance Dashboard
Metric type. Disposition		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_A	AGENT_*.FOCUS	
Media type:		Used in:
Data type: Metric type: Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Focus T	ime	Folder:
Metric Hame, rocus r	line	Agent > Activity
		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_A	AGENT_*.FOCUS_TIME	
Media type:		Used in:
Data type: Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Group C	Combination	Folder:
		Agent > Activity
Description: This metric is res combination from the AG2_AGE		a key for a particular agent-group
Source or Calculation: AG2_AGENT_[*].GROUP_COMBII	NATION_KEY	Used in:
Media type: All		
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: Calcul		Used in:
Time, Hold Time, Wrap Time, Co Received Wrap Time, Consult R		Agent Group Business Attribute
metrics.		Report
Media type: All		Agent Performance Dashboard
Data type: Number Metric type: Disposition		Agent Report
>> Back to list		
Metric name: Hold		Folder:
		Agent > Activity
		Agent > Activity

Description: The total number had customer calls on hold.	r of times within the interval that	this agent (or agents in this agent group)
Source or Calculation: AG2_A AG2_AGENT_GRP_[*].HOLD	AGENT_[*].HOLD or	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 Tir	ne	Folder: Agent > Activity
		ts in this agent group) had customer reractions, whether they were placed on
Source or Calculation: AG2_A AG2_AGENT_GRP [*].HOLD_TIM		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: Influenc	ce Score	Folder: Agent > Activity
		out that has amassed on social networks agents who are members of this agent
Source or Calculation: AG2_A AG2_AGENT_GRP_[*].INFLUENC Media type: All Data type: Number Metric type: Disposition		Used in: 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 occurre	d.
Source or Calculation: AG2_AG2_AGENT_GRP_[*].INVITE	AGENT_[*].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 T	ime	Folder: Agent > Activity
	t of time that customer interactio us the total duration of the dialing	ns alerted at this agent (or at agents who g 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 esta	ablished calls only.
This metric is attributed to the interval	in which the alerting/dialing first occurre	d.
Source or Calculation: AG2_AG2_AGENT_GRP_[*].INVITE_TI		Used in:
Media type: All Data type: Number		Agent Interaction StateAgent Summary Activity Report (Interaction)
Metric type: Disposition		Supervisor Dashboard
>> Back to list		
Metric name: Not Acc	epted	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_AG2_AGENT_GRP_[*].NOTACCE		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	F	older:
	Ag	gent > Activity
Description: The total number of times t Agent reporting), or agents who belong to		
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_[*]. AG2_AGENT_GRP [*].OFFERED	OFFERED, U	lsed in:
	•	Agent Activity
	•	Agent Interaction Hierarchy Report
	•	Agent Performance Dashboard
	•	Agent Report
	•	Agent Task Dashboard
Media type: All	•	Agent Utilization Email Report
Data type: Number	•	Agent Utilization Report
Metric type: Disposition	•	 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: Offered with A	tionability F	older:
		gent > Activity
Description: The total number of sustain	or interactions that were	offered to this agent (or to agents
Description: The total number of custom who belong to this agent group), for which		
Source or Calculation: AG2_AGENT_[*].ACTIONABILITY_OFFERED, AG2_AGENT_GRP_[*].ACTIONABILITY_OFFE		lsed in:
Media type: All	Th	his metric is not used in any reports.
Data type: Number Metric type: Disposition		

>> Back to list		
Metric name: Offered	with Influence	Folder:
		Agent > Activity
	r of customer interactions that we), for which customer-influence s	ere offered to this agent (or by agents cores were recorded.
Source or Calculation: AG2_AGENT_[*].INFLUENCE_OF AG2_AGENT_GRP_[*].INFLUENC		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 Revenue	Folder:
		Agent > Activity
		ntered or began within the contact center, ent group), and had associated revenue.
Source or Calculation: AG2_AG2_AGENT_GRP_[*].REVENUE		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
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_ AG2_AGENT_GRP_[*].SATISFACT		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 Sentiment	Folder:
		Agent > Activity
		Agence Activity
	r of customer interactions handle n sentiment scores were recorded	d by this agent (or by agents who belong d.

Source or Calculation: AG2_AGENT_[*].SENTIMENT_OFFERED, AG2_AGENT_GRP_[*].SENTIMENT_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: Rejected	Folder:
	Agent > Activity
Description: The total number of times that customer interact belongs to this agent group) and were not accepted.	ions alerted at this agent (or an agent that
Source or Calculation: AG2_AGENT_[*].REJECTED, AG2_AGENT_GRP_[*].REJECTED	Used in:
AGZ_AGENT_GRP_[*].REJECTED	Agent Conduct Report
	Agent Performance Dashboard
Media type: All	Agent Task Dashboard
Data type: Number	Agent Utilization Email Report
Metric type: Disposition	Task Routing Agent Activity
	Task Routing Agent Group Activity
n e Deelete Vet	
>> Back to list	
> Back to list Metric name: Responded Unique	Folder:
	Folder: Agent > Activity
	Agent > Activity
Metric name: Responded Unique Description: The total number of first-time outbound replies in	Agent > Activity n which this agent (or an agent in this . This metric attributes only the first-connected reply utbound replies to consultations, outbound replies
Metric name: Responded Unique Description: The total number of first-time outbound replies in group) participated in response to customer interactions. Any number of replies could be prepared in response to a customer interaction to this agent, regardless of whether the reply was sent. This metric excludes ou that the agent pulled from his/her personal workbin or rejected, and system-ge Source or Calculation: AG2 AGENT [*].RESPONDED UNIQUE,	Agent > Activity n which this agent (or an agent in this . This metric attributes only the first-connected reply utbound replies to consultations, outbound replies
Metric name: Responded Unique Description: The total number of first-time outbound replies in group) participated in response to customer interactions. Any number of replies could be prepared in response to a customer interaction to this agent, regardless of whether the reply was sent. This metric excludes ou that the agent pulled from his/her personal workbin or rejected, and system-ge Source or Calculation:	Agent > Activity n which this agent (or an agent in this . This metric attributes only the first-connected reply utbound replies to consultations, outbound replies inerated responses. Used in:
Metric name: Responded Unique Description: The total number of first-time outbound replies in group) participated in response to customer interactions. Any number of replies could be prepared in response to a customer interaction to this agent, regardless of whether the reply was sent. This metric excludes ou that the agent pulled from his/her personal workbin or rejected, and system-ge Source or Calculation: AG2_AGENT_[*].RESPONDED_UNIQUE, AG2_AGENT_GRP_[*].RESPONDED_UNIQUE	Agent > Activity n which this agent (or an agent in this . This metric attributes only the first-connected reply utbound replies to consultations, outbound replies inerated responses.
Metric name: Responded Unique Description: The total number of first-time outbound replies in group) participated in response to customer interactions. Any number of replies could be prepared in response to a customer interaction to this agent, regardless of whether the reply was sent. This metric excludes out that the agent pulled from his/her personal workbin or rejected, and system-ge Source or Calculation: AG2_AGENT_[*].RESPONDED_UNIQUE, AG2_AGENT_GRP_[*].RESPONDED_UNIQUE Media type: All Data type: Number	Agent > Activity n which this agent (or an agent in this . This metric attributes only the first-connected reply utbound replies to consultations, outbound replies inerated responses. Used in:
Metric name: Responded Unique Description: The total number of first-time outbound replies in group) participated in response to customer interactions. Any number of replies could be prepared in response to a customer interaction to this agent, regardless of whether the reply was sent. This metric excludes outhat the agent pulled from his/her personal workbin or rejected, and system-generative and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent agent pulled from his/her personal workbin or rejected, and system-generative agent agent agent pulled from his/her personal workbin or rejected, and system-generative agent agent agent pulled from his/her personal workbin or rejected, and system-generative agent agene	Agent > Activity n which this agent (or an agent in this . This metric attributes only the first-connected reply utbound replies to consultations, outbound replies inerated responses. Used in: • Agent Interaction Hierarchy Report
Metric name: Responded Unique Description: The total number of first-time outbound replies in group) participated in response to customer interactions. Any number of replies could be prepared in response to a customer interaction to this agent, regardless of whether the reply was sent. This metric excludes out that the agent pulled from his/her personal workbin or rejected, and system-get Source or Calculation: AG2_AGENT_[*].RESPONDED_UNIQUE, AG2_AGENT_GRP_[*].RESPONDED_UNIQUE Media type: All Data type: Number Metric type: Disposition	Agent > Activity h which this agent (or an agent in this . This metric attributes only the first-connected reply utbound replies to consultations, outbound replies inerated responses. Used in: • Agent Interaction Hierarchy Report Folder:
Metric name: Responded Unique Description: The total number of first-time outbound replies in group) participated in response to customer interactions. Any number of replies could be prepared in response to a customer interaction to this agent, regardless of whether the reply was sent. This metric excludes outhat the agent pulled from his/her personal workbin or rejected, and system-generative and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent agent pulled from his/her personal workbin or rejected, and system-generative agent agent agent pulled from his/her personal workbin or rejected, and system-generative agent agent agent pulled from his/her personal workbin or rejected, and system-generative agent agene	Agent > Activity n which this agent (or an agent in this . This metric attributes only the first-connected reply utbound replies to consultations, outbound replies inerated responses. Used in: • Agent Interaction Hierarchy Report
Metric name: Responded Unique Description: The total number of first-time outbound replies in group) participated in response to customer interactions. Any number of replies could be prepared in response to a customer interaction to this agent, regardless of whether the reply was sent. This metric excludes outhat the agent pulled from his/her personal workbin or rejected, and system-generative and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent pulled from his/her personal workbin or rejected, and system-generative agent agent pulled from his/her personal workbin or rejected, and system-generative agent agent pulled from his/her personal workbin or rejected, and system-generative agent agent pulled from his/her personal workbin or rejected, and system-generative agent agen	Agent > Activity Agent > Activity Agent > Activity This metric attributes only the first-connected reply tbound replies to consultations, outbound replies therated responses. Used in: • Agent Interaction Hierarchy Report Folder: Agent > Activity

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:
	Agent Conduct Report
Modia type: All	Agent Group Business Attribute Report
Media type: All Data type: Number	 Agent Group Interaction Handling Report
Metric type: Disposition	Agent Interaction Hierarchy Report
	Agent Utilization Report
>> Back to list	
Metric name: Revenue	Folder:
	Agent > Activity
Description: The total revenue that is generated during the by agents who belong to this agent group.	e interval by customer interactions handled
Source or Calculation: AG2_AGENT_[*].REVENUE, AG2_AGENT_GRP_[*].REVENUE	Used in:
Media type: All	Agent Group Business Attribute
Data type: Number Metric type: Disposition	Report
>> Back to list	
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.
>> Back to list	
Metric name: Short	Folder:
Metric name. Short	Agent > Activity
Description: The total number of times that customer interact and agents who belongs to this agent group) and then released 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:
	Agent > Activity
Description: This metric is reserved for internal use to employ the AG2_AGENT, AG2_AGENT_GRP, or AG2_AGENT_QUEUE hiera	
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:	
>> Back to list	
Metric name: Transfer Accepted Cold	
	Folder:
Introduced: 100.0.027.0001	Agent > Activity
Description: The total number of times that customer interact and accepted by the agent / agent group (depending on the relemetric) during the reporting interval.	
Source or Calculation: Calculated as the difference between the Transfer Received Accepted and Transfer Received Accepted Warm metrics.	Used in:Agent Transfer Summary Report
Media type: All	

Data type: Number Metric type: Disposition Image: Comparison of Calculation: AG2_AGENT_*.XFER_ACCEPTED_HOLD_TIME Source or Calculation: AG2_AGENT_*.XFER_ACCEPTED_HOLD_TIME Media type: All Data type: Number Metric type: Disposition Source or Calculation: AG2_AGENT_*.XFER_ACCEPTED_HOLD_TIME Media type: All Data type: Number Metric type: Disposition	e count
Metric name: Transfer Accepted Time Folder: Introduced: 100.0.027.0001 Agent > Activity Description: Total number of seconds spent handling customer interactions following transfer. The includes both HOLD and ENGAGE times. Introduced: 100.027.0001 Source or Calculation: AG2_AGENT_*.XFER_ACCEPTED_ENGAGE_TIME + AG2_AGENT_*.XFER_ACCEPTED_HOLD_TIME Used in: Media type: All Data type: Number Metric type: Disposition This metric is not used in any reports.	e count
Introduced: 100.0.027.0001 Folder: Agent > Activity Description: Total number of seconds spent handling customer interactions following transfer. The includes both HOLD and ENGAGE times. Source or Calculation: AG2_AGENT_*.XFER_ACCEPTED_ENGAGE_TIME + AG2_AGENT_*.XFER_ACCEPTED_HOLD_TIME Media type: All Data type: Number Metric type: Disposition	e count
includes both HOLD and ENGAGE times. Source or Calculation: AG2_AGENT_*.XFER_ACCEPTED_ENGAGE_TIME + AG2_AGENT_*.XFER_ACCEPTED_HOLD_TIME Media type: All Data type: Number Metric type: Disposition Used in: This metric is not used in any reports.	e count
AG2_AGENT_*.XFER_ACCEPTED_ENGAGE_TIME + Used in: 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 Folder: Introduced: 100.0.027.0001 Agent > Activity	
Description: The total number of times that customer interactions were successfully warm transfer 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	rt
>> 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: Used in: AG2_AGENT_[*].TRANSFER_INIT_AGENT, AG2_AGENT_GRP_[*].TRANSFER_INIT_AGENT Media type: All • Agent Group Business Attribut Report Data type: Number • Agent Group Interaction Handle	

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: Transfe	r Initiated Agent Cold	Folder: Agent > Activity
	cold transfers initiated by the age s for this metric) during the repor	ent / agent group (depending on the ting interval.
	lated as the difference between d Transfer Initiated Agent Warm	Used in:
Media type: All Data type: Number Metric type: Disposition		Agent Transfer Summary ReportTransfer Dashboard
>> Back to list		
Metric name: Transfer Warm Introduced: 100.0.027.0001	r Initiated Agent	Folder: Agent > Activity
	warm transfers initiated by the ag for this metric) during the repor	gent / agent group (depending on the ting interval.
Source or Calculation: AG2_AGENT_*.XFER_INITIATED_	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 Time	
	Folder:
Introduced: 100.0.027.0001	Agent > Activity
Description: Total number of seconds that the transferring age 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	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Transfer Offered	
	Folder:
Introduced: 100.0.027.0001	Agent > Activity
Description: Total number of times that customer interactions (for this Agent or Agent Group depending on the relevant GCXI I	
Source or Calculation: AG2_AGENT_*.XFER_ RECEIVED	Used in:
Media type: All	Agent Transfer Summary Report
Data type: Number	Transfer Dashboard
Metric type: Disposition	
>> Back to list	
Metric name: Transfer Received Accepted	Folder:
•	Agent > Activity
Description: The total number of times that this agent (or an a received customer interactions that were successfully transferred	
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	Agent Group Interaction Handling
Data type: Number Metric type: Disposition	Report
>> Back to list	
Metric name: Wrap	Folder:

		Agent > Activity
Description: The total number state for customer interactions		gent from this group) was in ACW (Wrap)
This metric is attributed to the interval	in which the agent was offered the intera	actions for which ACW was invoked.
Source or Calculation: AG2_AG2_AGENT_GRP_[*].WRAP	AGENT_[*].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 Ti	me	Folder:
		Agent > Activity
		the ACW (Wrap) state for customer 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: 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: % Aban	doned Inviting	Folder:
		Agent > Activity > Queue
were subsequently abandoned		ueue, were distributed to a resource, and at an agent's DN to the total number of ered to a resource.
This metric relies on the value of the ${f s}$	hort-abandoned threshold as configure	ed in the [agg-gim-thld-QUEUE-IXN] section.
Source or Calculation: Calcu Activity > Queue) Abandoned I		
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		
Matric paras 0/ Acco	ntod	Folder:
Metric name: % Acce	pted	
		Agent > Activity > Queue
	relative to the total number of in	usiness attribute that were distributed teractions that were distributed from this
For voice media, this metric is identica	I to Activity\Responses.	
Source or Calculation: AG2_4	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: % Trans	for Initiated	Folder:
Metric name. 70 mans	sier initiated	
		Agent > Activity > Queue
Description: The percentage and later were transferred (war		s that were distributed from this queue,
Source or Calculation: Calcu Activity > Queue) Transfer Initia		Used in:
Media type: All		
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		

Matric name % Trans	for Initiated Agent	Folder:
Metric name: % Trans	sier initiated Agent	
		Agent > Activity > Queue
accepted, and subsequently we	of customer interactions that entered are transferred (warm or blind) by ueue and were distributed and ac	
Source or Calculation: Calcul	lated based on the (Agent $>$	
Activity > Queue) Transfer Initia metrics.	ated Agent and 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: % Trans	fer Received	Folder:
Accepted		Agent > Activity > Queue
Description: The percentage of (warm or blind) to this agent.	of accepted customer interactions	s that were successfully transferred
Source or Calculation: Calcul		
Activity > Queue) Transfer Rece metrics.	eived Accepted and 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: Abando	ned Inviting	Folder:
		Agent > Activity > Queue
		ons that were distributed or pulled from e interactions were alerting at this agent.
Source or Calculation: AG2_A		5 5
Media type: Voice, Chat,		Used in:
Open (sync)		This metric is not used in any reports.
Data type: Number Metric type: Disposition		the mode is not about it any reports.
Metric type. Disposition		
>> Back to list		
Metric name: Accepte	ed	Folder:
		Agent > Activity > Queue
	r of times that customer interaction re accepted, answered, pulled, or	ons or warm consultations that were initiated by this agent.

For voice media, this metric is identica	I to Activity\Responses.	
Source or Calculation: AG2_	AGENT_QUEUE_[*].ACCEPTED	Used in:
Media type: All		Agent Group Queue Business Attribute Report
Data type: Number Metric type: Disposition		Agent Queue Report
>> Back to list		
Metric name: Accepte	ed Others	Folder:
		Agent > Activity > Queue
	r of interactions that were distribured, or pulled by a resource other	uted from this agent queue, and than an agent, place DN, or extension
Source or Calculation: Calcu Activity > Queue) Accepted an metrics.		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
	ed Thread	Folder:
>> Back to list	ed Thread	Folder: Agent > Activity > Queue
Metric name: Accepte	r of customer-interaction threads	
Metric name: Accepte Description: The total number from this queue for the first time	r of customer-interaction threads he by this agent. rticipation in outbound replies to inbound	Agent > Activity > Queue
Metric name: Accepte Description: The total number from this queue for the first tim This metric includes an agent's first pathe same values as the metric Accepte Source or Calculation:	r of customer-interaction threads ne by this agent. rticipation in outbound replies to inbound d Unique.	Agent > Activity > Queue that were accepted, pulled, or initiated
Metric name: Accepte Description: The total number from this queue for the first tim This metric includes an agent's first particle same values as the metric Accepter Source or Calculation: AG2_AGENT_QUEUE_[*].ACCEP	r of customer-interaction threads ne by this agent. rticipation in outbound replies to inbound d Unique.	Agent > Activity > Queue that were accepted, pulled, or initiated
Metric name: Accepte Description: The total number from this queue for the first tim This metric includes an agent's first pat the same values as the metric Accepte Source or Calculation: AG2_AGENT_QUEUE_[*].ACCEP Media type: All	r of customer-interaction threads ne by this agent. rticipation in outbound replies to inbound d Unique.	Agent > Activity > Queue that were accepted, pulled, or initiated interactions, and, for media other than email, yields
Metric name: Accepte Description: The total number from this queue for the first time This metric includes an agent's first particle same values as the metric Accepter Source or Calculation: AG2_AGENT_QUEUE_[*].ACCEPT Media type: All Data type: Number Metric type: Disposition	r of customer-interaction threads ne by this agent. rticipation in outbound replies to inbound d Unique.	Agent > Activity > Queue that were accepted, pulled, or initiated interactions, and, for media other than email, yields Used in:
Metric name: Accepte Description: The total number from this queue for the first tim This metric includes an agent's first particle same values as the metric Accepter Source or Calculation: AG2_AGENT_QUEUE_[*].ACCEP Media type: All Data type: Number	r of customer-interaction threads ne by this agent. rticipation in outbound replies to inbound d Unique.	Agent > Activity > Queue that were accepted, pulled, or initiated interactions, and, for media other than email, yields Used in:
Metric name: Accepte Description: The total number from this queue for the first time This metric includes an agent's first particle same values as the metric Accepter Source or Calculation: AG2_AGENT_QUEUE_[*].ACCEPT Media type: All Data type: Number Metric type: Disposition	r of customer-interaction threads ne by this agent. rticipation in outbound replies to inbound ed Unique. TED_THREAD	Agent > Activity > Queue that were accepted, pulled, or initiated interactions, and, for media other than email, yields Used in:
Metric name: Accepte Description: The total number from this queue for the first time This metric includes an agent's first particle the same values as the metric Accepter Source or Calculation: AG2_AGENT_QUEUE_[*].ACCEPP Media type: All Data type: Number Metric type: Disposition >> Back to list	r of customer-interaction threads ne by this agent. rticipation in outbound replies to inbound ed Unique. TED_THREAD	Agent > Activity > Queue that were accepted, pulled, or initiated interactions, and, for media other than email, yields Used in: This metric is not used in any reports.
Metric name: Accepter Description: The total number from this queue for the first time This metric includes an agent's first particle the same values as the metric Accepter Source or Calculation: AG2_AGENT_QUEUE_[*].ACCEPT Media type: All Data type: Number Metric type: Disposition >> Back to list	r of customer-interaction threads he by this agent. rticipation in outbound replies to inbound d Unique. TED_THREAD ed Unique	Agent > Activity > Queue that were accepted, pulled, or initiated interactions, and, for media other than email, yields Used in: This metric is not used in any reports. Folder:

Source or Calculation: AG2_AGENT_QUEUE_[*].ACTION	IABILITY	Used in:
Media type: All		
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Actiona	bility	Folder:
		Agent > Activity > Queue
	assigned to interactions that were the degree to which interactions	e handled by this agent and distributed required agent attention.
This metric includes an agent's first pathe same values as the metric Accepte		interactions, and, for media other than email, yields
Source or Calculation:		
AG2_AGENT_QUEUE_[*].ACTION	IABILITY	Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Agent D	Disconnect First	Folder:
Metric name: Agent D	Disconnect First	Folder: Agent > Activity > Queue
Metric name: Agent D	Disconnect First	
Description: Agent and Queue Attributes: For voice customer interactions, distributed from indicate whether the interaction was st	interactions, the total number of times du this queue, before the other party did. Fo	Agent > Activity > Queue uring the reporting interval that this agent released or multimedia interactions, serves as a flag to butside entity (for example, Interaction Server or a
Description: Agent and Queue Attributes: For voice customer interactions, distributed from indicate whether the interaction was st	interactions, the total number of times du this queue, before the other party did. Fo opped by one of the parties or by some o d only when the system (such as the swite	Agent > Activity > Queue uring the reporting interval that this agent released or multimedia interactions, serves as a flag to butside entity (for example, Interaction Server or a
Description: Agent and Queue Attributes: For voice customer interactions, distributed from indicate whether the interaction was st Media Server). The tally is incremented Source or Calculation: AG2_AGENT_QUEUE_[*].AGENT_ Media type: Chat, Open	interactions, the total number of times du this queue, before the other party did. Fo opped by one of the parties or by some o d only when the system (such as the swite	Agent > Activity > Queue uring the reporting interval that this agent released or multimedia interactions, serves as a flag to butside entity (for example, Interaction Server or a
Description: Agent and Queue Attributes: For voice customer interactions, distributed from indicate whether the interaction was st Media Server). The tally is incremented Source or Calculation: AG2_AGENT_QUEUE_[*].AGENT_	interactions, the total number of times du this queue, before the other party did. Fo opped by one of the parties or by some o d only when the system (such as the swite	Agent > Activity > Queue uring the reporting interval that this agent released or multimedia interactions, serves as a flag to putside entity (for example, Interaction Server or a ch) provides such information.
Description: Agent and Queue Attributes: For voice customer interactions, distributed from indicate whether the interaction was st Media Server). The tally is incremented Source or Calculation: AG2_AGENT_QUEUE_[*].AGENT_ Media type: Chat, Open	interactions, the total number of times du this queue, before the other party did. Fo opped by one of the parties or by some o d only when the system (such as the swite	Agent > Activity > Queue uring the reporting interval that this agent released or multimedia interactions, serves as a flag to outside entity (for example, Interaction Server or a ch) provides such information.
Description: Agent and Queue Attributes: For voice customer interactions, distributed from indicate whether the interaction was st Media Server). The tally is incremented Source or Calculation: AG2_AGENT_QUEUE_[*].AGENT Media type: Chat, Open (sync), Voice Data type: Number	interactions, the total number of times du this queue, before the other party did. Fo opped by one of the parties or by some o d only when the system (such as the swite	Agent > Activity > Queue uring the reporting interval that this agent released or multimedia interactions, serves as a flag to outside entity (for example, Interaction Server or a ch) provides such information.
Description: Agent and Queue Attributes: For voice customer interactions, distributed from indicate whether the interaction was st Media Server). The tally is incremented Source or Calculation: AG2_AGENT_QUEUE_[*].AGENT Media type: Chat, Open (sync), Voice Data type: Number Metric type: Disposition	interactions, the total number of times du this queue, before the other party did. Fr copped by one of the parties or by some of a only when the system (such as the switch DISCONNECT_FIRST	Agent > Activity > Queue uring the reporting interval that this agent released or multimedia interactions, serves as a flag to outside entity (for example, Interaction Server or a ch) provides such information.
Description: Agent and Queue Attributes: For voice customer interactions, distributed from indicate whether the interaction was st Media Server). The tally is incremented Source or Calculation: AG2_AGENT_QUEUE_[*].AGENT Media type: Chat, Open (sync), Voice Data type: Number Metric type: Disposition >> Back to list	interactions, the total number of times du this queue, before the other party did. Fr copped by one of the parties or by some of a only when the system (such as the switch DISCONNECT_FIRST	Agent > Activity > Queue uring the reporting interval that this agent released or multimedia interactions, serves as a flag to butside entity (for example, Interaction Server or a ch) provides such information. Used in: This metric is not used in any reports.
Description: Agent and Queue Attributes: For voice customer interactions, distributed from indicate whether the interaction was st Media Server). The tally is incremented Source or Calculation: AG2_AGENT_QUEUE_[*].AGENT Media type: Chat, Open (sync), Voice Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Act Description: The average score	interactions, the total number of times due this queue, before the other party did. Fropped by one of the parties or by some of only when the system (such as the switch only when the system (such as the switch only when the system) some of the parties or by some of the parties or by some of only when the system (such as the switch only when the system) some of the parties or by some of only when the system (such as the switch only when the system) some of the parties or by some of	Agent > Activity > Queue Agent > Activity > Queue Agent > Activity > Queue Using the reporting interval that this agent released or multimedia interactions, serves as a flag to butside entity (for example, Interaction Server or a butside entity) (for example, Interaction Server or a butside entity (for example, Interaction Server or a butside entity) (for example, Interaction Server or a

Source or Calculation: Calculated as AG2_AGENT_QUEUE_[*].ACTIONABILITY divided by AG2_AGENT_QUEUE_[*].ACTIONABILITY_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: Avg Consult Initiated Time	Folder:
Metric name. Avg consult initiated rime	
	Agent > Activity > Queue
Description: The average amount of time that this agent was a consult interactions that the agent initiated, where the collaborathis queue and were associated with customer interactions.	
Source or Calculation: Calculated based on the (Activity > Queue) Consult Initiated Time and Consult Initiated metrics.	
Media type: All (except	Used in:
Chat)	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Avg Consult Received Time	Folder:
Metric name: Avg Consult Received Time	
Metric name: Avg Consult Received Time	Folder: Agent > Activity > Queue
Metric name: Avg Consult Received Time Description: The average amount of time that agents were enconsultations that agents received, where the collaborations/consinteractions.	Agent > Activity > Queue gaged on collaboration calls or simple
 Description: The average amount of time that agents were enconsultations that agents received, where the collaborations/consinteractions. Source or Calculation: Calculated based on the (Activity > Queue) the Consult Received Time and Consult Received 	Agent > Activity > Queue gaged on collaboration calls or simple nsultations were associated with customer
 Description: The average amount of time that agents were enconsultations that agents received, where the collaborations/consinteractions. Source or Calculation: Calculated based on the (Activity > Queue) the Consult Received Time and Consult Received Accepted metrics. 	Agent > Activity > Queue gaged on collaboration calls or simple
 Description: The average amount of time that agents were enconsultations that agents received, where the collaborations/consinteractions. Source or Calculation: Calculated based on the (Activity > Queue) the Consult Received Time and Consult Received 	Agent > Activity > Queue gaged on collaboration calls or simple nsultations were associated with customer
Description: The average amount of time that agents were enconsultations that agents received, where the collaborations/consisteractions. Source or Calculation: Calculated based on the (Activity > Queue) the Consult Received Time and Consult Received Accepted metrics. Media type: All (except	Agent > Activity > Queue gaged on collaboration calls or simple nsultations were associated with customer Used in:
Description: The average amount of time that agents were enconsultations that agents received, where the collaborations/coninteractions. Source or Calculation: Calculated based on the (Activity > Queue) the Consult Received Time and Consult Received Accepted metrics. Media type: All (except Chat) Data type: Number	Agent > Activity > Queue gaged on collaboration calls or simple nsultations were associated with customer Used in:
Description: The average amount of time that agents were enconsultations that agents received, where the collaborations/coninteractions. Source or Calculation: Calculated based on the (Activity > Queue) the Consult Received Time and Consult Received Accepted metrics. Media type: All (except Chat) Data type: Number Metric type: Disposition >> Back to list	Agent > Activity > Queue gaged on collaboration calls or simple nsultations were associated with customer Used in:
Description: The average amount of time that agents were enconsultations that agents received, where the collaborations/coninteractions. Source or Calculation: Calculated based on the (Activity > Queue) the Consult Received Time and Consult Received Accepted metrics. Media type: All (except Chat) Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Consult Received Warm	Agent > Activity > Queue gaged on collaboration calls or simple nsultations were associated with customer Used in:
Description: The average amount of time that agents were enconsultations that agents received, where the collaborations/coninteractions. Source or Calculation: Calculated based on the (Activity > Queue) the Consult Received Time and Consult Received Accepted metrics. Media type: All (except Chat) Data type: Number Metric type: Disposition >> Back to list	Agent > Activity > Queue gaged on collaboration calls or simple nsultations were associated with customer Used in: This metric is not used in any reports.
Description: The average amount of time that agents were enconsultations that agents received, where the collaborations/coninteractions. Source or Calculation: Calculated based on the (Activity > Queue) the Consult Received Time and Consult Received Accepted metrics. Media type: All (except Chat) Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Consult Received Warm	Agent > Activity > Queue gaged on collaboration calls or simple nsultations were associated with customer Used in: This metric is not used in any reports. Folder:
Description: The average amount of time that agents were enconsultations that agents received, where the collaborations/coninteractions. Source or Calculation: Calculated based on the (Activity > Queue) the Consult Received Time and Consult Received Accepted metrics. Media type: All (except Chat) Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Consult Received Warm	Agent > Activity > Queue gaged on collaboration calls or simple insultations were associated with customer Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue engaged as a recipient in collaborations or borations/consultations were distributed or
Description: The average amount of time that agents were enconsultations that agents received, where the collaborations/coninteractions. Source or Calculation: Calculated based on the (Activity > Queue) the Consult Received Time and Consult Received Accepted metrics. Media type: All (except Chat) Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Consult Received Warm Time Description: The average amount of time that this agent was econsultations, including related hold durations, where the collaborations	Agent > Activity > Queue gaged on collaboration calls or simple insultations were associated with customer Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue engaged as a recipient in collaborations or orations/consultations were distributed or ns.

(ring) and ACW (Wrap) durations associ	ated with the consult interactions.	
Source or Calculation: Calcul Queue) Consult Received Warm Accepted Warm 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 Cor	sult Received Warm	
Wrap Time		Folder:
-		Agent > Activity > Queue
Discontinued: 9.0		
Description: This metric is no	longer populated.	
Source or Calculation: Calcul		
Queue) Consult Received Wrap Wrap metrics.	Time and Consult Received	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 Cor	sult Received Wrap	
Time		Folder:
		Agent > Activity > Queue
		: in ACW state following simple were distributed from this queue and
This duration does not stop if the agent this agent was offered the consult inter		ate. This metric is attributed to the interval in which
Source or Calculation: Calcul		
Queue) Consult Received Wrap Wrap metrics.	Time and Consult Received	Used in:
Media type: Voice		
Data type: Number		This metric is not used in any reports.
Metric type: Disposition		
>> Back to list		
Metric name: Avg Eng	Jage Time	Folder:
		Agent > Activity > Queue

Description: For interactions the time that this agent was engaged		m this queue, the average amount of
Source or Calculation: Calcul Queue) Engage Time and Accep		Used in:
Media type: All		Assemb Outsus Demont
Data type: Number Metric type: Disposition		Agent Queue Report
>> Back to list		
Metric name: Avg Har	ndle Time	Folder:
2		Agent > Activity > Queue
	The average amount of time tha ons that were distributed or pulle	t agents spent handling customer ed from this queue.
		customer interactions or warm consultations that tric is attributed to the interval in which interactions
Source or Calculation: Calcul Handle Time divided by the sun Received Consultations.		Used in:
Media type: All		Agent Queue Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Avg Hol	d Time	Folder:
		Agent > Activity > Queue
Description: The average amo queue, on hold.	ount of time that agents had cust	omer interactions, distributed from this
This metric is attributed to the interval interactions were placed on hold).	in which interactions arrived at the agen	t (which can differ from the interval in which the
Source or Calculation: Calcul Queue) Hold and Hold Time met		
Media type: All	uics.	Used in:
		Agent Queue Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Avg Infl	uence Score	Folder:
5		Agent > Activity > Queue
Description: The average scor were distributed from this queu		d on social networks for interactions that

The average considers only those interactions for which an actionability sco	pre was assigned.
Source or Calculation: Calculated as AG2_AGENT_QUEUE_[*].INFLUENCE divided by AG2_AGENT_QUEUE_[*].INFLUENCE_OFFERED.	Used in:
Media type: All	This metric is not used in any reports.
Data type: Number Metric type: Disposition	This metric is not used in any reports.
>> Back to list	
Metric name: Avg Invite Time	Folder:
	Agent > Activity > Queue
Description: The average amount of time that customer int queue) alerted or rang at an agent before being accepted pl performed, where the calls were successfully established.	
Source or Calculation: Calculated based on the (Activity >	
Queue) Invite Time and Invite Queue metrics.	Used in:
Media type: All	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
>> DACK LU IISL	
Metric name: Avg Revenue	Folder:
	Folder: Agent > Activity > Queue
Metric name: Avg Revenue	Agent > Activity > Queue
	Agent > Activity > Queue
Metric name: Avg Revenue Description: The average amount of revenue that is generate queue and handled by this agent.	Agent > Activity > Queue ated for interactions distributed from this
Metric name: Avg Revenue Description: The average amount of revenue that is generated ueue and handled by this agent. The average considers only those interactions for which revenue was generated as the second se	Agent > Activity > Queue ated for interactions distributed from this rated.
Metric name: Avg Revenue Description: The average amount of revenue that is generated ueue and handled by this agent. The average considers only those interactions for which revenue was generated as the second se	Agent > Activity > Queue ated for interactions distributed from this rated.
Metric name: Avg Revenue Description: The average amount of revenue that is generated use and handled by this agent. The average considers only those interactions for which revenue was genered Source or Calculation: Calculated based on the (Activity > Queue) Revenue and Offered with Revenue metrics.	Agent > Activity > Queue ated for interactions distributed from this rated.
Metric name: Avg Revenue Description: The average amount of revenue that is generated ueue and handled by this agent. The average considers only those interactions for which revenue was gener Source or Calculation: Calculated based on the (Activity > Queue) Revenue and Offered with Revenue metrics. Media type: All	Agent > Activity > Queue ated for interactions distributed from this rated.
Metric name: Avg Revenue Description: The average amount of revenue that is generated use and handled by this agent. The average considers only those interactions for which revenue was genered Source or Calculation: Calculated based on the (Activity > Queue) Revenue and Offered with Revenue metrics.	Agent > Activity > Queue ated for interactions distributed from this rated. Used in:
Metric name: Avg Revenue Description: The average amount of revenue that is general queue and handled by this agent. The average considers only those interactions for which revenue was general source or Calculation: Calculated based on the (Activity > Queue) Revenue and Offered with Revenue metrics. Media type: All Data type: Number	Agent > Activity > Queue ated for interactions distributed from this rated. Used in:
Metric name: Avg Revenue Description: The average amount of revenue that is general queue and handled by this agent. The average considers only those interactions for which revenue was gener Source or Calculation: Calculated based on the (Activity > Queue) Revenue and Offered with Revenue metrics. Media type: All Data type: Number Metric type: Disposition >> Back to list	Agent > Activity > Queue ated for interactions distributed from this rated. Used in: This metric is not used in any reports.
Metric name: Avg Revenue Description: The average amount of revenue that is general queue and handled by this agent. The average considers only those interactions for which revenue was gener Source or Calculation: Calculated based on the (Activity > Queue) Revenue and Offered with Revenue metrics. Media type: All Data type: Number Metric type: Disposition	Agent > Activity > Queue ated for interactions distributed from this ated. Used in: This metric is not used in any reports. Folder:
Metric name: Avg Revenue Description: The average amount of revenue that is general queue and handled by this agent. The average considers only those interactions for which revenue was gener Source or Calculation: Calculated based on the (Activity > Queue) Revenue and Offered with Revenue metrics. Media type: All Data type: Number Metric type: Disposition >> Back to list	Agent > Activity > Queue ated for interactions distributed from this rated. Used in: This metric is not used in any reports.
Metric name: Avg Revenue Description: The average amount of revenue that is general queue and handled by this agent. The average considers only those interactions for which revenue was gener Source or Calculation: Calculated based on the (Activity > Queue) Revenue and Offered with Revenue metrics. Media type: All Data type: Number Metric type: Disposition >> Back to list	Agent > Activity > Queue Adeed for interactions distributed from this interactions Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue
Metric name: Avg Revenue Description: The average amount of revenue that is general queue and handled by this agent. The average considers only those interactions for which revenue was gener Source or Calculation: Calculated based on the (Activity > Queue) Revenue and Offered with Revenue metrics. Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Satisfaction Description: The average customer-satisfaction score of interaction	Agent > Activity > Queue Adeed for interactions distributed from this interactions Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue Second Stributed from this queue and

Source or Calculation: Calcu Queue) Satisfaction and Offered		Used in:	
Media type: All		This matrix is not used in any reports	
Data type: Number Metric type: Disposition		This metric is not used in any reports.	
>> Back to list			
Metric name: Avg Sentiment Score		Folder:	
Hetrie Humer Avg Ser		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 inter	actions for which a sentiment score was a	assigned.	
Source or Calculation: Calcu AG2_AGENT_QUEUE_[*].SENTIM AG2_AGENT_QUEUE_[*].SENTIM	1ENT divided by	Used in:	
Media type: All		Agent Social Engagement Report	
Data type: Number Metric type: Disposition			
>> Back to list			
Metric name: Avg Wrap Time		Folder:	
		Agent > Activity > Queue	
	ount of time that this agent spent tions were distributed from this c	t on customer interactions while in ACW queue.	
Source or Calculation: Calculated based on the (Activity > Queue) Wrap Time and Activity > Wrap metrics.		Used in:	
Media type: Voice		osea m.	
Data type: Number Metric type: Disposition		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_[*].CONFE	RENCE_INITIATED	Used in:	
Media type: All (Except		This metric is not used in any reports.	

email)				
Data type: Number Metric type: Disposition				
>> Back to list				
Metric name: Conference Received				
Accepted				
		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_[*].CONFE	RENCE_RECEIVED_ACCEPTED	Used in:		
Media type: All				
Data type: Number		This metric is not used in any reports.		
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_[*].CONSU	LT_INITIATED			
Media type: All (except Chat)		Used in:		
Data type: Number		This metric is not used in any reports.		
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				
Media type: All (except Chat)		Used in: 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_[*].CONSU	JLT_RECEIVED_ACCEPTED			
Media type:		Used in:		
Data type: Metric type:		This metric is not used in any reports.		
>> Back to list				
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 [*].CONSU	JLT 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 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_[*].CONSU	ILT_RECEIVED_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 Time		Folder:		
		Agent > Activity > Queue		
Description, The total amount	t of time that this accent was and	and as a resinient in collaboration of		
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	Agent > Activity > Queue
Discontinued: 9.0	
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	This methe is not used in any reports.
>> Back to list	
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	,,,
>> Back to list	
Metric name: Consult Received Wrap	Folder:
	Agent > Activity > Queue
Description: The total number of times that this agent was in consultation that the agent accepted and that were distributed were associated with customer interactions.	
Source or Calculation: AG2_AGENT_QUEUE_[*].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 > Queue
Description: The total amount of time that this agent spent in the agent accepted, where the consultations were distributed f	

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_[*].CONSUL	T_RECEIVED_WRAP_TIME	Used in:
Media type: Voice		This metric is not used in any reports.
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 tota customer interactions that were		s that were initiated by this agent for
For voice, this metric is the same as Age	nt > Activity > Consult Received Accept	ted.
Source or Calculation: AG2_AGENT_QUEUE_[*].CONSUL	T_RESPONSES	
Media type: All (except Chat)		Used in:
Data type: Number		This metric is not used in any reports.
Metric type: Disposition		
>> Back to list		
Metric name: Engage		
Introduced: 9.0.029.00		Folder:
introduced. 9.0.029.00		Agent > Activity > Queue
Description: The number of times that agents were engaged with a customer during the reporting		
period. This metric is useful in ca Source or Calculation:	alculating custom values such a	s Average Handle Time.
AG2_AGENT_CUSTOMER_TALK_C	OUNT	Used in:
Media type: All		This metric is not used in any reports.
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_[*].ENGAG	E_TIME	Used in:
Media type: All		
Data type: Number Metric type: Disposition		Agent Queue Report
>> Back to list		
Metric name: Focus		Folder:
		Agent > Activity > Queue
sessions. Includes only cases w		ocus state while working on media king on the interaction that is the subject
Source or Calculation: AG2_A	AGENT_QUEUE_[*].FOCUS	
Media type:		Used in:
Data type: Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
>> BACK LU IIST		
Metric name: Focus T	ime	Folder:
	ime	Folder: Agent > Activity > Queue
Metric name: Focus T Description: The total time th	at the agent spent in the focus st	
Metric name: Focus T Description: The total time the Includes only time that the age	at the agent spent in the focus st nt spent actively processing the i	Agent > Activity > Queue ate while working on media sessions. Interaction, as reported by the agent
Metric name: Focus T Description: The total time the Includes only time that the age desktop.	at the agent spent in the focus st nt spent actively processing the i	Agent > Activity > Queue rate while working on media sessions.
Metric name: Focus T Description: The total time the Includes only time that the age desktop. Source or Calculation: AG2_	at the agent spent in the focus st nt spent actively processing the i	Agent > Activity > Queue ate while working on media sessions. Interaction, as reported by the agent
Metric name: Focus T Description: The total time th Includes only time that the age desktop. Source or Calculation: AG2_/ Media type: Data type:	at the agent spent in the focus st nt spent actively processing the i	Agent > Activity > Queue ate while working on media sessions. Interaction, as reported by the agent Used in:
Metric name: Focus T Description: The total time th Includes only time that the age desktop. Source or Calculation: AG2_/ Media type: Data type: Metric type: Disposition	at the agent spent in the focus st nt spent actively processing the i AGENT_QUEUE_[*].FOCUS_TIME	Agent > Activity > Queue ate while working on media sessions. Interaction, as reported by the agent Used in:
Metric name: Focus T Description: The total time the Includes only time that the age desktop. Source or Calculation: AG2_A Media type: Data type: Metric type: Disposition >> Back to list	at the agent spent in the focus st nt spent actively processing the i AGENT_QUEUE_[*].FOCUS_TIME	Agent > Activity > Queue rate while working on media sessions. Interaction, as reported by the agent Used in: This metric is not used in any reports.
Metric name: Focus T Description: The total time the Includes only time that the age desktop. Source or Calculation: AG2_/ Media type: Data type: Metric type: Disposition >> Back to list Metric name: Handle	at the agent spent in the focus st nt spent actively processing the in AGENT_QUEUE_[*].FOCUS_TIME Time	Agent > Activity > Queue ate while working on media sessions. Interaction, as reported by the agent Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue Indling interactions that were distributed
Metric name: Focus T Description: The total time the Includes only time that the age desktop. Source or Calculation: AG2_/ Media type: Data type: Metric type: Disposition >> Back to list Metric name: Handle Description: The total amount or pulled from this queue for the Source or Calculation: Calcu	at the agent spent in the focus st nt spent actively processing the in AGENT_QUEUE_[*].FOCUS_TIME Time t of time that this agent spent had ose interactions that the agent re- lated based on (Activity > e, Wrap Time, Consult Received	Agent > Activity > Queue ate while working on media sessions. Interaction, as reported by the agent Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue Indling interactions that were distributed

Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Hold		Folder: Agent > Activity > Queue
Description: The total number distributed from this queue) on		this agent had customer calls (that were
Source or Calculation: AG2_A	AGENT_QUEUE_[*].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: Hold Tir	ne	Folder:
		Agent > Activity > Queue
		er interactions distributed from this queue nether they were placed on hold once or
Source or Calculation: AG2_A	AGENT_QUEUE_[*].HOLD_TIME	
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		Agent Queue Report
>> Back to list		
Metric name: Influence	e Score	Folder:
		Agent > Activity > Queue
		Ngene - Neuvily - Queue
	nat represents the customer cloud e distributed from this queue and	t that has amassed on social networks for handled by this agent.
Source or Calculation: AG2_A	AGENT_QUEUE_[*].INFLUENCE	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
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.	
>> Back to list		
Metric name: Invite Time	Folder:	
	Agent > Activity > Queue	
Description: The total amount of time, in seconds, that custon the total duration of the dialing that the agent performed for cathis 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.	
>> Back to list		
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	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	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	Agent Group Queue Business	
Data type: Number Metric type: Disposition	Attribute Report	
>> Back to list		
Metric name: Offered with Actionability	Folder:	
	Agent > Activity > Queue	
Description: The total number of customer interactions that from this queue, for which actionability scores were recorded.	were offered to this agent and distributed	
Source or Calculation: 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: Offered with Influence	Folder:	
Metric name: Offered with Influence	Folder: Agent > Activity > Queue	
Metric name: Offered with Influence Description: The total number of customer interactions that from this queue, for which customer-influence scores were rec	Agent > Activity > Queue were offered to this agent and distributed	
Description: The total number of customer interactions that	Agent > Activity > Queue were offered to this agent and distributed orded.	
Description: The total number of customer interactions that from this queue, for which customer-influence scores were reconstructed and the scores of the score	Agent > Activity > Queue were offered to this agent and distributed orded. Used in:	
Description: The total number of customer interactions that from this queue, for which customer-influence scores were rections Source or Calculation: AG2_AGENT_QUEUE_[*].INFLUENCE_OFFERED	Agent > Activity > Queue were offered to this agent and distributed orded.	
Description: The total number of customer interactions that from this queue, for which customer-influence scores were red Source or Calculation: AG2_AGENT_QUEUE_[*].INFLUENCE_OFFERED Media type: All Data type: Number	Agent > Activity > Queue were offered to this agent and distributed orded. Used in:	
Description: The total number of customer interactions that from this queue, for which customer-influence scores were red Source or Calculation: AG2_AGENT_QUEUE_[*].INFLUENCE_OFFERED Media type: All Data type: Number Metric type: Disposition	Agent > Activity > Queue were offered to this agent and distributed orded. Used in:	
Description: The total number of customer interactions that from this queue, for which customer-influence scores were red Source or Calculation: AG2_AGENT_QUEUE_[*].INFLUENCE_OFFERED Media type: All Data type: Number Metric type: Disposition >> Back to list	Agent > Activity > Queue were offered to this agent and distributed orded. Used in: This metric is not used in any reports.	
Description: The total number of customer interactions that from this queue, for which customer-influence scores were red Source or Calculation: AG2_AGENT_QUEUE_[*].INFLUENCE_OFFERED Media type: All Data type: Number Metric type: Disposition >> Back to list	Agent > Activity > Queue were offered to this agent and distributed orded. Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue entered or began within the contact center,	
Description: The total number of customer interactions that from this queue, for which customer-influence scores were red Source or Calculation: AG2_AGENT_QUEUE_[*].INFLUENCE_OFFERED Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Offered with Revenue Description: The total number of customer interactions that	Agent > Activity > Queue were offered to this agent and distributed orded. Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue entered or began within the contact center,	
Description: The total number of customer interactions that from this queue, for which customer-influence scores were red Source or Calculation: AG2_AGENT_QUEUE_[*].INFLUENCE_OFFERED Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Offered with Revenue Description: The total number of customer interactions that were distributed from this queue, had associated revenue, and source or Calculation:	Agent > Activity > Queue were offered to this agent and distributed orded. Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue entered or began within the contact center, d were handled by this agent.	

Metric type: Disposition		
>> Back to list		
Metric name: Offered with Satisfaction	Folder:	
	Agent > Activity > Queue	
Description: The total number of customer interactions that w handled by this agent for which customer-satisfaction scores we	ere distributed from this queue and ere recorded.	
Source or Calculation: AG2_AGENT_QUEUE_[*].SATISFACTION_OFFERED	Used in:	
Media type: All	This metric is not used in any reports.	
Data type: Number Metric type: Disposition	This methe is not used in any reports.	
>> Back to list		
Metric name: Offered with Sentiment	Folder:	
	Agent > Activity > Queue	
Description: The total number of customer interactions that w handled by this agent for which sentiment scores were recorded		
Source or Calculation:		
AG2_AGENT_QUEUE_[*].SENTIMENT_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: Rejected	Folder:	
	Agent > Activity > Queue	
Description: The total number of times that customer interaction alerted at this agent, and were not accepted.	ions were distributed from this queue,	
Source or Calculation: AG2_AGENT_QUEUE_[*].REJECTED	Used in	
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
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_U	UNIQUE	Used in:
Media type: All		
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Responses		Folder:
		Agent > Activity > Queue
Description: For interactions distribu	ted from this queue, this n	netric represents:
 For voice and chat media, this met or warm consultations were accept Activity\Accepted; it returns positiv 	ted by this agent. For voice	
• For email, this metric represents th	ne total number of times th	nat the agent prepared an outbound reply.
Source or Calculation: AG2_AGENT_	QUEUE_[*].RESPONSES	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> 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	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> 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_ [*].SATISFACTION	_QUEUE-	Used in:

Media type: All		
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Sentime	ent Score	Folder:
		Agent > Activity > Queue
Description: The total score redistributed from this queue and		by customers for interactions that were
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
	r of times that customer interacti ed within the short-engagement t	ons were accepted by this agent and then hreshold.
This metric relies on the value of the s section.	hort-engagement (short-talk) option as	configured in the [agg-gim-thld-AGENT-IXN]
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 Da	ate Time Key	Folder:
	-	Agent > Activity > Queue
Description: This metric is rest the AG2_AGENT_QUEUE hierarc		a key for a particular date and time from
Source or Calculation: AG2_AGENT_QUEUE_[*].DATE_1	TME_KEY	Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type:		This metho is not used in any reports.
>> Back to list		
Metric name: Transfe	r Initiated Agent	Folder:

		Agent > Activity > Queue
	r of times that this agent transfer warm and blind transfers are ref	rred customer interactions that were lected in this metric.
Source or Calculation: AG2_AGENT_QUEUE_[*].TRANS	FER_INIT_AGENT	Used in:
Media type: All		Agent Group Queue Business
Data type: Number Metric type: Disposition		Attribute Report
>> Back to list		
Metric name: Transfe	r Received Accepted	Folder:
		Agent > Activity > Queue
Description: The total number were successfully transferred to		ustomer interactions from this queue that
Both warm and blind transfers are refle	ected in this metric.	
Source or Calculation: AG2_AGENT_QUEUE_[*].XFER_F	RECEIVED_ACCEPTED	Used in:
Media type: All		Agent Group Queue Business
Data type: Number Metric type: Disposition		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 intera	actions for which ACW was invoked.
Source or Calculation: AG2_A	AGENT_QUEUE_[*].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: Wrap Ti	me	Folder:
		Agent > Activity > Queue
Description: The total amount agents received from this queu		<i>W</i> state for customer interactions that the

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	the states	
Media type: Voice	Used in:	
Data type: Number Metric type: Disposition	Agent Queue Report	
>> Back to list		

Folder: Agent > Detail

There are no metrics in this folder.

Folder: Agent > Detail > Ixn State

Metric name: Duration	n	Folder: Agent > Detail > Ixn State
Description: The difference be	tween the beginning and end of	the agent's state.
Source or Calculation: Calculat	2.END_TS minus	Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Start Da	teTime Key	Folder:
		Agent > Detail > Ixn State
Description: This metric is reset the AG2_QUEUE or AG2_QUEUE		a key for a particular date and time from
Source or Calculation: IXN_RESOURCE_STATE_FACT_GI2	2.START_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 > 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'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 spill over both days. Source or Calculation: SM_RES_SESSION_FACT_GI2.TOTAL_DURATION Used in: • Agent Login-Logout Details Report Media type: All Data type: Number Metric type: Detail • Agent Login-Logout Details Report >> Back to list • Agent > Detail > Session 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. Folder: Agent > Detail > Session Source or Calculation: SM_RES_SESSION_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY Seed in: Media type: All Data type: Number werite type: Source or Calculation: SM_RES_STATE_FACT table. This metric is not used in any reports. Metric name: Start DateTime Key M_RES_STATE_FACT_Table. 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_GI2.START_DATE_TIME			
Description: The total amount of time that elapsed between 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'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 Media type: All Data type: Number Metric is reserved for internal use to employ a key for a particular resource-group combination from the SM_RES_SESSION_FACT_GI2.ROT_CALE_GROUP_COMBINATION_FACT_GI2.RESOURCE_GROUP_COMBINATION_FACT_GI2.RESOURCE_GROUP_COMBINATION_FACT_GI2.RESOURCE_GROUP_COMBINATION_FACT_GI2.RESOURCE_GROUP_COMBINATION_FEY_Metric is not used in any reports. Source or Calculation: Source or Calculation: Source or Calculation: Session Source or Calculation: Folder: Agent > Detail > Session 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: Tis metric is not used in any reports. Media type: All Data type: Number Agent > Data type: Number Session Source or Calculation: Source or Calculation: Source or Calculation: Session <td>Metric name: Active Time</td> <td>Folder:</td>	Metric name: Active Time	Folder:	
session(s) on a particular media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into the first DN to the moment at which the agent is no longer logged in to any DN. If 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 is 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 Media type: Number Metric type: Detail >> Back to list 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: Number Metric type: 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: Number Metric type: Secription: 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: This metric is not used in any reports. Secription: This metric is reserved for internal use to employ a key for a particular date and time from the SM_RES_STATE_FACT_GI2.START_DATE_TIME_KEY Source or Calculation: SM_RES_STATE_FACT_GI2.START_DATE_TIME_KEY Suster or Calculation: Suster or Calculation: Su		Agent > Detail > Session	
Source or Calculation: Sustance of Calculation: Used in: Media type: All Agent Login-Logout Details Report >> Back to list • Agent Login-Logout Details Report Metric name: Group Combination Detail Folder: Agent > Detail > Session Source or Calculation: Source or Calculation: SM_RES_SESSION_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY Metric type: Folder: Agent > Detail > Session Metric name: Start DateTime Key Folder: Agent > Detail > Session Metric name: Start DateTime Key Folder: Agent > Detail > Session Source or Calculation: Source or Calculation: SM_RES_SESSION_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY Media type: All This metric is not used in any reports. Metric name: Start DateTime Key Folder: Agent > Detail > Session Description: This metric is reserved for internal use to employ = key for a particular date and time from the SM_RES_STATE_FACT table. Source or Calculation: Source or Calculation: Source or Calculation: Session Source or Calculation: Session <tr< td=""><td colspan="3">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</td></tr<>	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		
SM_RES_SESSION_FACT_GI2.TOTAL_DURATION Used in: Media type: All Agent Login-Logout Details Report Agent Login-Logout Details Report > Agent Login-Logout Details Report Metric type: Detail Folder: Agent > Detail > Session Source or Calculation: SM_RES_SESSION_FACT_GI2.RESOURCE_GROUP_COMBINATION EY Media type: All Source or Calculation: SM_RES_SESSION_FACT_GI2.RESOURCE_GROUP_COMBINATION EY Media type: All Source or Calculation: SM_RES_SESSION_FACT_GI2.RESOURCE_GROUP_COMBINATION EY Media type: All Source or Calculation: Metric name: Start DateTime Key Folder: Agent > Detail > Session Source or Calculation: Source or Calculation: Key for a particular date and time from the SM_RES_STATE_FACT_table.	If the agent is not forcibly logged out when the calendar date	es ends, login duration is split over both days.	
Pata type: Number • Agent Login-Logout Details Report >> Back to list ->> Back to list Metric name: Group Combination Detail Folder: Agent > Detail > Session 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_Kertic is not used in any reports. Kertic is not used in any reports. Media type: All Data type: Number This metric is not used in any reports. Pata type: Number Folder: Agent > Detail > Session Media type: All Data type: Number Folder: 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. Folder: Source or Calculation: Source or Calculation: Source or Calculation: Source or Calculation: Source or Calculation: Source or Calculation: Source or Calculation: Source or Calculation: Source or Calculation: Source or Calculation: Source or Calculation: Source or Calculation: Source or Calculation: Source or Calculation: Source or Calculation: Source or Calculation:		Used in:	
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. Folder: Agent > Detail > Session Source or Calculation: SM_RES_SESSION_FACT table. Source or Calculation: SM_RES_SESSION_FACT table. Yes of the second seco	Media type: All	Agent Login-Logout Details Report	
Metric name: Group Combination Detail 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 Media type: All Data type: Number Metric type: Number Source or Calculation: SM_RES_SESSION_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY Media type: All Data type: Number Number Metric type: Number Source or Calculation: Source or Calculation: Source or Calculation: Metric type: Number Source or Calculation: Source or Calculation: <t< td=""><td></td><td>Agent Login-Logout Details Report</td></t<>		Agent Login-Logout Details Report	
Session Forder: 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 Media type: All Data type: Number Metric type: Media type: All Data type: Number Metric type: Source or Calculation: SM_RES_STATE_FACT table. Folder: Agent > Detail > Session Poscription: 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.	>> Back to list		
combination from the SM_RES_SESSION_FACT table. Source or Calculation: SM_RES_SESSION_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY Media type: All Data type: Number Metric type: Source or Calculation: SACk 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.		Folder:	
combination from the SM_RES_SESSION_FACT table. Source or Calculation: SM_RES_SESSION_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY Media type: All Data type: Number Metric type: Source or Calculation: SACk 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.			
SM_RES_SESSION_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY Media type: All 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 This metric is not used in any reports. Data type: Number This metric is not used in any reports. >> Back to list Folder: Metric name: Start DateTime Key Folder: Agent > Detail > Session 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. Used in: Source or Calculation: Source or Calculation: Used in: This metric is not used in any reports. This metric is not used in any reports.	Source or Calculation: SM_RES_SESSION_FACT_GI2.RESOURCE_GROUP_0	COMBINATION KEY	
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.			
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.		This metric is not used in any reports.	
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.	>> Back to list		
the SM_RES_STATE_FACT table. Source or Calculation: SM_RES_STATE_FACT_GI2.START_DATE_TIME_KEY This metric is not used in any reports.	Metric name: Start DateTime Key		
SM_RES_STATE_FACT_GI2.START_DATE_TIME_KEY This metric is not used in any reports.		use to employ a key for a particular date and time from	
Media type: All			
		This metric is not used in any reports.	

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

Folder: Agent > Detail > State

Metric name: Duration	Folder: Agent > Detail > State
Description: The difference between the	ne beginning and end of the agent's interaction-related state.
Source or Calculation: SM_RES_STATE_FACT_GI2.TOTAL_DURAT	ION 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.	
irrespective of the interval(s) in which th	le state-reason compination enquies.
This time is measured from the moment at which	the agent enters this state-reason combination to the moment at which the agent agent's state was still active when the data was compiled, the duration of the
This time is measured from the moment at which exits this state or state-reason combination. If the	the agent enters this state-reason combination to the moment at which the agent agent's state was still active when the data was compiled, the duration of the
This time is measured from the moment at which texits this state or state-reason combination. If the agent in this state appears as null in the reports.	the agent enters this state-reason combination to the moment at which the agent agent's state was still active when the data was compiled, the duration of the

Data type: Number Metric type: Detail

>> Back to list

Folder: Agent > Group Membership

Metric name: Start Date Time Key	Folder:
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		Agent > Group Membership
Description: This metric is resthe RESOURCE_GROUP_FACT hi		a key for a particular date and time from
Source or Calculation: RESOURCE_GROUP_FACT_GI2.S	TART_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: % Consu	ult 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: Calcul State > Consult Received Time 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: % Engag	ge 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: Calcul State > Engage Time and Sumr		Used in:

metrics.	
	Agent Interaction State
Media type: All	 Agent Interval Based Report
Data type: Number Metric type: Interval	 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 custo	mer interactions on hold within the
interval, relative to the total duration of the agent's active sessi	
Source or Calculation: Calculated based on the Interaction	Used in:
State > Hold Time and Summarized State > Active Time metrics.	Agent Interaction State
	Agent Interval Based Report
Media type: Voice	Agent Summary Activity Report
Data type: Number Metric type: Interval	(Interaction)
	Supervisor Dashboard
>> Back to list	
Metric name: % Invite Time	Folder:
Metric name: % Invite Time	Folder: Agent > State and Reason > Interaction State
	Agent > State and Reason > Interaction State
Metric name: % Invite Time Description: The percentage of time that customer interaction duration of the agent's active session within the interval.	Agent > State and Reason > Interaction State
Description: The percentage of time that customer interaction	Agent > State and Reason > Interaction State
Description: The percentage of time that customer interaction duration of the agent's active session within the interval. Source or Calculation: Calculated based on the Invite Time	Agent > State and Reason > Interaction State s spent in Invite Time relative to the total
Description: The percentage of time that customer interaction 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.	Agent > State and Reason > Interaction State s spent in Invite Time relative to the total Used in:
Description: The percentage of time that customer interaction 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. Media type: All Data type: Number	Agent > State and Reason > Interaction State s spent in Invite Time relative to the total Used in: • Agent Interaction State • Agent Summary Activity Report
Description: The percentage of time that customer interaction 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. Media type: All Data type: Number Metric type: Interval >> Back to list	Agent > State and Reason > Interaction State s spent in Invite Time relative to the total Used in: • Agent Interaction State • Agent Summary Activity Report
Description: The percentage of time that customer interaction 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. Media type: All Data type: Number Metric type: Interval	Agent > State and Reason > Interaction State s spent in Invite Time relative to the total Used in: • Agent Interaction State • Agent Summary Activity Report (Interaction)
Description: The percentage of time that customer interaction 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. Media type: All Data type: Number Metric type: Interval >> Back to list	Agent > State and Reason > Interaction State s spent in Invite Time relative to the total Used in: • Agent Interaction State • Agent Summary Activity Report (Interaction) Folder: Agent > State and Reason > Interaction State is agent spent in ACW (Wrap) state
Description: The percentage of time that customer interaction 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. Media type: All Data type: Number Metric type: Interval >> Back to list Metric name: % Ixn Wrap Time Description: The percentage of time within the interval that the associated with customer calls, relative to the total duration of the interval.	Agent > State and Reason > Interaction State s spent in Invite Time relative to the total Used in: • Agent Interaction State • Agent Summary Activity Report (Interaction) Folder: Agent > State and Reason > Interaction State is agent spent in ACW (Wrap) state
Description: The percentage of time that customer interaction 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. Media type: All Data type: Number Metric type: Interval >> Back to list Metric name: % Ixn Wrap Time Description: The percentage of time within the interval that the associated with customer calls, relative to the total duration of the second seco	Agent > State and Reason > Interaction State s spent in Invite Time relative to the total Used in: • Agent Interaction State • Agent Summary Activity Report (Interaction) Folder: Agent > State and Reason > Interaction State is agent spent in ACW (Wrap) state the agent's active session within the

Media type: Voice		Agent Interval Based Report
Data type: Number Metric type: Interval		Agent Summary Activity Report (Interaction)
>> Back to list		
Metric name: % Not Re	eady In Time	Folder:
		Agent > State and Reason > Interaction State
	ent was in the NotReady state, re	ustomer interactions that were accepted elative to the agent's total NotReady
Consultations and collaborations that the	e agent receives while in the NotReady	state are excluded from this percentage.
Source or Calculation: Calcula Time Interaction State and the N State metrics.		Used in:
Media type: All		Agent Not Ready Report
Data type: Number Metric type: Interval		
>> Back to list		
Metric name: % Not Re	eady Out Time	Folder:
		Agent > State and Reason > Interaction State
		ustomer interactions that were dialed elative to the agent's total NotReady
Source or Calculation: Calcula Out Time Interaction State and t Summarized State metrics.		Used in:
Media type: All		Agent Not Ready Report
Data type: Number Metric type: Interval		
>> 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: Calcult		Used in:
Interaction State and the Wrap T metrics.	I me Summarized State	Agent Wrap Report

Media type: Voice, Chat		
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: % Wrap	Out Time	Folder:
		Agent > State and Reason > Interaction State
	the agent's DNs were in ACW (W	ustomer interactions that the agent rap) state, relative to the DNs' total
Source or Calculation: Calcu Time Interaction State and the metrics.		Used in:
Media type: Voice		Agent Wrap Report
Data type: Number Metric type: Interval		
>> Back to list		
Metric name: Accepte	ed	Folder:
		Agent > State and Reason > Interaction State
Description: The description of	of this metric varies depending or	attributes and filters in the report query:
 Agent Attributes: The total r accepted, answered, pulled 		teractions or warm consultations were
	e total number of times that custo oulled, or initiated by agents who	omer interactions or warm consultations belong to this agent group.
For voice media, this metric is identical	I to Activity\Responses.	
Source or Calculation: AG2_AG2_AGENT_GRP_[*].ACCEPTED		Used in:
		Agent Activity
		Agent Conduct Report
		 Agent Group Business Attribute Report
Media type: All		 Agent Group Interaction handling Report
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: Accepte	d Eventually	Folder: Agent > State and Reason > Interaction State
Description: The total number accepted by this agent.	of customer interactions and co	onsultations (warm or simple) that were

1 5 5	
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

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: Agent Group Business Attribute
Media type: All (except Chat) Data type: Number Metric type: Disposition	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 Agent Interval Based Report
Media type: All (except Chat) Data type: Number Metric type: Disposition	 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	Agent Performance Dashboard
Data type: Number Metric type: Disposition	Agent Report
>> Back to list	
Metric name: Engage Time	Folder:

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 agents was engaged with customers on interactions that the agents received. • Agent Group Attribute: The total amount of time that 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 or AG2_AGENT_GRP_[*].ENGAGE_TIME or AG2_AGENT_SENGAGE_TIME or AG2_AGENT_SENGAGE_TIME or AG2_AGENT_GRP_T_SENGAGE_TIME or AG2_AGENT_SENGAGE_TIME or AG2_AGENT_SENGAGE_AGENT_SENGAGE_TIME or AG2_AGENT_SENGAGE_TIME			Agent > State and Reason > Interaction State
 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 gent in collaboration or consultation. Source or Calculation: AG2_AGENT [*].ENGAGE_TIME or AG2_AGENT_GRP_[*].ENGAGE_TIME or AG2_AGENT_	Description: The description of	of this metric varies depending or	attributes and filters in the report query:
eigaged 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 source or Calculation: AG2_AGENT_[*]_ENGAGE_TIME or AG2_AGENT_GRP_[*]_ENGAGE_TIME AG2_AGENT_GRP_[*]_ENGAGE_TIME Media type: All Data type: Number Metric type: Disposition >> Back to list 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: Source or Calcula	• Agent Attribute: The total amount of time that this agent was engaged with customers on interactions		
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 Interaction State Agent Outbound Campaign Report Agent Performance Dashboard Agent Report Agent Sroup Business Attribute Report Agent Outbound Campaign Report Agent Performance Dashboard Agent Supprise Dashboard Baseription: 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: Supervise Cancel Complement Supprise Dashboard Supervise or Calculation: Supervise Complement Supprise Dashboard Supervise or Calculation: Supervise Complement Supprise Dashboard Supervise or Calculation: Supervise Dashboard Supervi			
AG2_AGENT_GRP_[*].ENGAGE_TIME		related durations, such as hold time, ACW	/ (Wrap) time, alert (ring) time, and time that is
Media type: All - Agent Interaction State Data type: Number - Agent Interval Based Report Metric type: Disposition - Agent Outbound Campaign Report Data type: Number - Agent Netroral Based Report Metric type: Disposition - Agent Summary Activity Report - Agent Summary Activity Report - Agent Summary Activity Report - > Back to list - Agent Summary Activity Report 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 Media type: All Data type: Number Used in: This metric is not used in any reports. 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)	Source or Calculation: AG2_A	AGENT_[*].ENGAGE_TIME or	Used in:
Media type: All Agent Interval Based Report Agent Outbound Campaign Report Agent Performance Dashboard Agent Report Agent Summary Activity Report Agent Summary Activity Report Supervisor Dashboard >> Back to list Media type: All Description: This metric is reserved for internal use to employ = key for a particular resource-group Construction: This metric is reserved for internal use to employ = key for a particular resource-group Source or Calculation: Sim_RES_STATE_FACT table. Source or Calculation: Sim_RES_STATE_FACT table. Source or Calculation: Back to list Media type: All Data type: Number Media type: All Data type: Number Back to list Metric name: Hold Folder: Agent > Interaction State			
Media type: All Agent Outbound Campaign Report Agent Performance Dashboard Agent Report Agent Summary Activity Report Agent Summary Activity Report Supervisor Dashboard >> Back to list Supervisor Dashboard Supervisor Dashboard Supervisor Dashboard Supervisor Dashboard Supervisor Dashboard Supervisor Calculation: Supervisor Calculation: </td <td></td> <td></td> <td>Agent Interaction State</td>			Agent Interaction State
Pata type: Number Metric type: Disposition Agent Performance Dashboard Agent Report Agent Summary Activity Report (Interaction) Supervisor Dashboard >> Back to list 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 Media type: All Data type: Number Metric type: Used in: This metric is not used in any reports. 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)			Agent Interval Based Report
Metric type: Disposition Agent Report Agent Summary Activity Report (Interaction) Supervisor Dashboard >> Back to list 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 Media type: All Data type: Number Metric name: Hold Folder: Agent > State and Reason > Interaction State Metric name: Hold Folder: Agent > State and Reason > Interaction State	Media type: All		Agent Outbound Campaign Report
 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 Media type: All 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 Media type: All Description: The total number of times within the interval that this agent (or agents in this agent group) Description: The total number of times within the interval that this agent (or agents in this agent group)			Agent Performance Dashboard
Interaction Interaction Supervisor Dashboard 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 Media type: All Data type: Number 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)			Agent Report
>> 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 Media type: All Data type: Number Metric type: Number 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)			
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. Used in: Source or Calculation: SM_RES_STATE_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY Media type: All Data type: Number Metric type: Used in: This metric is not used in any reports. >> Back to list 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)			Supervisor Dashboard
Agent > State and Reason > Interaction State Description: This metric is reserved for internal use to employ key for a particular resource-group Source or Calculation: SM_RES_STATE_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY Media type: All Data type: Number Metric type: >> Back to list Description: The total number of times within the interval that this agent (or agents in this agent group)	>> Back to list		
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 Media type: All Data type: Number Metric type: Data type: Number Metric type: >> Back to list Metric name: Hold Folder: Agent > State and Reason > Interaction State	Metric name: Group C	Combination	Folder:
combination from the SM_RES_STATE_FACT table. Source or Calculation: SM_RES_STATE_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY Media type: All Data type: Number Metric type: >> Back to list 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)			Agent > State and Reason > Interaction State
SM_RES_STATE_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY Used in: Media type: All This metric is not used in any reports. Data type: Number SM_RES_STATE_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY Wetric type: This metric is not used in any reports. >> Back to list This metric is not used in any reports. 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)			a key for a particular resource-group
Media type: All This metric is not used in any reports. Data type: Number This metric is not used in any reports. >> Back to list Folder: 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)		URCE_GROUP_COMBINATION_KE	Used in:
Data type: Number Metric type: Image: Additional and the second	Media type: All		
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)			
Agent > State and Reason > Interaction State Description: The total number of times within the interval that this agent (or agents in this agent group)	>> Back to list		
Description: The total number of times within the interval that this agent (or agents in this agent group)	Metric name: Hold		Folder:
			Agent > State and Reason > Interaction State
		r of times within the interval that	this agent (or agents in this agent group)
Source or Calculation: AG2_AGENT_[*].HOLD or AG2_AGENT_GRP_[*].HOLDUsed in:		AGENT_[*].HOLD or	Used in:

Media type: Voice Data type: Number Metric type: Disposition >> Back to list		 Agent Interval Based Report Agent Performance Dashboard Agent Report Agent Utilization Report
Martin and a second state of the		
Metric name: Hold Tir	ne	Folder: Agent > State and Reason > Interaction State
		nts in this agent group) had customer nteractions, whether they were placed on
Source or Calculation: AG2_A AG2_AGENT_GRP [*].HOLD_TIM		Used in:
Media type: Voice Data type: Number Metric type: Disposition		 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 T	ime	Folder: Agent > State and Reason > Interaction State
belong to this agent group), plu	is the total duration of the dialin	ons alerted at this agent (or at agents who og that the agents performed. ot have to be established for this metric to
• For the dialing component, o	dial duration is measured for est	ablished calls only.
This metric is attributed to the interval	in which the alerting/dialing first occurr	ed.
Source or Calculation: AG2_A AG2_AGENT_GRP_[*].INVITE_TIM		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 Bus	v Time	Folder:
	,	Agent > State and Reason > Interaction State
Description: The total amount interactions.	t of time within the interval that t	his agent was busy processing
engage/talk duration, hold duration, AC	CW (Wrap) duration (for interaction-relate e agent received. This metric excludes Rin	d interactions and alerting duration (Invite Time), d ACW), and amount of time that the agent spent nging Time, Consult Ixn Wrap Time, Consult Invite
Source or Calculation: Calcu Engage Time, Hold Time, Ixn W	lated based on the Invite Time,	Used in:
Received Time Interaction State		Agent Interaction State
Media type: All		 Agent Summary Activity Report (Interaction)
Data type: Number Metric type: Interval		Supervisor Dashboard
>> Back to list		
Metric name: Ixn Wra	p	Folder:
		Agent > State and Reason > Interaction State
Description: The total number customer interactions that the		this agent was in ACW (Wrap) state for
Source or Calculation: AG2_I	_AGENT_[*].WRAP	
Media type: All		Used in:
Data type: Number Metric type: Interval		Agent Interval Based Report
>> Back to list		
Metric name: Ixn Wra	p 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		Used in:
		Agent Interaction State
Media type: All		Agent Interval Based Report
Data type: Number Metric type: Interval		 Agent Summary Activity Report (Interaction)

		Supervisor Dashboard
>> Back to list		
Metric name: Not Acc	epted	Folder:
		Agent > State and Reason > Interaction State
	rior interval and ensued in this in	ere offered to or dialed by this agent iterval, but which were not accepted by
Calculated as the difference between:		
	er interactions that were offered erval and ensued in this interval,	to or dialed by this agent within the
and		
• The total number of custom this agent.	er interactions and consultations	(warm or simple) that were accepted by
Source or Calculation: Calcu	ated based on the Offered	
Interaction State and AG2_I_AGENT_[*].ACCEPTED_E	/ENTUALLY 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 Rea	dy In	Folder:
		Agent > State and Reason > Interaction State
Description: The total number while the agent was in the Not		ndling customer calls that were accepted
Source or Calculation: AG2_I	_AGENT_[*].NOT_READY_IN	Head in
Media type: All		Used in:
Data type: Number Metric type: Interval		Agent Not Ready Report
>> Back to list		
Metric name: Not Rea	dv In Time	Folder:
	,	Agent > State and Reason > Interaction State
		dling customer interactions that the agent not of the agent of the second states the alert (ring) time of the
Source or Calculation: AG2_I_AGENT_[*].NOT_READY_I	N_TIME	Used in:

Media type: All		
Data type: Number Metric type: Interval		Agent Not Ready Report
>> Back to list		
Metric name: Not Rea	dy Out	Folder:
	-	Agent > State and Reason > Interaction State
		d outbound or internal interactions while e agent participated in while in NotReady
Source or Calculation: AG2_	_AGENT_[*].NOT_READY_OUT	Head in.
Media type: All		Used in:
Data type: Number Metric type: Interval		Agent Not Ready Report
>> Back to list		
Metric name: Not Rea	dv 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_0	OUT_TIME	Used in:
Media type: All		- Agent Net Deedy Depart
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_AG2_AGENT_GRP_[*].OFFERED	AGENT_[*].OFFERED,	Used in:
Media type: All		Agent Activity
Data type: Number Metric type: Disposition		Agent Interaction Hierarchy ReportAgent 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: Wrap In		Folder: Agent > State and Reason > Interaction State
Description: The total number state.	r of times that this agent received	d customer calls while in ACW (Wrap)
Source or Calculation: AG2_I	_AGENT_[*].WRAP_IN	Used in:
Media type: Voice Data type: Number Metric type: Interval		Agent UtilizationAgent Wrap Report
>> Back to list		
Metric name: Wrap In		Folder: Agent > State and Reason > Interaction State
		ndling customer calls that the agent t (ring) time, hold time, and time of
Source or Calculation: AG2_I	_AGENT_[*].WRAP_IN_TIME	Head in
Media type: Voice Data type: Number Metric type: Interval		Used in:Agent Wrap Report
>> Back to list		
>> Back to list Metric name: Wrap O	ut	Folder: Agent > State and Reason > Interaction State

Source or Calculation: AG2_I_	AGENT_[*].WRAP_OUT	Used in:
Media type: Voice Data type: Number Metric type: Interval		Agent Wrap Report
>> Back to list		
Metric name: Wrap Ou	ıt Time	Folder:
		Agent > State and Reason > Interaction State
	ACW (Wrap) state. This duration	ndling internal or outbound interactions includes dial time, hold time, and time of ated in while in ACW state.
Source or Calculation: AG2_I_	AGENT_[*].WRAP_OUT_TIME	Head in
Media type: Voice		Used in:
Data type: Number Metric type: Interval		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 attributab agent(s) login session(s) on a particular media cha	le to the interval between the beginning and end of the annel.
Source or Calculation: AG2_I_AGENT_*.GPM_AC	TIVE
Media type:	Used in:
Data type: Metric type: Interval	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_S	SCORE Used in:
Media type:	

Data type: Number Metric type: Interval		This metric is not used in any reports.
>> Back to list		
Metric name: Avg Age	ent Score	Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: The average age	nt score during the period when	Predictive Routing was active.
Source or Calculation: Calcul (gpmAgentScore), divided by the where Predictive Routing was a		Used in:Predictive Routing Agent Occupancy
Media type: Data type: Metric type: Interval		DashboardPredictive 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 activities.	f the agent's time accounted for	by the sum of all interaction-processing
Source or Calculation: Calcula and Active Time Summarized Sta		Used in:
		 Agent Summarized State
		Agent Summary Activity Email Report
		 Agent Summary Activity Report (Email)
		Agent Task Dashboard
Media type: All		Agent Utilization
Data type: Number Metric type: Interval		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 t can be attributed to a specific hardware or software reason coorduration within the interval for a particular media channel. If ne environment, this metric returns 0.	de, relative to the agent's total NotReady
Source or Calculation: Calculated based on the Not Ready Reason Time and Not Ready Time Summarized State metrics.	Used in:
Media type: All	Agent Not Ready Reason Code Report
Data type: Number Metric type: Interval	Agent Not heady heason code heport
>> Back to list	
Metric name: % Not Ready Time	Folder:
	Agent > State and Reason > Summarized State
Description: The percentage of time within the interval that t the total duration within the interval of the agent's active sess	
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	Agent Task Dashboard
Data type: Number Metric type: Interval	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 total duration within the interval of the agent's active session or		
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. Media type: All Data type: Number Metric type: Interval	 Used in: Agent Summarized State Agent Summary Activity Email Report Agent Summary Activity Report (Active) Agent Task Dashboard Agent Utilization 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 AGT_I_MN_SESS_STATE.BUSY_TIME an AGT_I_MN_SESS_STATE.ACTIVE_TIME	nd	Used in:
Media type:		Agent Omnichannel Activity Report
Data type: Metric type: Interval		
>> Back to list		
Metric name: % Omni Not	Poody Timo	Foldory

Metric name: % Omni Not Ready Time	Folder:
	Agent > State and Reason > Summarized State
Description: The percentage of time within the interval that the irrespective of media channel (including Do Not Disturb duration	5

reason was indicated.

Source or Calculation: Calcul AGT_I_MN_SESS_STATE.NOT_RE AGT_I_MN_SESS_STATE.ACTIVE	ADY_TIME and	Used in:
Media type:		Agent Omnichannel Activity Report
Data type: Metric type: Interval		
>> Back to list		
Metric name: % Omni	Occupancy	Folder:
	occupancy	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 t	ime that agents actually spent handling i	nteractions against their available or idle time.
Source or Calculation: Calcul AGT_I_MN_SESS_STATE.ACTIVE AGT_I_MN_SESS_STATE.READY AGT_I_MN_SESS_STATE.NOT_RE difference between AGT_I_MN_SESS_STATE.NOT_RE	_TIME minus TIME and ADY_TIME, divided by the SESS_STATE.ACTIVE_TIME and	Used in: This metric is not used in any reports.
Media type: All		
Data type: Number Metric type: Interval		
>> 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 state upon login.	nor NotReady can occur, for instance, if t	he switch does not force agent DNs into the Ready
Source or Calculation: Calcu State Time and AGT_I_MN_SESS		Used in:
Media type: All		Acout Oranichennel Activity Deport
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:	Agent Omnichannel Activity Report	
Data type: Metric type: Interval		
>> 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.		
Media type:	Used in:	
Data type:	Agent Omnichannel Activity Report	
Metric type: Interval		
>> Back to list		
Metric name: % Other State Time	Folder:	
	Folder: Agent > State and Reason > Summarized State	
	Agent > State and Reason > Summarized State is agent's state was unknown (that is,	
Metric name: % Other State Time Description: The percentage of time within the interval that the neither Ready nor NotReady) after login, relative to the total due	Agent > State and Reason > Summarized State is agent's state was unknown (that is, ration within the interval of the agent's	
Metric name: % Other State Time Description: The percentage of time within the interval that the neither Ready nor NotReady) after login, relative to the total dur active session on a particular media channel. The situation in which an agent's state is neither Ready nor NotReady can occur DNs into the Ready state upon login. Source or Calculation: Calculated based on the Other State	Agent > State and Reason > Summarized State is agent's state was unknown (that is, ration within the interval of the agent's	
Metric name: % Other State Time Description: The percentage of time within the interval that the neither Ready nor NotReady) after login, relative to the total dur active session on a particular media channel. The situation in which an agent's state is neither Ready nor NotReady can occur DNs into the Ready state upon login.	Agent > State and Reason > Summarized State is agent's state was unknown (that is, ration within the interval of the agent's r if the switch, for instance, does not force agents'	
Metric name: % Other State Time Description: The percentage of time within the interval that the neither Ready nor NotReady) after login, relative to the total dur active session on a particular media channel. The situation in which an agent's state is neither Ready nor NotReady can occur DNs into the Ready state upon login. Source or Calculation: Calculated based on the Other State	Agent > State and Reason > Summarized State is agent's state was unknown (that is, ration within the interval of the agent's r if the switch, for instance, does not force agents' Used in:	
Metric name: % Other State Time Description: The percentage of time within the interval that the neither Ready nor NotReady) after login, relative to the total duractive session on a particular media channel. The situation in which an agent's state is neither Ready nor NotReady can occur DNs into the Ready state upon login. Source or Calculation: Calculated based on the Other State Time and Active Time Summarized State metrics.	Agent > State and Reason > Summarized State is agent's state was unknown (that is, ration within the interval of the agent's r if the switch, for instance, does not force agents' Used in: • Agent Summarized State • Agent Summary Activity Report	
Metric name: % Other State Time Description: The percentage of time within the interval that the neither Ready nor NotReady) after login, relative to the total dur active session on a particular media channel. The situation in which an agent's state is neither Ready nor NotReady can occur DNs into the Ready state upon login. Source or Calculation: Calculated based on the Other State	Agent > State and Reason > Summarized State is agent's state was unknown (that is, ration within the interval of the agent's r if the switch, for instance, does not force agents' Used in: • Agent Summarized State • Agent Summary Activity Report (Active)	
Metric name: % Other State Time Description: The percentage of time within the interval that the neither Ready nor NotReady) after login, relative to the total duractive session on a particular media channel. The situation in which an agent's state is neither Ready nor NotReady can occur. DNs into the Ready state upon login. Source or Calculation: Calculated based on the Other State Time and Active Time Summarized State metrics. Media type: All Data type: Number	Agent > State and Reason > Summarized State is agent's state was unknown (that is, ration within the interval of the agent's r if the switch, for instance, does not force agents' Used in: • Agent Summarized State • Agent Summary Activity Report (Active) • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy	
Metric name: % Other State Time Description: The percentage of time within the interval that the neither Ready nor NotReady) after login, relative to the total duractive session on a particular media channel. The situation in which an agent's state is neither Ready nor NotReady can occur. DNs into the Ready state upon login. Source or Calculation: Calculated based on the Other State Time and Active Time Summarized State metrics. Media type: All Data type: Number	Agent > State and Reason > Summarized State is agent's state was unknown (that is, ration within the interval of the agent's r if the switch, for instance, does not force agents' Used in: • Agent Summarized State • Agent Summary Activity Report (Active) • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Task Routing Agent Group Summary	
Metric name: % Other State Time Description: The percentage of time within the interval that the neither Ready nor NotReady) after login, relative to the total duractive session on a particular media channel. The situation in which an agent's state is neither Ready nor NotReady can occur DNs into the Ready state upon login. Source or Calculation: Calculated based on the Other State Time and Active Time Summarized State metrics. Media type: All Data type: Number	Agent > State and Reason > Summarized State is agent's state was unknown (that is, ration within the interval of the agent's r if the switch, for instance, does not force agents' Used in: • 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	

Metric name: % Ready TIme	Folder:
	Agent > State and Reason > Summarized State
Description: The percentage of time within the intervatoral duration within the interval of the agent's active set	
Source or Calculation: Calculated based on the Ready and Active Time Summarized State metrics.	Time Used in:
and Active Time Summarized State metrics.	Agent Summarized State
	Agent Summary Activity Email Report
	 Agent Summary Activity Report (Email)
	Agent Task Dashboard
Media type: All	Agent Utilization
Data type: Number	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
>> Back to list	
Metric name: % Wrap Time	Folder:
	Agent > State and Reason > Summarized State
Description: The percentage of time that this agent sp relative to the total duration of the agent's active session	
Source or Calculation: Calculated based on the Wrap and Active Time Summarized State metrics.	Time Used in:
and Active Time Summarized State metrics.	Agent Summarized State
	 Agent Summary Activity Report (Active)
	Agent Wrap Report
Media type: Voice	Predictive Routing Agent Occupancy
Data type: Number Metric type: Interval	 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 session(s) on a particular media channel, irrespective of the occurs. If an agent logs into multiple DNs, login duration is agent logs in to the first DN to the moment at which the ag agent's session was still active when the data was compiled in the reports.	e intervals in which the resource session measured from the moment at which the ent is no longer logged in to any DN. If the d, the agent's session duration appears as null
Source or Calculation: AG2_I_SESS_STATE_[*].ACTIVE_TIN	IE 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 Report (Active Time & Predictive) Predictive Routing Agent Occupancy Report (Interaction Time) Supervisor Dashboard Task Routing Agent 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 wa to process interactions including consultations and excluding	
Source or Calculation: AG2_I_SESS_STATE_[*].BUSY	
Media type: All	Used in:
Data type: Number Metric type: Interval	This metric is not used in any reports.
>> Back to list	

Metric name: Busy Time	Folder:
	Agent > State and Reason > Summarized State
Description: The total duration of all of interaction-processing associated with requests for consultation that the agent receive processing after-call work.	
Source or Calculation: AG2_I_SESS_STATE_[*].BUSY_TIME	Used in:
	Agent Summarized State
	Agent Summary Activity Email Report
	 Agent Summary Activity Report (Active)
	Agent Task Dashboard
Media type: All	Predictive Routing Agent Occupancy
Data type: Number Metric type: Interval	 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	Folder:
	Agent > State and Reason > Summarized State
Description: The total number of times within the interval that a particular media channel.	this agent was in the NotReady state on
Source or Calculation: AG2_I_SESS_STATE [*].NOT_READY	
Media type: All	Used in:
	Used in: This metric is not used in any reports.
Media type: All Data type: Number	
Media type: All Data type: Number Metric type: Interval >> Back to list	
Media type: All Data type: Number Metric type: Interval	This metric is not used in any reports.
Media type: All Data type: Number Metric type: Interval >> Back to list	This metric is not used in any reports. Folder: Agent > State and Reason > Summarized State this agent was in the NotReady state on
Media type: All Data type: Number Metric type: Interval >> Back to list Metric name: Not Ready Reason Count Description: The total number of times within the interval that	This metric is not used in any reports. Folder: Agent > State and Reason > Summarized State this agent was in the NotReady state on
Media type: All Data type: Number Metric type: Interval >> Back to list Metric name: Not Ready Reason Count Description: The total number of times within the interval that a particular media channel (including instances of Do Not Distur Source or Calculation: AG2_I_STATE_RSN [*].STATE_RSN	This metric is not used in any reports. Folder: Agent > State and Reason > Summarized State this agent was in the NotReady state on rb, if configured) for this reason.

Metric type: Interval		
>> Back to list		
Metric name: Not Ready	Reason Time	Folder:
		Agent > State and Reason > Summarized State
Description: The total amount of ti particular media channel (including		his agent was in the NotReady state on a onfigured) for the specified reason.
Source or Calculation: AG2_I_STATE_RSN_[*].STATE_RSN_TI = "NOTREADY")	ME (when State Type Code	Used in:
Media type: All		Agent Not Ready Reason Code Report
Data type: Number Metric type: Interval		
>> 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:	TIME	Used in:
AG2_I_SESS_STATE_[*].NOT_READY_		
		Agent Not Ready Reason Code Report
		Agent Not Ready Reason Code ReportAgent Not Ready Report
		Agent Not Ready Report
		Agent Not Ready ReportAgent Summarized State
Media type: All		 Agent Not Ready Report Agent Summarized State Agent Summary Activity Email Report Agent Summary Activity Report
Media type: All Data type: Number		 Agent Not Ready Report Agent Summarized State Agent Summary Activity Email Report Agent Summary Activity Report (Active)
		 Agent Not Ready Report Agent Summarized State Agent Summary Activity Email Report Agent Summary Activity Report (Active) Agent Task Dashboard
Data type: Number		 Agent Not Ready Report Agent Summarized State Agent Summary Activity Email Report Agent Summary Activity Report (Active) Agent Task Dashboard Agent Wrap Report
Data type: Number		 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
Data type: Number		 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 Report (Interaction Time)
Data type: Number		 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 Report (Interaction Time) Supervisor Dashboard Task Routing Agent Group Summary

Metric name: Omni A	ctive lime	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:		osea m:
Data type: Metric type:		Agent Omnichannel Activity Report
>> 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:		Agent Omnichannel Activity Report
Data type: Metric type:		Agent on inchannel Activity Report
>> 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: Metric type:		Agent Omnichannel Activity Report
>> 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 N	ot Ready Time	Folder:
		Agent > State and Reason > Summarized State
		this agent was in the NotReady state, if configured) regardless of whether a
Source or Calculation:		Used in:
Media type:		used In:
Data type: Metric type:		Agent Omnichannel Activity Report
>> Back to list		
Metric name: Omni O	ther 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:		
Media type:		Used in:
Data type: Metric type:		Agent Omnichannel Activity Report
>> Back to list		
Metric name: Omni R	eady	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:		
Media type:		Used in:
Data type: Metric type:		Agent Omnichannel Activity Report
>> Back to list		
Metric name: Omni R	eadv Time	Folder:
		Agent > State and Reason > Summarized State
Description: The total amount channel.	t of time that this agent was in th	ne Ready state, regardless of media

Source or Calculation:		Used in:
Media type:		osed m.
Data type: Metric type:		Agent Omnichannel Activity Report
>> Back to list		
Metric name: Omni W	Irap	Folder:
	·	Agent > State and Reason > Summarized State
Description: The number of ti	mes the agent entered the Wrap	state, regardless of media channel.
Source or Calculation:		
Media type: All		Used in:
Data type: Number Metric type:		Agent Omnichannel Activity Report
>> Back to list		
Metric name: Omni W	/rap Time	Folder:
		Agent > State and Reason > Summarized State
		his agent spent in ACW (Wrap) state an interaction, regardless of media
Source or Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Interval		Agent Omnichannel Activity Report
>> Back to list		
Metric name: Other S	tate 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.		
	lated based on the Active Time,	Used in:
Busy Time, Ready Time, Not Re Summarized State metrics.	ady lime, and wrap lime	Agent Summarized State
Media type: All		 Agent Summary Activity Report (Active)
Data type: Number		Agent Task Dashboard
Metric type: Interval		Predictive Routing Agent Occupancy

Media type: Neberi Agent Media type: Metric name: Ready Time Metric name: Ready Time Folder: Metric name: Ready Time Agent > Stat Description: The total amount of time that this agent was in the Ready stat Source or Calculation: AG2_LSESS_STATE_*.READY_TIME Media type: -> Agent : -> Agent : Source or Calculation: AG2_LSESS_STATE_*.READY_TIME -> Agent : Agent : -> Agent : Source or Calculation: AG2_LSESS_STATE_*.READY_TIME -> Agent : Agent : -> Agent : -> Agent : -> Agent : -> Fredict -> Fredict -> Task Ra -> Task Ra -> Task Ra -> Task Ra <th></th>	
Source or Calculation: AG2_I_SESS_STATE_[*].READY Used in: Media type: All This metric is Data type: Interval This metric is Metric name: Ready Time Folder: Metric name: Ready Time Folder: Description: The total amount of time that this agent was in the Ready state Source or Calculation: AG2_I_SESS_STATE_*.READY_TIME Used in: Media type: • Agent 1 • Agent 2 • Agent 2 Data type: • Agent 2 • Agent 2 • Agent 2 Data type: • Metric type: Interval • Agent 2 • Agent 2 Media type: • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 • Agent 2 <td< th=""><th>uting Agent Summary Activity e and Reason > Summarized State</th></td<>	uting Agent Summary Activity e and Reason > Summarized State
Media type: All Used in: Data type: Number This metric i Metric type: Interval Folder: Agent > Stat Agent > Stat Description: The total amount of time that this agent was in the Ready stat Source or Calculation: AG2_I_SESS_STATE_*.READY_TIME Used in: Media type: • Agent 1 • Agent 2 • Agent 2 Data type: • Predict • Predict Metric type: Interval • Superv • Task Ro	
Metric name: Ready Time Folder: Agent > Stat Description: The total amount of time that this agent was in the Ready stat Source or Calculation: AG2_I_SESS_STATE_*.READY_TIME Used in: Source or Calculation: AG2_I_SESS_STATE_*.READY_TIME • Agent : • Agent : Media type: • Agent : • Agent : Data type: • Predict • Predict Metric type: Interval • Superv • Task Ro	not used in any reports.
Agent > State Description: The total amount of time that this agent was in the Ready state Source or Calculation: AG2_I_SESS_STATE_*.READY_TIME Used in: • Agent 1 • Agent 2 • Agent 3 • Agent 4 • Predict • Predict • Superv • Task Re • Activit	
Source or Calculation: AG2_I_SESS_STATE_*.READY_TIME Used in: • Agent 3 • Agent 3 • Agent 4 • Agent 3 • Agent 4 • Agent 3 • Agent 4 • Agent 4 • Predict 7 • Predict 7 • Superv • Task Re • Activit • Task Re	e and Reason > Summarized State
Media type: • Agent 1 Data type: • Agent 1 Metric type: Interval • Predict • Report • Superv • Task Re • Task Re	te for a particular media type.
Media type: Metric type: Interval Metric type: Inte	
• Task Ro	ask Dashboard ve Routing Agent Occupancy ve Routing Agent Occupancy (Interaction Time) sor Dashboard uting Agent Group Summary
>> Back to list	
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_K AG2_AGENT_GRP[*].DATE_TIME_KEY, AG2_AGENT_QUEUE_[*].DATE_TIME_KEY	KEY, Used in:	
Media type: All	This metric is not used in any reports.	
Data type: Number Metric type:		
>> Back to list		
Metric name: State Reason	Folder:	
	Agent > State and Reason > Summarized State	
Description: Total number of times this agent was in the interval(s) in which the state-reason combination e		
Source or Calculation: AG2_I_STATE_RSN_*.STATE_R	SN	
Media type:	Used in:	
Data type: Metric type: Interval	This metric is not used in any reports.	
n n. De als ter Ket		
>> Back to list		
Metric name: State Reason Time	Folder:	
	Folder: Agent > State and Reason > Summarized State	
	Agent > State and Reason > Summarized State	
Metric name: State Reason Time Description: The total amount of time that this agent	Agent > State and Reason > Summarized State was in a specific state for a specific reason, combination endures.	
Metric name: State Reason Time Description: The total amount of time that this agent irrespective of the interval(s) in which the state-reasor This time is measured from the moment at which the agent enters t exits this state or state-reason combination. If the agent's state was	Agent > State and Reason > Summarized State was in a specific state for a specific reason, combination endures. his state-reason combination to the moment at which the agent still active when the data was compiled, the duration of the	
Metric name: State Reason Time Description: The total amount of time that this agent irrespective of the interval(s) in which the state-reasor This time is measured from the moment at which the agent enters t exits this state or state-reason combination. If the agent's state was agent in this state appears as null in the reports. Source or Calculation:	Agent > State and Reason > Summarized State was in a specific state for a specific reason, combination endures. his state-reason combination to the moment at which the agent s still active when the data was compiled, the duration of the Used in:	
Metric name: State Reason Time Description: The total amount of time that this agent irrespective of the interval(s) in which the state-reason This time is measured from the moment at which the agent enters t exits this state or state-reason combination. If the agent's state was agent in this state appears as null in the reports. Source or Calculation: SM_RES_STATE_REASON_FACT_GI2.TOTAL_DURATION	Agent > State and Reason > Summarized State was in a specific state for a specific reason, combination endures. his state-reason combination to the moment at which the agent still active when the data was compiled, the duration of the	
Metric name: State Reason Time Description: The total amount of time that this agent irrespective of the interval(s) in which the state-reasor This time is measured from the moment at which the agent enters t exits this state or state-reason combination. If the agent's state was agent in this state appears as null in the reports. Source or Calculation: SM_RES_STATE_REASON_FACT_GI2.TOTAL_DURATION Media type: All Data type: Number	Agent > State and Reason > Summarized State was in a specific state for a specific reason, combination endures. his state-reason combination to the moment at which the agent s still active when the data was compiled, the duration of the Used in:	
Metric name: State Reason Time Description: The total amount of time that this agent irrespective of the interval(s) in which the state-reasor This time is measured from the moment at which the agent enters t exits this state or state-reason combination. If the agent's state was agent in this state appears as null in the reports. Source or Calculation: SM_RES_STATE_REASON_FACT_GI2.TOTAL_DURATION Media type: All Data type: Number Metric type: Interval	Agent > State and Reason > Summarized State was in a specific state for a specific reason, combination endures. his state-reason combination to the moment at which the agent s still active when the data was compiled, the duration of the Used in:	
Metric name: State Reason Time Description: The total amount of time that this agent irrespective of the interval(s) in which the state-reason This time is measured from the moment at which the agent enters the exits this state or state-reason combination. If the agent's state was agent in this state appears as null in the reports. Source or Calculation: SM_RES_STATE_REASON_FACT_GI2.TOTAL_DURATION Media type: All Data type: Number Metric type: Interval >> Back to list	Agent > State and Reason > Summarized State awas in a specific state for a specific reason, a combination endures. his state-reason combination to the moment at which the agent a still active when the data was compiled, the duration of the Used in: This metric is not used in any reports.	
Metric name: State Reason Time Description: The total amount of time that this agent irrespective of the interval(s) in which the state-reason This time is measured from the moment at which the agent enters the exits this state or state-reason combination. If the agent's state was agent in this state appears as null in the reports. Source or Calculation: SM_RES_STATE_REASON_FACT_GI2.TOTAL_DURATION Media type: All Data type: Number Metric type: Interval >> Back to list	Agent > State and Reason > Summarized State awas in a specific state for a specific reason, a combination endures. his state-reason combination to the moment at which the agent as still active when the data was compiled, the duration of the Used in: This metric is not used in any reports. Folder: Agent > State and Reason > Summarized State e of this agent was neither Ready nor NotReady in which the state of an agent is neither Ready nor	

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		Agent Summary Activity Report
Data type: Number Metric type: Interval		
>> Back to list		
Metric name: Wrap Time		Folder:
		Agent > State and Reason > Summarized State
	of time, in seconds, within the in reason for entering this state w	nterval that this agent spent in ACW as 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
>> Back to list		

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 rep belong. An agent can belong to more than	orting interval to be organized by the groups to which agents on one agent group.
Database table: GROUP_A.GROUP_NAME (WHERE GROUPGROUP_TYPE_CODE in ('AGENT', 'UNKNOWN','NO_VALUE'))	
>> Back to list	
Attribute name: Agent Name	Folder: Agent

Description: Enables data to be organized by certain attributes of the agent who is associated with the

interaction. Provide that the interaction is added to be organized by the Employee ID both the agent who is associated with the interaction. Form: Erist Name Boounce_AAGENT_FIRST_NAME Bocription: Enables data to be organized by the Employee ID both the agent who is associated with the interaction. Form: Istrix Name Boounce_AAGENT_FIRST_NAME Bocription: Enables data to be organized by the first name of the agent who is associated with the interaction. Form: Last Name Boounce_AAGENT_FIRST_NAME Bocription: Enables data to be organized by the last name of the agent who is associated with the interaction. Form: User Name Boounce_AAGENT_LAST_NAME Bocription: Enables data to be organized by the last name of the agent who is associated with the interaction. Form: User Name Boounce_ARESOUNCE_AR		
RESOURCE_A AGENT_NAME Form(s): User Name, Last Name, Entry Name, Employee ID Forms in this attribute: Permit(s): User Name, Last Name, Entry Name, Employee ID Form: First Name Description: Enables data to be organized by the Employee ID of the agent who is associated with the interaction. Form: First Name 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 first name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the last name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the user name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the user name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the user name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the user name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the user name of the agent who is associated with the interaction. Form: User Name Description: Enables data within the reporting interval to be organized by the ID of the agent associated with the interaction. Resource Key C2_AGENT_CAMPAIGN * RESOURCE KEY, AG2_AGENT * RESO	interaction.	
Form: Employee ID Description: Enables data to be organized by the Employee ID of the agent who is associated with the interaction. Form: First Name 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 first name of the agent who is associated with the interaction. Form: Last Name Description: Enables data to be organized by the last name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the last name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the user name of the agent who is associated with the interaction. Form: User Name Description: Enables data with the interaction. Form: User Name Description: Enables data with the interaction. Form: Enables data within the reporting interval to be organized by the User name of the agent who is associated with the interaction. Resource Key Folder: Agent Actribute is reserved for internal computations. Folder: Agent Ag2_AGENT_*.RESOURCE_KEY, AG2_AGENT_*.RESOURCE_KEY, AG2_AGENT_*.RESOURCE_KEY, AG2_AGENT_*.RESOURCE_KEY, AG2_SOR_SUNCE_KEY, AG2_SOR_SUNCE_KEY, AG2_SOR_SUNCE_KEY, SM_RES_STATE_*.RESOURCE_KEY, SM_RES_STATE_*.RESOURCE_KEY, SM_RES_STATE_*.RESOURCE_KEY, SM_RES_STATE_*.RESOURCE_KEY, SM_RES_STATE_*.RESOURCE_KEY, SM_RES_STATE_*.RESOURCE_KEY, SM_RES_STATE_*.RESOURCE_KEY,		Form(s): User Name, Last Name, First Name, Employee ID
Table Column: RESOURCE_ALEMPLOYEE_ID Data type: TextDescription: Enables data to be organized by the Employee ID of the agent who is associated with the interaction.Form: First Name Table Column: RESOURCE_AAGENT_FIRST_NAME TextDescription: Enables data to be organized by the first name of the agent who is associated with the interaction.Form: Last Name Table.Column: RESOURCE_AAGENT_LAST_NAME Table type: TextDescription: Enables data to be organized by the last name of the agent who is associated with the interaction.Form: User Name Table.Column: RESOURCE_AAGENT_LAST_NAME Table type: TextDescription: Enables data to be organized by the user name of the agent who is associated with the interaction.Form: User Name Table.Column: RESOURCE_AARESOURCE_NAME Table to the agent who is associated with the interaction.Description: Enables data to be organized by the user name of the agent who is associated with the interaction.Activity TextPack to listActivity TextPolder: AgentActivity TextFolder: AgentActivity TextPolder: AgentActivity TextRESOURCE_KEY, AG2_AGENT_*.RESOURCE_KEY, AG2_AGENT_*.RESOURCE_KEY, AG2_CARAT_*.RESOURCE_KEY, AG2_CARAT_*.RESOURCE_KEY, AG2_CARAT_*.RESOURCE_KEY, AG2_SOR SURVEY *.RESOURCE_KEY, AG2_SOR SURVEY *.RESOURCE_KEY, AG2_SOR SURVEY *.RESOURCE_KEY, AG2_SOR SURVEY *.RESOURCE_KEY, AG2_SOR SURVEY *.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_F	Forms in this attribute:	
Table.Column: RESOURCE_ALMENT_FIRST_NAME Description: Enables data to be organized by the first name of the agent who is associated with the interaction. Form: First Name 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 of the agent who is associated with the interaction. Form: Last Name Description: Enables data to be organized by the last name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the user name of the agent who is associated with the interaction. Porm: User Name Description: Enables data to be organized by the user name of the agent who is associated with the interaction. Porm: User Name Description: Enables data within the reporting interval to be organized by the User name of the agent who is associated with the interaction. This attribute is reserved for internal computations. Folder: Agent Add 2 AGENT * RESOURCE_KEY, AG2 AGENT * RESOURCE_KEY, AG2 AGENT * RESOURCE KEY, AG2 _ AGENT * RESOURCE KEY, AG2 _ I AGENT * RESOURCE KEY, AG2 _ I SENS * RESOURCE KEY, AG2 _ I SENSUREY * RESOURCE KEY, AG2 _ I SENSUREY * RESOURCE KEY, SENSUREY * RESOURCE KEY, SENSUREY * RESOURCE KEY, SENSUREY * RESOURCE KEY, SM RES_STATE * REASON * ACC * RESOURCE KEY, SM RES_STATE * RE	Form: Employee ID	
Table-Column: RESOURCE_AAGENT_FIRST_NAMEDescription: Enables data to be organized by the first name of the agent who is associated with the interaction.Form: Last Name Table-Column: RESOURCE_AAGENT_LAST_NAMEDescription: Enables data to be organized by the last name of the agent who is associated with the interaction.Form: User Name Table-Column: RESOURCE_ARESOURCE_NAMEDescription: Enables data to be organized by the user name of the agent who is associated with the interaction.Form: User Name Tables Column: RESOURCE_ARESOURCE_NAMEPercention: Enables data to be organized by the user name of the agent who is associated with the interaction.Form: User Name Tables Column: RESOURCE_ARESOURCE_NAMEFolder: AgentAccount Resource KeyFolder: AgentAccount Resource KeyFolder: AgentAccount Resource Key Account A RESOURCE KEY, Account A RESOURCE KEY, SM RES STATE REASOURACE KEY, SM RES STATE REA		
Table Column: RESOURCE_AAGENT_FIRST_NAME of the agent who is associated with the interaction. Form: Last Name Description: Enables data to be organized by the last name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the user name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the user name of the agent who is associated with the interaction. Fable.Column: RESOURCE_ARESOURCE_NAME Description: Enables data to be organized by the user name of the agent who is associated with the interaction. Attribute name: Agent Resource Key Folder: Agent Attribute is reserved for internal computations. Folder: Agent Ag2_AGENT_CAMPAIGN *.RESOURCE_KEY, AG2_CHAT_AGENT *.RESOURCE_KEY, AG2_GAGENT_CAMPAIGN *.RESOURCE_KEY, AG2_I SAGENT *.RESOURCE_KEY, NG AG2_I SAGENT *.RESOURCE_KEY, NG AG2_I SAGENT *.RESOURCE_KEY, NG AG2_I SAGENT *.RESOURCE_KEY, SM RES_STATE #.RESOURCE_KEY, SM RES_STATE #.RESOURCE_KEY, SM RES_STATE #.RESOURCE_KEY, SM RES_STATE #.AGENT G12.RESOURCE KEY, SM RES_STATE #.AGENT G12.RESOURCE KEY, SM RES_STATE #.AGENT F.AGENT_RESOURCE KEY, SM RES_STATE #.AGENT_F.AGENT_RESOURCE KEY, SM RES_STATE #.AGENT_F.AGENT_RESOURCE KEY, SM RES_STATE #.AGENT_F.AGENT_RESOURCE KEY, SM RES_STATE #.AGENT_F.AGENT_RESOURCE KEY, SM RES_STATE #.AGENT_F.AGENT_RESOURCE_KEY, SM RES_STATE #.AGENT_F.AGENT_RESOURCE_KEY, SM RES_STATE #.AGENT_F.AGENT_RESOURCE KEY, SM RES_STATE #.AGENT_F.AGENT_RESOURCE KEY, SM RES_STATE #.AGENT_F.AGENT_RESOURCE	Form: First Name	
Table Column: RESOURCE_AAGENT_LAST_NAME of the agent who is associated with the interaction.Form: User Name Table Column: RESOURCE_ARESOURCE_NAME tat type: TextDescription: Enables data to be organized by the user name of the agent who is associated with the interaction.Attribute name: Agent Resource KeyFolder: AgentAttribute name: Agent Resource KeyFolder: AgentAge_AGENT_CAMPAIGN_*.RESOURCE_KEY, AG2_AGENT_CAMPAIGN_*.RESOURCE_KEY, AG2_AGENT_*.RESOURCE_KEY, AG2_I STATE *.RESOURCE_KEY, AG2_I STATE *.RESOURCE KEY, AG2_I STATE *.RESOURCE KEY		
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Table-Column: RESOURCE_ARESOURCE_INAMEDescription: Enables data to be organized by the user name of the agent who is associated with the interaction.Attribute name: Agent Resource KeyFolder: AgentAttribute is reserved for internal computations.Folder: AgentNathasse table: AG2_AGENT_CAMPAIGN_*.RESOURCE_KEY, SQ2_INN *.RESOURCE_KEY, SQ2_ISSTATE_RESOURCE_KEY, SQ2_ISS		
Table Column: RESOURCE_A.RESOURCE_MAME of the agent who is associated with the interaction. >> Back to list 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. Data base table: AG2_AGENT_CAMPAIGN_*.RESOURCE_KEY, AG2_AGENT_CAMPAIGN_*.RESOURCE_KEY, AG2_I_GENT_*.RESOURCE_KEY, AG2_I_GENT_*.RESOURCE_KEY, AG2_I_SESS_*.RESOURCE_KEY, AG2_I_SESS_*.RESOURCE_KEY, AG2_I_SESS_*.RESOURCE_KEY, AG2_SDR_SURVEY_*.RESOURCE_KEY, AG2_SDR_SURVEY_*.RESOURCE_KEY, RESOURCE_ARESOURCE_KEY, RESOURCE_ARESOURCE_KEY, RESOURCE_ARESOURCE_KEY, RESOURCE_ARESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, AG2_AGENT_QUEUE_*.AGENT_RESOURCE_KEY, AG2_AGENT_QUEUE_*.AGENT_RESOURCE_KEY, AG2_AGENT_QUEUE_*.AGENT_RESOURCE_KEY, AG2_AGENT_QUEUE_*.AGENT_RESOURCE_KEY, AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_KEY,	Form: User Name	
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_IAGENT_*.RESOURCE_KEY, AG2_I_MM_*.RESOURCE_KEY, AG2_I_MM_*.RESOURCE_KEY, AG2_I_SESS_*.RESOURCE_KEY, AG2_I_SESS_*.RESOURCE_KEY, AG2_I_SESS_*.RESOURCE_KEY, IF_IRF_GPM_FACT_GI2.RESOURCE_KEY, INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY, RESOURCE_A.RESOURCE_KEY, SM_RES_SIZTATE_FACT_GI2.RESOURCE_KEY, SM_RES_SIZTATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_KEY, AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_KEY,		
Polder: Agent Polder: 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_I_AGENT_*.RESOURCE_KEY, AG2_I_AGENT_*.RESOURCE_KEY, AG2_I_STATE*.RESOURCE_KEY, AG2_I_STATE*.RESOURCE_KEY, AG2_I_STATE*.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_GROUP_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_RESOURCE_KEY, SM_RES_STATE_REASON_FACT_RESOURCE_KEY, AG2_AGEN	>> Back to list	
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_SESS_*.RESOURCE_KEY, AG2_I_SESS_*.RESOURCE_KEY, AG2_I_STATE_*.RESOURCE_KEY, AG2_I_STATE_*.RESOURCE_KEY, IT IRF_GPM_FACT_GI2.RESOURCE_KEY, INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY, RESOURCE_A.RESOURCE_KEY, SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_KEY, AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_KEY,	-	Folder: Agent
Database table: AG2_AGENT_CAMPAIGN_*.RESOURCE_KEY, AG2_AGENT_*.RESOURCE_KEY, AG2_CHAT_AGENT_*.RESOURCE_KEY, AG2_I_AGENT_*.RESOURCE_KEY, AG2_I_SESS_*.RESOURCE_KEY, AG2_I_SESS_*.RESOURCE_KEY, AG2_I_STATE_*.RESOURCE_KEY, IF IRF_GPM_FACT_G12.RESOURCE_KEY, INTERACTION_RESOURCE_FACT_G12.RESOURCE_KEY, RESOURCE_GROUP_FACT_G12.RESOURCE_KEY, SM_RES_STATE_FACT_G12.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_G12.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_G12.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_G12.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_G12.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_G12.RESOURCE_KEY, AG2_AGENT_QUEUE_*.AGENT_RESOURCE_KEY, AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_KEY		orting interval to be organized by the ID of the agent associated
AG2_AGENT_CAMPAIGN_*.RESOURCE_KEY, AG2_AGENT_*.RESOURCE_KEY, AG2_CHAT_AGENT_*.RESOURCE_KEY, AG2_I_AGENT_*.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_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_KEY, AG2_AGENT_QUEUE_*.AGENT_RESOURCE_KEY, AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_KEY	This attribute is reserved for internal computations.	
	AG2_AGENT_CAMPAIGN_*.RESOURCE_KEY, AG2_AGENT_*.RESOURCE_KEY, AG2_CHAT_AGENT_*.RESOURCE_KEY, AG2_I_AGENT_*.RESOURCE_KEY, AG2_I_SESS_*.RESOURCE_KEY, AG2_I_STATE_*.RESOURCE_KEY, AG2_I_STATE_*.RESOURCE_KEY, IF_IRF_GPM_FACT_GI2.RESOURCE_KEY, INTERACTION_RESOURCE_FACT_GI2.RESOURCE_A.RESOURCE_KEY, RESOURCE_A.RESOURCE_KEY, RESOURCE_GROUP_FACT_GI2.RESOURCE_KI SM_RES_STATE_FACT_GI2.RESOURCE_KEY, SM_RES_STATE_REASON_FACT_GI2.RESOURCE_ AG2_AGENT_QUEUE_*.AGENT_RESOURCE_AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_AGENT_RESOURCE_AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_AG2_COBROWSE_AGENT_*.AGENT_RESOURCE_ACCACACACACACACACACACACACACACACACACAC	JRCE_KEY, KEY, EY, RCE_KEY, KEY, KEY,

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_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_STATE_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 GROUPGROUP_TYPE_CODE in ('AGENT', 'UNKNOWN','NO_VALUE'))	
>> Back to list	
	Folder: Agent > Activity

Attribute name: Agent Name	
Description: Enables data to be organize interaction.	d by certain attributes of the agent who is associated with the
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 organize Business Result in some reports.	d based on the configured business result. Displayed as Source
Database table: INTERACTION_DESCRIPTOR_GI2.BUSINESS	_RESULT
>> Back to list	
Attribute name: Customer Segment	Folder: Agent > Activity
Description: Enables data to be organize Source Customer Segment in some reports	d based on the configured customer segment. Displays as s.
Database table: INTERACTION_DESCRIPTOR_GI2.CUSTOME	R_SEGMENT
>> Back to list	
Attribute name: Interaction Descriptor Key	Folder: Agent > Activity
Description: The attribute is for internal p	ourposes 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_S.INTERACTION_TYPE_KEY, AG2_AGENT_QUEUE_*.INTERACTION_TYPE_KEY, AG2_ID_*.INTERACTION_TYPE_KEY, AG2_QUEUE_ABN_*.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	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: Resource Group	Folder: Agent > Activity
Description: Enables data within the republic belong. A resource can belong to more that	orting interval to be organized by the groups to which resources an one agent group.
Database table:	
>> Back to list	
Attribute name: Resource Name	Folder: Agent > Activity
	orting interval to be organized by the name of a contact center er name, IVR port, or IVR application name
Database table:	
>> Back to list	
Attribute name: Service Subtype	Folder: Agent > Activity
Description: Enables data to be organize Displays as Source Service Subtype in son	d by the detailed type of service that the customer requested. ne 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
>> Back to list	

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 report the customer during post call surveys.	orting interval to be organized by the agent score assigned by
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 reported by the customer during post-call surveys.	orting interval to be organized by the overall call score assigned
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	
Attribute name: Company Score	Folder: Agent > Activity > Activity Call Survey
Introduced: 9.0.013	
Description: Enables data within the report the company by customers during post-ca	orting interval to be organized by the overall score assigned to II 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 given by customers during post-call survey	e data within the reporting interval to be organized by answers ys.
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	
Attribute name: Product Score	Folder: Agent > Activity > Activity Call Survey
Introduced: 9.0.013	

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

Introduced: 9.0.013

Folder: Agent > Activity > Activity 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_*

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Folder: Agent > Activity > Activity User Data Example

Attribute name: CategoryFolder: 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

>> Back to list

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

>> Back to list

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

>> Back to list

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

>> Back to list

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

>> Back to list

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

>> Back to list

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.		
>> Back to list			
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.INTER	ACTION_ID	
>> Back to list		
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_T	ΤΙΜΕ	
>> Back to list		
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		
>> Back to list		
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	S_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		
>> Back to list		

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		
>> Back to list		
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 tables		

Database table: SM_RES_SESSION_FACT_GI2.END_TS_TIME

>> Back to list	
Attribute name: Session Key	Folder: Agent > Detail > Session
	orting interval to be organized by the agent's active session for you can click the value in the Session Key column to view the
Database table: SM_RES_SESSION_FACT_GI2.SM_RES_SESS	SION_FACT_KEY
>> Back to list	
Attribute name: Start Timestamp	Folder: Agent > Detail > Session
Description: Enables data within the rep when the agent session began.	orting interval to be organized by the calendar date and time
Database table: SM_RES_SESSION_FACT_GI2.START_TS_TIM	ИЕ
>> Back to list	
Folder: Agent > Detail > S Attribute name: Active Reason	State Folder: Agent > Detail > State
Description: Enables data within the rep corresponding record in the SM_RES_STAT	orting interval to be organized by whether or not the E_REASON_FACT table is active.
Database table: SM_RES_STATE_RSN_FACT.ACTIVE_FLAG_R	SN
>> Back to list	
Attribute name: Active	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

>> Back to list

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_S	Т	
>> Back to list		
Attribute name: Reason Code	Folder: Agent > Detail > State	
Description: Enables data within the rep selected.	orting interval to be organized by the reason that the agent	
Database table: RESOURCE_STATE_REASON_GI2.REASON_	CODE	
>> Back to list		
Attribute name: Reason Key	Folder: Agent > Detail > State	
Description: For software-related reason the keyvalue pair that is associated with t	codes, this attribute enables data to be organized by the key of his reason code.	
For hardware-related reason codes, this attribute is null.		
Database table: RESOURCE_STATE_REASON_GI2.SOFTWARE_REASON_KEY		
>> Back to list		
Attribute name: Reason Timestamp	Folder: Agent > Detail > State	
Description: Enables data within the rep entered a specific state-reason combination	orting interval to be organized by the moment when the agent on.	
Database table: SM_RES_STATE_RSN_FACT.START_TS_TIME	_RSN	
>> Back to list		
Attribute name: Reason Type Code	Folder: Agent > Detail > State	
Description: Enables data within the rep associated with the agent's status.	orting interval to be organized by the reason code that is	
Database table: RESOURCE_STATE_REASON_GI2.REASON_	TYPE_CODE	
>> Back to list		
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.SOFTWAR RESOURCE_STATE_REASON_GI2.HARDWAF		
>> Back to list		
Attribute name: Start Timestamp	Folder: Agent > Detail > State	
Description: Enables data within the repo	orting interval to be organized by the moment that the agent	
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 documentat for your RDBMS (available from Genesys Info Mart documentation).		
Database table: 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 > Group Me	mbership	
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 Fo

Folder: Agent > Group Membership

Description: Enables data to be organized by certain attributes of the agent who is associated with the

Attribute name: End TS	Folder: Agent > Group Membership	
>> Back to list		
Database table: RESOURCE_GROUP_FACT_GI2.END_TS_TIME	Ξ	
Description: Enables data within the repowas removed from a group.	orting interval to be organized by the moment when the agent	
Attribute name: Date Removed	Folder: Agent > Group Membership	
>> Back to list		
Database table: RESOURCE_GROUP_FACT_GI2.START_TS_TIME		
a group.	orting interval to be organized by the date an agent as added to	
Attribute name: Date Added	Folder: Agent > Group Membership	
>> Back to list		
Database table: RESOURCE_A_RESOURCE_KEY, RESOURCE_GROUP_FACT_GI2.RESOURCE_K	ζEΥ	
Description: This attribute is reserved for	internal use only.	
Attribute name: Agent Resource Key	Folder: Agent > Group Membership	
>> Back to list		
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.	
Data type: Text Form: User Name		
Form: Last Name Table.Column: RESOURCE_A.AGENT_LAST_NAME	Description: Enables data to be organized by the last name of the agent who is associated with the interaction.	
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.	
Data type: Text	ID of the agent who is associated with the interaction.	
Form: Employee ID Table.Column: RESOURCE A.EMPLOYEE ID	Description: Enables data to be organized by the Employee	
Forms in this attribute:		
Database table: RESOURCE_GI2.AGENT_NAME	Form(s): User Name, Last Name, First Name, Employee ID	

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

>> Back to list

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 GROUPGROUP_TYPE_CODE in ('AGENT', 'UNKNOWN','NO_VALUE'))		
>> Back to list		
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.	
>> Back to list		
Attribute name: Group Combination Sess Key	Folder: Agent > State and Reason	
	orting interval to be organized by the primary key of the e. This attribute is reserved for internal use.	
Database table: AG2_I_SESS_STATE- *.GROUP_COMBINATION_KEY, RESOURCE_GROUP_COMBINATION.GROUP	COMBINATION KEY	
> Back to list		
Attribute name: Media Type	Folder: Agent > State and Reason	
Description: Enables data to be organize Email, and Chat.	d by the media type of the interaction; for example, Voice,	
Database table: MEDIA_TYPE.MEDIA_NAME, MEDIA_TYPE.MEDIA_TYPE_KEY.	Form(s): Media Type, Media Name Code	

MEDIA_IYPE.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: 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

>> Back to list

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

>> Back to list

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 keyvalue 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:
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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_TYP	PE_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_TYP	PE_SUBTYPE	
>> Back to list		
Attribute name: Interaction Type	Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing	
Description: Enables data to be organize and Internal.	d by the interaction's type—for example, Inbound, Outbound,	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYP	E	
>> Back to list		
Attribute name: Model	Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing	
Description: Enables the organization of agent for predictive routing.	data by the name of the model that was used to score the	
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 scoring for predictive routing.	data by the name of the predictor that was used to request	
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

IVR Minutes

Peak IVR Ports

- Concurrent User Count
- Named User Count
- 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 conduring the selected period.	currently logged in for a voice media type,
Source or Calculation: Sum([Seats Voice Concurrent])	Head in
Media type:	Used in:
Data type: Metric type:	Inbound Voice Report

>> Back to list		
Metric name: IVR Min	lutes	Folder:
Introduced: 100.0.023.0000		Billing Data
	r of minutes for all self-service ap d tenant. This metric includes tim	plications used by Genesysy Voice ne spent in queue.
Source or Calculation: Sum([GVP Minutes])	Used in
Media type:		Used in:
Data type: Metric type:		IVR Usage Report
>> Back to list		
Metric name: Named	llser Count	
Metric name: Named	User count	Folder:
Introduced: 100.0.023.0000		Billing Data
		nedia type at least once during the , it shows the total so far during the
Source or Calculation: Sum([Seats Voice])	Head has
Media type:		Used in:
Data type: Metric type:		Inbound Voice Report
>> Back to list		
Metric name: Peak IV	'R Ports	
		Folder:
Introduced: 100.0.023.0000		Billing Data
Description: Peak usage of G	VP treatment applied to calls with	in 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		
Matula name Deserve		Felder
Metric name: Resource	ce 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:	Used in:
Data type: Metric type:	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.



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

Billing Data

Metric

Business Unit

Region

Folder: Billing Data

Attribute name: Business Unit Introduced: 100.0.023.0000	Folder: Billing Data	
Description: Enables data within the repo	orting 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	
	Folder: Billing Data
Introduced: 100.0.023.0000	,
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

- Consults
- Business Attribute > BA Call Survey
- Business Attribute > BA
- 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:

Metrics:		
Avg Consult Received Time	Consult Received Engage	Consult Received Warm Hold
Avg Consult Received Warm	Warm Time	Consult Received Warm Hold
Time	Consult Received Hold	Time
Avg Consult Received Warm	Consult Received Hold Time	Consult Received Warm Time
Wrap Time	Consult Received Invite	Consult Received Warm Wrap
 Avg Consult Received Wrap Time 	Consult Received Invite Time	Consult Received Warm Wrap
Consult Received Accepted	Consult Received Invite Warm	Time
Consult Received Accepted	Consult Received Invite Warm	 Consult Received Wrap
Warm	Time	Consult Received Wrap Time
Consult Received Engage 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

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- 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

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- 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
- Customer Perspective Report

- Interaction Volume Business Attribute 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

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- 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

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- 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 Recei	ved 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 Attribute > Consult Received Time and Consul Accepted metrics.		
Media type: All	This metric is not used in any reports.	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Avg Consult Received Warm		
Time	Business Attribute > BA Consults	
	DUSITIESS ALLIDULE > DA CONSULS	
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		
Attribute > Consult Received Warm Time and Received Accepted Warm metrics.	Consult 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 consultations that the agent requested and received, where the customer interactions that were transferred to or conferenced w	consultations were associated with	
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		
	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: This metric is not used in any reports.	
Media type: All (except	This metric is not used in dity reports.	

Chat)		
Data type: Number		
Metric type: Disposition		
>> Back to list		
Matric names Consult Dessived Accented		
Metric name: Consult Received Accepted Warm	Folder:	
a a construction of the co	Business Attribute > BA Consults	
Description: The total number of interactions of this business a collaboration or consultation where the collaborations/consultation with the agents who accepted them.		
Source or Calculation: AG2_ID_*.CONSULT_RCV_ACC_WARM		
Media type: Voice	Used in:	
Data type: Number	This metric is not used in any reports.	
Metric type: Disposition		
>> Back to list		
Metric name: Consult Received Engage		
Time	Folder:	
	Business Attribute > BA Consults	
Description: The total amount of time that agents were engage consultations where the collaborations/consultations were associate business attribute and the agents were the recipients of the coll	iated with customer interactions of this	
Source or Calculation:		
AG2_ID_*.CONSULT_RECEIVED_ENGAGE_TIME	Used in:	
Media type: All (except Chat)		
Data type: Number	This metric is not used in any reports.	
Metric type: Disposition		
>> Back to list		
Metric name: Consult Received Engage Warm Time	Folder:	
warm Time	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	Head in	
Media type:	Used in:	
	This metric is not used in any reports.	
Data type: Number		

Metric type: Disposition			
>> Back to list			
Metric name: Consult Received Hold	Folder: Business Attribute > BA Consults		
Description: The total number of simple consultations that age were associated with customer interactions of this business attr 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 cor consultations were associated with customer interactions of this the recipients of the consultation requests.			
Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_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 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	Used in:		
Chat)	This metric is not used in any reports.		
Data type: Number Metric type: Disposition			
>> 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)		Used in: This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult Warm	Received Invite	Folder: Business Attribute > BA Consults
Description: The total number resources before the agents ac		this business attribute that rang at agent
Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM	1_INVITE	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 Warm Time	Received Invite	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	1 INVITE TIME	
Media type: All (except	·_·······	Used in:
Chat)		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> 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.	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:	
	Business Attribute > BA Consults	
Description: The total number of consultations that agents has associated with customer interactions of this business attribute consultation requests, and the interactions were transferred to	e, the agents were the recipients of the	
Source or Calculation: AG2_ID_*.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:	
Time		
Time	Business Attribute > BA Consults	
Description: The total amount time that agents had consultat associated with customer interactions of this business attribute consultation requests, and the interactions were transferred to	ions on hold where the interactions were e, the agents were the recipients of the	
Description: The total amount time that agents had consultat associated with customer interactions of this business attribute	ions on hold where the interactions were e, the agents were the recipients of the or conferenced with the agents.	
Description: The total amount time that agents had consultat associated with customer interactions of this business attribute consultation requests, and the interactions were transferred to Source or Calculation:	ions on hold where the interactions were e, the agents were the recipients of the or conferenced with the agents. Used in:	
Description: The total amount time that agents had consultate associated with customer interactions of this business attribute consultation requests, and the interactions were transferred to Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_HOLD_TIME	ions on hold where the interactions were e, the agents were the recipients of the or conferenced with the agents.	
Description: The total amount time that agents had consultat associated with customer interactions of this business attribute consultation requests, and the interactions were transferred to Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_HOLD_TIME Media type: Voice Data type: Number	ions on hold where the interactions were e, the agents were the recipients of the or conferenced with the agents. Used in:	
Description: The total amount time that agents had consultat associated with customer interactions of this business attribute consultation requests, and the interactions were transferred to Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_HOLD_TIME Media type: Voice Data type: Number Metric type: Disposition	ions on hold where the interactions were e, the agents were the recipients of the or conferenced with the agents. Used in: This metric is not used in any reports.	
Description: The total amount time that agents had consultat associated with customer interactions of this business attribute consultation requests, and the interactions were transferred to Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_HOLD_TIME Media type: Voice Data type: Number Metric type: Disposition >> Back to list	ions on hold where the interactions were e, the agents were the recipients of the or conferenced with the agents. Used in: This metric is not used in any reports.	
Description: The total amount time that agents had consultat associated with customer interactions of this business attribute consultation requests, and the interactions were transferred to Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_HOLD_TIME Media type: Voice Data type: Number Metric type: Disposition >> Back to list	ions on hold where the interactions were e, the agents were the recipients of the or conferenced with the agents. Used in: This metric is not used in any reports. Folder: Business Attribute > BA Consults ged as a recipient in collaborations or e collaborations/ consultations were	

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	This metric is not used in any reports.
Data type: Number Metric type: Disposition	This metric is not used in any reports.
>> Back to list	
Metric name: Consult Received Warm	
Wrap	Folder:
and b	Business Attribute > BA Consults
Description: The total number of consultations that agents rec where the consultations were associated with customer interact interactions were transferred to or conferenced with the agents	ions of this business attribute, and the
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	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
······	
>> Back to list	
	Foldom
>> Back to list	Folder:
>> Back to list Metric name: Consult Received Warm	Folder: Business Attribute > BA Consults
>> Back to list Metric name: Consult Received Warm Wrap Time	Business Attribute > BA Consults
>> Back to list Metric name: Consult Received Warm	Business Attribute > BA Consults W state following consultations that the ssociated with customer interactions that
>> Back to list Metric name: Consult Received Warm Wrap Time Description: The total amount of time that agents spent in ACC agents requested and received, where the consultations were a were assigned this business attribute and the interactions were	Business Attribute > BA Consults W state following consultations that the ssociated with customer interactions that
>> Back to list Metric name: Consult Received Warm Wrap Time Description: The total amount of time that agents spent in ACM agents requested and received, where the consultations were a were assigned this business attribute and the interactions were agents.	Business Attribute > BA Consults W state following consultations that the ssociated with customer interactions that transferred to or conferenced with the
>> Back to list Metric name: Consult Received Warm Wrap Time Description: The total amount of time that agents spent in ACM agents requested and received, where the consultations were a were assigned this business attribute and the interactions were agents. This metric includes:	Business Attribute > BA Consults W state following consultations that the ssociated with customer interactions that transferred to or conferenced with the e the customer leaves the interactions.
>> Back to list Metric name: Consult Received Warm Wrap Time Description: The total amount of time that agents spent in ACV agents requested and received, where the consultations were a were assigned this business attribute and the interactions were agents. This metric includes: ACW durations that were associated with conferences, where 	Business Attribute > BA Consults W state following consultations that the ssociated with customer interactions that transferred to or conferenced with the e the customer leaves the interactions.
>> Back to list Metric name: Consult Received Warm Wrap Time Description: The total amount of time that agents spent in ACC agents requested and received, where the consultations were a were assigned this business attribute and the interactions were agents. This metric includes: ACW durations that were associated with conferences, where Internal contact center interactions where interactions were 	Business Attribute > BA Consults W state following consultations that the ssociated with customer interactions that transferred to or conferenced with the e the customer leaves the interactions. transferred to the agents.
>> Back to list Metric name: Consult Received Warm Wrap Time Description: The total amount of time that agents spent in ACM agents requested and received, where the consultations were a were assigned this business attribute and the interactions were agents. This metric includes: ACW durations that were associated with conferences, where Internal contact center interactions where interactions were In common call-flow scenarios, this metric yields a value of zero. 	Business Attribute > BA Consults W state following consultations that the ssociated with customer interactions that transferred to or conferenced with the e the customer leaves the interactions. transferred to the agents. Used in:
>> Back to list Metric name: Consult Received Warm Wrap Time Description: The total amount of time that agents spent in ACV agents requested and received, where the consultations were a were assigned this business attribute and the interactions were agents. This metric includes: ACW durations that were associated with conferences, where Internal contact center interactions where interactions were In common call-flow scenarios, this metric yields a value of zero. Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_WRAP_TIME	Business Attribute > BA Consults W state following consultations that the ssociated with customer interactions that transferred to or conferenced with the e the customer leaves the interactions. transferred to the agents.
>> Back to list >> Back to list Metric name: Consult Received Warm Wrap Time Description: The total amount of time that agents spent in ACV agents requested and received, where the consultations were a were assigned this business attribute and the interactions were agents. This metric includes: • ACW durations that were associated with conferences, where • Internal contact center interactions where interactions were In common call-flow scenarios, this metric yields a value of zero. Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_WRAP_TIME Media type: Voice Data type: Number	Business Attribute > BA Consults W state following consultations that the ssociated with customer interactions that transferred to or conferenced with the e the customer leaves the interactions. transferred to the agents. Used in:

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 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 simple consultation that the agent accepted, where the consultation that were sourced from this campaign.		
Source or Calculation: AG2_AGENT_CAMPAIGN_*.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:	
	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:	
	This metric is not used in any reports.	
Data type: Number Metric type: Disposition		
>> 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 configure	red 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)	Contact Center Report	
Data type: Number Metric type: Disposition		
>> 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:	
Actibute > Abundoned Walting and Entered methes.	Contact Center Dashboard	
Media type: Voice, Chat, Open (sync)	Contact Center Report	
Data type: Number Metric type: Disposition	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	Contact Center Report	
Data type: Number Metric type: Disposition	Customer Perspective Report	

>> Back to list		
Metric name: % Accep	ted	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 sho	ort-abandoned threshold as configure	ed in the [agg-gim-thld-ID-IXN] section.
Source or Calculation: Calcula Attribute > Accepted and Offered		Used in:
		Contact Center Dashboard
		Contact Center Report
Media type: All		 Interaction Volume Business Attribute Email Report
Data type: Number Metric type: Disposition		Interaction Volume Business Attribute Report
		Task Volume Report
>> Back to list		
Metric name: % Accep	ted 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 sho	ort-abandoned threshold as configur	ed in the [agg-gim-thld-ID-IXN] section.
Source or Calculation: Calcula Attribute > Accepted Agent and		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: % Finish	ed 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: Calcula Attribute > Finished in Threshold		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 Service Level	Response Time	Folder: Business Attribute > BA Customer
	e accepted within a user-defined	s attribute measured as a percentage of threshold to all customer interactions that
Source or Calculation: Calcul Attribute > First Response in Th Objective metrics. Media type: All Data type: Number Metric type: Disposition		 Used in: 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: Calcul Attribute > Short Abandoned W Objective metrics. Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition		Used in: • Contact Center Report
>> Back to list		
Metric name: % Trans	fer Initiated	Folder: Business Attribute > BA Customer
Description: The percentage of	of customer interactions of this b	usiness attribute that were transferred

(warm or blind) by agents to the total number of customer interactions of this business attribute.		
Source or Calculation: Calcul Attribute > Transfer Initiated an		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: % Trans	fer Initiated Agent	Folder:
	_	Business Attribute > BA Customer
		usiness attribute that were transferred actions of this business attribute that
Source or Calculation: Calcul		Used in:
Attribute > Transfer Initiated Ag metrics.	јент ани Ассергей Аденг	Contact Center Dashboard
		Contact Center Report
Media type: All		 Interaction Volume Business Attribute Email Report
Data type: Number Metric type: Disposition		 Interaction Volume Business Result Report
		Task Volume Report
>> Back to list		
Metric name: Abando	ned 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_I	D_*.ABANDONED_INVITE	
Media type: Voice, Chat, Open (sync)		Used in:
Data type: Number Metric type: Disposition		Contact Center Report
>> Back to list		
Metric name: Abando	nod Waiting	Folder:
Metric name. Abando	neu waiting	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 in	teractions	
	Used in:	
Source or Calculation: AG2_ID_*.ABANDONED	useu III.	
Media type: Voice, Chat, Open (sync)	Campaign Summary Report	
Data type: Number	 Interaction Volume Business Result Report 	
Metric type: Disposition	Pre-Agent Termination Report	
>> Back to list		
Metric name: Abandoned Waiting Time	Folder:	
Metric name: Abandoned Waiting Time		
	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,	Contract Contan Dealth cond	
Open (sync)	Contact Center Dashboard	
Data type: Number Metric type: Disposition	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.		
first-handling resource. Duration starts when the interaction en and ends when the interaction is accepted, answered, pulled, o		
first-handling resource. Duration starts when the interaction en and ends when the interaction is accepted, answered, pulled, o		
first-handling resource. Duration starts when the interaction end and ends when the interaction is accepted, answered, pulled, o metric includes alert (ring) time.		
first-handling resource. Duration starts when the interaction end and ends when the interaction is accepted, answered, pulled, o metric includes alert (ring) time. Source or Calculation: AG2_ID_*.ACCEPT_TIME	r initiated by the handling resource. This	
first-handling resource. Duration starts when the interaction end and ends when the interaction is accepted, answered, pulled, o metric includes alert (ring) time. Source or Calculation: AG2_ID_*.ACCEPT_TIME Media type: All Data type: Number	r initiated by the handling resource. This Used in:	
first-handling resource. Duration starts when the interaction end and ends when the interaction is accepted, answered, pulled, o metric includes alert (ring) time. Source or Calculation: AG2_ID_*.ACCEPT_TIME Media type: All Data type: Number Metric type: Disposition	r initiated by the handling resource. This Used in:	
first-handling resource. Duration starts when the interaction end and ends when the interaction is accepted, answered, pulled, of metric includes alert (ring) time. Source or Calculation: AG2_ID_*.ACCEPT_TIME Media type: All Data type: Number Metric type: Disposition >> Back to list	r initiated by the handling resource. This Used in: This metric is not used in any reports.	
first-handling resource. Duration starts when the interaction end and ends when the interaction is accepted, answered, pulled, of metric includes alert (ring) time. Source or Calculation: AG2_ID_*.ACCEPT_TIME Media type: All Data type: Number Metric type: Disposition >> Back to list	r initiated by the handling resource. This Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer Ins of this business attribute were queued tions were accepted, answered, pulled, or teraction enters or begins within the	
first-handling resource. Duration starts when the interaction end and ends when the interaction is accepted, answered, pulled, o metric includes alert (ring) time. Source or Calculation: AG2_ID_*.ACCEPT_TIME Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Accept Time Agent Description: The total amount of timethat customer interaction and/or alerting or ringing at agent resources before the interact initiated by the first-handling agent. Duration starts when an interaction is accepted, answ	r initiated by the handling resource. This Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer Ins of this business attribute were queued tions were accepted, answered, pulled, or teraction enters or begins within the	

Media type: All	
Data type: Number Metric type: Disposition	This metric is not used in any reports.
>> Back to list	
Metric name: Accepted	Folder:
	Business Attribute > BA Customer
Description: The total number of customer interactions of answered, pulled, or initiated by a handling resource.	this business attribute that were accepted,
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 answered, pulled, or initiated by an agent.	this business attribute that were accepted,
Source or Calculation: AG2_ID_*.ACCEPTED_AGENT	Head in
Media type: All	Used in:
Data type: Number Metric type: Disposition	This metric is not used in any reports.

Metric name: Accepted in Threshold	Folder: Business Attribute > BA Customer
Description: The total number of times that customer interaction this business attribute that were accepted, answered, pulled, or 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	Used in:
Data type: Number Metric type: Disposition	This metric is not used in any reports.
>> Back to list	
Metric name: Accepted Others	Folder:
-	Business Attribute > BA Customer
Description: The total number of customer interactions of this answered, pulled, or initiated by a resource other than an agent, calculated as the difference between the total number of interact accepted, answered, or pulled and the total number of interaction accepted, answered, or pulled by an agent resource.	, place DN, or extension DN. This metric is ctions of this business attribute that were
Source or Calculation: Calculated based on the Business Attribute > Accepted and 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: Accepted Thread	Folder:
·	Business Attribute > BA Customer
Description: The total number of customer-interaction threads by handling resources. This metric includes a handling resource' inbound interactions.	
Source or Calculation: AG2_ID_*.ACCEPTED_THREAD	
Media type: Async	Used in:
Data type: Number Metric type: Disposition	This metric is not used in any reports.
>> Back to list	
Metric name: Actionability Score	Folder:
	Business Attribute > BA Customer
Description: The total score, assigned to interactions of this bu	siness attribute that measures the

degree to which interactions required agent attention. See Using Attached Data in the <i>Genesys CX Insights User's Guide</i> for more information.		
Source or Calculation: AG2	D *.ACTIONABILITY	
– Media type: All	_	Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: ASA		Folder:
		Business Attribute > BA Customer
Description: The average amo interactions assigned this busin		ents to accept, answer, or pull customer
Source or Calculation: Calcul Attribute > Avg Accept Time Ag		Used in:
Activate > Avg Accept Time Ag		 Interaction Volume Business Attribute Email Report
Media type: All		Interaction Volume Business Attribute Report
Data type: Number		Predictive Routing - AHT & QUEUE
Metric type: Disposition		Predictive Routing AB Testing Report
		 Predictive Routing AB Testing Report (Hour)
>> Back to list		
Metric name: ASA (Fn	nt)	Folder:
		Business Attribute > BA Customer
Description: The average amo interactions assigned this busin		gents to accept, answer, or pull customer
Source or Calculation: Calcul Attribute > Avg Accept Time Ag		Used in:
		Interaction Volume Business Attribute Email Report
Media type: All		Interaction Volume Business Attribute Report
Data type: Number Metric type: Disposition		Predictive Routing AB Testing Report
		 Predictive Routing AB Testing Report (Hour)
>> Back to list		
Metric name: Avg Aba	andoned Waiting	Folder:
Time	maonea maining	

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: Calcula Attribute > Abandoned Waiting T metrics.		Used in:Contact Center Dashboard
Media type: Voice, Chat, Open (sync) Data type: Number		 Contact Center Report Interaction Volume Business Attribute Report
Metric type: Disposition		Pre-Agent Termination Report
>> Back to list		
Metric name: Avg Acce	ept 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: Calcula Attribute > Accept Time and Acc		Used in:
Media type: All		Predictive Routing - Model Efficiency
Data type: Number Metric type: Disposition		Predictive Routing Operational Report
>> Back to list		
Metric name: Avg Acce	ept 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: Calcula Attribute > Accept Time Agent a		Used in:
Media type: All		Contact Center Dashboard
Data type: Number Metric type: Disposition		Contact Center ReportCustomer Perspective Report
>> Back to list		
Metric name: Avg Action	onability 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: Calcul AG2_ID_*.ACTIONABILITY divide AG2_ID_*.ACTIONABILITY_ENTE	ed by	Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Avg Eng	jage Time	Folder:
		Business Attribute > BA Customer
Descriptions The superson of		
assigned this business attribute	e.	gaged with customers on interactions
Source or Calculation: Calcul Attribute > Engage Time and A		Used in:
Attribute > Engage Time and A	ccepted Agent metrics.	Contact Center Dashboard
		Contact Center Report
		Interaction Volume Business Attribute Report
Media type: All		Predictive Routing - AHT & QUEUE
Data type: Number		Predictive Routing AB Testing Report
Metric type: Disposition		 Predictive Routing AB Testing Report (Hour)
		Task Volume Dashboard
		Task Volume Report
>> Back to list		
Metric name: Avg Fin	ish No Response	
Time	ish no nesponse	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: Calcul Attribute > Finish No Response 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 Fin	ish Response Time	Folder: Business Attribute > BA Customer
	signed this business attribute. Th	eractions that both had a response by a is duration includes the entire lifespan of
Source or Calculation: Calcul Attribute > Finish Response Timmetrics.		Used in:Contact Center Dashboard
Media type: All		 Contact Center Report Customer Perspective Report
Data type: Number Metric type: Disposition		 Interaction Volume Business Attribute Email Report Interaction Volume Business Attribute Report
>> Back to list		
Metric name: Avg Fin	ish Time	Folder:
		Business Attribute > BA Customer
Description: The average amo assigned this business attribute		ete customer interactions that were
Source or Calculation: Calcu Attribute > Finish Time and Fini		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 Fire	st Response Time	Folder: Business Attribute > BA Customer
Description: The average dura handling resource and were as		eractions that both had a response by a
Source or Calculation: Calcu Attribute > Responded and Fini > First Response Time metrics.	sh Time and Business Attribute	Used in:Contact Center Dashboard
Media type: All		Contact Center Report
Data type: Number Metric type: Disposition		Customer Perspective Report

>> Back to list	
Metric name: Avg Handle Time	Folder: Business Attribute > BA Customer
Description: The average amount of time that a attribute.	agents spent handling interactions assigned this business
Source or Calculation: Calculated based on th Attribute > Handle Time and Accepted Agent me Media type: All Data type: Number Metric type: Disposition	
>> Back to list	

Metric name: Avg Hold Time	Folder: Business Attribute > BA Customer
Description: The average amount of time that customers spen business attribute. This metric is attributed to the interval in wh resource.	
Source or Calculation: Calculated based on the Business Attribute > Hold Time and Hold metrics.	Used in:

Attribute > Hold Time and Hold metrics.	
	Contact Center Dashboard
	Contact Center Report
Media type: Voice	Interaction Volume Business Attribute Report
Data type: Number Metric type: Disposition	Predictive Routing - AHT & QUEUE
Metile type. Disposition	Predictive Routing AB Testing Report
	Predictive Routing AB Testing Report (Hour)
>> Back to list	

Metric name: Avg Infl	uence Score	Folder:
		Business Attribute > BA Customer
	re representing the customer's cl ered or began within the contact	out amassed on social networks at the center.
Source or Calculation: Calcul divided by AG2_ID_*.INFLUENCE	lated as AG2_ID_*.INFLUENCE E_ENTERED.	Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Avg Inv	ite Time	Folder:
		Business Attribute > BA Customer
before the interactions were ac the calls were successfully esta	cepted plus the average duratior	ctions alerted or rang at agent resources of dialing that agents performed, where to the interval in which the interactions edia only.
Source or Calculation: Calcul Attribute > Invite Time and Invi		Used in:
Media type: All		Contact Center Dashboard
Data type: Number Metric type: Disposition		Contact Center Report
>> Back to list		
Metric name: Avg Rev	venue	Folder:
		Business Attribute > BA Customer
	ount of revenue that is generated rs only those interactions for which	for interactions assigned this business characteristics characteristics as generated.
Source or Calculation: Calcul Attribute > Revenue and Entered		Used in:
Media type: All		Customer Perspective Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Avg Sat	isfaction	Folder:
		Business Attribute > BA Customer
Description: The average cust The average considers only the	comer-satisfaction score of intera se interactions for which custom	ctions assigned this business attribute. er satisfaction was recorded.
Source or Calculation: Calcul	lated based on the Business	Used in:

Attribute > Satisfaction and Entered with Satisfaction metrics.	
Media type: All	
Data type: Number Metric type: Disposition	Customer Perspective Report
>> Back to list	
Metric name: Avg Sentiment Score	Folder:
	Business Attribute > BA Customer
Description: The average score reflecting the attitude express entered or began within the contact center	ed by customers for interactions that
Source or Calculation: Calculated as AG2_ID_*.SENTIMENT divided by AG2_ID_*.SENTIMENT_ENTERED.	
Media type: All	Used in:
	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Avg Transfer Accepted	
Handle Time	Folder:
Introduced: 100.0.027.0001	Business Attribute > BA Customer
Description: The average amount of time, in seconds, that age this business attribute, that arrived by transfer and were accept 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	Daily Transfer Summary Report
Data type: Number	Transfer Dashboard
Metric type: Disposition	
>> Back to list	
Metric name: Avg Wrap Time	Folder:
	Business Attribute > BA Customer
Description: The average amount of time that agents spent per interactions that were assigned this business attribute.	erforming after call work for customer
Source or Calculation: Calculated based on the Business Attribute > Wrap Time and Wrap metrics.	Used in:
	Contact Center Dashboard
Media type: Voice	Contact Center Report

Data type: Number Metric type: Disposition		 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: Confere	nce Initiated Agent	Folder:
Metric name. comerc	ence initiated Agent	Business Attribute > BA Customer
Description: The total number the agents received where the	r of times that agents initiated co interactions were established an	onferences for customer interactions that d were of this business attribute.
Source or Calculation: AG2_	ID_*.CONFERENCE_INIT_AGENT	
Media type: All (except		Used in:
Email) Data type: Number Metric type: Disposition		This metric is not used in any reports.
s s. Dools to list		
>> Back to list		
Metric name: Deferre	d	Folder:
Metric name: Deferre	d	Folder: Business Attribute > BA Customer
	r of customer interactions that er	
Description: The total number	r of customer interactions that er ted a Callback offer.	Business Attribute > BA Customer
Description: The total number and where the customer acception	r of customer interactions that er ted a Callback offer.	Business Attribute > BA Customer
Description: The total number and where the customer accept Source or Calculation: AG2_	r of customer interactions that er ted a Callback offer.	Business Attribute > BA Customer
Description: The total number and where the customer accept Source or Calculation: AG2_ Media type: Voice, Chat Data type: Number	r of customer interactions that er ted a Callback offer.	Business Attribute > BA Customer Intered or began within the contact center, Used in:
Description: The total number and where the customer accept Source or Calculation: AG2_ Media type: Voice, Chat Data type: Number Metric type: Disposition >> Back to list	r of customer interactions that er ted a Callback offer. ID_*.DEFERRED	Business Attribute > BA Customer Intered or began within the contact center, Used in: • Pre-Agent Termination Report
Description: The total number and where the customer accept Source or Calculation: AG2_ Media type: Voice, Chat Data type: Number Metric type: Disposition	r of customer interactions that er ted a Callback offer. ID_*.DEFERRED	Business Attribute > BA Customer Intered or began within the contact center, Used in: • Pre-Agent Termination Report Folder:
Description: The total number and where the customer accept Source or Calculation: AG2_ Media type: Voice, Chat Data type: Number Metric type: Disposition >> Back to list	r of customer interactions that er ted a Callback offer. ID_*.DEFERRED	Business Attribute > BA Customer Intered or began within the contact center, Used in: • Pre-Agent Termination Report
Description: The total number and where the customer accept Source or Calculation: AG2_ Media type: Voice, Chat Data type: Number Metric type: Disposition >> Back to list Metric name: Engage Description: The total amount were assigned this business at	r of customer interactions that en ted a Callback offer. ID_*.DEFERRED Time t of time that agents were engag tribute. This metric excludes engations, and other interaction-related	Business Attribute > BA Customer Intered or began within the contact center, Used in: • Pre-Agent Termination Report Folder:
Description: The total number and where the customer acceps Source or Calculation: AG2_ Media type: Voice, Chat Data type: Number Metric type: Disposition >> Back to list Metric name: Engage Description: The total amount were assigned this business at collaborations, simple consultation	r of customer interactions that er ted a Callback offer. ID_*.DEFERRED Time t of time that agents were engag tribute. This metric excludes engag tions, and other interaction-relate me.	Business Attribute > BA Customer Intered or began within the contact center, Used in: • Pre-Agent Termination Report Folder: Business Attribute > BA Customer ed with customers for interactions that agement time that is associated with ed durations, such as hold time, ACW
Description: The total number and where the customer accept Source or Calculation: AG2_ Media type: Voice, Chat Data type: Number Metric type: Disposition >> Back to list Metric name: Engage Description: The total amount were assigned this business at collaborations, simple consultat (Wrap) time, and alert (ring) time	r of customer interactions that er ted a Callback offer. ID_*.DEFERRED Time t of time that agents were engag tribute. This metric excludes engag tions, and other interaction-relate me.	Business Attribute > BA Customer Attered or began within the contact center, Used in: • Pre-Agent Termination Report Folder: Business Attribute > BA Customer ed with customers for interactions that agement time that is associated with
Description: The total number and where the customer accept Source or Calculation: AG2_ Media type: Voice, Chat Data type: Number Metric type: Disposition >> Back to list Metric name: Engage Description: The total amount were assigned this business at collaborations, simple consulta (Wrap) time, and alert (ring) times a	r of customer interactions that er ted a Callback offer. ID_*.DEFERRED Time t of time that agents were engag tribute. This metric excludes engag tions, and other interaction-relate me.	Business Attribute > BA Customer Intered or began within the contact center, Used in: • Pre-Agent Termination Report Folder: Business Attribute > BA Customer ed with customers for interactions that agement time that is associated with ed durations, such as hold time, ACW

>> Back to list		
Metric name: Entered	l	Folder:
		Business Attribute > BA Customer
	r of customer interactions that er s attribute. This count includes a	ntered or began within the contact center bandoned interactions.
Source or Calculation: AG2_I	D_*.ENTERED	Used in:
		Customer Perspective Report
Media type: All		 Interaction Volume Business Attribute Email Report
Data type: Number Metric type: Disposition		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	r of unique threads of customer i	nteractions of this business attribute that
		uted to the first interval of the thread.
Source or Calculation: AG2_I	D_*.ENTERED_THREAD	Used in:
Media type: All		
Data type: Number Metric type: Disposition		 Interaction Volume Summary Report
>> Back to list		
Metric name: Entered	with Actionability	Folder:
		Business Attribute > BA Customer
Description: The total score, a degree to which interactions re		isiness attribute, that measures the
See Using Attached Data in the Genesy	s CX Insights User's Guide for more infor	mation.
Source or Calculation: AG2_I	D_*.ACTIONABILITY_ENTERED	
Media type: All		Used in:
Data type: Number Metric type: Disposition		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 this business attribute.	of times that influence scores w	ere recorded for customer interactions of
See Using Attached Data in the Genesys	CX Insights User's Guide for more inform	mation.
Source or Calculation: AG2_ID	*.INFLUENCE ENTERED	
 Media type: All		Used in:
Data type: Number		This metric is not used in any reports.
Metric type: Disposition		
>> Back to list		
Metric name: Entered	with Objective	Folder:
		Business Attribute > BA Customer
	bute, and either had a baseline	tered or began within the contact center, service objective or a response threshold an zero.
Source or Calculation: AG2_ID	_*.ENTERED_OBJ_RES	Used in:
Media type: All		Business Metrics Executive Report
Data type: Number		Interaction Volume Business Attribute
Metric type: Disposition		Report
>> Back to list		
Metric name: Entered	with Revenue	Folder:
		Business Attribute > BA Customer
Description: The total number of were assigned this business attri		tered or began within the contact center, ue.
		than the total number of interactions that entered teraction, revenue is attributed to the first-handling
Source or Calculation: AG2_ID	*.SATISFACTION_ENTERED	
Source or Calculation: AG2_ID Media type: All	*.SATISFACTION_ENTERED	Used in:
_	*.SATISFACTION_ENTERED	Used in: This metric is not used in any reports.
Media type: All	*.SATISFACTION_ENTERED	
Media type: All Data type: Number	*.SATISFACTION_ENTERED	
Media type: All Data type: Number Metric type: Disposition		
Media type: All Data type: Number Metric type: Disposition >> Back to list		This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Entered	with Satisfaction	This metric is not used in any reports. Folder:

This metric might yield results that are greater than the total number of interaction if customer satisfaction scores were attributed more than once to the same interaction scores were attributed more than once to the same interaction.	
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.
>> Back to list	
Metric name: Entered with Sentiment	Folder:
	Business Attribute > BA Customer
Description: The total number of times that sentiment scores this business attribute.	were recorded for customer interactions of
This metric might yield results that are greater than the total number of interact if sentiment scores were attributed more than once to the same interaction. See <i>User's Guide</i> for more information.	
Source or Calculation: AG2_ID_*.SENTIMENT_ENTERED	
Media type: All	Used in:
Data type: Number Metric type: Disposition	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 interact attribute for which no response (excluding acknowledgements) starts from the moment at which the interaction enters or begin when all legs of the interaction (for example, collaborations/con have ended.	was sent to the customer. This duration is within the contact center and ends
Source or Calculation: Calculated based on the Business	
Attribute > Finish Time and Finish Response Time 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: Finish Response Time	Folder:
	Business Attribute > BA Customer
Description: The total duration of completed customer interact attribute and for which non-acknowledgement responses were sauto-responses that are generated by system handling resource agents. (For synchronous media, a response is counted upon ac	sent by the system. The responses can be as or responses that are generated by

includes the entire lifespan of t	he interaction: processing, queue	ing, and handling.
Source or Calculation: AG2_I	D_*.FINISH_RESPONSE_TIME	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Finish T	ime	Folder:
		Business Attribute > BA Customer
	n is measured as the end time of	customer interactions that were assigned a completed interaction minus its start
Source or Calculation: AG2_I	D_*.FINISH_TIME	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Finishee	d	Folder:
		Business Attribute > BA Customer
		ions that were assigned this business ing the interval, this metric is equivalent
Source or Calculation: AG2_I	D_*.FINISHED	Used in:
Media type: All		 Interaction Volume Business Attribute Email Report
Data type: Number Metric type: Disposition		Task Volume Dashboard
		Task Volume Report
>> Back to list		
Metric name: Finishe	d in Threshold	Folder:
		Business Attribute > BA Customer
	metric relies on the value of the	business attribute that were completed finish threshold as configured in
Source or Calculation: AG2_I	D_*.FINISHED_THR	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.

>> Back to list		
Metric name: Finishee	d No Response	Folder:
		Business Attribute > BA Customer
	r of completed interactions for wh abandoned or otherwise stopped	nich no response was created. This count I for any reason.
Source or Calculation: Calcu Business Attribute > Finished a	lated as the difference between nd Finished Response metrics.	Used in:
Media type: Async		This metric is not used in any reports.
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Finishee	d Response	Folder:
		Business Attribute > BA Customer
		leted customer interactions that were
, ,	ce IVR port resources and assigned	
For email, the total number of interacti	ons of this business attribute that had a r	esponse.
Source or Calculation: AG2_I	D_*.FINISHED_RESPONSE	Used in:
Media type: All Data type: Number Metric type: Disposition		 Interaction Volume Business Attribute Email Report
>> Back to list		
Metric name: First Co	ntact Decolution	
Result		Folder:
		Business Attribute > BA Customer
		issues were resolved during the first ised the same issue again within 7 days.
Source or Calculation: AG2_I	D_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 Re	sponse in Threshold	Folder:
		Business Attribute > BA Customer
Description: The total number	r of customer interactions of this	business attribute for which a response

was created within the service attached user-data mapping.	time threshold configured by ser	vice-related key-value pairs in the
reply to a given interaction must be se	nt out in order to increment this metric. T	action was accepted. For offline media, the first 'his metric excludes interactions that were routed to esponse threshold as configured in the [agg-gim-
Source or Calculation: AG2	D *.RESPONDED THR	
Media type: All		Used in:
		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: First Re	sponseTime	Folder:
		Business Attribute > BA Customer
	t of time including mediation dura was assigned this business attrib	ation that elapsed before a first response oute was created.
offline media, the first reply to a given		action was accepted by a handling resource. For ment this metric. The business-attribute assignment allied.
Source or Calculation: AG2_	D_*.FIRST_RESPONSE_TIME	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Focus		Folder:
		Business Attribute > BA Customer
sessions. Includes only cases w		ocus state while working on media king on the interaction that is the subject
Source or Calculation: AG2_	D_*.FOCUS	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Focus T	imo	Folder:
Metric name. rocus i	inte	Business Attribute > BA Customer
		ate while working on media sessions. interaction, as reported by the agent

Source or Calculation: AG2_ID_*.FOCUS_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: Handle Time	Folder:
	Business Attribute > BA Customer
Description: The total amount of time that agents spent handl business attribute. This duration is calculated as the sum of eng that is associated with interactions, consult time for interactions consultations that agents received.	age time, hold time, ACW (wrap) time
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:
Metric name: Hold	Folder: Business Attribute > BA Customer
Metric name: Hold Description: The total number of customer interactions of this hold.	Business Attribute > BA Customer
Description: The total number of customer interactions of this	Business Attribute > BA Customer business attribute that agents had on
Description: The total number of customer interactions of this hold.	Business Attribute > BA Customer
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD	Business Attribute > BA Customer business attribute that agents had on
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number	Business Attribute > BA Customer business attribute that agents had on Used in:
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number Metric type: Disposition	Business Attribute > BA Customer business attribute that agents had on Used in:
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number Metric type: Disposition >> Back to list	Business Attribute > BA Customer business attribute that agents had on Used in: This metric is not used in any reports.
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number Metric type: Disposition >> Back to list	Business Attribute > BA Customer business attribute that agents had on Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number Metric type: Disposition >> Back to list Metric name: Hold Time Description: The total amount of time that agents had custom	Business Attribute > BA Customer business attribute that agents had on Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer ers on hold for interactions assigned this
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number Metric type: Disposition >> Back to list Metric name: Hold Time Description: The total amount of time that agents had custom business attribute.	Business Attribute > BA Customer business attribute that agents had on Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number Metric type: Disposition >> Back to list Metric name: Hold Time Description: The total amount of time that agents had custom business attribute. Source or Calculation: AG2_ID_*.HOLD_TIME	Business Attribute > BA Customer business attribute that agents had on Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer ers on hold for interactions assigned this
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number Metric type: Disposition >> Back to list Metric name: Hold Time Description: The total amount of time that agents had custom business attribute. Source or Calculation: AG2_ID_*.HOLD_TIME Media type: Voice Data type: Number	Business Attribute > BA Customer business attribute that agents had on Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer ers on hold for interactions assigned this Used in:

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 Metric type: Disposition	This metric is not used in any reports.
>> 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 Metric type: Disposition	This metric is not used in any reports.
>> 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 Metric type: Disposition	This metric is not used in any reports.
>> Back to list	
Metric name: Max Abandoned Waiting	
Time	Folder:
	Business Attribute > BA Customer

Source or Calculation: AG2_ID_*.ABANDONED_TIME_MAX Used in: Media type: Voice, Chat, Open (sync) Interaction Volume Business Attribute Report Data type: Number Metric type: Disposition >> 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 Open (sync) Used in: Metric name: Max Accept Time Agent • Interaction Volume Business Attribute Report • Pre-Agent Termination Report • Pre-Agent Termination Report Source or Calculation: AG2_ID_*.ABANDONED_TIME_MAX Open (sync) Used in: • Interaction Volume Business Attribute Report • Pre-Agent Termination Report • Sack to list • 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 • Interaction Volume Business Attribute
Open (sync) Pre-Agent Termination Report Data type: Number Metric type: Disposition >> 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: • Interaction Volume 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 (ppen (sync)) Used in: • Interaction Volume Business Attribute Report Data type: Number Metric type: Disposition • Interaction Volume Business Attribute Report >> Back to list Pre-Agent Termination Report Metric name: Max Accept Time Agent when the interaction enters or begins within the contact center and ends when the interaction is accepted. This metric includes alert (ring) time. 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. Used in: • Interaction Volum
Pata type: Number Metric type: Disposition >> Back to list 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/tinging at the first target before the interactions were abandoned or stopped for any reason. Source or Calculation: AG2_ID_*.ABANDONED_TIME_MAX Used in:
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: • Interaction Volume Business Attribute Report • Pre-Agent Termination Report Data type: Number Metric type: Disposition • Interaction Volume Business Attribute Report • Pre-Agent Termination Report 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: • Interaction Volume Business Attribute
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: • Interaction Volume Business Attribute Report Data type: Voice, Chat, Open (sync) • Interaction Volume Business Attribute Report Data type: Number Metric type: Disposition • Interaction Volume Business Attribute Report • Pre-Agent Termination Report * Pre-Agent Termination Report • Pre-Agent Termination Report • Pre-Agent Termination Report • 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: • Interaction Volume Business Attribute
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: Interaction Volume Business Attribute Report Pre-Agent Termination Report > Back to list Metric name: Max Accept Time Agent 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: Interaction Volume Business Attribute Pre-Agent Termination Report Pre-Agent Termination Report
Media type: Voice, Chat, Open (sync) Interaction Volume Business Attribute Report Data type: Number Metric type: Disposition • Pre-Agent Termination Report >> Back to list 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: • Interaction Volume Business Attribute
Open (sync) • Interaction Volume Business Attribute Report • Pre-Agent Termination Report >> Back to list Metric name: Max Accept Time Agent 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: • Interaction Volume Business Attribute
Data type: Number Metric type: Disposition 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: Interaction Volume Business Attribute
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: • Interaction Volume Business Attribute
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 • Interaction Volume Business Attribute
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 • Interaction Volume 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 Media type: All Media type: All
Media type: All Interaction Volume Business Attribute
Email Report
Data type: Number • Interaction Volume Business Attribute Metric type: Disposition • Report
>> Back to list
Metric name: Max Accept Time Agent
(Fmt) 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	 Interaction Volume Business Attribute Email Report
Data type: Number Metric type: Disposition	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-aba interactions of this business attribute spent in a queue or alertin before the interactions were abandoned or stopped for any reas	ng/ringing at the first handling resource
This metric relies on the value of the short-abandoned threshold as configur	ed 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)	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Max Standard Abandoned	Folder:
Waiting Time (Fmt)	Business Attribute > BA Customer
Description: The longest time (HH:MM:SS) beyond the short-al interactions of this business attribute spent in a queue or alertin before the interactions were abandoned or stopped for any reas	ng/ringing at the first handling resource
This metric relies on the value of the short-abandoned threshold as configur	ed 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)	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Offered	Folder:

		Business Attribute > BA Customer
during the interval, were assign		ntered or began within the contact center vere offered to a resource excluding hreshold.
This metric relies on the value of the $\ensuremath{\textbf{s}}$	hort-abandoned threshold as configur	ed in the [agg-gim-thld-ID-IXN] section.
Source or Calculation: Calcu Customer >) Entered and Shor Media type: All Data type: Number Metric type: Disposition		 Used in: 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: Respon	ded	Folder:
		Business Attribute > BA Customer
attribute that had been accept For e mail, this metric represents the to	ed by a handling resource.	stomer interactions of this business onss that had been sent to a customer. One handling for each interaction. The value of this metric is less
than or equal to Responses.		
Source or Calculation: AG2_	D_*.RESPONDED	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Respon	se Ratio	Folder:
		Business Attribute > BA Customer
	actions of this business attribute teractions of this business attribu	for which an outbound reply was created ute.
For all media types, this ratio could be	greater than 1:1.	
Source or Calculation: Calcu Customer >) Responses and Re		Used in:
Media type: All		Customer Perspective Report

Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Respons	ses	Folder:
-		Business Attribute > BA Customer
Description: For voice and characteribute that were accepted by		tomer interactions of this business
	g resource can create multiple replies; th	s agents) created outbound replies that might or is metric's value reflects each reply. The value of
Source or Calculation: AG2_II	D_*.RESPONSES	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Revenue	e	Folder:
		Business Attribute > BA Customer
Description: The total revenue business attribute.	e generated during the interval b	y customer interactions assigned this
Source or Calculation: AG2_II	D_*.REVENUE	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Satisfac	tion	Folder:
		Business Attribute > BA Customer
Description: The sum of nume interactions assigned this busin		tion that were attributed to customer
Source or Calculation: AG2_I	D_*.SATISFACTION	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Sentime	ent Factor	Folder:
		Business Attribute > BA Customer

Description: This metric is use Category dimension.	ed for internal purposes to assign	a factor to the Classify Sentiment
This factor takes on one of four values:		
• -1, when Classify Sentiment	Category is Negative.	
• 0.25, when Classify Sentime	nt Category is Neutral.	
• 1, when Classify Sentiment	Category is Positive.	
• 0, otherwise.		
Source or Calculation: Calcul Customer >) Classify Sentiment		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		This filed is not used in any reports.
>> Back to list		
Metric name: Sentime	ent Index	Folder:
		Business Attribute > BA Customer
	00 to 10,000 per interaction), wit	ity to influence. A weighted consolidated h the largest values assigned to
Source or Calculation: Calcul Business Attribute > BA Custon Sentiment Influence Entered Di Factor, Entered with Sentiment.	ner metrics: Influence Score, ff, Sentiment Score, Sentiment	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: Sentime	ent Influence Entered	
Diff		Folder:
		Business Attribute > BA Customer
		is that entered/began within the contact er for which an influence score was
Source or Calculation: Calcul metrics from the Business Attril Entered with Sentiment, Entere Sentiment, Entered with Influer	bute > BA Customer folder: d with Influence, Entered with	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type: Disposition		

s s. De als ta liat		
>> Back to list		
Metric name: Sentime	ent Score	Folder:
		Business Attribute > BA Customer
expressed by customers for inte		ent the total score reflecting the attitude within the contact center. See Using information.
Source or Calculation: AG2_I	D_*.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 A	bandoned Waiting	Folder:
	j	Business Attribute > BA Customer
		business attribute that were abandoned waiting for the first handling resource.
Source or Calculation: AG2_I	D_*.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: Standar	rd Abandoned	
Waiting		Folder:
-		Business Attribute > BA Customer
	e	
		ntered or began within the contact center abandoned interactions and abandoned-
Source or Calculation: Calcu Attribute > BA Customer > Aba		
value of Business Attribute > B Abandoned Waiting.	A Customer > Short	Used in:
Media type: All		This metric is not used in any reports.
Data type: Number		
Metric type: Disposition		
>> Back to list		
Metric name: Standar	rd Abandoned	
Waiting Time		Folder:
		Business Attribute > BA Customer

		teractions of this business attribute that ore the interactions could be established.
Source or Calculation: AG2_ID_*.ABANDONED_STANDA	ARD_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: Start Da	ate Time Key	Folder:
		Business Attribute > BA Customer
Description: This metric is rest the AG2_ID hierarchy.	erved for internal use to employ	a key for a particular date and time from
Source or Calculation: AG2_I	D_*.DATE_TIME_KEY	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Transfe	r Accepted	Folder:
Introduced: 100.0.027.0001		Business Attribute > BA Customer
Description: Total number of i were accepted by the agent du		ss attribute, that arrived by transfer and
Source or Calculation: AG2_I	D_*. XFER_ACCEPTED	Used in:
		Agent Transfer Summary Report
Media type:		 Daily Transfer Summary Report
Data type: Metric type: Disposition		
		Transfer Dashboard
>> Back to list		
Metric name: Transfe	r Accepted Cold	Folder:
Introduced: 100.0.027.0001		
100.0.027.0001		Business Attribute > BA Customer
	ent group (depending on the rele	ons were successfully cold transferred evant GCXI Project attributes for this
Source or Calculation: Calcul the Transfer Accepted and Trans	ated as the difference between sfer Accepted Warm metrics.	Used in:

Media type: Data type: Metric type: Disposition		Agent Transfer Summary ReportDaily Transfer Summary ReportTransfer Dashboard
>> Back to list		
Metric name: Transfe	r Accepted Time	Folder:
Introduced: 100.0.027.0001		Business Attribute > BA Customer
	by transfer and were accepted b	pent handling interactions assigned this by the agent during the reporting interval
Source or Calculation: AG2_I ACCEPTED_HOLD_TIME + AG2_ 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: Transfe	r Accepted Warm	
Metric name: Iransfe	r Accepted Warm	Folder:
Introduced: 100.0.027.0001	r Accepted Warm	Folder: Business Attribute > BA Customer
Introduced: 100.0.027.0001	nteractions, assigned this busine	
Introduced: 100.0.027.0001 Description: Total number of i	nteractions, assigned this busine during the reporting interval.	Business Attribute > BA Customer
Introduced: 100.0.027.0001 Description: Total number of i and were offered to the agent of Source or Calculation: AG2_I	nteractions, assigned this busine during the reporting interval.	Business Attribute > BA Customer ess attribute, that arrived by warm transfer
Introduced: 100.0.027.0001 Description: Total number of i and were offered to the agent of Source or Calculation: AG2_I Media type:	nteractions, assigned this busine during the reporting interval.	Business Attribute > BA Customer ess attribute, that arrived by warm transfer Used in:
Introduced: 100.0.027.0001 Description: Total number of i and were offered to the agent of Source or Calculation: AG2_I	nteractions, assigned this busine during the reporting interval.	Business Attribute > BA Customer ess attribute, that arrived by warm transfer Used in: • Agent Transfer Summary Report
Introduced: 100.0.027.0001 Description: Total number of i and were offered to the agent of Source or Calculation: AG2_I Media type: Data type:	nteractions, assigned this busine during the reporting interval.	Business Attribute > BA Customer Used in: • Agent Transfer Summary Report • Daily Transfer Summary Report
Introduced: 100.0.027.0001 Description: Total number of i and were offered to the agent of Source or Calculation: AG2_I Media type: Data type: Metric type: Disposition >> Back to list	nteractions, assigned this busine during the reporting interval. D_*. XFER_ACCEPTED_WARM	Business Attribute > BA Customer Used in: • Agent Transfer Summary Report • Daily Transfer Summary Report
Introduced: 100.0.027.0001 Description: Total number of i and were offered to the agent of Source or Calculation: AG2_I Media type: Metric type: Disposition	nteractions, assigned this busine during the reporting interval. D_*. XFER_ACCEPTED_WARM	Business Attribute > BA Customer ess attribute, that arrived by warm transfer Used in: • Agent Transfer Summary Report • Daily Transfer Summary Report • Transfer Dashboard
Introduced: 100.0.027.0001 Description: Total number of i and were offered to the agent of Source or Calculation: AG2_I Media type: Data type: Metric type: Disposition >> Back to list Metric name: Transfer Description: The total number	nteractions, assigned this busine during the reporting interval. D_*. XFER_ACCEPTED_WARM	Business Attribute > BA Customer Used in: • Agent Transfer Summary Report • Daily Transfer Summary Report • Transfer Dashboard Folder: Business Attribute > BA Customer business attribute that agents
Introduced: 100.0.027.0001 Description: Total number of i and were offered to the agent of Source or Calculation: AG2_I Media type: Data type: Metric type: Disposition >> Back to list Metric name: Transfer Description: The total number	nteractions, assigned this busine during the reporting interval. D_*. XFER_ACCEPTED_WARM r Initiated Agent	Business Attribute > BA Customer Used in: • Agent Transfer Summary Report • Daily Transfer Summary Report • Transfer Dashboard Folder: Business Attribute > BA Customer business attribute that agents

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: Transfe	r Initiated Cold	Folder: Business Attribute > BA Customer
Description: Total number of of initiated by the agent during the		gned this business attribute, that were
Source or Calculation: Calcu the Transfer Initiated Agent and metrics. Media type: Data type: Metric type: Disposition	lated as the difference between d Transfer Initiated Warm	Used in:Daily Transfer Summary ReportTransfer Dashboard
>> Back to list		
Metric name: Transfe	r Initiated Warm	Folder: Business Attribute > BA Customer
Description: Total number of vinitiated by the agent during the		signed this business attribute, that were
Source or Calculation: AG2_I	D_*.XFER_ INIT_AGENT_WARM	Used in:
Media type: Data type: Metric type: Disposition		Daily Transfer Summary ReportTransfer Dashboard
>> Back to list		
Metric name: Transfe		Folder: Business Attribute > BA Customer red. Calculated as the total number of
rescription: the percentage (

transferred interactions divided	by the total number of interaction	ons.
Source or Calculation: Calcu Attribute > BA Customer > Tran Business Attribute > BA Custom	nsfer Initiated Agent and	Used in: • Contact Center Report
Media type:		Predictive Routing AB Testing Report
Data type: Metric type: Disposition		Predictive Routing AB Testing Report (Hour)
>> Back to list		
Metric name: Wrap		Folder:
		Business Attribute > BA Customer
Description: The total number that the agents received of this		CW (Wrap) state for customer interactions
Source or Calculation: AG2_I	D_*.WRAP	
Media type:		Used in:
Data type: Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Wrap Ti	me	Folder:
		Business Attribute > BA Customer
Description: The total amount interactions that were received	of time that resources spent in <i>i</i> of this business attribute.	ACW (Wrap) state for customer
Source or Calculation: AG2_I	D_*.WRAP_TIME	
Media type:		Used in:
Data type: Metric type: Disposition		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	Predictive Routing - Model Efficiency
Data type: Number	
Metric type: Disposition	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 inter agent's login session(s) on a particular media channel.	val between the beginning and end of this
Source or Calculation: AG2_ID_*.GPM_ACTIVE	
Media type: All	Used in:
	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Agent Score	Folder:
	Pueiness Attribute > DA Predictive Douting
	Business Attribute > BA Predictive Routing
Description: The sum of all agent scores for agents who hand	ed interactions routed by GPR.
Source or Calculation: IF IRF GPM FACT GI2.AGENT SCORE	
Media type: All	Used in:
Media type: All	
Media type: All Data type: Number Metric type: Disposition	Used in: This metric is not used in any reports.
Data type: Number Metric type: Disposition	
Data type: Number	
Data type: Number Metric type: Disposition >> Back to list	
Data type: Number Metric type: Disposition	This metric is not used in any reports. Folder:
Data type: Number Metric type: Disposition >> Back to list	This metric is not used in any reports.
Data type: Number Metric type: Disposition >> Back to list	This metric is not used in any reports. Folder: Business Attribute > BA Predictive Routing
Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Agent Score Description: The average score for all agents who handled into Source or Calculation: Calculated as the sum of all agent	This metric is not used in any reports. Folder: Business Attribute > BA Predictive Routing eractions routed by GPR.
Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Agent Score Description: The average score for all agents who handled into Source or Calculation: Calculated as the sum of all agent scores for agents who handled an interaction routed by GPR,	This metric is not used in any reports. Folder: Business Attribute > BA Predictive Routing eractions routed by GPR. Used in:
Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Agent Score Description: The average score for all agents who handled into 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.	This metric is not used in any reports. Folder: Business Attribute > BA Predictive Routing eractions routed by GPR.
Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Agent Score Description: The average score for all agents who handled into Source or Calculation: Calculated as the sum of all agent scores for agents who handled an interaction routed by GPR,	This metric is not used in any reports. Folder: Business Attribute > BA Predictive Routing eractions routed by GPR. Used in:
Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Agent Score Description: The average score for all agents who handled into 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. Media type: All Data type: Number	This metric is not used in any reports. Folder: Business Attribute > BA Predictive Routing eractions routed by GPR. Used in: • Model Efficiency
Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Agent Score Description: The average score for all agents who handled into 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. Media type: All	This metric is not used in any reports. Folder: Business Attribute > BA Predictive Routing eractions routed by GPR. Used in: • Model Efficiency • Predictive Routing - Model Efficiency
Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Agent Score Description: The average score for all agents who handled into 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. Media type: All Data type: Number	This metric is not used in any reports. Folder: Business Attribute > BA Predictive Routing eractions routed by GPR. Used in: • Model Efficiency • Predictive Routing - Model Efficiency
Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Agent Score Description: The average score for all agents who handled into 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. Media type: All Data type: Number Metric type: Disposition >> Back to list	This metric is not used in any reports. Folder: Business Attribute > BA Predictive Routing eractions routed by GPR. Used in: • Model Efficiency • Predictive Routing - Model Efficiency
Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Agent Score Description: The average score for all agents who handled into 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. Media type: All Data type: Number Metric type: Disposition	This metric is not used in any reports. Folder: Business Attribute > BA Predictive Routing eractions routed by GPR. Used in: • Model Efficiency • Predictive Routing - Model Efficiency • Predictive Routing Operational Report

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.			
Attribute > BA Customer > Acc BA Predictive Routing > Turnard	culation: Calculated based on the Business Customer > Accepted and Business Attribute > outing > Turnaround Time metrics.		Used in:Predictive Routing - Model Efficiency
Media type:			
Data type: Metric type:			 Predictive Routing Operational Report
>> Back to list			
Metric name: Error			Folder:
			Business Attribute > BA Predictive Routing
			this field contains the error message. The Id 10 to identify the error as one of the
• 1 — Ok		• 9 — In	teraction log not found in global map
• 2 — Authentication to scorir	ig engine failed	• 10	Unknown error
 3 — Scoring request failed 		• 11 - 0	Channel is not supported
• 4 — Agent list is empty		• 12 — I	Reserved for future use
		Call Abandoned	
• 6 — Predictor not found	• 14 – 0		Call Routing Failed
• 7 — Failed to build scoring r			Predictive Routing is turned off or not used
8 — SetIdealAgent or SetReadyCondition for this interaction		s interaction	
execution error			
Source or Calculation: AG2_0	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: Turnaro	und 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			Head in:
ledia type: All		Used in:	
Data type: Number Metric type: Disposition			Model Efficiency

>> Back to list

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

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_S.INTERACTION_TYPE_KEY, AG2_AGENT_OUEUE_*.INTERACTION_TYPE_KEY, AG2_ID_*.INTERACTION_TYPE_KEY, AG2_QUEUE_ABN_*.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 InboundNew or Outbound Notification.	to be organized by the interaction's subtype; for example,
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYP	PE_SUBTYPE

>> Back to list

Attribute name: Interaction Folder: Business Attribute

Туре		
Description: Enables data to be organize and Internal.	d by the interaction's type—for example, Inbound, Outbound,	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYP	E	
>> Back to list		
Attribute name: Media Type	Folder: Business Attribute	
Description: Enables data to be organize Email, and Chat.	d by the media type of the interaction; for example, Voice,	
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		

>> Back to list

Attribute	name:	Service
Туре		

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	Folder: Business Attribute > BA Call Survey
Introduced: 9.0.013	
Description: Enables data within the report the customer during post call surveys.	orting interval to be organized by the agent score assigned by
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 report by the customer during post-call surveys.	orting interval to be organized by the overall call score assigned
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	
Attribute name: Company Score	Folder: Business Attribute > BA Call Survey
	Folder: Business Attribute > BA Call Survey
Score Introduced: 9.0.013	orting interval to be organized by the overall score assigned to
Score Introduced: 9.0.013 Description: Enables data within the repo	orting interval to be organized by the overall score assigned to
Score Introduced: 9.0.013 Description: Enables data within the report the company by customers during post-ca Database table: AG2_AGENT_*, AG2_AGENT_GRP_*,	orting interval to be organized by the overall score assigned to
Score Introduced: 9.0.013 Description: Enables data within the reported the company by customers during post-car Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	orting interval to be organized by the overall score assigned to
Score Introduced: 9.0.013 Description: Enables data within the report the company by customers during post-ca Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_* >> Back to list	orting interval to be organized by the overall score assigned to
Score Introduced: 9.0.013 Description: Enables data within the reported the company by customers during post-can Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_* >> Back to list Attribute name: IQ1 - IQ4 Introduced: 9.0.013	orting interval to be organized by the overall score assigned to Il surveys. Folder: Business Attribute > BA Call Survey e data within the reporting interval to be organized by answers
Score Introduced: 9.0.013 Description: Enables data within the reported the company by customers during post-can babase table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_* >> Back to list Attribute name: IQ1 - IQ4 Introduced: 9.0.013 Description: These four attributes enabled	orting interval to be organized by the overall score assigned to Il surveys. Folder: Business Attribute > BA Call Survey e data within the reporting interval to be organized by answers

Attribute name: Product Score	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

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.		
Folder: Business Attribute > BA Predictive Routing		
Description: Enables the organization of data based on whether predictive routing is ON or OFF.		

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

- Accepted Scheduled
- Accepted Wait For Agent
- % Customer Connected
- % Declined

% Canceled

- % Successful
- % Unsuccessful
- Abandon Waiting For Agent
- Accepted
- Accepted Immediate

- 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

Offered

 Expected Wait Time Expected Wait Time when Offered 	 Max Offline Waiting Time (Fmt) Max Position in Oueue 	Min Saved TimeMin Saved Time (Fmt)
		Offer Time
 Failed Transfers before Agent is connected 	 Max Position in Queue when Offered 	Offered
Failed Transfers to Agent	Max Saved Time	Offline Waiting Time
Forced Dialed	• Max Saved Time (Fmt)	Position in Queue
Max Establish Time	 Max Time to Abandon Waiting For Agent 	 Position in Queue when Offered
• Max Establish Time (Fmt)	Max Time to Abandon Waiting	Requested Agent Assistance
Max Expected Wait Time	For Agent (Fmt)	Saved Time
Max Expected Wait Time (Fmt)	Max Time to Wait For Agent	Start Date Time Key
Max Expected Wait Time when Offered	 Max Time to Wait For Agent (Fmt) 	• Successful
 Max Expected Wait Time when Offered (Fmt) 	Min Expected Wait Time when Offered	 Time to Abandon Waiting For Agent
• Max Offer Time	Min Expected Wait Time when	Time to Wait For Agent
• Max Offer Time (Fmt)	Offered (Fmt)	Timeout Waiting
	Min Position in Queue when	
Attributes:		• Offer Timing
Callback Dim 1 Key	Callback Type	Offer Timing
Callback Dim 2 Key	Channel	Order Connect
Callback Dim 3 Key	Dial Dialog Result	• Queue
Callback Direction	Final Dial Result	• Queue Key
Callback Offer Type	Final Target	

• Max Offline Waiting Time

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.

 Accepted Added Agent Callback Offered Timestamp Callback Accepted Timestamp Callback Attempts Customer Connected Customer Connected Customer Connected Customer Connected Customer Connected 	Metrics: • Abandoned Waiting	Callback Offer Time	Timestamp
 Added Agent Callback Accepted Timestamp Connect Waiting Time Desired Timestamp 	Accepted	Callback Offered Timestamp	
Callback Accepted Timestamp Connect Waiting Time Desired Timestamp	Added Agent	Callback Offers per Session	•
Callback Attempts Oustomer Connected Desired Timestamp	Callback Accepted Timestamp	Connect Waiting Time	
	Callback Attempts	Customer Connected	Desired Timestamp

- Establish Time
- Expected Wait Time
- Expected Wait Time When
 Offered
- Last Callback Offer Time
- Last Callback Offered Timestamp

Attributes:

- Callback Dim 4 Key
- Customer Phone Number
- Desired Time

- Offered
- Offline Waiting Time
- Position in Queue
- Position in Queue When
 Offered
- Push Delivery Confirmed
 Timestamp
- Dial Result
- Final
- Forced Dialed

- Ready To Start Timestamp
- Requested Agent Assistance
- Service Start Timestamp
- Start DateTime Key
- Timeout Warning
- Transfer Failed
- Service ID

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 while waiting for an agent to connect.	that were abandoned by the customer
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	
Includes all canceled callbacks, whether cance	comer interactions that were canceled before completion. eled manually by the customer, manually by an ustomer called again before the callback was completed.	
Source or Calculation: Refer to the Accepter callback metrics.	d and Canceled Used in:	
Media type: Voice Data type: Number Metric type: Disposition	Callback Summary Report	
>> Back to list		
Metric name: % Customer Conn	ected Folder: Callback	
Description: The percentage of customer cal where no agent was connected.	Is that connected after callback dialout, including instances	
Source or Calculation: Refer to the Callback Connected and Accepted metrics.	c > Customer 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 Accepted metrics.	<pre>x > Offered and Used in:</pre>	
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 and Callback > Accepted callback metrics.	<pre>Successful Used in:</pre>	

Media type: Voice,Chat		
Data type: Number Metric type: Disposition		Callback Summary Report
>> Back to list		
Metric name: % Unsu	ccessful	Folder: Callback
Description: The percentage of (because they were abandoned)		that were not completed successfully
Source or Calculation: Refer and Callback > Accepted metric		Used in:
Media type: Voice,Chat		 Collback Summary Depart
Data type: Number Metric type: Disposition		 Callback Summary Report
>> Back to list		
Metric name: Abando	n Waiting For Agent	Folder:
		Callback
Description: The total number waiting for an agent to connect		s were abandoned by the customer while
Source or Calculation: AG2_CALLBACK_[*].ABANDONE	D_WAITING	
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: Accepte	d	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		Callback Summary Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Accepte	ed Immediate	Folder: Callback

Description: The total number of times that IMMEDIATE callba	ck was accepted by a customer.
Source or Calculation: AG2_CALLBACK_*.ACCEPTED_IMMEDIATE	Used in:
Media type: All	
Data type: Number Metric type: Disposition	Callback Summary Report
>> Back to list	
Metric name: Accepted Scheduled	Folder:
	Callback
Description: The total number of times that SCHEDULED callba	ack 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	Cullback Summary Report
>> Back to list	
Metric name: Added Agents	Folder:
	Callback
Description: The total number of times agents were successfu	lly 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	This metric is not used in any reports.
>> 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 we callback attempt.	vere successfully completed on the second
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	
	Folder: Callback
>> Back to list	Callback
> Back to list Metric name: Attempt 3 Description: The total number of callback connections that we have a second seco	Callback
>> Back to list Metric name: Attempt 3 Description: The total number of callback connections that we callback attempt. Source or Calculation:	Callback vere successfully completed on the third Used in:
>> Back to list Metric name: Attempt 3 Description: The total number of callback connections that we callback attempt. Source or Calculation: AG2_CALLBACK_[*].CONNECTED_ATTEMPT3	Callback vere successfully completed on the third
>> Back to list Metric name: Attempt 3 Description: The total number of callback connections that we callback attempt. Source or Calculation: AG2_CALLBACK_[*].CONNECTED_ATTEMPT3 Media type: Voice,Chat Data type: Number	Callback vere successfully completed on the third Used in:
>> Back to list Metric name: Attempt 3 Description: The total number of callback connections that we callback attempt. Source or Calculation: AG2_CALLBACK_[*].CONNECTED_ATTEMPT3 Media type: Voice,Chat Data type: Number Metric type: Disposition	Callback vere successfully completed on the third Used in:
>> Back to list >> Back to list Metric name: Attempt 3 Description: The total number of callback connections that we callback attempt. Source or Calculation: AG2_CALLBACK_[*].CONNECTED_ATTEMPT3 Media type: Voice,Chat Data type: Number Metric type: Disposition >> Back to list	Callback vere successfully completed on the third Used in: • Callback Summary Report
>> Back to list Metric name: Attempt 3 Description: The total number of callback connections that we callback attempt. Source or Calculation: AG2_CALLBACK_[*].CONNECTED_ATTEMPT3 Media type: Voice,Chat Data type: Number Metric type: Disposition >> Back to list Metric name: Attempt 4	Callback vere successfully completed on the third Used in: • Callback Summary Report

Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Attempt	ted	Folder: Callback
Description: The total number	of callback attempts, including t	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 Add	led Agents	Folder: Callback
Description: The average scor	re measuring how often agents w	ere successfully added to a callback call.
Source or Calculation: Refer and Callback > Added Agents n		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 Offe	er 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 and Callback > Offer Time metr		Used in:
Media type: Voice,Chat		Callback Summary Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Avg Sav	ed Time	Folder: Callback
	ber of minutes of call time that v	were saved because of callback.
Source or Calculation: Refer	to the Callback > Saved Time	Used in:

and Callback > Successful met	rics.	
Media type: Voice,Chat		- Callback Summer Depart
Data type: Number Metric type: Disposition		Callback Summary Report
>> Back to list		
Metric name: Avg Tim Waiting For Agent	e to Abandon	Folder: Callback
Description: After successful of before abandoning the call.	callback, the average amount of	time customers spent waiting for agents
Source or Calculation: Refer Abandon Waiting For Agent and For Agent metrics.		Used in:
Media type: Voice,Chat		Callback Summary Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Avg Tim Agent	e To Wait For An	Folder: Callback
Description: After a successful agent.	l callback, the average amount o	f time a customer spent waiting for an
Source or Calculation: Refer Connected and Callback > Time Media type: Voice,Chat		Used in:
Data type: Number Metric type: Disposition		Callback Summary Report
>> Back to list		
>> Back to list Metric name: Callbac	k Attempts	Folder: Callback
Metric name: Callbac	k Attempts mes the system attempted to cal	Callback
Metric name: Callbac	mes the system attempted to cal	Callback
Metric name: Callback	mes the system attempted to cal	Callback II the customer back. Used in:
Metric name: Callback	mes the system attempted to cal	Callback Il the customer back.

Metric name: Callbac	ks	Folder:
		Callback
Description: The total number	r of callback calls processed.	
Source or Calculation: AG2_0	CALLBACK [*].CALLBACKS	
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: Cancele	d	Folder:
		Callback
Description: The total number contact center.	r of callback attempts that were o	canceled, either by the customer or by the
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_	CANCELLED	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: Custom	er Connected	Folder:
		Callback
Description: The total number instances where no agent was		cted after callback dialout, including
Source or Calculation: AG2_CALLBACK [*].CALLBACK	CONNECTED	
Media type: Voice,Chat	CONNECTED	Used in:
Data type: Number Metric type: Disposition		Callback Summary Report
>> Back to list		
Metric name: Decline	d	Folder:
		Callback
Description: The total number	r of customer callback offers that	were declined by the customer.
Source or Calculation: Calcuthe value of the Callback > Offermetrics.	lated as the difference between ered and Callback > Accepted	Used in:
Media type: Voice,Chat		Callback Summary Report
Data type: Number		

Metric type: Disposition	
>> Back to list	
Metric name: Establish Time	Folder:
	Callback
Description: The amount of time required to establish the out	pound call.
Source or Calculation: CALLBACK_FACT_GI2.ESTABLISH_TIME	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: Expected Wait Time	Folder:
-	Callback
Description: The customer expected wait time when the callba	ack 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	
Matric name: Expected Wait Time when	
Metric name: Expected Wait Time when Offered	Folder:
	Callback
Description: At the time callback is offered, the expected time customer, as of the time callback was offered.	before an agent is available to call back a
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	This metho is not used in any reports.
>> Back to list	
Metric name: Failed Transfers before Agent is connected	Folder: Callback

Description: The total number of unsuccessful attempts to tra where the transfer eventually succeeded.	nsfer a caller from the queue to an agent,
Source or Calculation: AG2_CALLBACK_[*].XFER_TO_AGENT_FAIL_CONN	Used in:
Media type: Voice,Chat	This metric is not used in any reports.
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 did not eventually result in a successful transfer.	a caller from the queue to an agent which
Source or Calculation: AG2_CALLBACK_[*].XFER_TO_AGENT_FAIL_NOCONN	Used in:
Media type: Voice,Chat	This metric is not used in any reports.
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 (availability, because the callback queue was being flushed.	
	or pushed) regardless of actual agent
availability, because the callback queue was being flushed.	
availability, because the callback queue was being flushed. Source or Calculation: AG2_CALLBACK_[*].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 Data type:	or pushed) regardless of actual agent Used in:
availability, because the callback queue was being flushed. Source or Calculation: AG2_CALLBACK_[*].FORCE_DIALED Media type: Voice,Chat Data type: Metric type: Disposition	or pushed) regardless of actual agent Used in:
availability, because the callback queue was being flushed. Source or Calculation: AG2_CALLBACK_[*].FORCE_DIALED Media type: Voice,Chat Data type: Metric type: Disposition >> Back to list	or pushed) regardless of actual agent Used in: • Callback Summary Report
availability, because the callback queue was being flushed. Source or Calculation: AG2_CALLBACK_[*].FORCE_DIALED Media type: Voice,Chat Data type: Metric type: Disposition >> Back to list	or pushed) regardless of actual agent Used in: • Callback Summary Report Folder: Callback
availability, because the callback queue was being flushed. Source or Calculation: AG2_CALLBACK_[*].FORCE_DIALED Media type: Voice,Chat Data type: Metric type: Disposition >> Back to list Metric name: Max Establish Time	or pushed) regardless of actual agent Used in: • Callback Summary Report Folder: Callback ed to establish an outbound call.
availability, because the callback queue was being flushed. Source or Calculation: AG2_CALLBACK_[*].FORCE_DIALED Media type: Voice,Chat Data type: Metric type: Disposition >> Back to list Metric name: Max Establish Time Description: The maximum amount of time, in seconds, requir Source or Calculation:	or pushed) regardless of actual agent Used in: • Callback Summary Report Folder: Callback ed to establish an outbound call. Used in:
availability, because the callback queue was being flushed. Source or Calculation: AG2_CALLBACK_[*].FORCE_DIALED Media type: Voice,Chat Data type: Metric type: Disposition >> Back to list Metric name: Max Establish Time Description: The maximum amount of time, in seconds, require Source or Calculation: AG2_CALLBACK_[*].ESTABLISH_MEDIA_IXN_TIME_MAX	or pushed) regardless of actual agent Used in: • Callback Summary Report Folder: Callback ed to establish an outbound call.
availability, because the callback queue was being flushed. Source or Calculation: AG2_CALLBACK_[*].FORCE_DIALED Media type: Voice,Chat Data type: Metric type: Disposition >> Back to list Metric name: Max Establish Time Description: The maximum amount of time, in seconds, requir Source or Calculation: AG2_CALLBACK_[*].ESTABLISH_MEDIA_IXN_TIME_MAX Media type: Voice,Chat Data type: Number	or pushed) regardless of actual agent Used in: • Callback Summary Report Folder: Callback ed to establish an outbound call. Used in:

Metric name: Max Establish Time (Fmt)	Folder:	
	Canback	
Description: The maximum amount of time, in HH:MM:SS, requ	uired to establish an outbound call.	
Source or Calculation: AG2_CALLBACK_[*].ESTABLISH_MEDIA_IXN_TIME_MAX	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: Max Expected Wait Time	Folder:	
Pretite numer Max Expected Maternine	Callback	
	Callback	
Description: The largest recorded Expected Wait Time of any c	allback session, in seconds.	
Source or Calculation: AG2_CALLBACK_[*].EWT_READY_TO_START_IXN_MAX	Used in:	
Media type: Voice,Chat		
Data type: Number Metric type: Disposition	Callback Summary Report	
>> Back to list		
Metric name: Max Expected Wait Time		
(Fmt)	Folder:	
	Callback	
Description: The largest recorded Expected Wait Time of any c	allback session, in HH:MM:SS.	
Source or Calculation: AG2_CALLBACK_[*].EWT_READY_TO_START_IXN_MAX	Used in:	
Media type: Voice,Chat	Colline de Constante Desert	
Data type: Number Metric type: Disposition	Callback Summary Report	
>> Back to list		
Metric name: May Expected Wait Time		
Metric name: Max Expected Wait Time when Offered	Folder:	
when Ollered	Callback	
Description: The largest recorded Expected Wait Time of any c	allback 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 Ex when Offered (Fmt)	pected Wait Time	Folder: Callback
Description: The largest recor	rded Expected Wait Time of any c	allback session, in HH:MM:SS.
Source or Calculation: AG2_CALLBACK_[*].EWT_WHEN	I_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 Off	er Time	Folder:
		Callback
	rded amount of time (seconds) th en the customer accepted or decl	at elapsed between when a callback was ined the offer.
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_	OFFER_TIME_MAX	Used in:
Media type: Voice,Chat		Callback Summary Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Max Off	er 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	
Media type: Voice,Chat		Used in:
Data type: Number		Callback Summary Report
Metric type: Disposition		
>> Back to list		
Metric name: Max Off	line 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		
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: Max Offline Waiting Time		
(Fmt)	Folder:	
	Callback	
Description: The maximum amount of time, in HH:MM;SS, that to become available.	any customer waited offline for an agent	
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	
Metric name: Max Position in Queue	Folder:	
Metric name: Max Position in Queue	Folder: Callback	
Metric name: Max Position in Queue Description: The maximum position any customer had in the or to begin the callback outbound dial attempt.	Callback	
Description: The maximum position any customer had in the or to begin the callback outbound dial attempt. Source or Calculation:	Callback	
Description: The maximum position any customer had in the or to begin the callback outbound dial attempt. Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX	Callback	
Description: The maximum position any customer had in the or to begin the callback outbound dial attempt. Source or Calculation:	Callback Jueue when the contact center was ready Used in:	
Description: The maximum position any customer had in the or to begin the callback outbound dial attempt. Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX Media type: Voice,Chat Data type: Number	Callback Jueue when the contact center was ready	
Description: The maximum position any customer had in the or to begin the callback outbound dial attempt. Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX Media type: Voice,Chat	Callback Jueue when the contact center was ready Used in:	
Description: The maximum position any customer had in the or to begin the callback outbound dial attempt. Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX Media type: Voice,Chat Data type: Number	Callback Jueue when the contact center was ready Used in:	
Description: The maximum position any customer had in the or to begin the callback outbound dial attempt. Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX Media type: Voice,Chat Data type: Number Metric type: Disposition >> Back to list	Callback Jueue when the contact center was ready Used in: • Callback Summary Report	
Description: The maximum position any customer had in the of to begin the callback outbound dial attempt. Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX Media type: Voice,Chat Data type: Number Metric type: Disposition >> Back to list	Callback Jueue when the contact center was ready Used in:	
Description: The maximum position any customer had in the or to begin the callback outbound dial attempt. Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX Media type: Voice,Chat Data type: Number Metric type: Disposition >> Back to list	Callback Jueue when the contact center was ready Used in: • Callback Summary Report	
Description: The maximum position any customer had in the of to begin the callback outbound dial attempt. Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX Media type: Voice,Chat Data type: Number Metric type: Disposition >> Back to list	Callback Jueue when the contact center was ready Used in: • Callback Summary Report Folder:	
Description: The maximum position any customer had in the of to begin the callback outbound dial attempt. Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX Media type: Voice,Chat Data type: Number Metric type: Disposition >> Back to list	Callback Jueue when the contact center was ready Used in: • Callback Summary Report Folder: Callback	
Description: The maximum position any customer had in the or to begin the callback outbound dial attempt. Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX Media type: Voice,Chat Data type: Number Metric type: Disposition >> Back to list Metric name: Max Position in Queue when Offered	Callback Used in: • Callback Summary Report Folder: Callback ueue when callback was offered.	
Description: The maximum position any customer had in the of to begin the callback outbound dial attempt. Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX Media type: Voice,Chat Data type: Number Metric type: Disposition >> Back to list Metric name: Max Position in Queue when Offered Description: The maximum position any customer had in the or Source or Calculation: AG2_CALLBACK_[*].POS_WHEN_OFFERED_MAX	Callback ueue when the contact center was ready Used in: • Callback Summary Report Folder: Callback ueue when callback was offered. Used in:	
Description: The maximum position any customer had in the or to begin the callback outbound dial attempt. Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX Media type: Voice,Chat Data type: Number Metric type: Disposition >> Back to list Metric name: Max Position in Queue when Offered Description: The maximum position any customer had in the or Source or Calculation:	Callback Used in: • Callback Summary Report Folder: Callback ueue when callback was offered.	

Metric type: Disposition		
>> Back to list		
Metric name: Max Sa	ved Time	Folder:
		Callback
Description: The maximum number of minutes of call time that were saved because of Callback.		
Source or Calculation: AG2_0	CALLBACK_[*].SAVED_TIME	Head in
Media type: Voice,Chat		Used in:
Data type: Number Metric type: Disposition		Callback Summary Report
>> Back to list		
Metric name: Max Say	ved Time (Fmt)	Folder:
		Callback
Description: The maximum ar	mount of call time (HH:MM:SS) th	at were saved because of Callback.
		at were saved because of Caliback.
Source or Calculation: AG2_0 Media type: Voice,Chat	CALLDACK_[*].SAVED_TIME	Used in:
Data type: Number		Callback Summary Report
Metric type: Disposition		
>> Back to list		
Metric name: Max Tin	ne to Abandon	Folder:
Waiting For Agent		Callback
		Caliback
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 [*].ABANDONE	D_WAITING_TIME_MAX	Used in:
Media type: Voice,Chat		
Data type: Number		Callback Summary Report
Metric type: Disposition		
>> Back to list		
Metric name: Max Tin		Folder:
Waiting For Agent (Fi	nt)	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	 Collhack Summary Depart 	
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 amous spent waiting for an agent.	nt of time, in seconds, that any customer	
Source or Calculation: AG2_CALLBACK_[*].CONN_WAITING_AGENT_TIME_MAX	Used in:	
Media type: Voice,Chat	Callback Summary Report	
Data type: Number Metric type: Disposition	Canback Summary Report	
>> Back to list		
Metric name: Max Time to Wait For Agent	Folder:	
(Fmt)	Callback	
Description: After a successful callback, the maximum amous spent waiting for an agent.	nt of time, in seconds, that any customer	
Source or Calculation: AG2_CALLBACK_[*].CONN_WAITING_AGENT_TIME_MAX	Used in:	
Media type: Voice,Chat	Callback Summary Report	
Data type: Number Metric type: Disposition	· Caliback Summary Report	
>> Back to list		
Metric name: Min Expected Wait Time	Folder:	
when Offered	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	This metric is not used in any reports.	
Data type: Number Metric type: Disposition	this include is not used in dry reports.	

>> Back to list		
Metric name: Min Exp when Offered (Fmt)	ected Wait Time	Folder: Callback
Description: The smallest Exp instant when a callback was off		session, in HH:MM:SS, recorded at the
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 Pos Offered	ition in Queue when	Folder: Callback
Description: The minimum po	sition any customer had in the qu	ueue when callback was offered.
Source or Calculation: AG2_CALLBACK_[*].POS_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 Sav	ved 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		
Data type: Number Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Min Sav	red 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)	Used in:	
Media type: Voice,Chat		
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 and when the customer accepted or declined the offer.	a callback was offered to the customer,	
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_OFFER_TIME	Used in:	
Media type: Voice,Chat		
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 offer	ed to a customer.	
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_OFFERED	Used in:	
Media type: Voice,Chat		
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 Data type: Number Metric type: Disposition		Callback Summary Report
>> Back to list		
Metric name: Position Offered	n in Queue when	Folder: Callback
Description: The customer's p	oosition in the queue when callba	ck was offered.
Source or Calculation: AG2_CALLBACK_[*].POS_WHEN	_OFFERED	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: Reques	ted Agent Assistance	Folder: Callback
Description: The total number	r of callback calls wherein the cus	stomer requested agent assistance.
Source or Calculation: AG2_0	CALLBACK_[*].IXN_REQ_AGENT	
Media type: Voice,Chat		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Here yper bisposition		
>> Back to list		
	īme	Folder:
>> Back to list	ime	Folder: Callback
>> Back to list Metric name: Saved T		Callback
>> Back to list Metric name: Saved T Description: The total number	r of minutes of call time that were	Callback e saved because of callback.
>> Back to list Metric name: Saved T	r of minutes of call time that were	Callback
>> Back to list Metric name: Saved T Description: The total number Source or Calculation: AG2_C	r of minutes of call time that were	Callback e saved because of callback.
>> Back to list Metric name: Saved T Description: The total number Source or Calculation: AG2_0 Media type: Voice,Chat Data type: Number	r of minutes of call time that were	Callback e saved because of callback. Used in:

Metric name: Start Date Time Key	Folder:
	Callback
Description: This hidden metric is reserved for internal use to time from the AG2_CALLBACK_* hierarchy.	employ a key for a particular date and
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 co	onnected the customer with an agent.
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_RETURNED	Used in:
Media type: Voice,Chat	Callback Summany Poport
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 before abandoning the call.	e all customers spent waiting for agents
Source or Calculation:	
AG2 CALLBACK [*].ABANDONED WAITING TIME	Used in
	Used in:
Media type: Voice,Chat Data type: Number	Used in: • Callback Summary Report
Media type: Voice,Chat Data type: Number	
Media type: Voice,Chat Data type: Number Metric type: Disposition >> Back to list	
Media type: Voice,Chat Data type: Number Metric type: Disposition >> Back to list	Callback Summary Report
Media type: Voice,Chat Data type: Number Metric type: Disposition >> Back to list Metric name: Time to Wait For Agent Description: After successful callbacks, the total amount of time	Callback Summary Report Folder: Callback
Data type: Number Metric type: Disposition >> Back to list Metric name: Time to Wait For Agent	Callback Summary Report Folder: Callback ne all customers spent waiting for an Used in:
Media type: Voice,Chat Data type: Number Metric type: Disposition >> Back to list Metric name: Time to Wait For Agent Description: After successful callbacks, the total amount of timagent. Source or Calculation:	Callback Summary Report Folder: Callback ne all customers spent waiting for an

Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Timeout	t Waiting	Folder:
		Callback
Description: The total number limit was reached.	of times that a customer was di	sconnected because the max timeout
Source or Calculation: AG2_CALLBACK_[*].TIMEOUT_W	AITING	Used in:
Media type: Voice,Chat Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		

Folder: Callback > Detail

Metric name: Abandoned Waiting	Folder: Callback > Detail
Description: Indicates whether the call was abandoned by connect. $(0=no, 1=yes)$	the customer while waiting for an agent to
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	>> Back to list		
Metric name: Added Ag	jent	Folder: Callback > Detail	
Description: Indicates whether a	an agent was successfully adde	ed to the callback call. (0=no, 1=yes)	
Source or Calculation: CALLBACK_FACT_GI2.AGENT_ADD Media type: Voice,Chat Data type: Number Metric type: Detail	ED_TO_IXN	Used in: • Callback Details Report	
>> Back to list			
Metric name: Callback	Accepted	Folder: Callback > Detail	
Description: The time when the	customer accepted callback du	uring the session.	
Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_A	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_A Media type: Voice,Chat Data type: Number Metric type: Detail	ATTEMPTS	Used in: • Callback Details Report	
>> Back to list			
Metric name: Callback	Offer Time	Folder: Callback > Detail	
Description: The amount of time customer, and the instant when the		cant when a callback was offered to the ned the offer.	
Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_C	DFFER_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	Callback Details Report		
Data type: Date Metric type: Detail			
>> Back to list			
Metric name: Callback Offers per Session	Folder:		
	Callback > Detail		
Description: The number of times callback was offered, per sir	ngle interaction.		
Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_OFFERS_PER_SESSION	Used in:		
Media type: Voice,Chat	Callback Details Report		
Data type: Number Metric type: Detail			
>> 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 Media type: Voice,Chat	Used in:		
Data type: Number	Callback Details Report		
Metric type: Detail			
>> Back to list			
Metric name: Customer Connected	Folder:		
Timestamp	Callback > Detail		
Description: The time when the customer started waiting to be connected to an agent.			

Source or Calculation: Used in: CALLBACK_FACT_GI2.CUSTOMER_CONNECTED_TS_TIME Used in: Media type: Voice,Chat • Callback Details Report		
Callback Details Report		
Data type: Date Metric type: Detail		
>> Back to list		
Metric name: Customer Ready To Start Folder: Timestamp 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:		
Media type: Voice,Chat		
Data type: Date • Callback Details Report Metric type: Detail • Callback Details Report		
>> 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:		
Media type: Voice,Chat This metric is not used in any reports.		
Data type: Number Metric type: Detail		
>> Back to list		
>> Back to list		
> Back to list Metric name: Desired Timestamp Folder:		
Metric name: Desired Timestamp Folder:		
Metric name: Desired Timestamp Folder: Callback > Detail Description: The callback date and time that was promised to the customer when callback was		
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: Media type: Voice,Chat Used in:		
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:		

Metric name: Establis	sh Time	Folder:
		Callback > Detail
Description: The amount of time required to establish the outbound call.		
Source or Calculation:	·····	
CALLBACK_FACT_GI2.ESTABLISH	H_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
Deceription: The sustainer and	nacted wait time when the sellts	ek dial attempt was ready to begin
Source or Calculation:	pected wait time when the Callba	ick dial attempt was ready to begin.
CALLBACK_FACT_GI2.EWT_REAI	DY_TO_START_IXN	Used in:
Media type: Voice,Chat		Callback Details Papart
Data type: Number Metric type: Detail		Callback Details Report
>> Back to list		
Metric name: Expecte	d Wait Time When	Folder:
Offered		Callback > Detail
Description: The expected tim callback was offered.	ne before an agent is available to	call back a customer, as of the time
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 Cal	llback Offer Time	Folder:
		Callback > Detail
Description: The duration (in s	seconds) of the last callback offe	red to a customer during the session.
Source or Calculation: CALLBACK_FACT_GI2.LAST_CAL		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 cus	stomer. (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 wa	aited offline for an agent to become
available.	
	Used in:
available. Source or Calculation:	Used in: • Callback Details Report
available. Source or Calculation: CALLBACK_FACT_GI2.WAIT_AGENT_OFFLINE_TIME Media type: Voice,Chat Data type: Number	
available. Source or Calculation: CALLBACK_FACT_GI2.WAIT_AGENT_OFFLINE_TIME Media type: Voice,Chat Data type: Number Metric type: Detail	

to begin.	
Source or Calculation: CALLBACK_FACT_GI2.POS_READY_TO_START_IXN	Used in:
Media type: Voice,Chat	 Collhack Datails Papart
Data type: Number Metric type: Detail	 Callback Details Report
>> Back to list	
Metric name: Position in Queue When	Folder:
Offered	Callback > Detail
Description: The customer's position in the queue when callba	ck was offered.
Source or Calculation:	
CALLBACK_FACT_GI2.POS_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: Push Delivery Confirmed Timestamp	Folder:
linestamp	Callback > Detail
Description: The time when the application confirmed that pus for CUSTOMER_ORIGINATED scenarios.	sh notification was received. This is used
Source or Calculation: CALLBACK_FACT_GI2.PUSH_DELIVERY_CONFRMD_TS_TIME Used in:	
CALLBACK_FACT_GIZ.PUSH_DELIVERT_CONFRMD_TS_TIME	Used in:
Media type: Voice,Chat	
Media type: Voice,Chat Data type: Number	Callback Details Report
Media type: Voice,Chat	
Media type: Voice,Chat Data type: Number	
Media type: Voice,Chat Data type: Number Metric type: Detail	
Media type: Voice, Chat Data type: Number Metric type: Detail >> Back to list	Callback Details Report
Media type: Voice, Chat Data type: Number Metric type: Detail > Back to list Metric name: Ready To Start Timestamp	Callback Details Report Folder:
Media type: Voice, Chat Data type: Number Metric type: Detail >> Back to list Metric name: Ready To Start Timestamp Description: Either:	Callback Details Report Folder: Callback > Detail
Media type: Voice,Chat Data type: Number Metric type: Detail >> Back to list Metric name: Ready To Start Timestamp Description: Either: • Time when the Contact Center was ready to start outbound of scenarios, or	Callback Details Report Folder: Callback > Detail dial attempt for CUSTOMER_TERMINATED
Media type: Voice, Chat Data type: Number Metric type: Detail >> Back to list Metric name: Ready To Start Timestamp Description: Either: • Time when the Contact Center was ready to start outbound of	Callback Details Report Folder: Callback > Detail dial attempt for CUSTOMER_TERMINATED
Media type: Voice, Chat Data type: Number Metric type: Detail >> Back to list Metric name: Ready To Start Timestamp Description: Either: • Time when the Contact Center was ready to start outbound of scenarios, or • Time when the Contact Center sent push notification to user	Callback Details Report Folder: Callback > Detail dial attempt for CUSTOMER_TERMINATED

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:	
. 2	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	 Callback Datails Depart 	
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 serv	rice 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	Head Inc.	
Media type: Voice,Chat	Used in:	
Data type: Number Metric type: Detail	This metric is not used in any reports.	
>> Back to list		
	Folder:	
Metric name: Timeout Warning	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 Media type: Voice,Chat Data type: Number Metric type: Detail	Used in: • Callback Details Report	
>> Back to list		
Metric name: Transfer Failed	Folder: Callback > Detail	
Description: The number of failed attempts to transfer the call	lback 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, th primary key of the CALLBACK_DIM_2 table	is attribute enables the organization of data based on the
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, th primary key of the CALLBACK_DIM_3 table	is attribute enables the organization of data based on the
Database table: AG2_CALLBACK_*.CBD3_KEY, CALLBACK_DIM_3.ID	
>> Back to list	
Attribute name: Callback Direction	Folder: Callback
Description: Enables data to be organize Values=CUSTOMER_TERMINATED, CUSTOM	d based on which party originated the call. IER_ORIGINATED.
Database table: CALLBACK_DIM_2.CALL_DIRECTION	
>> Back to list	
Attribute name: Callback Offer Type	Folder: Callback
Description: Enables data to be organize customer.	d based on the type of callback offer that was presented to the
Values: SCHEDULED, WAIT_FOR_AGENT, COMBINED_	SCHEDULED_AND_WAIT_FOR_AGENT. For example:
• During off-hours, you can make only th	e scheduled option available.
 During on-hours, allow only the wait_fo wait_for_agent. 	r_agent option, or a combination of scheduled and
Database table: CALLBACK_DIM_1.CALLBACK_OFFER_TYPE	
>> Back to list	
Attribute name: Callback Type	Folder: Callback

Description: Enables data to be organize SCHEDULE.	ed the type of callback. Values: IMMEDIATE,WAIT_FOR_AGENT,
Database table: CALLBACK_DIM_1.CALLBACK_TYPE	
>> Back to list	
Attribute name: Channel	Folder: Callback
Description: Enables data to be organize	ed 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 organize Values=RIGHT_PERSON, WRONG_PERSON	ed based on the cause of the final dialing result. , CANCELED.
Database table: CALLBACK_DIM_2.DIAL_DIALOG_RESULT	
>> Back to list	
Attribute name: Final Dial Result	Folder: Callback
Description: Enables data to be organize ANSWERING_MACHINE, ERROR_TONE, FAX	ed based on the final dialing result. Values=BUSY, NO_ANSWER, K, 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
Timing	Folder: Callback ed based on whether the callback arrived during normal hours of
Timing Description: Enables data to be organized	
Timing Description: Enables data to be organize operation, or during off-hours. Values={OFF-HOURS, ON-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 organize	d 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 organize	d 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, the primary key of the CALLBACK_DIM_4 table	nis attribute enables the organization of data based on the
Database table: CALLBACK_FACT_GI2.CALLBACK_DIM_4_KE CALLBACK_DIM_4.ID	Ϋ́,
>> Back to list	
Attribute name: Customer Phone Number	Folder: Callback > Detail
Description: Enables data to be organize	d based on the phone number provided by the customer for

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_N	NUMBER
>> Back to list	
Attribute name: Desired Time	Folder: Callback > Detail
Introduced: 100.0.023.0000	
Description: Enables data to be organize	d based on the callback time requested by the customer.
Database table: CALLBACK_FACT_GI2.DESIRED_TS_TIME	
>> Back to list	
Attribute name: Dial Result	Folder: Callback > Detail
Introduced: 100.0.023.0000	
Description: Enables data to be organize	d 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_ORI	GINATED_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)
- **Attributes:**
- End Reason
- Ended By

- 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

Language Name

Media Origin

- Messages From Agent Size
- Mode

Messages From Bot

Messages From Bot Size

Messages From Customer

Parking Queue Duration

Session Ended Normally

Session Only with Bot

Session Transferred

Terminated Due to Other

Session with Bot

Session Inactive

Session Missed

Session Time

Reasons

Messages From Customer Size

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.

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
- Threads

- Thread Agent Messages
 - gent Messages Size Thread Handle Time
- Thread Engagements
- Thread Agent Messages Size
- Attributes:
- Media Origin

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

- Asynchronous Chat Dashboard
- Chat Engagement Report
- Chat Message Statistics Report
- Chat Session Report

- Chat Termination Report
- Interactions Acceptance Report
- Interactions Acceptance Dashboard
- 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.	Used in:
Media type:	
Data type: Metric type:	Chat Termination Report
>> Back to list	
Metric name: % Customer Terminated	Folder:
Metric name. // Customer Terminated	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.	Used in:
Media type:	
Data type:	Chat Termination Report
Metric type:	
>> Back to list	
Metric name: % Interactions Parked	Folder:
Introduced: 9.0.013	
Introduced: 9.0.015	Chat
Description: The percentage of interactions that were placed in number of interactions that were established.	n parking queue, relative to the total
Source or Calculation: Calculated based on the Chat > Media Session and Chat > Interactions Parked metrics.	
Media type:	Used in:
Data type:	This metric is not used in any reports.
Metric type:	
>> Back to list	
Metric name: % Interactions with Less	
Queue Time	Folder:
	Chat
Introduced: 9.0.013	
Description: The percentage of interactions that spent less tin configured as the duration-threshold in the [agg-gim-thld-CHAT-	
Source or Calculation: Calculated based on the Chat >	Used in:
Interaction with Less Queue Time and Chat > Interactions	
Parked metrics.	This metric is not used in any reports.
Media type:	

Data type: Metric type:		
>> Back to list		
Metric name: % Interactions with Long Queue Time	Folder:	
Introduced: 9.0.013	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:	This metric is not used in any reports.	
Data type: Metric type:		
Dealers Parts		
>> Back to list		
>> Back to list Metric name: % Session Inactive	Folder:	
	Folder: Chat	
	Chat	
Metric name: % Session Inactive Description: The percentage of sessions that were terminated	Chat	
Metric name: % Session Inactive Description: The percentage of sessions that were terminated (ENDED_REASON='INACTIVE'). Source or Calculation: Calculated based on the Chat >	Chat I due to inactivity Used in:	
Metric name: % Session Inactive Description: The percentage of sessions that were terminated (ENDED_REASON='INACTIVE'). Source or Calculation: Calculated based on the Chat > Session Inactive and Chat > Media Session metrics.	Chat I due to inactivity	
Metric name: % Session Inactive Description: The percentage of sessions that were terminated (ENDED_REASON='INACTIVE'). Source or Calculation: Calculated based on the Chat > Session Inactive and Chat > Media Session metrics. Media type: Data type:	Chat I due to inactivity Used in:	
Metric name: % Session Inactive Description: The percentage of sessions that were terminated (ENDED_REASON='INACTIVE'). Source or Calculation: Calculated based on the Chat > Session Inactive and Chat > Media Session metrics. Media type: Data type: Metric type:	Chat I due to inactivity Used in:	
Metric name: % Session Inactive Description: The percentage of sessions that were terminated (ENDED_REASON='INACTIVE'). Source or Calculation: Calculated based on the Chat > Session Inactive and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list	Chat due to inactivity Used in: • Chat Termination Report	
Metric name: % Session Inactive Description: The percentage of sessions that were terminated (ENDED_REASON='INACTIVE'). Source or Calculation: Calculated based on the Chat > Session Inactive and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list	Chat Chat Used in: • Chat Termination Report Folder: Chat	
Metric name: % Session Inactive Description: The percentage of sessions that were terminated (ENDED_REASON='INACTIVE'). Source or Calculation: Calculated based on the Chat > Session Inactive and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list Metric name: % Session Missed Description: aka % Chats Missed. Percentage of chats request	Chat Chat Used in: Chat Termination Report Folder: Chat Chat Chat Chat Chat Chat Chat Chat	
Metric name: % Session Inactive Description: The percentage of sessions that were terminated (ENDED_REASON='INACTIVE'). Source or Calculation: Calculated based on the Chat > Session Inactive and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list Metric name: % Session Missed Description: aka % Chats Missed. Percentage of chats request agents. Source or Calculation: Calculated based on the Chat >	Chat I due to inactivity Used in: • Chat Termination Report Folder: Chat ted by clients that were not answered by Used in:	
Metric name: % Session Inactive Description: The percentage of sessions that were terminated (ENDED_REASON='INACTIVE'). Source or Calculation: Calculated based on the Chat > Session Inactive and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list Metric name: % Session Missed Description: aka % Chats Missed. Percentage of chats reques agents. Source or Calculation: Calculated based on the Chat > Session Missed and Chat > Media Session metrics.	Chat Chat Used in: Chat Termination Report Folder: Chat Chat Chat Chat Chat Chat Chat Chat	

Metric name: % Session Only with Bots	Folder:
Metric name: % Session Only with Bots	
	Chat
Description: The percentage of media sessions handled by bo	ts, 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
Data type: Metric type:	Sessions Handled by Bots
>> Back to list	
Metric name: % Session Transferred	Folder:
	Chat
Description: aka % Chats Transferred. The percentage of sessi	ons 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:
Metric name: % Session with Bot	Folder: Chat
Metric name: % Session with Bot Description: The percentage of media sessions in which bots p	Chat
	Chat
Description: The percentage of media sessions in which bots p Source or Calculation: Calculated based on the Chat >	Chat Darticipated.
Description: The percentage of media sessions in which bots p Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics.	Chat Darticipated.
Description: The percentage of media sessions in which bots p Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type:	Chat Darticipated. Used in: • Bot Dashboard
Description: The percentage of media sessions in which bots p Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list	Chat Darticipated. Used in: • Bot Dashboard
Description: The percentage of media sessions in which bots p Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type:	Chat Darticipated. Used in: • Bot Dashboard • Sessions Handled by Bots
Description: The percentage of media sessions in which bots p Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list	Chat Darticipated. Used in: • Bot Dashboard • Sessions Handled by Bots Folder: Chat
Description: The percentage of media sessions in which bots percentage of media sessions in which bots percentage of media sessions in which bots percentage of media session metrics. Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list Metric name: Agent Description: The number of parties that participated in the set	Chat Darticipated. Used in: • Bot Dashboard • Sessions Handled by Bots Folder: Chat
Description: The percentage of media sessions in which bots provide a session of the chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list Metric name: Agent Description: The number of parties that participated in the session: Source or Calculation: AG2_CHAT_STATS_*.AGENTS	Chat Darticipated. Used in: • Bot Dashboard • Sessions Handled by Bots Folder: Chat Session as an agent.
Description: The percentage of media sessions in which bots percentage of media sessions in which bots percentage of media sessions in which bots percentage of media session metrics. Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list Metric name: Agent Description: The number of parties that participated in the set	Chat Darticipated. Used in: • Bot Dashboard • Sessions Handled by Bots Folder: Chat Session as an agent. Used in:
Description: The percentage of media sessions in which bots provide a session of the chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list Metric name: Agent Description: The number of parties that participated in the session: Source or Calculation: AG2_CHAT_STATS_*.AGENTS	Chat Darticipated. Used in: • Bot Dashboard • Sessions Handled by Bots Folder: Chat Session as an agent.
Description: The percentage of media sessions in which bots percentage of media sessions in which bots percentage of media session in which bots percentage of the char > Session with Bot and Char > Media Session metrics. Media type: Data type: Metric type: >> Back to list Metric name: Agent Description: The number of parties that participated in the set Source or Calculation: AG2_CHAT_STATS_*.AGENTS Media type: Data type:	Chat Darticipated. Used in: • Bot Dashboard • Sessions Handled by Bots Folder: Chat Session as an agent. Used in:

Metric name: Agent Response Time	Folder:
	Chat
Description: The total amount of time that an agent spent res	ponding to a customer.
Source or Calculation: AG2_CHAT_STATS_*.AGENT_REPLY_TIME	Head in
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
>> 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	
Media type: Chat	Used in:
Data type:	This metric is not used in any reports.
Metric type: Disposition	
>> Back to list	
Metric name: Agent Terminated	Folder:
Metric name: Agent Terminated	Folder: Chat
	Chat
Description: The total number of sessions that were terminate	Chat
	Chat
Description: The total number of sessions that were terminate Source or Calculation:	Chat ed by the agent. Used in:
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED	Chat ed by the agent.
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED Media type: Chat	Chat ed by the agent. Used in:
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED Media type: Chat Data type:	Chat ed by the agent. Used in:
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED Media type: Chat Data type: Metric type: >> Back to list	Chat ed by the agent. Used in: • Chat Termination Report
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED Media type: Chat Data type: Metric type:	Chat ed by the agent. Used in: • Chat Termination Report Folder:
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED Media type: Chat Data type: Metric type: >> Back to list	Chat ed by the agent. Used in: • Chat Termination Report
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED Media type: Chat Data type: Metric type: >> Back to list	Chat ed by the agent. Used in: • Chat Termination Report Folder: Chat
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED Media type: Chat Data type: Metric type: >> Back to list Metric name: Agent Wait	Chat ed by the agent. Used in: • Chat Termination Report Folder: Chat
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED Media type: Chat Data type: Metric type: >> Back to list Metric name: Agent Wait Description: The total number of times that agents waited for	Chat ed by the agent. Used in: • Chat Termination Report Folder: Chat
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED Media type: Chat Data type: Metric type: >> Back to list Metric name: Agent Wait Description: The total number of times that agents waited for Source or Calculation: AG2_CHAT_STATS_*.AGENT_WAIT Media type:	Chat ed by the agent. Used in: • Chat Termination Report Folder: Chat a reply from a customer.
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED Media type: Chat Data type: Metric type: >> Back to list Metric name: Agent Wait Description: The total number of times that agents waited for Source or Calculation: AG2_CHAT_STATS_*.AGENT_WAIT	Chat ed by the agent. Used in: • Chat Termination Report Folder: Chat a reply from a customer. Used in:
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED Media type: Chat Data type: Metric type: >> Back to list Metric name: Agent Wait Description: The total number of times that agents waited for Source or Calculation: AG2_CHAT_STATS_*.AGENT_WAIT Media type: Data type:	Chat ed by the agent. Used in: • Chat Termination Report Folder: Chat a reply from a customer. Used in:

Metric name: Agent V	Vait Time	Folder:
		Chat
Description: The total amount	of time that agents spent waitin	g for replies from customers.
Source or Calculation:		
AG2_CHAT_STATS_*.AGENT_WA	IT_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: Avg Bot	s per Media Session	Folder:
0	·	Chat
Description: Avg Number of B	ot Gateway Server (BGS) session	s per media session.
Source or Calculation: Calcul > Bot Sessions metric divided b		
Media Sessions metric.		Used in:
Media type:		Sessions Handled by Bots
Data type: Metric type:		
>> Back to list		
Metric name: Avg Bot	s per Session with	
Bot		Folder:
		Chat
Description: Avg Number of B participated.	ot Gateway Server (BGS) session	s per media session in which bots
Source or Calculation: Calcu		
> Bot Sessions metric divided & Sessions with Bot metric.	by the value of the Chat >	Used in:
Media type:		Bot Dashboard
Data type:		 Sessions Handled by Bots
Metric type:		
>> Back to list		
Metric name: Avg Cha	aracters per Session	
typed by Agent		Folder:
		Chat
	nber of characters typed by agen	ts, per session.
Source or Calculation: Calcu		Used in:
> Messages From Agent Size m	atria divided by the surfly of	osca mi

the Chat > Media Sessions metric.	
Media type:	- Chat Massage Statistics Depart
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 time an agent responded to the customer interaction.	duration, that elapsed before the first
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:	This metric is not used in any reports.
Data type: Metric type:	
>> 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:	Chat Message Statistics Report
Data type: Metric type:	
>> Back to list	
Metric name: Avg Messages Sent By	Folder:
Customer	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 Ses	sion Time	Folder: Chat
Description: The average dura Source or Calculation: Calcul > Session Time metric divided Media Sessions metric. Media type:		e reporting period. Used in: • Chat Session Report
Data type: Metric type:		Chat Termination Report
>> Back to list		
Metric name: Bot Ses	sion	Folder: Chat
Description: TThe total number	er of parties that participated in a	a session as bots.
Source or Calculation: AG2_0 Media type: Data type: Metric type:	CHAT_STATS_*.BOTS	Used in:Bot DashboardSessions Handled by Bots
>> Back to list		
Metric name: Custom	er Response Time	Folder: Chat
-	of time a customer spent in resp	ponding to agents.
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER Media type: Data type: Metric type:	_RESPONSE_TIME	Used in: This metric is not used in any reports.
>> Back to list		
Metric name: Custom	er Responses	Folder: Chat
-	of times a customer responded	to an agent.
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER	RESPONSES	Used in:
Media type: Data type:		This metric is not used in any reports.

Metric type:		
>> Back to list		
Metric name: Customer Terminated	Folder: Chat	
Description: The number of sessions terminated by a custome	er, 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	or 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 w	vaiting for replies from agents.	
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIME Media type: Data type: Metric type:	Used in: 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:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: First Ag	ent Wait Time	Folder:
		Chat
agent (visible to the customer)		er the session started before the first
Source or Calculation: AG2_CHAT_STATS_*.FIRST_AGEI	NT_WAIT_TIME	
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: First Bo	t Wait Time	Folder:
		Chat
Description: The amount of tin (visible to the customer) joined		er the session started before the first bot
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:		This metric is not used in any reports.
>> Back to list		
Metric name: First Re	sponse Agent Time	Folder:
		Chat
	psed between the first agent joir customer. Does not include routir	ning the media session, and the first ng time.
Source or Calculation: Calcul Response Wait Time minus the		
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: First Re	sponse Wait Time	Folder:
		Chat

from an agent to the customer		he media session and the first message
Source or Calculation: AG2_CHAT_STATS_*.FIRST_RES	PONSE_WAIT_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This meane is not used in any reports.
>> Back to list		
Metric name: First To	uch Resolution	Folder:
		Chat
	dvanced chat sessions that were ormant state, or woken from a dor	successfully handled in one <i>touch</i> — that mant state.
This metric includes sessions that were	e ended by the agent, customer, or timeo	ut.
Source or Calculation: AG2_CHAT_STATS_*.FIRST_TOU	CH_RESOLUTION	Used in:
Media type:		 Async Chat Dashboard
Data type: Metric type:		Chat Interaction Stats
>> Back to list		
Metric name: Handle	Interval	Folder:
		Chat
Description: The number of the	mes a session was in the active s	tate (as opposed to a dormant state).
Source or Calculation: AG2_CHAT_STATS_*.HANDLE_IN		state (as opposed to a dormant state). Used in:
Source or Calculation:		
Source or Calculation: AG2_CHAT_STATS_*.HANDLE_IN		Used in:
Source or Calculation: AG2_CHAT_STATS_*.HANDLE_IN Media type: Data type:		Used in: Async Chat Dashboard
Source or Calculation: AG2_CHAT_STATS_*.HANDLE_IN Media type: Data type: Metric type:	ITERVAL	Used in: Async Chat Dashboard
Source or Calculation: AG2_CHAT_STATS_*.HANDLE_IN Media type: Data type: Metric type: >> Back to list	ITERVAL	Used in: Async Chat Dashboard Chat Interaction Stats
Source or Calculation: AG2_CHAT_STATS_*.HANDLE_IN Media type: Data type: Metric type: >> Back to list	ITERVAL Time	Used in: • Async Chat Dashboard • Chat Interaction Stats Folder:
Source or Calculation: AG2_CHAT_STATS_*.HANDLE_IN Media type: Data type: Metric type: >> Back to list Metric name: Handle	Time	Used in: • Async Chat Dashboard • Chat Interaction Stats Folder:
Source or Calculation: AG2_CHAT_STATS_*.HANDLE_IN Media type: Data type: Metric type: >> Back to list Metric name: Handle Description: The total duration	Time	Used in: • Async Chat Dashboard • Chat Interaction Stats Folder: Chat
Source or Calculation: AG2_CHAT_STATS_*.HANDLE_IN Media type: Data type: Metric type: >> Back to list Metric name: Handle Description: The total duration Source or Calculation: AG2_C	Time	Used in: • Async Chat Dashboard • Chat Interaction Stats Folder: Chat Used in:
Source or Calculation: AG2_CHAT_STATS_*.HANDLE_IN Media type: Data type: Metric type: >> Back to list Metric name: Handle Description: The total duration Source or Calculation: AG2_ Media type: Data type:	Time	Used in: • Async Chat Dashboard • Chat Interaction Stats Folder: Chat Used in: • Async Chat Dashboard

Metric name: Idle (Ag	ent Present)	Folder:
		Chat
	r of times that a customer interac east one agent was participating	ction had no activity, when the interaction in the chat.
This metric counts only the time that e	xceeds the configured threshold.	
Source or Calculation: AG2_0	CHAT_STATS_*.ACTIVE_IDLE	
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Deside the Part		
>> Back to list		
Metric name: Idle Tim	ne (Agent Present)	Folder:
		Chat
Description: The total amount least one agent was participati		nteraction was in the active state and at
This metric counts only the time that e	xceeds the configured threshold.	
Source or Calculation: AG2_CHAT_STATS_*.ACTIVE_IDL	E_TIME	Used in:
Media type:		 Async Chat Dashboard
Data type: Metric type:		Chat Interaction Stats
>> Back to list		
Metric name: Interact	tions Parked	
		Folder:
Introduced: 9.0.013.01		Chat
Description: The number of in	storactions that wore placed in th	e parking queue and routed during
business hours.		e parking queue and routed during
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_	PARKED	Used in:
Media type:		
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
		Folders.
Metric name: Interact	tions with Less Queue	Folder:
Time		Chat

Introduced: 9.0.013.01		
	teractions that spent less time ir shold in the [agg-gim-thld-CHAT-l	n the parking queue than the value 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: Interact Queue Time Introduced: 9.0.013.01	ions with Long	Folder: Chat
	teractions that spent more time shold in the [agg-gim-thld-CHAT-l	in the parking queue than the value 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 Age	ent Response Time	Folder:
		Chat
Description: The longest amo	unt of time that an agent spent i	n replying to a customer.
Source or Calculation: AG2_CHAT_STATS_*.AGENT_RES	SPONSE_TIME_MAX	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Max Age	ent Wait Time	Folder: Chat
Description: The longest amore customer response.	unt of time, during the reporting	interval, that an agent waited for a

Commence of Collections		
Source or Calculation: AG2_CHAT_STATS_*.AGENT_WA	IT_TIME_MAX	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Max Cu Time	stomer Response	Folder: Chat
Description: The longest amo spent in responding to an agen		he reporting interval, that a customer
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER	_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 Cu	stomor Wait Time	Folder:
Metric name. Max cu	stomer wart nine	
		Chat
Description: The longest amo message.	unt of time that any customer wa	aited for an agent to reply to a chat
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER		
AG2_CHAT_STATSCOSTOMER	_WAII_IIME_MAX	llsed in:
Media type:	MAX	Used in:
	WAIT_TIME_MAX	Used in: This metric is not used in any reports.
Media type: Data type:	WAIT_TIME_MAX	
Media type: Data type: Metric type: >> Back to list		
Media type: Data type: Metric type: >> Back to list Metric name: Max Fir		
Media type: Data type: Metric type: >> Back to list		This metric is not used in any reports.
Media type: Data type: Metric type: >> Back to list Metric name: Max Fir		This metric is not used in any reports. Folder:
Media type: Data type: Metric type: >> Back to list Metric name: Max Fir Time	st Response Agent	This metric is not used in any reports. Folder:
Media type: Data type: Metric type: >> Back to list Metric name: Max Fir Time Description: The longest amo	st Response Agent unt of time that elapsed before tl argest value recorded in	This metric is not used in any reports. Folder: Chat
Media type: Data type: Metric type: >> Back to list Metric name: Max Fir Time Description: The longest amo chat session. Source or Calculation: The la AG2_CHAT_STATS.FIRST_RESPO	st Response Agent unt of time that elapsed before tl argest value recorded in	This metric is not used in any reports. Folder: Chat ne first agent response to a customer in a

>> Back to list		
Metric name: Max Wa	it-time in Queue	Folder:
		Chat
Description: The longest amo	unt of time (HH:MM:SS) that any	interaction spent in the parking queue.
Source or Calculation: AG2_CHAT_STATS_*.PARKING_D	μβατιών μαχ	
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Media S	ession	Folder:
		Chat
Description: The total number	of media sessions.	
Source or Calculation: AG2_0	CHAT_STATS_*.SESSIONS	Used in:
		Async Chat Dashboard
		Bot Dashboard
Media type:		Chat Interaction Stats
Data type: Metric type:		Chat Session Report
		Chat Termination Report
		Sessions Handled by Bots
>> Back to list		
Metric name: Messag	es From Agent	Folder:
	-	Chat
Description: Total number of a	igent messages in all chat sessio	ons within the reporting period.
Source or Calculation:		
AG2_CHAT_STATS_*.MSG_FROM Media type:	_AGENIS	Used in:
Data type:		Chat Session Report
Metric type:		
>> Back to list		
Metric name: Messag	es From Agent Size	Folder:
	_	Chat
Description: Total size of agen	t messages in all chat sessions v	within the reporting period.
and a set of a gen		

Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM	_AGENTS_SIZE	Used in:
Media type:		
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Messag	es From Bot	Folder:
		Chat
Description: Total number of k	oot messages in all chat sessions	within the reporting period.
Source or Calculation: AG2_0	CHAT STATS *.MSG FROM BOT	
 Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Messag	es From Bot Size	Folder:
		Chat
		Chat
Description: Total size of bot r	messages in all chat sessions wit	hin the reporting period.
Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM	_BOT_SIZE	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Messag	es From Customer	Folder:
5		Chat
Description: Total number of o	customer messages in all chat se	ssions within the reporting period.
Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM	_CUSTOMERS	Used in:
Media type:		
Data type: Metric type:		Chat Session Report
>> Back to list		
Metric name: Messag	es From Customer	
Size		Folder:
		Chat

Description: Total size of all customer messages in all chat set	ssions within the reporting period.
Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_CUSTOMERS_SIZE	Used in:
Media type:	
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Parking Queue Duration	
	Folder:
Introduced: 9.0.013	Chat
Description: The total amount of time that the interaction spe	nt in the parking queue.
Source or Calculation: AG2_CHAT_STATS_*.PARKING_DURATION	
	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Session Ended Normally	Folder:
	Chat
Description: The number of interaction that ended normally (I	
	ENDED_REASON in ['QUIT', 'FORCE']).
Description: The number of interaction that ended normally (I Source or Calculation:	ENDED_REASON in ['QUIT', 'FORCE']).
Description: The number of interaction that ended normally (I Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY	ENDED_REASON in ['QUIT', 'FORCE']).
Description: The number of interaction that ended normally (F Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY Media type: Data type:	ENDED_REASON in ['QUIT', 'FORCE']).
Description: The number of interaction that ended normally (F Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY Media type: Data type: Metric type:	ENDED_REASON in ['QUIT', 'FORCE']).
Description: The number of interaction that ended normally (F Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY Media type: Data type: Metric type: >> Back to list	ENDED_REASON in ['QUIT', 'FORCE']). Used in: This metric is not used in any reports.
Description: The number of interaction that ended normally (F Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY Media type: Data type: Metric type: >> Back to list	ENDED_REASON in ['QUIT', 'FORCE']). Used in: This metric is not used in any reports. Folder: Chat
Description: The number of interaction that ended normally (F Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY Media type: Data type: Metric type: >> Back to list Metric name: Session Inactive	ENDED_REASON in ['QUIT', 'FORCE']). Used in: This metric is not used in any reports. Folder: Chat Chat Ctive during the reporting period. Used in:
Description: The number of interaction that ended normally (f Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY Media type: Data type: Metric type: >> Back to list Metric name: Session Inactive Description: The total number of times that sessions were inactive Source or Calculation:	ENDED_REASON in ['QUIT', 'FORCE']). Used in: This metric is not used in any reports. Folder: Chat Chat Ctive during the reporting period. Used in: Async Chat Dashboard
Description: The number of interaction that ended normally (f Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY Media type: Data type: Metric type: >> Back to list Metric name: Session Inactive Description: The total number of times that sessions were ina Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_INACTIVE	ENDED_REASON in ['QUIT', 'FORCE']). Used in: This metric is not used in any reports. Folder: Chat Chat Ctive during the reporting period. Used in:
Description: The number of interaction that ended normally (f Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY Media type: Data type: Metric type: >> Back to list Metric name: Session Inactive Description: The total number of times that sessions were ina Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_INACTIVE Media type:	ENDED_REASON in ['QUIT', 'FORCE']). Used in: This metric is not used in any reports. Folder: Chat Chat Used in: Async Chat Dashboard

Metric name: Session Missed	
	Folder:
Introduced: 9.0.011.xx	Chat
Description: Total number of chats requested by clients that w reporting period. aka Chats Missed.	ere not answered by agents during the
Source or Calculation: AG2_CHAT_STATS.SESSIONS_MISSED	Head in.
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 be	ots, without agent involvement.
Source or Calculation: AG2_CHAT_STATS_*.SESSION_ONLY_WITH_BOT	Used in:
Media type:	Bot Dashboard
Data type:	 Sessions Handled by Bots
Metric type:	
>> Back to list	
Metric name: Session Time	Folder:
	Chat
Description: The total duration of chat sessions within the repo	orting period.
Source or Calculation: AG2_CHAT_SESSION_*.SESSION_TIME	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Session Transferred	Folder:
	Chat
Description: aka Chats Transferred. The total number of chats the reporting period.	that were transferred to an agent during
Source or Calculation:	Used in:
AG2_CHAT_STATS_*.SESSIONS_TRANSFERRED (SESSIONS_TRANSFERRED = sum(case when sf.AGENTS_COUNT> 1 then 1 else 0 end))	Chat Session Report

Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Session	with Bot	Folder:
		Chat
Description: The total number	r of media sessions in which bots	participated.
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_	WITH_BOT	Used in:
Media type:		Bot Dashboard
Data type: Metric type:		Sessions Handled by Bots
>> Back to list		
Metric name: Termina Reasons	ted Due to Other	Folder:
		Chat
	r of sessions that terminated for a ption by the caller, or inactivity.	any reason other than interruption by the
Source or Calculation: Calcul [Customer Terminated]) - [Ager Inactive])		Used in:
Media type:		Chat Termination Report
Data type: Metric type:		
>> Back to list		

Folder: Chat > Agent

Metric name: % Interactions Less Time to	
Accept	Folder:
Introduced: 9.0.012	Chat > Agent
Description: The percentage of interactions that were accepte	d 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:	Interactions Acceptance Report
Data type: number Metric type:	
>> Back to list	
Metric name: % Interactions Long Time to	
Accept	
Accept	Folder:
Introduced: 9.0.012	Chat > Agent
Description: The percentage of interactions that were accepte	d by an agent after the amount of time
configured as the value of the option accepted-duration-thresho	
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.	Used in:
Media type:	Interactions Acceptance Report
Data type: number	
Metric type:	
>> Rack to list	
>> Back to list	
>> Back to list Metric name: Abandoned Waiting Time	Folder:
	Folder: Chat > Agent
	Chat > Agent
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent wa eventually abandoned before connecting to an agent. Source or Calculation:	Chat > Agent
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent wa eventually abandoned before connecting to an agent.	Chat > Agent
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent wa eventually abandoned before connecting to an agent. Source or Calculation:	Chat > Agent aiting for a response in sessions that they Used in:
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent wa eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME	Chat > Agent aiting for a response in sessions that they
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent wareventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type:	Chat > Agent aiting for a response in sessions that they Used in:
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent wareventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type: Data type:	Chat > Agent aiting for a response in sessions that they Used in:
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent ware eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type: Data type: Metric type: >> Back to list	Chat > Agent aiting for a response in sessions that they Used in: This metric is not used in any reports.
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent wareventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type: Data type: Metric type:	Chat > Agent aiting for a response in sessions that they Used in:
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent ware eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type: Data type: Metric type: >> Back to list	Chat > Agent aiting for a response in sessions that they Used in: This metric is not used in any reports.
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent wa eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type: Data type: Metric type: >> Back to list Metric name: Acceptance Rate	Chat > Agent aiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent ware eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type: Data type: Metric type: >> Back to list Metric name: Acceptance Rate Description: Percentage of engagements that were accepted between the tweenergy of the security of th	Chat > Agent aiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent by an agent.
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent ware eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type: Data type: Metric type: >> Back to list Metric name: Acceptance Rate Description: Percentage of engagements that were accepted to source or Calculation: Calculated as the value of the Chat	Chat > Agent aiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent ware eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type: Data type: Metric type: >> Back to list Metric name: Acceptance Rate Description: Percentage of engagements that were accepted to source or Calculation: Calculated as the value of the Chat > Agent > Offered metric divided by the value of the Chat >	Chat > Agent aiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent Oy an agent. Used in:
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent ware eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type: Data type: Metric type: >> Back to list Metric name: Acceptance Rate Description: Percentage of engagements that were accepted to source or Calculation: Calculated as the value of the Chat	Chat > Agent aiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent by an agent.

Data type: Metric type:		
>> Back to list		
Metric name: Accepted	Folder:	
	Chat > Agent	
Description: Total number of assigned engagements that were	e accepted by the agents.	
Source or Calculation: AG2_CHAT_AGENT.ACCEPTED, AG2_CHAT_AGENT_GRP.ACCEPTED	Used in:	
Media type:	Chat Engagement Report	
Data type: Metric type:	Interactions Acceptance Report	
>> Back to list		
Metric name: Accepted Unique	Folder:	
	Chat > Agent	
Description: The total number of logical interactions that were agent. This metric includes an agent's first participation in outb		
Source or Calculation: AG2_CHAT_AGENT_*.ACCEPTED_UNIQUE	Used in:	
Media type:	Async Chat Dashboard	
Data type: Metric type:	Chat Agent Stats	
>> Back to list		
Metric name: Alert Duration		
	Folder:	
Introduced: 9.0.012	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:	This metric is not used in any reports.	
Data type: number Metric type:		
>> Back to list		
Metric name: Avg Duration for Accepting	Folder:	
Interactions	Chat > Agent	

Introduced: 9.0.012		
Description: The average amount of t being accepted.	time (([h]:mm:ss) that inte	eractions alerted at the agent's DN before
Source or Calculation: Calculated as > Agent > Alert Duration metric divide Chat > Agent > Accepted metric.		Used in:
Media type:		Interactions Acceptance Report
Data type: number Metric type:		
>> Back to list		
Metric name: Avg Focus Ti	me	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 Time divided by Chat > Agent > Accep		Used in:
Media type:		Asynchronous Chat Dashboard
Data type: Metric type:		Chat Agent Stats
>> Back to list		
Metric name: Consult Rece	ived Engage	Folder:
Time		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_RECEIVI	ED_ENGAGE_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: Consult Rece Warm Time	eived Engage	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_T	IME Used in:	
Media type:		
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Consult Received Hold	Folder:	
	Chat > Agent	
Description: Total amount of time that agents had sir were distributed or pulled from this chat and associate consultation recipients.		
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RECEIVED_HOLD_TIME		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> 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 Cha		
Agent > Consult Received Engage Time plus Chat > Agent Consult Received Hold Time.	gent > Used in:	
Media type:		
Data type: Metric type:	This metric is not used in any reports.	
>> 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:
Media type:	
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Consult Received Warm Time	Folder:
	Chat > Agent
Description: The total amount of time that this agent was engated consultations, including related hold durations, where the collaboration 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:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Consult Received Warm	
Wrap	Folder:
	Chat > Agent
Description: Total number of times consultations that agents restate, and interactions were transferred/conferenced with agent	
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP	Used in:
Media type:	
Data type: Metric type:	This metric is not used in any reports.
>> 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.	
from this queue) that the agents requested and received, and the	
from this queue) that the agents requested and received, and the	Used in:
from this queue) that the agents requested and received, and the conferenced with the agents. Source or Calculation:	ne interactions were transferred to /

Data type: Metric type:		
>> Back to list		
Metric name: Consult Received Wrap	Folder: Chat > Agent	
	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:	This metric is not used in any reports.	
Data type: Metric type:	This frictic 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:	This metric is not used in any reports.	
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 joini chat ends.	ng a chat till agent leaves the chat or	
Source or Calculation: AG2_CHAT_AGENT_*.ENGAGE_TIME		
Media type:	Used in:	
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		
Media type:	Used in:	
Data type:	Chat Agents Stats	
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:	
Madia huma	Async Chat Dashboard	
Media type:		
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		
Media type:	Used in:	
Data type:	This metric is not used in any reports.	
Metric type:		
>> Back to list		
Metric name: Interactions Less Time to	Folder:	
Accept	Chat > Agent	

Introduced: 9.0.012	
Description: The number of interactions that were accepted by configured as the value of the option accepted-duration-thresho	
Source or Calculation: AG2_CHAT_AGENT.ACCEPTED_SHORT, AG2_CHAT_AGENT_GRP.ACCEPTED_SHORT	Used in:
Media type:	This metric is not used in any reports.
Data type: number Metric type:	
>> Back to list	
Metric name: Interactions Long Time to	
Accept	Folder:
Introduced: 9.0.012	Chat > Agent
Description: The number of interactions that were accepted by configured as the value of the option accepted-duration-thresho	y an agent after the amount of time old 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	Folder:
	Chat > Agent
Introduced: 9.0.012	
Description: The longest amount of time (([h]:mm:ss) that any before being accepted.	interaction alerted at the agent's DN
Source or Calculation:	
AG2_CHAT_AGENT.INVITE_ACC_TIME_MAX, AG2_CHAT_AGENT_GRP.INVITE_ACC_TIME_MAX	Used in:
Media type:	Interactions Acceptance Report
Data type: number Metric type:	
>> Back to list	

Metric name: Offered	Folder:	
	Chat > Agent	
Description: Total number of engagements that were offered to	o agents.	
Source or Calculation: AG2_CHAT_AGENT_*.OFFERED		
Media type:	Used in:	
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		
Media type:	Used in:	
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		
Media type:	Used in:	
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: Data type: Metric type:	Async Chat DashboardChat Interaction Stats	
>> Back to list		
Metric name: Dormant Time	Folder: Chat > Async	
Description: The total amount of time that a customer interact (with no Agent participant). Routing time is excluded from dorm		
Source or Calculation: AG2_CHAT_STATS_*.DORMANT_TIME	Used in:	
Media type:	Async Chat Dashboard	
Data type: Metric type:	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:	Async Chat Dashboard	
Data type: Metric type:	Chat Interaction Stats	
>> Back to list		

Folder: Chat > Thread

Metric name: Average Thread Handle Time	Folder:
Introduced: 9.0.012.01	Chat > Thread
Description: Average handle duration of all chats in all threads	5.
Source or Calculation: Calculated as AG2_CHAT_THREAD_STATS.HANDLE_DURATION divided by AG2_CHAT_THREAD_STATS.THREADS	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Average Thread Response Time	Folder:
	Chat > Thread
Introduced: 9.0.012.01	
Description: For served threads, the average amount of time subsequent agents' messages.	petween clients' messages and the
Source or Calculation: Calculated as AG2_CHAT_THREAD_STATS.AGENT_REPLY_DURATION divided by AG2_CHAT_THREAD_STATS.THREADS	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Thread Agent Messages	
5 5	Folder:
Introduced: 9.0.012.01	Chat > Thread
Description: Total number of agent messages in all threads.	
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_AGENTS	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	

Metric name: Thread Agent Messages Size	
Metric name. Inteau Agent Messages Size	Folder:
Introduced: 9.0.012.01	Chat > Thread
Description: Total size of all agent messages in the thread.	
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_AGENTS_SIZE	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	This frictic is not used in any reports.
>> Back to list	
Metric name: Thread Customer Messages	
	Folder:
Introduced: 9.0.012.01	Chat > Thread
Description: Total number of customer messages in all threads	j.
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_CUSTOMERS	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	This frictic is not used in any reports.
>> Back to list	
Metric name: Thread Customer Messages Size	Folder: Chat > Thread
Description: Total size of all customer messages in the thread.	
Source or Calculation:	
AG2_CHAT_THREAD_STATS.MSG_FROM_CUSTOMERS_SIZE ???	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Thread Engagements	Folder:
	Chat > Thread
Introduced: 9.0.012.01	

Description: Total number of e	engagements in all threads.	
Source or Calculation: AG2_CHAT_THREAD_STATS.ENG	GAGEMENTS	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Thread	Handle Time	
		Folder:
Introduced: 9.0.012.01		Chat > Thread
Description: Total handle dura	tion of all chats in all threads.	
Source or Calculation:		
AG2_CHAT_THREAD_STATS.HAM	IDLE_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	
		Folder:
Introduced: 9.0.012.01		Chat > Thread
Description: The total amount throughout the thread.	of time between clients' messag	ges and the subsequent agents' messages
Source or Calculation:		
AG2_CHAT_THREAD_STATS.AGE Media type:	INT_REPLI_DURATION	Used in:
meula Lype.		used in:
		This metric is not used in any reports.
Data type: Metric type:		
Data type:		
Data type: Metric type: >> Back to list	Sections	
Data type: Metric type:	Sessions	
Data type: Metric type: >> Back to list	Sessions	This metric is not used in any reports.
Data type: Metric type: >> Back to list Metric name: Thread	Sessions	This metric is not used in any reports. Folder:
Data type: Metric type: >> Back to list Metric name: Thread		This metric is not used in any reports. Folder:
Data type: Metric type: >> Back to list Metric name: Thread Introduced: 9.0.012.01 Description: Total number of s		This metric is not used in any reports. Folder: Chat > Thread

	This metric is not used in any reports.
5	
	Folder:
	Chat > Thread
hreads started by clients.	
CHAT_THREAD_STATS.THREADS	
	Used in:
	This metric is not used in any reports.
	hreads started by clients.

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 • Mode Chat > Async Chat > Agent • There are no attributes in this • End Reason folder Ended By Agent Group Chat > Thread

- Language Name
- Media Origin

- Agent Name

Media Origin

Folder[.] Chat

Attribute name: End Reason Introduced: 9.0.011	Folder: Chat
Description: Enables data to be organize	d based on the reason why the chat ended.
Database table: CHAT_SESSION_DIM.ENDED_REASON	
>> Back to list	

Attribute name: Ended By	
Introduced: 9.0.011	Folder: Chat
Description: Enables data to be organize or timeout).	d based on what party ended the interaction (agent, customer,
Database table: CHAT_SESSION_DIM.ENDED_BY	
>> Back to list	
Attribute name: Language Name	Folder: Chat
Description: Enables data to be organize	d based on the language used in the chat interaction.
Database table: CHAT_SESSION_DIM.LANGUAGE_NAME	
>> Back to list	
Attribute name: Media Origin Introduced: 9.0.011	Folder: Chat
Description: Enables data to be organize Facebook, Twitter, or SMS.	d by where the chat session originated—for example, CHAT,
Database table: CHAT_SESSION_DIM.MEDIA_ORIGIN	
>> Back to list	
Attribute name: Mode	Folder: Chat
Description: Enables data to be organize	d 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

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_A.GROUP_NAME (WHERE GROUP_COLE (AAGENT, 'UNKNOWN', 'NO_YALUE')) >> Back to list Folder: Chat > Agent 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: Particle Form(s): User Name, Last Name, First Name, Employee ID Porms in this attribute: Poscription: Enables data to be organized by the agent who is associated with the interaction. Porm: Employee ID Description: Enables data to be organized by the Employee ID of the agent who is associated with the interaction. Form: First Name 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 of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the last name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the user name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized	Group	
belong. An agent can belong to more than one agent group. Database table: GROUP_A.GROUP_TYPE_CODE in ('AGENT', 'UNKNOWN', 'NO_VALUE')) >> Back to list Attribute name: Agent Folder: Chat > Agent Description: Enables data to be organized by certain attributes of the agent who is associated with the interaction. Database table: Form(s): User Name, Last Name, First Name, Employee ID Forms in this attribute: Form(s): User Name, Last Name, First Name, Employee ID Table.Column: RESOURCE_A.AGENT_NAME Description: Enables data to be organized by the Employee ID Table.Column: RESOURCE_A.AGENT_FIRST_NAME Description: Enables data to be organized by the Employee ID of the agent who is associated with the interaction. Form: First Name 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 first name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the last name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the last name of the agent who is associated with the interaction. Form: User Name Description: Enables data to be organized by the user name of the agent who is associated with the interaction. <	Group	
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>> Back to list	Table.Column: RESOURCE_A.RESOURCE_NAME	
	>> 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

- ____
 - Failed
- Avg Messages Received
- Avg Messages Sent
- Avg Session Time

- Initiated
- Messages Received

Customer Terminated

Messages Sent

- Rejected
- Session Time
- Started

Folder: Chat Bot

Metric name: % Failed		Folder:
		Chat Bot
Description: The percentage of issues.	BGS sessions that were interru	pted during execution, due to technical
Source or Calculation: Calcula Chat Bot > Failed metric.	ted based on the value of the	Used in:
Media type:		This metric is not used in any reports.
Data type:		

Metric type: Disposition	
>> Back to list	
Metric name: Avg Messages Received	Folder: Chat Bot
Description: The average number of messages received by bo	ts during BGS sessions.
Source or Calculation: Calculated based on the value of the Chat Bot > Messages Received metric.	Used in:
Media type:	Bot Sessions Overall
Data type: Metric type: Disposition	
>> Back to list	
Metric name: Avg Messages Sent	Folder:
	Chat Bot
Description: The average number of messages sent by bots du	uring BGS sessions.
Source or Calculation: Calculated based on the value of the Chat Bot > Messages Sent metric.	Used in:
Media type:	Bot Sessions Overall
Data type: Metric type: Disposition	
>> Back to list	
Metric name: Avg Session Time	Folder:
	Chat Bot
Description: The average duration of bot sessions within the re	eporting period.
Source or Calculation: Calculated based on the value of the Chat Bot > Session Time metric.	Used in:
Media type:	Bot Dashboard
Data type: Metric type: Disposition	Bot Sessions Overall
>> Back to list	
Metric name: Customer Terminated	Folder: Chat Bot
Description: The total number of bot sessions interrupted by the session had no human participants). (ENDED_BY = 'Client').	ne client (for example, because the chat
Source or Calculation: AG2_BGS_SESSION_*.CUSTOMER_TERMINATED	Used in:

Media type: Bot Dashboard Metric type:: Bot Dashboard >> Back to list Folder: Metric name: Falled Folder: Cast Bot Cast Bot Description: The total number of failed bot sessions that were interrupted during execution, due to Cast Bot Source or Calculation: AG2_BG5_SESSION_*.FAILED Used In: Media type:		
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Metric name: Messages Received Folder: Chat Bot Description: The total number of messages received by bots Urig BGS sessions. Source or Calculation: AG2_BGS_SESSION_*.MESSAGES_RECEIVED Used in: • Bot Dashboard • Bot Dashboard • Bot Sessions Overall Media type: Data type: Metric type: Disposition • Bot Dashboard • Bot Sessions Overall >> Back to list Folder: Chat Bot		Bot Sessions Overall
Chat Bot Description: The total number of messages received by bots Source or Calculation: AG2_BGS_SESSION_*.MESSAGES_RECEIVED Media type: Data type: Data type: Disposition Seack to list Metric name: Messages Sent Folder: Chat Bot	>> Back to list	
Chat Bot Description: The total number of messages received by bots Source or Calculation: AG2_BGS_SESSION_*.MESSAGES_RECEIVED Media type: Data type: Data type: Disposition Seack to list Metric name: Messages Sent Folder: Chat Bot	Metric name: Messages Received	Folder:
Source or Calculation: AG2_BGS_SESSION_*.MESSAGES_RECEIVED Used in: • Bot Dashboard Media type: Pata type: Metric type: Disposition • Bot Dashboard >> Back to list • Bot Sessions Overall	het te hanter hessages heterved	
Source or Calculation: AG2_BGS_SESSION_*.MESSAGES_RECEIVED Used in: • Bot Dashboard Media type: Pata type: Metric type: Disposition • Bot Dashboard >> Back to list • Bot Sessions Overall		
AG2_BGS_SESSION_*.MESSAGES_RECEIVED Used in: Media type: • Bot Dashboard Data type: • Bot Sessions Overall >> Back to list • Folder: Metric name: Messages Sent Folder: Chat Bot Chat Bot		s during BGS sessions.
Data type: Disposition Bot Sessions Overall > Back to list Metric name: Messages Sent Folder: Chat Bot 		Used in:
Metric type: Disposition >> Back to list Metric name: Messages Sent Folder: Chat Bot	Media type:	• Bot Dashboard
Metric name: Messages Sent Folder: Chat Bot		Bot Sessions Overall
Chat Bot	>> Back to list	
Chat Bot	Metric name: Messages Sent	Folder:
	neede numer nessages sent	
Description: The total number of messages sent by bots during BGS sessions.		
	Description: The total number of messages sent by bots du	ring BGS sessions.

Source or Calculation: AG2_BGS_SESSION_*.MESSAGES_SENT	Used in:
Media type:	Bot Dashboard
Data type: Metric type: Disposition	Bot Sessions Overall
>> Back to list	
Metric name: Rejected	Folder:
	Chat Bot
Description: The total number of times that attempts to initiat the session starting.	e BGS sessions ended in failure without
Source or Calculation: AG2_BGS_SESSION_*.REJECTED	llead in
Media type:	Used in:
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 report	rting period.
Source or Calculation: AG2_BGS_SESSION_*.SESSION_TIME	Used in:
Media type:	Bot Dashboard
Data type: Metric type: Disposition	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:	Bot Dashboard
Data type: Metric type: Disposition	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.



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

Chat Bot

• Bot Function

End Result

Bot Category

• End Reason

Ended By

Folder: Chat Bot

Attribute name: Bot Category	Folder: Chat Bot
Description: Enables data within the replaced categorization.	porting interval to be organized based on generic bot
Database table: BGS_BOT_DIM.BOT_CATEGORY	
>> Back to list	
Attribute name: Bot Function	Folder: Chat Bot
Function	Folder: Chat Bot porting interval to be organized based on bot functionality.
Function	

Attribute name: End Folder: Chat Bot Reason 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 Avg Handle Time Before Co-browse Started 	Time • Entered • Handle Time	InteractionsSessionsWrite 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 Title

- Page Url
- Resource Agent Key

• Start Date Time 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

- Before Co-browse Started
 Time
- Sessions
- Write Sessions

- Avg Before Co-browse Started
 Time
- EnteredHandle Time
- Avg Handle Time
- Interactions

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 Hand	lle Time	Folder: Co-browse
Description: The average amour sessions.	nt of time (HH:MM:SS) that this	agent spent handling Co-browse
Source or Calculation: Calculated divided by the number of Co-brow SESSIONS).		Used in:
Media type: Data type: Metric type: Disposition		Co-browse Summary Report
>> Back to list		
Metric name: Before Co Time	o-browse Started	Folder: Co-browse
Description: Total amount of tim Co-browse session.	ne between the beginning of an	interaction and the initiation of the first
For example: In a scenario where an intera browse session is initiated at 10:07, the FI		er later requests help with Co-browse, and a Co- minutes (420 seconds).
Source or Calculation: Calculate the beginning of an interaction an Co-browse session.		Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type: Disposition		
>> Back to list		
Metric name: Entered		Folder:
		Co-browse
Description: The total number of of whether Co-browse sessions we		t were accepted by the agent, regardless
Source or Calculation: AG2_CO	BROWSE_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 ha	andling Co-browse sessions.
Source or Calculation:	5
AG2_COBROWSE_AGENT_*.HANDLE_TIME	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type: Disposition	
>> Back to list	
Metric name: Interactions	Folder:
	Co-browse
Description: The total number of Voice or Chat interactions th included one or more Co-browse sessions.	at were accepted by the agent, and that
Source or Calculation: AG2_COBROWSE_AGENT_*.INTERACTIONS	
Media type:	Used in:
Data type: Metric type: Disposition	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:	Used in:
Data type: Metric type: Disposition	Co-browse Summary Report
>> Back to list	
>> Back to list	Folder:
	Folder: Co-browse
>> Back to list	Co-browse
>> Back to list Metric name: Write Sessions Description: The total number of Co-browse sessions in which	Co-browse
>> Back to list Metric name: Write Sessions Description: The total number of Co-browse sessions in which the session. Source or Calculation:	Co-browse WRITE mode was used in any segment of Used in:
>> Back to list Metric name: Write Sessions Description: The total number of Co-browse sessions in which the session. Source or Calculation: AG2_COBROWSE_AGENT_*.RW_SESSIONS	Co-browse WRITE mode was used in any segment of

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 rep	orting interval to be organized based on the session duration.

Folder: Co-browse
ting interval to be organized based on the UTC-equivalent prowse session ended.
Folder: Co-browse
ting interval to be organized based on the identifier of the Co- erver.
Folder: Co-browse
ting interval to be organized based on the UTC-equivalent prowse session started.
Folder: Co-browse
ting interval to be organized based on the name of the Agent session. This attribute show all Agents regardless of Dynamic
Form(s): User Name, Last Name, First Name, Employee ID
Description: Enables data to be organized by the Employee D of the agent who is associated with the interaction.
Description: Enables data to be organized by the first name of the agent who is associated with the interaction.
5

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
	orting interval to be organized based on the duration of the erence between the start and end timestamps of the
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 organize Identical to Detail > Handling Attempt > E	d by the calendar date and time when the interaction ended. 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 organize INTERACTION_RESOURCE_ FACT table.	d by the interaction ID of the INTERACTION_FACT or the
	D is the call's connection ID, which is assigned by the telephony as long as the telephony server processes the interaction.
• For multimedia interactions originating Interaction ID.	from an Interaction Server, this value is the assigned
Database table: INTERACTION_FACT_GI2.INTERACTION_ID, INTERACTION_RESOURCE_FACT_GI2.INTER	ACTION_ID
>> Back to list	
Attribute name: Interaction Start Time	Folder: Co-browse
Description: Enables data to be organize	d by the moment when the interaction began. Identical to

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
	orting interval to be organized based on the first resource that which the interaction was abandoned or stopped, if no
Database table: INTERACTION_RESOURCE_FACT_GI2.IRF_AI	NCHOR
>> Back to list	
Attribute name: Last Queue	Folder: Co-browse
	d by the name of the last queue in which the interaction ute excludes virtual queues. Identical to Detail > Transfer >
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 organize traveled before it was handled. Excludes v	d by the primary key of the last queue in which the interaction rirtual queues.
Database table: INTERACTION_RESOURCE_FACT_GI2.LAST_ INTERACTION_RES_FACT_TRNSFR_GI2.LAST RESOURCE_Q.RESOURCE_KEY	QUEUE_RESOURCE_KEY, T_QUEUE_RESOURCE_KEY,
>> Back to list	
Attribute name: Last VQueue	Folder: Co-browse
Description: Enables data to be organize traveled before it was handled.	d by the name of the last virtual queue in which the interaction
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 Cobrowse session.

Database table: COBROWSE_FACT_GI2.COBROWSE_MODE_ COBROWSE_MODEID	KEY,
>> Back to list	
Attribute name: Mode Start Time	Folder: Co-browse
Description: Enables data within the report value of the date and time at which a mod	orting interval to be organized based on the UTC-equivalent le started.
Database table: COBROWSE_FACT_GI2.SEGMENT_START_T	ME
>> Back to list	
Attribute name: Page End Time	Folder: Co-browse
Description: Enables data within the report value of the date and time at which a page	orting interval to be organized based on the UTC-equivalent e visit ended.
Database table: COBROWSE_FACT_GI2.PAGE_END_TIME	
>> Back to list	
Attribute name: Page Key	Folder: Co-browse
	orting interval to be organized based on the surrogate key that nsion to the fact table, to identify characteristics of the pages
Database table: COBROWSE_FACT_GI2.COBROWSE_PAGE_F COBROWSE_PAGE.ID	KEY,
>> Back to list	
Attribute name: Page Start Time	Folder: Co-browse
Description: Enables data within the report value of the date and time at which a page	orting interval to be organized based on the UTC-equivalent e 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 report page shared in the Co-browse session.	orting interval to be organized based on the title of the web
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 > Session
- Designer > Session Milestone
- Designer > Survey

- Designer > Activity
- Designer > Bot

- Designer > Session > Detail
 Designer > Session Block
- 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 Key

Application Name 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

Activities

Avg Activity Duration

Completed

- % Incomplete
- Attributes:
- Activity
- Activity Key

Completed Flag

Activity Duration

• Final Disposition

Folder: Designer > Bot

Introduced: 9.0.016.02

Abandoned in Oueue

Avg Self Service Bot Duration

Avg Self Service No Bot

Description: Objects in this folder enable the organization and measurement of data related to interactions involving bots, and associated with Designer applications.

Metrics:

- Bots
- Abandoned in Self Service
 Entered Bot in Self Service
- Avg Intent Duration
 Entered in Self Service
 - Entered No Bot in Self Service
 - Failed
 - Intent Duration
 - Intent Hits

Attributes:

• Bot Hits

Duration

- Bot
- Country
- DNIS

LanguageLast Intent

Intent

- Routed to Agent
- Routed to DN
- Self Service Bot Duration
- Self Service Duration
- Self Service No Bot Duration
- Success
- 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	• DNIS	Region
Call Type	Exit Point	Strike Out
Country	Final Disposition	User Disposition
Deflection	Language	
Deflection Message	• Last	

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	Block Duration	No Match Error
Avg No Input Error	Blocks	Strikeout
Avg No Match Error	No Input Error	Success
Attributes: • Block	• DNIS	Region
Country	Language	

Folder: Designer > Session Milestone

Introduced: 9.0.007.03

Metrics: • Session Attributes: • DNIS • Final Disposition	Description: Objects in this folder enable the organization and measurement of Info Mart data that describes call progress through defined milestones.		
Call Type DNIS Final Disposition			
		• DNIS	Final Disposition
Country Exit Point Language	Country	Exit Point	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 Da	ate Time Key	Folder: Designer
Description: This metric is rest the SDR_SESSION_FACT table.	erved for internal use to employ	a key for a particular date and time from
Source or Calculation: AG2_S AG2_SDR_SESSION_*.DATE_TIM AG2_SDR_SESS_MILESTONE_*.E	E_KĒY,	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 Introduced: 9.0.013	Folder: 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	Folder:	
Introduced: 9.0.013	Designer > Activity	
Description: The percentage of activities that were in	complete at the end of the reporting interval.	
Source or Calculation: Calculated based on the Desi Activity > Activities, and Designer > Activity > Comple metrics.		
Media type:	Activity Summary Report	
Data type: Metric type: Disposition		
>> Back to list		
Metric name: Activities	Folder:	
Introduced: 9.0.013	Designer > Activity	
Description: The total number of activities that began	during the reporting interval.	
Source or Calculation: AGT_SDR_ACTIVITY_*.ACTIVIT	IES Used in:	
Media type:	Activity by Final Disposition Report	
Data type: Metric type: Disposition	Activity Summary Report	
>> Back to list		
Metric name: Activity Duration	Folder:	
Introduced: 9.0.013	Designer > Activity	
Description: The total amount of time attributed to the	e activity during the reporting interval.	
Source or Calculation: AG2_SDR_ACTIVITY_*.DURATI		
Media type:	Used in:	
Data type: Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		

Metric name: Avg Act	ivity Duration	Folder:
Introduced: 9.0.013		Designer > Activity
Description: The average amo	ount of time attributed to activitie	es during the reporting interval.
Source or Calculation: Calcul Activity > Activities and Design Duration metrics.		Used in:
Media type:		Activity Summary Report
Data type: Metric type: Disposition		
>> Back to list		
Metric name: Comple	ted	Folder:
Introduced: 9.0.013		Designer > Activity
Description: The total number	of activities that were complete	d during the reporting interval.
Source or Calculation: Calcul activities during the reporting in 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	
	Folder:
Introduced: 9.0.016	Designer > Bot
Description: The total number of interactions that entered the application, requested Assisted-Service, and were subsequently more than one intent is recognized during an SDR session, this of	abandoned while waiting in queue. If
Source or Calculation: AG2_SDR_BOT_*. QUEUE_ABANDONED	Used in:
Media type:	This metric is not used in any reports.

Data type: Metric type:	
>> Back to list	
Metric name: Abandoned in Self Service	
	Folder:
Introduced: 9.0.016	Designer > Bot
Description: The total number of interactions that entered the application and were subsequently abandoned in Self-Service. I during an SDR session, this count considers only the last intent	f more than one intent is recognized
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	
Metric name. Avy intent Duration	Folder:
Introduced: 9.0.016	Designer > Bot
Description: The average amount of time (in seconds) that ela recognized.	apsed for customer intents to be
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	
Matric name: Ava Salf Sanvica Pat	
Metric name: Avg Self Service Bot Duration	
	Folder:
Introduced: 9.0.016	Designer > Bot
Description: The average duration of Self-Service SDR session	s in which bots participated
Source or Calculation: Self Service Bot Duration / Entered Bot in Self Service	Used in:
Media type:	
Data type: Metric type:	This metric is not used in any reports.

>> Back to list	
Metric name: Avg Self Service No Bot Duration	Tablan
	Folder:
Introduced: 9.0.016	Designer > Bot
Description: The average duration of Self-Service SDR session	n in which no bots participated
Source or Calculation: Self Service No Bot Duration / Entered No Bot in Self Service	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Bot Hits	
	Folder:
Introduced: 9.0.016	Designer > Bot
Description: The total number of bot sessions. If a bot is involut it is counted more than once.	ked more than once within an SDR session,
Source or Calculation: AG2_SDR_BOT_*.BOT_ENTERED	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Bots	
	Folder:
Introduced: 9.0.016	Designer > Bot
Description: The total number of SDR sessions in which Self-S	ervice was used.
Source or Calculation: AG2_SDR_BOT_*.ENTERED	
Media type:	Used in:
Data type: Metric type:	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 v	which a bot participated.	
Source or Calculation: AG2_SDR_BOT_*. SS_BOTS_ENTERED		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Entered in Self Service		
	Folder:	
Introduced: 9.0.016	Designer > Bot	
Description: The total number of SDR sessions in which Self-Se	ervice was used.	
Source or Calculation: AG2 SDR BOT *.SS ENTERED		
Media type:	Used in:	
Data type:	This metric is not used in any reports.	
Metric type:		
>> Back to list		
Metric name: Entered No Bot in Self		
Service	Folder:	
	Designer > Bot	
Introduced: 9.0.016		
Description: The total number of Self-Service SDR sessions in which no bot participated.		
Source or Calculation: SS_ENTERED - SS_BOTS_ENTERED		
Media type:	Used in:	
Data type:	This metric is not used in any reports.	
Metric type:		
>> Back to list		
Metric name: Failed		
	Folder:	
Introduced: 9.0.016	Designer > Bot	
Description: The total number of failed bot sessions.		
Source or Calculation: AG2_SDR_BOT_*. BOT_FAILED	Used in:	

Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Intent I	Duration	Folder:
Introduced: 9.0.016		Designer > Bot
Description: The total amount	t of time (in seconds) that elapse	d for customer intents to be recognized.
Source or Calculation: AG2_9	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 H	lits	
		Folder:
Introduced: 9.0.016		Designer > Bot
Description: The total number	r of customer intents that were re	ecognized. In SDR sessions where more
than one intent is recognized, e		
Source or Calculation: AG2_S	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	
		Folder:
Introduced: 9.0.016		Designer > Bot
		,
application and were later rout	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_S	SDR_BOT_*. AGENT_ROUTED	
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		

Metric name: Routed	to DN	
		Folder:
Introduced: 9.0.016		Designer > Bot
Description: The total numbe	r of interactions that entered the	Self-Service phase of the Designer
application and were later rout	ed to a DN. If more than one inte	nt is recognized during an SDR session,
this count considers only the la		
Source or Calculation: AG2_	SDR_BOT_*. DN_ROUTED	Used in:
Media type:		
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Self Sei	vice Bot Duration	
		Folder:
Introduced: 9.0.016		Designer > Bot
		J.
Description: The total duratio	n (in seconds) of all Self-Service S	5DR sessions in which bots participated.
Source or Calculation: AG2_9	SDR_BOT_*.	
SS_BOTS_DURATION		Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: Self Sei	vice Duration	
		Folder:
Introduced: 9.0.016		Designer > Bot
-	n (in seconds) of all Self-Service S	SUR sessions.
Source or Calculation: AG2_	SDR_BOT_*.SS_DURATION	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Self Ser	vice No Bot Duration	
		Folder:
Introduced: 9.0.016		Designer > Bot

Description: The total duration participated.	n (in seconds) of all Self-Service S	5DR sessions in which no bots
Source or Calculation: SS_DU	JRATION - SS_BOTS_DURATION	
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Success	5	
		Folder:
Introduced: 9.0.016		Designer > Bot
Description: The total number	r of successful bot sessions.	
Source or Calculation: AG2_S	SDR_BOT_*.BOT_SUCCESS	
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		

Folder: Designer > Session

Metric name: Abando	ned in Queue	Folder:	
Introduced: 9.0.013		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_A	BANDONED	Used in:	
Media type: Data type: Metric type:		Self-Service Statistics Report	
>> Back to list			
Metric name: Assisted	d Service Duration	Folder: Designer > Session	
Description: The total amount	of time attributed to the Assiste	d-Service phase of the Designer	

application.		
Source or Calculation: AG2_9	SDR_SESSION_*.AS_DURATION	
Media type:		Used in:
Data type:		Application Duration Report
Metric type:		
>> Back to list		
Metric name: Avg Ass	isted Service	
Duration		Folder:
Introduced: 9.0.013		Designer > Session
Description: The average amo	ount of time that callers spent in	the Assisted-Service phase of the
Designer application.		·
Source or Calculation: Calcu Designer > Assisted Service Du		
Media type:	nation metric.	Used in:
		 Application Duration Report
Data type: Metric type:		
>> Back to list		
Metric name: Avg Sel	f-Service Duration	Folder:
Metric name: Avg Sel	f-Service Duration	Folder: Designer > Session
_		Designer > Session
_		
Description: The average amo application. Source or Calculation: Calcu	ount of time that callers spent in lated based on the value of the	Designer > Session
Description: The average amo application. Source or Calculation: Calcu Designer > Self-Service Duration	ount of time that callers spent in lated based on the value of the	Designer > Session
Description: The average amo application. Source or Calculation: Calcu Designer > Self-Service Duration Media type:	ount of time that callers spent in lated based on the value of the	Designer > Session the Self-Service phase of the Designer
Description: The average amo application. Source or Calculation: Calcu Designer > Self-Service Duration	ount of time that callers spent in lated based on the value of the	Designer > Session the Self-Service phase of the Designer Used in:
Description: The average and application. Source or Calculation: Calcu Designer > Self-Service Duration Media type: Data type: Metric type:	ount of time that callers spent in lated based on the value of the	Designer > Session the Self-Service phase of the Designer Used in:
Description: The average and application. Source or Calculation: Calcu Designer > Self-Service Duration Media type: Data type: Metric type: >> Back to list	ount of time that callers spent in lated based on the value of the on metric.	Designer > Session the Self-Service phase of the Designer Used in:
Description: The average and application. Source or Calculation: Calcu Designer > Self-Service Duration Media type: Data type: Metric type:	ount of time that callers spent in lated based on the value of the on metric.	Designer > Session the Self-Service phase of the Designer Used in:
Description: The average and application. Source or Calculation: Calcu Designer > Self-Service Duration Media type: Data type: Metric type: >> Back to list	ount of time that callers spent in lated based on the value of the on metric.	Designer > Session the Self-Service phase of the Designer Used in: • Application Duration Report
Description: The average and application. Source or Calculation: Calcu Designer > Self-Service Duration Media type: Data type: Metric type: >> Back to list Metric name: Avg Ses	ount of time that callers spent in lated based on the value of the on metric.	Designer > Session the Self-Service phase of the Designer Used in: • Application Duration Report Folder: Designer > Session
Description: The average and application. Source or Calculation: Calcu Designer > Self-Service Duration Media type: Data type: Metric type: >> Back to list Metric name: Avg Ses	ount of time that callers spent in lated based on the value of the on metric. Ission Duration	Designer > Session the Self-Service phase of the Designer Used in: • Application Duration Report Folder:
Description: The average and application. Source or Calculation: Calcu Designer > Self-Service Duration Media type: Data type: Metric type: >> Back to list Metric name: Avg Ses Description: The average and Service phase of the Designer a Source or Calculation: Calcu	ount of time that callers spent in lated based on the value of the on metric. Ssion Duration ount of time attributed to either t application. lated based on the value of the	Designer > Session the Self-Service phase of the Designer Used in: • Application Duration Report Folder: Designer > Session the Self-Service phase or the Assisted-
Description: The average and application. Source or Calculation: Calcu Designer > Self-Service Duration Media type: Data type: Metric type: >> Back to list Metric name: Avg Ses Description: The average and Service phase of the Designer a Source or Calculation: Calcu Designer > Session Duration m	ount of time that callers spent in lated based on the value of the on metric. Ssion Duration ount of time attributed to either t application. lated based on the value of the	Designer > Session the Self-Service phase of the Designer Used in: • Application Duration Report Folder: Designer > Session
Description: The average and application. Source or Calculation: Calcu Designer > Self-Service Duration Media type: Data type: Metric type: >> Back to list Metric name: Avg Ses Description: The average and Service phase of the Designer a Source or Calculation: Calcu	ount of time that callers spent in lated based on the value of the on metric. Ssion Duration ount of time attributed to either t application. lated based on the value of the	Designer > Session the Self-Service phase of the Designer Used in: • Application Duration Report Folder: Designer > Session the Self-Service phase or the Assisted-

Metric type:		
>> Back to list		
Metric name: Contain	ed In Self-Service	Folder:
Introduced: 9.0.013		Designer > Session
Description: The total number were concluded without enterin		Designer application in Self-Service and
Source or Calculation: AG2_S	DR_SESSION_*.SS_CONTAINED	
Media type:		Used in:
Data type: Metric type:		Self-Service Statistics Report
>> Back to list		
Metric name: Entered	in Assisted Service	
Metric name. Entered	III ASSISTED SELVICE	Folder:
Introduced: 9.0.013		Designer > Session
Description: The total number during the reporting interval.	of interactions that entered the	Designer application in Assisted-Service
Source or Calculation: AG2_S	GDR_SESSION_*.AS_ENTERED	Used in
Media type:		Used in:
Data type: Metric type:		Self-Service Statistics Report
>> Back to list		
Metric name: Entered	in Self-Service	
		Folder:
Introduced: 9.0.013		Designer > Session
Description: The total number during the reporting interval.	of interactions that entered the	Designer application in Self-Service
Source or Calculation: AG2_S	DR_SESSION_*.SS_ENTERED	Head in
Media type:		Used in:
Data type: Metric type:		Self-Service Statistics Report
>> Back to list		
Metric name: Routed	to Agent	Folder:

Designer > Session
Self-Service phase of the Designer ng interval.
Used in:
Self-Service Statistics Report
Folder:
Designer > Session
Self-Service phase of the Designer nterval.
Used in:
Self-Service Statistics Report
Folder:
Designer > Session
rvice phase of the Designer application.
Used in:
Application Duration Report
Folder:
Designer > Session
with the application.
Used in:
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 phase of the Designer application		Self-Service phase or the Assisted-Service
Source or Calculation:		
Media type:		Used in:
Data type: AG2_SDR_SESSION_*.DURATION Metric type:		Application Duration Report
>> Back to list		
Metric name: Transfer Service	rred to Assisted	Folder: Designer > Session
Introduced: 9.0.013		
	r of interactions that were transfe Designer application during the re	erred from the Self-Service phase of the eporting interval.
Source or Calculation: AG2_SDR_SESSION_*.AS_TRANS	SFERRED	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:		This metho is not used in any reports.
>> Back to list		
Metric name: Input C	ount	Folder:
		Designer > Session > Detail
Description: The total count of	f instances where the caller's inp	out was heard or received.
Source or Calculation: SDR_S	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 C	ount	Folder:
		Designer > Session > Detail
Description: The number of m	nenu blocks the caller encountere	ed during the session.
Source or Calculation: SDR_S	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 Blo	ck Duration	Folder: Designer > Session Block
Description: The average amo	ount of time spent in each block.	
Source or Calculation: Calcul Designer > Block Duration met		Used in:
Media type: Data type: Metric type:		Blocks Summary Report
>> Back to list		

Metric name: Avg No Input Error	Folder:
	Designer > Session Block
Description: The average number of No Input errors encou	intered in each block
Source or Calculation: Calculated based on the value of t	
Designer > No Input Error metric.	Used in:
Media type:	Blocks Summary Report
Data type: Metric type:	blocks Summary Report
>> Back to list	
Metric name: Avg No Match Error	Folder:
-	Designer > Session Block
Description: The overego number of Ne Match and	untered in each block
Description: The average number of No Match errors enco Source or Calculation: Calculated based on the value of t	
Designer > No Match Error metric.	Used in:
Media type:	Blacks Summary Depart
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.	
Description: The total amount of time spent in each block. Source or Calculation: AG2_SDR_SESS_BLOCK_*.DURATIO	N
Source or Calculation: AG2_SDR_SESS_BLOCK_*.DURATIO	N
Source or Calculation: AG2_SDR_SESS_BLOCK_*.DURATIO Media type: Data type:	Used in:
Source or Calculation: AG2_SDR_SESS_BLOCK_*.DURATIO Media type: Data type: Metric type:	Used in:
Source or Calculation: AG2_SDR_SESS_BLOCK_*.DURATIO Media type: Data type: Metric type: >> Back to list	Used in: This metric is not used in any reports.
Source or Calculation: AG2_SDR_SESS_BLOCK_*.DURATIO Media type: Data type: Metric type: >> Back to list	Used in: This metric is not used in any reports. Folder: Designer > Session Block
Source or Calculation: AG2_SDR_SESS_BLOCK_*.DURATIO Media type: Data type: Metric type: >> Back to list	Used in: This metric is not used in any reports. Folder: Designer > Session Block ession can hit a block more than once.
Source or Calculation: AG2_SDR_SESS_BLOCK_*.DURATIO Media type: Data type: Metric type: >> Back to list Metric name: Blocks Description: The total number of hits to a given block. A set	Used in: This metric is not used in any reports. Folder: Designer > Session Block ession can hit a block more than once. Used in:
Source or Calculation: AG2_SDR_SESS_BLOCK_*.DURATIO Media type: Data type: Metric type: >> Back to list Metric name: Blocks Description: The total number of hits to a given block. A set Source or Calculation: AG2_SDR_SESS_BLOCK_*.BLOCKS	Used in: This metric is not used in any reports. Folder: Designer > Session Block ession can hit a block more than once.
Source or Calculation: AG2_SDR_SESS_BLOCK_*.DURATIO Media type: Data type: Metric type: >> Back to list Metric name: Blocks Description: The total number of hits to a given block. A set Source or Calculation: AG2_SDR_SESS_BLOCK_*.BLOCKS Media type: Data type:	Used in: This metric is not used in any reports. Folder: Designer > Session Block ession can hit a block more than once. Used in:

Metric name: No Inpu	t 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_IN	IPUT_ERROR	Used in:		
Media type:		Blocks Summary Report		
Data type: Metric type:				
>> Back to list				
Metric name: No Match Error		Folder:		
		Designer > Session Block		
Description: The total number	r of times that a No Match error v	vas encountered in each block.		
Source or Calculation: AG2_SDR_SESS_BLOCK_*.NO_M				
Media type:	AICH_ERROR	Used in:		
Data type:		Blocks Summary Report		
Metric type:				
>> Back to list				
Metric name: Strikeou	ut	Folder:		
		Designer > Session Block		
was reached.	f of times that the maximum hun	nber of retries (for No Input or No Match)		
Source or Calculation: AG2_S	DR_SESS_BLOCK_*.STRIKEOUT	Used in:		
Media type:				
Data type: Metric type:		 Blocks Summary Report 		
>> Back to list				
	5	Folder:		
>> Back to list	5	Folder: Designer > Session Block		
>> Back to list Metric name: Success				
>> Back to list Metric name: Success Description: The total number	r of sessions, during the reporting	Designer > Session Block g interval, wherein the customer input		
>> Back to list Metric name: Success Description: The total number matched a menu option.	r of sessions, during the reporting	Designer > Session Block g interval, wherein the customer input Used in:		
>> Back to list Metric name: Success Description: The total number matched a menu option. Source or Calculation: AG2_S	r of sessions, during the reporting	Designer > Session Block g interval, wherein the customer input		

>> 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_S	DR_SESSION_*.SESSIONS	Used in:		
Media type:		Application Duration Report		
Data type: Metric type:		Application Summary Report		
		Milestone Summary Report		
>> Back to list				

Folder: Designer > Survey

Metric name: % Accept	ed	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
Data type: Number Metric type: Disposition	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: Answered	Folder:
	Designer > Survey
Description: The total number of customer interactions th	at were answered by a handling resource.
Source or Calculation: AG2_SDR_SURVEY_*.ANSWERED	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.

>> Back to list

Metric name: No Input Error

Designer > Survey

Folder:

		application expected a response from a period (if a timeout period is configured).
Source or Calculation: AG2_SDR_SURVEY_*.NO_INPUT_	ERROR	Used in:
Media type:		Survey Statistics Report
Data type: Metric type:		Survey Statistics Report
>> Back to list		
Metric name: No Mato	h Error	Folder:
		Designer > Survey
Description: No Match (NM). T response to a survey.	he total number of times that the	e customer entered an unexpected
For example, if the application expects NM error.	an answers in the range of 1 to 4, and th	e customer selects 6, the event is recorded as an
Source or Calculation:		
Media type:		Used in:
Data type: AG2_SDR_SURVEY_*.NO_MATCH_ERROR Metric type:		Survey Statistics Report
>> Back to list		
Metric name: Not Acc	epted	Folder:
		Designer > Survey
		l, that customers were offered the e offer. Calculated as Survey Offered
Source or Calculation: Calcul the values of the Designer > Of Accepted metrics.		Used in:
Media type:		Survey Statistics Report
Data type:		Survey Statistics Report
Metric type:		
>> 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 a consultations and conferences that the agent received. This count excludes sim received. For AGT_AGENT_QUEUE records, this metric relies on the value of the [agg-gim-thld-ID-IXN] section.	ple consultations, whether they were initiated or
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
Data type: Number	Agent Utilization Report
Metric type: Disposition	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: 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	the set for
Media type:	Used in:
Data type: Metric type:	Survey Answer Report
>> 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 Designer > Surv	ey • Survey Question
-------------------------------	----------------------

- Region
- User Disposition
- Multi AgentSurvey Answer

Folder: Designer

Attribute name: Application ID	Folder: Designer
Description: Enables data to be organized	d 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 the return of data on all applications that r	d based on the application key. The default value (0) enables neet the other report criteria.
Database table: AG2_SDR_SESSION*.SDR_APPLICATION_KE AG2_SDR_SESS_BLOCK*.SDR_APPLICATION AG2_SDR_SESS_MILESTONE*.SDR_APPLICAT AG2_SDR_SURVEY*.SDR_APPLICATION_KEY SDR_SESSION_FACT*.SDR_APPLICATION_KEY SDR_APPLICATION.ID	I_KEY, TTION_KEY, ′,
>> Back to list	
Attribute name: Application Name	Folder: Designer
Description: Enables data to be organized application (created using Designer).	d by the name of the self-service and/or assisted-service
Database table: SDR_APPLICATION.APPLICATION_TITLE	
>> Back to list	
Attribute name: Application Version	Folder: Designer
Description: Enables data to be organized	d based on the custom version of the Designer application.
Database table: SDR_APPLICATION.CONCATBLANK(APPLICA	TION_TITLE,APPLICATION_VERSION)
>> Back to list	

Folder: Designer > Activity

Attribute name: Activity	Folder: Designer > Activity
Introduced: 9.0.013	Folder: Designer > Activity
Description: Enables data within the repo	orting interval to be organized by the name of the activity.
Database table: SDR_ACTIVITY.NAME	
>> Back to list	
Attribute name: Activity Key	Folder: Designer > Activity
Introduced: 9.0.013	
Description: Enables data to be organized interaction.	d by the ID of the activity which is associated with the
Database table: AG2_SDR_ACTIVITY_*.SDR_ACTIVITY_KEY, SDR_ACTIVITIES_FACT.SDR_ACTIVITY_KEY, SDR_ACTIVITY.ID	
>> Back to list	
Attribute name: Completed Flag	Folder: Designer > Activity
Introduced: 9.0.013	
Description: Enables data within the report completed.	orting interval to be organized by whether the activity was
Database table: AG2_SDR_ACTIVITY_DAY.COMPLETED	
>> Back to list	
Attribute name: Final Disposition	Folder: Designer > Activity
Description: Enables data to be organized exited the call flow, such as Transfer or Ab	d by the high-level status assigned to a call when the caller andoned.
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_DISPOSITIO	Form(s): Final Disposition Type
Forms in this attribute:	
Form: Final Disposition Type	Description: Enables data to be organized by the disposition,
Table.Column: SDR_CALL_DISPOSITION.DISPOSITION_TYPE	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	Folder: Desire et al.
Introduced: 9.0.016	Folder: Designer > Bot
Description: Enables data to be organize	d by the bot that was involved in the session.
Database table:	
>> Back to list	
Attribute name: Country	Folder: Designer > Bot
	d by the country from which the call originates. The value is , 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 organize Dialed Number Identification Service).	d by the Dialed number assigned to an application (DNIS =
Database table: SDR_ENTRY_POINT.DNIS	
>> Back to list	
Attribute name: Intent	
	Folder: Designer > Bot
Introduced: 9.0.016	
Description: Enables data to be organize	d by the customer intent.
Database table:	
>> Back to list	
	Folder: Designer > Bot

Attribute name: Language	
Description: Enables data to be organize playback. Identified by the LANGUAGE_CO	d by the name of the language used by the application prompt DE 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	
	Folder: Designer > Bot
Introduced: 9.0.016	
Description: Enables data to be organize session ended.	d by the last customer intent that was identified before a
Database table:	
>> Back to list	
Attribute name: Media Type	
	Folder: Designer > Bot
Introduced: 9.0.016	
Description: Enables data to be organize	d by media type.
Database table:	
>> Back to list	
Attribute name: Region	Folder: Designer > Bot
	d by the geographic classification of the call. The value is nerica LTAM, North America APAC, or EMEA) defined by the
Database table: SDR_GEO_LOCATION.REGION	
>> Back to list	

Folder: Designer > Session

Attribute name: Bail Out	Folder: Designer > Session
Description: Enables data to be organize	d based on the unique ID associated with the Bail Out.

Database table:	
	TONE_KEY DNE_KEY, DNE_KEY,
SDR_SESSION_FACT.BAILOUT_SDR_MILEST SDR_MILESTONE_BAILOUT.ID	UNE_KEY,
Forms in this attribute:	
Form: Bail Out Milestone	Description: Enables data to be exercised based on the
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 organize	d 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	
> Back to list Attribute name: Country	Folder: Designer > Session
Attribute name: Country Description: Enables data to be organize	Folder: Designer > Session d by the country from which the call originates. The value is , France, USA) defined by the application designer.
Attribute name: Country Description: Enables data to be organize	d by the country from which the call originates. The value is
Attribute name: Country Description: Enables data to be organize derived from the Country (such as Canada Database table:	d by the country from which the call originates. The value is , France, USA) defined by the application designer.
Attribute name: Country Description: Enables data to be organize derived from the Country (such as Canada Database table: SDR_GEO_LOCATION.COUNTRY.NAME	d by the country from which the call originates. The value is , France, USA) defined by the application designer.
Attribute name: Country Description: Enables data to be organize derived from the Country (such as Canada Database table: SDR_GEO_LOCATION.COUNTRY.NAME Forms in this attribute:	d by the country from which the call originates. The value is , France, USA) defined by the application designer.
Attribute name: Country Description: Enables data to be organized derived from the Country (such as Canada Database table: SDR_GEO_LOCATION.COUNTRY.NAME Forms in this attribute: Form: Country Code Table.Column: SDR_GEO_LOCATION.COUNTRY.CODE	d by the country from which the call originates. The value is , France, USA) defined by the application designer. Form(s): Country Code Description: Enables data to be organized by the code for
Attribute name: Country Description: Enables data to be organize derived from the Country (such as Canada Database table: SDR_GEO_LOCATION.COUNTRY.NAME Forms in this attribute: Form: Country Code Table.Column: SDR_GEO_LOCATION.COUNTRY.CODE Data type:	d by the country from which the call originates. The value is , France, USA) defined by the application designer. Form(s): Country Code Description: Enables data to be organized by the code for
Attribute name: Country Description: Enables data to be organized derived from the Country (such as Canada Database table: SDR_GEO_LOCATION.COUNTRY.NAME Forms in this attribute: Form: Country Code Table.Column: SDR_GEO_LOCATION.COUNTRY.CODE Data type: >> Back to list	d by the country from which the call originates. The value is , France, USA) defined by the application designer. Form(s): Country Code Description: Enables data to be organized by the code for the country from which the call originates.
Attribute name: Country Description: Enables data to be organized derived from the Country (such as Canada Database table: SDR_GEO_LOCATION.COUNTRY.NAME Forms in this attribute: Form: Country Code Table.Column: SDR_GEO_LOCATION.COUNTRY.CODE Data type: >> Back to list	d by the country from which the call originates. The value is , France, USA) defined by the application designer. Form(s): Country Code Description: Enables data to be organized by the code for the country from which the call originates. Folder: Designer > Session
Attribute name: Country Description: Enables data to be organized derived from the Country (such as Canada Database table: SDR_GEO_LOCATION.COUNTRY.NAME Forms in this attribute: Form: Country Code Table.Column: SDR_GEO_LOCATION.COUNTRY.CODE Data type: >> Back to list Attribute name: Deflection Description: Enables data to be organized Database table:	d by the country from which the call originates. The value is , France, USA) defined by the application designer. Form(s): Country Code Description: Enables data to be organized by the code for the country from which the call originates. Folder: Designer > Session
Attribute name: Country Description: Enables data to be organized derived from the Country (such as Canada Database table: SDR_GEO_LOCATION.COUNTRY.NAME Forms in this attribute: Form: Country Code Table.Column: SDR_GEO_LOCATION.COUNTRY.CODE Data type: >> Back to list Attribute name: Deflection Description: Enables data to be organized Database table: SDR_MILESTONE_DEFL.MILESTONE	d by the country from which the call originates. The value is , France, USA) defined by the application designer. Form(s): Country Code Description: Enables data to be organized by the code for the country from which the call originates. Folder: Designer > Session

Message	
Description: Enables data to be organize	d 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 organize Dialed Number Identification Service).	d by the Dialed number assigned to an application (DNIS =
Database table: SDR_ENTRY_POINT.DNIS	
>> Back to list	
Attribute name: Exit Point	Folder: Designer > Session
Description: Enables data to be organize	d 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 organize exited the call flow, such as Transfer or Ab	d by the high-level status assigned to a call when the caller andoned.
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_DISPOSITIC	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
	d by the name of the language used by the application prompt DE 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.

S S. Doold to list	
>> Back to list	
Attribute name: Last	Folder: Designer > Session
Description: Enables data to be organize	d 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.
>> Back to list	
Attribute name: Region	Folder: Designer > Session
Description: Enables data to be organize derived from the Region (such as North Ar application designer.	d by the geographic classification of the call. The value is nerica LTAM, North America APAC, or EMEA) defined by the
Database table: SDR_GEO_LOCATION.REGION	
>> Back to list	
Attribute name: Strike Out	Folder: Designer > Session
Description: Enables data to be organize No Match was reached.	d by whether the maximum number of retries for No Input or
Database table: AG2_SDR_SESSION_*.STRIKEOUT_SDR_MIL SDR_SESSION_FACT.STRIKEOUT_SDR_MILE	E BōƠN [s̪ːːːːːːːːːːːːːːːːːːːːːːːːːːːːːːːːːːːː
Forms in this attribute:	
Form: Strike Out Milestone	Description: Enables data to be organized based on the
Table.Column: SDR_MILESTONE.MILESTONE Data type: Text	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.
>> Back to list	
Attribute name: User Disposition	Folder: Designer > Session
Description: Enables data to be organize exited the call flow, such as Transfer or Ab	d based on the high-level status of the call when the caller andoned.
Database table: SDR_CALL_DISPOSITION.DISPOSITION_CAT	EGORY 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 organize	d 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 organize table	d by a key for a particular session from the SDR Survey Fact
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 organize Dialed Number Identification Service).	d by the Dialed number assigned to an application (DNIS =
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 promp playback. Identified by the LANGUAGE_CODE defined in the application.	
Database table: 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	
>> Back to list	

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
	d by the country from which the call originates. The value is , 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 organize Dialed Number Identification Service).	d by the Dialed number assigned to an application (DNIS =
Database table: SDR_ENTRY_POINT.DNIS	
>> Back to list	
Attribute name: Exit Point	Folder: Designer > Session Milestone
Description: Enables data to be organize	d 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 organize exited the call flow, such as Transfer or Ab	d by the high-level status assigned to a call when the caller andoned.
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_DISPOSITIC	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
>> Back to list	abandonment), or Routed (and routing destination).

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.	
>> Back to list		
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 organize exited the call flow, such as Transfer or Ab	d based on the high-level status of the call when the caller andoned.	
Database table: SDR_CALL_DISPOSITION.DISPOSITION_CAT	EGORY (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 > Survey

Attribute name: Multi -	Eddory Decignor > Suprov
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_FI	_AG	
>> Back to list		
Attribute name: Survey Answer	Folder: Designer > Survey	
Description: Enables data to be organize	d 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		

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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 > Target User Data Example
- Detail > Transfer
- Detail > Transfer > Source 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 	Customer Engage Time	• Revenue
Abandoned Waiting Time	Customer Handle Time	Routing Point Time
Conference Initiated Time	Customer Hold Time	Satisfaction
Conference Received Time	Customer Wrap Time	Total Duration
Consult Initiated Time	Interaction Duration	Transfer Initiated Agent
Customer Alert Time	Queue Time	
Customer Dial Time	Response Time	
Attributes: • Active	Interaction Resource ID	Source Name
Case ID	Irf Anchor	Source Resource Key
Connection ID	IRF Start Date Time Key	Source Type
Customer ID	Last Interaction Resource	Start Timestamp
End Timestamp	Last IVR	Stop Action
• From	Last Queue	Strategy Name
• GUID	Last Queue Key	Technical Descriptor Key
Handling Attempt End	Last VQueue	Technical Result
Handling Attempt Start	Last VQueue Key	Technical Result Reason
Handling Resource	Media Server Ixn Guid	Technical Result Resource Rol
Interaction Duration	Resource State	• Technical Result Role Reason
Interaction Handling Attempt ID	Root ID	• To
Interaction ID	Routing Target	UD Custom Key
	Routing Target Selected	UD Interaction Resource ID
Interaction ID SSF	Routing Target Type	

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	Conference Received Time	Customer Hold Time
Abandoned Waiting Time	Customer Alert Time	Customer Wrap Time
Agent Rank	Customer Dial Time	Global Score
Agent Score	Customer Engage Time	Interaction Duration
Conference Initiated Time	Customer Handle Time	Max Score

Median Score	Bosponso Timo	• Target Size
• 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	Resource State	• To
ID	Result	UD Interaction Resource ID
Interaction ID	Root 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 Source Technical Result • Target Service Subtype Handling Attempt Start Reason Handling Attempt Target Start Target Service Type Source Technical Result Interaction Handling Attempt • Target Technical Descriptor **Resource Role** ID Key • Source Technical Result Role Interaction ID Target Technical Result Reason Interaction Subtype Target Technical Result Reason Source Type Interaction Type Target Technical Result Start Timestamp **Resource Role** Service Subtype Target Business Result • Target Technical Result Role Service Type • Target Customer Segment Reason Source Business Result Target Interaction Descriptor Target Type Key Source Customer Segment • To Target Last Queue Source Last Oueue • 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
- Transfer Detail Report

• Predictive Routing 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: Abando	ned Waiting	Folder:
		Detail > Handling Attempt
Description: The total number while the interactions were wait		ere abandoned or stopped for any reason
resource.		
Source or Calculation: INTERACTION_RESOURCE_FACT	GI2.ABANDONED	
Media type: All		Used in:
Data type: Number		This metric is not used in any reports.
Metric type: Detail		
>> Back to list		
Metric name: Abando	ned Waiting Time	Folder:
		Detail > Handling Attempt
	of time associated with custome the interactions could be distribu	er interactions were abandoned or ted.
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: Confere	ence Initiated Time	Folder:
		Detail > Handling Attempt
	me that a conference initiated by only to the portion of the IRF tha	the IRF resource was connected trepresents the IRF resource as a
Source or Calculation: INTERACTION_RESOURCE_FACT	_GI2.CONF_INIT_TALK_DURATION	
Media type: All (except		Used in:
Email) Data type: Number		Interaction Handling Attempt Report
Metric type: Detail		
>> Back to list		
Metric name: Confere	ence Received Time	Folder:
		Detail > Handling Attempt
		e that was joined by the IRF resource was the IRF that represents the IRF resource
Source or Calculation: INTERACTION RESOURCE FACT	GI2.CONF JOIN TALK DURATION	
Media type: All (except Email)		Used in:Interaction Handling Attempt Report
Data type: Number Metric type: Detail		interaction numbering Accompany hepore
>> Back to list		
Metric name: Consult	Initiated Time	
Metric name. consult	initiateu finite	Folder:
Introduced: 100.0.027.0001		Detail > Handling Attempt
		tiated by the IRF resource was connected t represents the IRF resource as a
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: Custom	er Alert Time	Folder: Detail > Handling Attempt
Description: This metric varies	s depending on the media type:	
 For voice interactions, the n voice handling attempt whil 		ction was ringing at the resource during a
 For multimedia interactions, at the resource during an in 		customer-related interaction was alerting
	metric includes agent's handling her agent, or handling a reply e-	of an inbound e-mail from a customer or mail back to the customer.
This metric excludes handling a collabo	pration, whether on the initiating or receiv	ving side.
Source or Calculation: INTERACTION_RESOURCE_FACT	_GI2.CUSTOMER_RING_DURATION	^V Used in:
Media type: All		Interaction Handling Attempt Report
Data type: Number Metric type: Detail		A interaction nanoling Attempt Report
>> Back to list		
Metric name: Custom	er Dial Time	Folder:
		Detail > Handling Attempt
interaction. The duration starts initiator incurs while waiting for		
Source or Calculation: INTERACTION_RESOURCE_FACT	_GI2.CUSTOMER_DIAL_DURATION	Used in:
Media type: Voice		Interaction Handling Attempt Report
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Custom	er Engage Time	Folder:
		Detail > Handling Attempt
	me that the agent processed a cu nandling attempt. This metric inc	ustomer-related interaction at this ludes 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	 Interaction Handling Attempt Beneft
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 +	J
INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATIO	^N Used in:
+ INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_ACW_DURATION	Interaction Handling Attempt Report
Media type: All	5
Data type: Number Metric type: Detail	
>> Back to list	
Metric name: Customer Hold Time	Folder:
Metric name: Customer Hold Time	Folder: Detail > Handling Attempt
Metric name: Customer Hold Time Description: The amount of time that the agent had the custor durations that are associated with initiated or received consulta conferenced interactions.	Detail > Handling Attempt ner on hold. This metric excludes hold
Description: The amount of time that the agent had the custor durations that are associated with initiated or received consulta	Detail > Handling Attempt mer on hold. This metric excludes hold tions but includes hold duration of
Description: The amount of time that the agent had the custor durations that are associated with initiated or received consulta conferenced interactions. Source or Calculation:	Detail > Handling Attempt mer on hold. This metric excludes hold tions but includes hold duration of
Description: The amount of time that the agent had the custor durations that are associated with initiated or received consulta conferenced interactions. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATION	Detail > Handling Attempt mer on hold. This metric excludes hold tions but includes hold duration of
Description: The amount of time that the agent had the custor durations that are associated with initiated or received consulta conferenced interactions. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATIO Media type: Voice Data type: Number	Detail > Handling Attempt mer on hold. This metric excludes hold tions but includes hold duration of
Description: The amount of time that the agent had the custor durations that are associated with initiated or received consultations conferenced interactions. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATION Media type: Voice Data type: Number Metric type: Detail >> Back to list	Detail > Handling Attempt mer on hold. This metric excludes hold tions but includes hold duration of
Description: The amount of time that the agent had the custor durations that are associated with initiated or received consulta conferenced interactions. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATION Media type: Voice Data type: Number Metric type: Detail	Detail > Handling Attempt mer on hold. This metric excludes hold tions but includes hold duration of NUsed in: • Interaction Handling Attempt Report

Description: The amount of time that the resource was in inte Wrap) state that pertained to this customer voice-interaction reduration that is associated with received consultations.	
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_ACW_DURATION	^V Used in:
Media type: Voice	Interaction Handling Attempt Report
Data type: Number Metric type: Detail	
>> 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	Interaction Handling Attempt Report
Data type: Number Metric type: Date	
>> Back to list	
Metric name: Queue Time	Folder:
Metric name: Queue Time	Folder: Detail > Handling Attempt
Metric name: Queue Time Description: The sum of the durations that interactions spent the IRF resource. This duration excludes abandoned-while-queue	Detail > Handling Attempt at ACD queue resources prior to arrival at
Description: The sum of the durations that interactions spent the IRF resource. This duration excludes abandoned-while-queu Source or Calculation:	Detail > Handling Attempt at ACD queue resources prior to arrival at ed interactions.
Description: The sum of the durations that interactions spent the IRF resource. This duration excludes abandoned-while-queue	Detail > Handling Attempt at ACD queue resources prior to arrival at ed interactions.
Description: The sum of the durations that interactions spent the IRF resource. This duration excludes abandoned-while-queu Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.QUEUE_DURATION	Detail > Handling Attempt at ACD queue resources prior to arrival at ed interactions.
Description: The sum of the durations that interactions spent the IRF resource. This duration excludes abandoned-while-queu Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.QUEUE_DURATION Media type: All Data type: Number	Detail > Handling Attempt at ACD queue resources prior to arrival at ed interactions.
Description: The sum of the durations that interactions spent the IRF resource. This duration excludes abandoned-while-queu Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.QUEUE_DURATION Media type: All Data type: Number Metric type: Detail	Detail > Handling Attempt at ACD queue resources prior to arrival at ed interactions.
Description: The sum of the durations that interactions spent the IRF resource. This duration excludes abandoned-while-queut Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.QUEUE_DURATION Media type: All Data type: Number Metric type: Detail >> Back to list	Detail > Handling Attempt at ACD queue resources prior to arrival at ed interactions. Used in: • Interaction Handling Attempt Report
Description: The sum of the durations that interactions spent the IRF resource. This duration excludes abandoned-while-queut Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.QUEUE_DURATION Media type: All Data type: Number Metric type: Detail >> Back to list	Detail > Handling Attempt at ACD queue resources prior to arrival at ed interactions. Used in: • Interaction Handling Attempt Report Folder: Detail > Handling Attempt ved service or abandoned the interaction, ng routing points and non-self-service IVR gent or self-service IVR) as well as the epted.

redirected with a technical result of RoutedOnNoAnswer or Unspecified, as well attempt. Received consultations and collaborations are excluded from considerations are ex	
Source or Calculation: Caclulated as the sum of INTERACTION_RESOURCE_FACT_GI2.PREVIOUS_MEDIATION_DUR + INTERACTION_RESOURCE_FACT_GI2.MEDIATION_DURATION + INTERACTION_RESOURCE_FACT_GI2.RING_DURATION.	ATION Used in:
Media type: All	Interaction Handling Attempt Report
Data type: Number Metric type: Detail	
>> Back to list	
Metric name: Revenue	Folder: Detail > Handling Attempt
Description: The total revenue generated by customer interact	tions handled by this IRF resource.
Source or Calculation: IRF_USER_DATA_GEN_1.REVENUE	
Media type: All	Used in:
Data type: Character Metric type: Detail	This metric is not used in any reports.
>> Back to list	
Metric name: Routing Point Time	Folder:
Metric name: Routing Point Time	Folder: Detail > Handling Attempt
Metric name: Routing Point Time Description: The sum of the durations that this IRF spent in rour resources prior to arrival at the IRF resource.	Detail > Handling Attempt
Description: The sum of the durations that this IRF spent in roo	Detail > Handling Attempt uting point resources or routing strategy
Description: The sum of the durations that this IRF spent in roor resources prior to arrival at the IRF resource. Source or Calculation:	Detail > Handling Attempt uting point resources or routing strategy Used in:
Description: The sum of the durations that this IRF spent in rom resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POINT_DURATION	Detail > Handling Attempt uting point resources or routing strategy
Description: The sum of the durations that this IRF spent in rol resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POINT_DURATION Media type: All Data type: Number	Detail > Handling Attempt uting point resources or routing strategy Used in:
Description: The sum of the durations that this IRF spent in rot resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POINT_DURATION Media type: All Data type: Number Metric type: Detail	Detail > Handling Attempt uting point resources or routing strategy Used in:
Description: The sum of the durations that this IRF spent in rot resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POINT_DURATION Media type: All Data type: Number Metric type: Detail >> Back to list	Detail > Handling Attempt uting point resources or routing strategy Used in: • Interaction Handling Attempt Report
Description: The sum of the durations that this IRF spent in rol resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POINT_DURATION Media type: All Data type: Number Metric type: Detail >> Back to list	Detail > Handling Attempt Used in: • Interaction Handling Attempt Report Folder: Detail > Handling Attempt
Description: The sum of the durations that this IRF spent in rot resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POINT_DURATION Media type: All Data type: Number Metric type: Detail >> Back to list Metric name: Satisfaction Description: The numerical score of customer satisfaction that	Detail > Handling Attempt Used in: • Interaction Handling Attempt Report Folder: Detail > Handling Attempt
Description: The sum of the durations that this IRF spent in room resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POINT_DURATION Media type: All Data type: Number Metric type: Detail >> Back to list Metric name: Satisfaction Description: The numerical score of customer satisfaction that handled by this IRF resource.	Detail > Handling Attempt Used in: • Interaction Handling Attempt Report Folder: Detail > Handling Attempt

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 Media type: All Data type: Number Metric type: Detail	Used in: ON. • 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_AGEN	T Used in:	
Media type: All	This metric is not used in any reports.	
Data type: Number Metric type: Detail		
>> 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 interacti Routing were abandoned or dropped for any reason before the i	
Source or Calculation: IF_IRF_GPM_FACT_GI2.ABANDONED	Used in:
Media type: All	osea m.

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
Predictive Routing that were ab		er interactions that were routed using on. This time includes the duration of ons could be distributed.
Source or Calculation: IF_IRF_GPM_FACT_GI2.ABANDO	NED_TIME	Used in:
Media type: All		- Dradictive Douting Datail Depart
Data type: Number Metric type: Detail		 Predictive Routing Detail Report
>> Back to list		
Metric name: Agent R	lank	Folder:
Metric name. Agent N		Detail > Handling Attempt > Handling Predictive Routing
Description: The agent's pred where 1 is the rank of the agen		st all other agents in the target group,
Source or Calculation: IF_IRF	GPM_FACT_GI2.AGENT_RANK	Head in.
Media type: All		Used in:
Data type: Number Metric type: Detail		Predictive Routing Detail Report
>> Back to list		
Metric name: Agent S	core	Folder:
Methe name. Agent 5		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	Head Sec.
Media type: All		Used in:
Data type: Number Metric type: Detail		Predictive Routing Detail Report
>> Back to list		
Metric name: Confere	nce Initiated Time	Folder:
Hetric name. comere		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		
Data type: Number Metric type: Detail		This metric is not used in any reports.
>> Back to list		
Metric name: Confere	ence Received Time	Folder:
		Detail > Handling Attempt > Handling Predictive Routing
		ined by the IRF resource was connected t represents the IRF resource as a
Source or Calculation: IF IRF_GPM_FACT_GI2.CONF_JO		
Media type: All	IN_IALK_DORATION	Used in:
Data type: Number		This metric is not used in any reports.
Metric type: Detail		
>> Back to list		
Metric name: Custom	er Alert Time	Folder:
Metric name: Custom	er Alert Time	Folder: Detail > Handling Attempt > Handling Predictive Routing
	er Alert Time s depending on the media type:	Detail > Handling Attempt > Handling Predictive
Description: This metric varie	s depending on the media type: umber of seconds that the intera	Detail > Handling Attempt > Handling Predictive
 Description: This metric varie For voice interactions, the n voice handling attempt whi For multimedia interactions, 	s depending on the media type: umber of seconds that the intera le a customer was present.	Detail > Handling Attempt > Handling Predictive Routing
 Description: This metric varies For voice interactions, the n voice handling attempt whi For multimedia interactions, at the resource during an in For e-mail interactions, this 	s depending on the media type: umber of seconds that the intera le a customer was present. , the number of seconds that the iteraction handling attempt.	Detail > Handling Attempt > Handling Predictive Routing ction was ringing at the resource during a customer-related interaction was alerting of an inbound e-mail from a customer or
 Description: This metric varies For voice interactions, the n voice handling attempt whi For multimedia interactions, at the resource during an in For e-mail interactions, this an internal e-mail from another internal from ano	s depending on the media type: umber of seconds that the intera le a customer was present. , the number of seconds that the iteraction handling attempt. metric includes agent's handling	Detail > Handling Attempt > Handling Predictive Routing ction was ringing at the resource during a customer-related interaction was alerting of an inbound e-mail from a customer or mail back to the customer.
 Description: This metric varies For voice interactions, the n voice handling attempt whi For multimedia interactions, at the resource during an in For e-mail interactions, this an internal e-mail from another internal from ano	s depending on the media type: umber of seconds that the intera le a customer was present. , the number of seconds that the iteraction handling attempt. metric includes agent's handling ther agent, or handling a reply e- pration, whether on the initiating or receive	Detail > Handling Attempt > Handling Predictive Routing ction was ringing at the resource during a customer-related interaction was alerting of an inbound e-mail from a customer or mail back to the customer.
 Description: This metric varies For voice interactions, the n voice handling attempt whi For multimedia interactions, at the resource during an interactions, this an internal e-mail from anor This metric excludes handling a collabor Source or Calculation: 	s depending on the media type: umber of seconds that the intera le a customer was present. , the number of seconds that the iteraction handling attempt. metric includes agent's handling ther agent, or handling a reply e- pration, whether on the initiating or receive	Detail > Handling Attempt > Handling Predictive Routing ction was ringing at the resource during a customer-related interaction was alerting of an inbound e-mail from a customer or mail back to the customer. ring side. Used in:
 Description: This metric varies For voice interactions, the non-voice handling attempt white For multimedia interactions, at the resource during an internation of the resource during and the resource during	s depending on the media type: umber of seconds that the intera le a customer was present. , the number of seconds that the iteraction handling attempt. metric includes agent's handling ther agent, or handling a reply e- pration, whether on the initiating or receive	Detail > Handling Attempt > Handling Predictive Routing ction was ringing at the resource during a customer-related interaction was alerting of an inbound e-mail from a customer or mail back to the customer.
 Description: This metric varies For voice interactions, the n voice handling attempt whi For multimedia interactions, at the resource during an interactions, this an internal e-mail from anory This metric excludes handling a collabor Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOM Media type: All Data type: Number 	s depending on the media type: umber of seconds that the intera le a customer was present. , the number of seconds that the iteraction handling attempt. metric includes agent's handling ther agent, or handling a reply e- pration, whether on the initiating or receive	Detail > Handling Attempt > Handling Predictive Routing ction was ringing at the resource during a customer-related interaction was alerting of an inbound e-mail from a customer or mail back to the customer. ring side. Used in:
 Description: This metric varies For voice interactions, the normalized provided provided the provided p	s depending on the media type: umber of seconds that the intera le a customer was present. , the number of seconds that the nteraction handling attempt. metric includes agent's handling ther agent, or handling a reply e- pration, whether on the initiating or receive ER_RING_DURATION	Detail > Handling Attempt > Handling Predictive Routing ction was ringing at the resource during a customer-related interaction was alerting of an inbound e-mail from a customer or mail back to the customer. ring side. Used in:

		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.CUSTOM	ER_DIAL_DURATION	Used in:
Media type: All		Predictive Routing Detail Report
Data type: Number Metric type: Detail		· Fredictive Routing Detail Report
>> Back to list		
Metric name: Custom	er 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 internal 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.CUSTOM	ER_TALK_DURATION	Used in:
Media type: All		Predictive Routing Detail Report
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Custom	er Handle Time	Folder:
		Detail > Handling Attempt > Handling Predictive Routing
Description: The sum of the C metrics report.	ustomer Engage Time, Customer	r Hold Time, and Customer Wrap Time
Source or Calculation: Calcu IF_IRF_GPM_FACT_GI2.CUSTOM IF_IRF_GPM_FACT_GI2.CUSTOM IF_IRF_GPM_FACT_GI2.CUSTOM	ER_TALK DURATION, ER_HOLD DURATION, and	Used in:
Media type: All		Predictive Routing Detail Report
Data type: Number Metric type: Detail		
>> Back to list		

Metric name: Custome	r Hold Time	Folder:
		Detail > Handling Attempt > Handling Predictive Routing
		ner on hold. This metric excludes hold tions but includes hold duration of
Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOMEF	R_HOLD DURATION	Used in:
Media type: All		Prodictive Pouting Detail Pepert
Data type: Number Metric type: Detail		Predictive Routing Detail Report
>> Back to list		
Metric name: Custome	r Wrap Time	Folder:
		Detail > Handling Attempt > Handling Predictive Routing
Wrap) state that pertained to this	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.CUSTOMEF	R_ACW_DURATION	Used in:
Media type: All		
Data type: Number Metric type: Detail		Predictive Routing Detail Report
>> Back to list		
Metric name: Global So	ore	Folder:
		Detail > Handling Attempt > Handling Predictive Routing
Description: The average predic	ctive routing score for all agents	s in the target group.
Source or Calculation: IF_IRF_GPM_FACT_GI2.GLOBAL_SC	CORE	Used in:
Media type: All		Predictive Routing Detail Report
Data type: Number Metric type: Detail		· Fredictive Routing Detail Report
>> Back to list		
Metric name: Interaction	on Duration	Folder:
		Detail > Handling Attempt > Handling Predictive Routing
Description: The duration of the	e interaction.	
Source or Calculation: Calculation	ted 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	Predictive Routing Detail Report
Metric type: Detail	
>> Back to list	
Metric name: Max Score	Folder:
	Detail > Handling Attempt > Handling Predictive Routing
Description: The highest predictive routing score for any agen	t in the target group.
Source or Calculation: IF_IRF_GPM_FACT_GI2.MAX_SCORE	Used in:
Media type: All	Used In:
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 targe	t group of agents.
Source or Calculation: IF_IRF_GPM_FACT_GI2.MEDIAN_SCORE	Used in:
Media type: All	Predictive Routing Detail Report
	· Fredictive Routing Detail Report
Data type: Number Metric type: Detail	
Metric type: Detail >> Back to list	Folder:
Metric type: Detail	Folder: Detail > Handling Attempt > Handling Predictive Routing
Metric type: Detail >> Back to list	Detail > Handling Attempt > Handling Predictive Routing
Metric type: Detail >> Back to list Metric name: Message Description: If an error occurs while returning scoring results,	Detail > Handling Attempt > Handling Predictive Routing this field contains the error message. The
Metric type: Detail >> Back to list Metric name: Message Description: If an error occurs while returning scoring results, value is NULL if no error is returned.	Detail > Handling Attempt > Handling Predictive Routing this field contains the error message. The Used in:
Metric type: Detail >> Back to list Metric name: Message Description: If an error occurs while returning scoring results, value is NULL if no error is returned. Source or Calculation: IF_IRF_GPM_FACT_GI2.MESSAGE	Detail > Handling Attempt > Handling Predictive Routing this field contains the error message. The
Metric type: Detail >> Back to list Metric name: Message Description: If an error occurs while returning scoring results, value is NULL if no error is returned. Source or Calculation: IF_IRF_GPM_FACT_GI2.MESSAGE Media type: All Data type: Number	Detail > Handling Attempt > Handling Predictive Routing this field contains the error message. The Used in:
Metric type: Detail >> Back to list Metric name: Message Description: If an error occurs while returning scoring results, value is NULL if no error is returned. Source or Calculation: IF_IRF_GPM_FACT_GI2.MESSAGE Media type: All Data type: Number Metric type: Detail	Detail > Handling Attempt > Handling Predictive Routing this field contains the error message. The Used in: • Predictive Routing Detail Report Folder:
Metric type: Detail >> Back to list Metric name: Message Description: If an error occurs while returning scoring results, value is NULL if no error is returned. Source or Calculation: IF_IRF_GPM_FACT_GI2.MESSAGE Media type: All Data type: Number Metric type: Detail >> Back to list	Detail > Handling Attempt > Handling Predictive Routing this field contains the error message. The Used in: • Predictive Routing Detail Report

	Routing	
Description: The lowest predictive routing score for any agent	in the target group.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.MIN_SCORE		
Media type: All	Used in:	
Data type: Number Metric type: Detail	Predictive Routing Detail Report	
>> Back to list		
Matric name: Queue Time	Folder:	
Metric name: Queue Time	Detail > Handling Attempt > Handling Predictive Routing	
Description: The sum of the durations that interactions spent the IRF resource. This duration excludes abandoned-while-queue		
Source or Calculation:		
IF_IRF_GPM_FACT_GI2.QUEUE_DURATION	Used in:	
Media type: All	Predictive Routing Detail Report	
Data type: Number Metric type: Detail		
>> 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	- Prodictive Douting Datail Depart	
Data type: Number	Predictive Routing Detail Report	
Metric type: Detail		
>> Back to list		
Metric name: Revenue	Folder:	
Metric name. Revenue	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:	
Media type: All	This metric is not used in any reports.	

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 d resources prior to arrival at the		iting point resources or routing strategy
Source or Calculation: IF_IRF_GPM_FACT_GI2.ROUTING	POINT DURATION	
Media type: All		Used in:
Data type: Number Metric type: Detail		This metric is not used in any reports.
>> Back to list		
Metric name: Satisfac	tion	Folder:
		Detail > Handling Attempt > Handling Predictive Routing
Description: The customer-sat	isfaction score associated with th	ne interaction.
Source or Calculation: IRF_USER_DATE_GEN_1.SATISFA	CTION	Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Target S	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	Used in:
Media type: All		
Data type: Number Metric type: Detail		Predictive Routing Detail Report
>> Back to list		
Metric name: Total Du	Iration	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: Calcula IF_IRF_GPM_FACT_GI2.MEDIATION TALK_DURATION, HOLD_DURATION AFTER_CALL_WORK_DURATION.	N DURATION plus	Used in:
Media type: All		Predictive Routing Detail Report
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Transfer	Initiated Agent	Folder:
		Detail > Handling Attempt > Handling Predictive Routing
Description: The total number using Predictive Routing.	of times that agents transferred	l customer interactions that were routed
Source or Calculation: IF_IRF_GPM_FACT_GI2.TRANSFER	R_INIT_AGENT	Used in:
Media type: All		Predictive Routing Detail Report
Data type: Number Metric type: Detail		Tredictive Routing Detail Report
>> Back to list		
Metric name: Turnarou	und 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		Used in:
Data type: Number Metric type: Detail		Predictive Routing Detail Report

Folder: Detail > Handling Attempt > Handling User Data Example

There are no metrics in this folder.

Folder: Detail > Transfer

Metric name: Interact	ion Duration	Folder:
Metric name. Interact		
		Detail > Transfer
Description: The difference be	etween 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		Transfer Detail Report
Data type: Number Metric type: Date		
>> Back to list		
Metric name: Source	Customer Engage	
Time		Folder:
		Detail > Transfer
Description: The amount of tin where the agent was the initiat		ustomer-related transfer or conference
For synchronous interactions	s, 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_TRNSF	R_GI2.CUSTOMER_TALK_DURATIO	^O ₩sed in:
Media type: All		Transfer Detail Report
Data type: Number Metric type: Detail		
>> 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_TRNSF	R_GI2.CUSTOMER_HOLD_DURAT	Used in:
Media type: Voice		Transfer Detail Report
Data type: Number Metric type: Detail		

>> Back to list		
Metric name: Source	Customer Wrap Time	Folder:
		Detail > Transfer
	r conferences that the agent initi	action-related ACW (Wrap) state that ated. The duration excludes ACW
Source or Calculation: INTERACTION_RES_FACT_TRNSF	R_GI2.CUSTOMER_ACW_DURATIO	^{⊃N} ⊎sed in:
Media type: Voice		Transfer Detail Report
Data type: Number Metric type: Detail		
>> 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_TRNSF	R_GI2.QUEUE_DURATION	Used in:
Media type: All		Transfer Detail Report
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Target (Customer Engage	Folder:
Time		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_RCV in:		
Media type: All		Transfer Detail Report
Data type: Number Metric type: Detail		

>> Back to list			
Metric name: Target C	ustomer 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_TRNSFI	R_GI2.CUSTOMER_HOLD_DURAT	IQN_RCYn:	
Media type: Voice		Transfer Detail Report	
Data type: Number Metric type: Detail			
>> Back to list			
Metric name: Target C	ustomer 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_TRNSFI	R_GI2.CUSTOMER_ACW_DURATIO	ONLECT in:	
Media type: Voice			
Data type: Number Metric type: Detail		Transfer Detail Report	
>> Back to list			
Metric name: Target Q	Jueue 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 lowlevel 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
- Dimension 1-10

• Start Date Time Key Rcv

Detail > Transfer > Target User Data Example Interaction Handling Attempt ID 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 organize INTERACTION_FACT table is active.	ed by whether or not the corresponding record in the
Database table: INTERACTION_FACT_GI2.ACTIVE_FLAG	
>> Back to list	
Attribute name: Case ID	Folder: Detail > Handling Attempt
Description: Enables data to be organize be used to tie this third-party application of	ed by case ID of an external management application, which can 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 organize	ed by attributes of the interaction's connection ID.
Database table: INTERACTION_FACT_GI2.MEDIA_SERVER_I>	KN_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.	
	r information about Genesys Info Mart attached data key assignments. The a field in a derived table whose values are sourced, in part, from the listed Info

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 organize	ed 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 organize	ed by the source address of the interaction:
• For voice, the source address is the int	eraction's automatic number identification (ANI).
• For email, the source address is the cu	stomer's email address.
• For chat, the source address is empty.	
Database table:	
INTERACTION_FACT_GI2.SOURCE_ADDRES	S
>> 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 interaction Server.	s the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from
Interaction Server. Database table:	
Interaction Server. Database table: INTERACTION_FACT_GI2.MEDIA_SERVER_I2	
Interaction Server. Database table: INTERACTION_FACT_GI2.MEDIA_SERVER_IX >> Back to list Attribute name: Handling Attempt End	XN_GUID
Interaction Server. Database table: INTERACTION_FACT_GI2.MEDIA_SERVER_IX >> Back to list Attribute name: Handling Attempt End Description: Enables data to be organized	XN_GUID Folder: Detail > Handling Attempt ed by the moment when the resource's participation in the
Interaction Server. Database table: INTERACTION_FACT_GI2.MEDIA_SERVER_IX >> Back to list Attribute name: Handling Attempt End Description: Enables data to be organized interaction ended. Database table:	XN_GUID Folder: Detail > Handling Attempt ed by the moment when the resource's participation in the
Interaction Server. Database table: INTERACTION_FACT_GI2.MEDIA_SERVER_IX >> Back to list Attribute name: Handling Attempt End Description: Enables data to be organize interaction ended. Database table: INTERACTION_RESOURCE_FACT_GI2.END_T	XN_GUID Folder: Detail > Handling Attempt ed by the moment when the resource's participation in the
Interaction Server. Database table: INTERACTION_FACT_GI2.MEDIA_SERVER_IX >> Back to list Attribute name: Handling Attempt End Description: Enables data to be organized interaction ended. Database table: INTERACTION_RESOURCE_FACT_GI2.END_ >> Back to list Attribute name: Handling Attempt Start	XN_GUID Folder: Detail > Handling Attempt ed by the moment when the resource's participation in the TS_TIME
Interaction Server. Database table: INTERACTION_FACT_GI2.MEDIA_SERVER_IN >> Back to list Attribute name: Handling Attempt End Description: Enables data to be organized interaction ended. Database table: INTERACTION_RESOURCE_FACT_GI2.END_ >> Back to list Attribute name: Handling Attempt Start Description: Enables data to be organized	KN_GUID Folder: Detail > Handling Attempt ed by the moment when the resource's participation in the TS_TIME Folder: Detail > Handling Attempt ed by the moment when the resource began to participate in the
Interaction Server. Database table: INTERACTION_FACT_GI2.MEDIA_SERVER_IX >> Back to list Attribute name: Handling Attempt End Description: Enables data to be organize interaction ended. Database table: INTERACTION_RESOURCE_FACT_GI2.END_ >> Back to list Attribute name: Handling Attempt Start Description: Enables data to be organize interaction. Database table:	KN_GUID Folder: Detail > Handling Attempt ed by the moment when the resource's participation in the TS_TIME Folder: Detail > Handling Attempt ed by the moment when the resource began to participate in the

Attribute name: Handling Resource	Folder: Detail > Handling Attempt
Description: Enables data to be organize	d 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 organize the interaction.	d by the difference between the start and end timestamps of
Database table:	
>> Back to list	
Attribute name: Interaction Handling Attempt ID	Folder: Detail > Handling Attempt
Description: Enables data to be organize table.	d by the primary key of the INTERACTION_RESOURCE_FACT
Database table: INTERACTION_RESOURCE_FACT_GI2.INTER/ IRF_USER_DATA_KEYS.INTERACTION_RESO	
>> Back to list	
Attribute name: Interaction ID	Folder: Detail > Handling Attempt
Description: Enables data to be organize INTERACTION_RESOURCE_ FACT table.	d by the interaction ID of the INTERACTION_FACT or the
 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 Interaction ID.	from an Interaction Server, this value is the assigned
Database table: INTERACTION_FACT_GI2.INTERACTION_ID, INTERACTION_RESOURCE_FACT_GI2.INTER	ACTION_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 organize	d by the name of the last queue in which the interaction ute excludes virtual queues. Identical to Detail > Transfer >
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 organize traveled before it was handled. Excludes v	d by the primary key of the last queue in which the interaction irtual queues.
Database table: INTERACTION_RESOURCE_FACT_GI2.LAST_ INTERACTION_RES_FACT_TRNSFR_GI2.LAST RESOURCE_Q.RESOURCE_KEY	
>> Back to list	
Attribute name: Last VQueue	Folder: Detail > Handling Attempt
Description: Enables data to be organize traveled before it was handled.	d by the name of the last virtual queue in which the interaction
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
	d based on the resource key of the last virtual queue that the g at the IRF resource, whether the interaction was distributed another mediation resource.
Database table: INTERACTION_RESOURCE_FACT_GI2.LAST_ INTERACTION_RES_FACT_TRNSFR_GI2.LAST RESOURCE_VQ.RESOURCE_KEY,	
>> Back to list	

Attribute name: Media Server Ixn Guid	Folder: Detail > Handling Attempt
Description: Enables data to be organize by the interaction media server. This ident	d by the globally unique identifier of the interaction as reported ifier may not be unique.
• T-Server voice interactions: the GUID is	the Call UUID.
• Multimedia interactions: the GUID is the	e Interaction ID from Interaction Server.
Database table: COBROWSE_FACT_GI2.MEDIA_SERVER_IXN COBROWSE_FACT_GI2.IMEDIA_SERVER_IXN SDR_SESSION_FACT.INTERACTION_ID	
>> Back to list	
Attribute name: Resource State	Folder: Detail > Handling Attempt
Description: Enables data to be organize example, Busy, Ready, NotReady, and After	d by the media-specific or detailed state of the resource — for erCallWork.
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
interaction scenarios. This field is currently	d by the ID of the original interaction given multi-threaded y used only to link an email customer-reply interaction to the is field is null for all other interaction types, and its value might
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 organize strategy.	d by the name of the DN group that is the target of the routing
Database table: ROUTING_TARGET.TARGET_OBJECT_SELEC	TED
>> Back to list	
Attribute name: Routing Target Type	Folder: Detail > Handling Attempt
Description: Enables data to be organize Agent Group, Routing Point, and Queue.	d by the type of the routing target—for example, Agent, Place,
Database table: ROUTING_TARGET.ROUTING_TARGET_TYPE >> Back to list	
Attribute name: Source Name	Folder: Detail > Handling Attempt
Description: Enables data to be organize port number; the name of the queue; or the	d by the name of the handling resource—for example, the IVR ne first, last, and user name of the agent.
Database table: RESOURCERESOURCE_NAME	
>> Back to list	
Attribute name: Source Resource Key	Folder: Detail > Handling Attempt
Description: Enables data to be organize	d by the surrogate key.
Database table: INTERACTION_RESOURCE_FACT_GI2.RESOURCE_INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_RESOURCE_KEY	URCE_KEY, SOURCE_KEY,
>> Back to list	
Attribute name: Source Type	Folder: Detail > Handling Attempt
Description: Enables data to be organize IVRPort.	d by the resource's type—for example, Agent, Queue, and
Database table: RESOURCERESOURCE_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 organize	d 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. E	nables 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
	anized by its disposition—its technical result and other aspects of andoned, Completed, Diverted, Pulled, and Transferred. Identical to sult.
Database table: TECHNICAL_DESCRIPTOR.TECHNICAL	RESULT
>> Back to	list
Attribute name: Technical Result Reason	Folder: Detail > Handling Attempt
	anized by the reason for the technical result—for example, ByAgent, or RouteOnNoAnswer. Identical to Detail > Transfer >
Database table: TECHNICAL_DESCRIPTOR.RESULT_REA	ASON
>> Back to	list
Attribute name: Technical Result Resource Role	Folder: Detail > Handling Attempt
	anized by the role that is associated by the resource—for example, al 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
	anized by the reason of the resource role—for example, Conference- BackTimeout. Identical to Transfer > Source Technical Result Role
Database table: TECHNICAL_DESCRIPTOR.ROLE_REAS	ON
>> Back to	list
Attribute name: To	Folder: Detail > Handling Attempt
Description: Enables data to be orga	anized by the target address of the interaction:
• For voice, the target address is the	e interaction's dialed number identification service (DNIS).
• For email, the target address is a d	contact center email address.
• For chat, the target address is em	pty.

INTERACTION_FACT_GI2.TARGET_ADDRESS	
>> Back to list	
Attribute name: UD Custom Key	Folder: Detail > Handling Attempt
Description: Enables data to be organize	d 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
	Folder: Detail > Handling Attempt d by the primary key of the INTERACTION_RESOURCE_FACT_GI2
Description: Enables data to be organize	d by the primary key of the INTERACTION_RESOURCE_FACT_GI2
Description: Enables data to be organize table. Database table: INTERACTION RESOURCE FACT GI2.INTER	d by the primary key of the INTERACTION_RESOURCE_FACT_GI2

Folder: Detail > Handling Attempt > Handling Predictive Routing

Attribute name: Active	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organize INTERACTION_FACT table is active.	d by whether or not the corresponding record in the
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 organize be used to tie this third-party application of	d by case ID of an external management application, which can lata 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 organize assigned by the telephony server.	d by attributes of the interaction's connection ID, which is
Database table:	Form(s): ID

IF IRF GPM FACT GI2.INTERACTION	ח
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
	on of data by whether features from customer records were base and used in the calculation of agent scores. Also known as GPR
Database table: GPM_RESULT.CUSTOMER_FOUND	
>> Back to	list
Attribute name: Customer ID	Folder: Detail > Handling Attempt > Handling Predictive Routing
	ppears in an external CRM application. This value enables Genesys al data-mart tables and is referenced by the user-defined Genesys
Database table: IRF_USER_DATA_GEN_1.CUSTOMER_IE)
>> Back to	list
Attribute name: End Timestamp	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization	
	on of data based on the moment when the interaction ended.
Database table: INTERACTION_RES_FACT_TRNSFR_GI2	
	.IF_END_TS_TIME
INTERACTION_RES_FACT_TRNSFR_GI2	.IF_END_TS_TIME
INTERACTION_RES_FACT_TRNSFR_GI2 >> Back to Attribute name: From	.IF_END_TS_TIME list Folder: Detail > Handling Attempt > Handling Predictive
INTERACTION_RES_FACT_TRNSFR_GI2 >> Back to Attribute name: From Description: Enables data to be orga	.IF_END_TS_TIME list Folder: Detail > Handling Attempt > Handling Predictive Routing
INTERACTION_RES_FACT_TRNSFR_GI2 >> Back to Attribute name: From Description: Enables data to be orga	.IF_END_TS_TIME list Folder: Detail > Handling Attempt > Handling Predictive Routing anized by the source address of the interaction: e interaction's automatic number identification (ANI).
INTERACTION_RES_FACT_TRNSFR_GI2 >> Back to Attribute name: From Description: Enables data to be orga • For voice, the source address is the	.IF_END_TS_TIME list Folder: Detail > Handling Attempt > Handling Predictive Routing anized by the source address of the interaction: e interaction's automatic number identification (ANI). be customer's email address.
INTERACTION_RES_FACT_TRNSFR_GI2 >> Back to Attribute name: From Description: Enables data to be orga • For voice, the source address is the • For email, the source address is the	.IF_END_TS_TIME list Folder: Detail > Handling Attempt > Handling Predictive Routing anized by the source address of the interaction: e interaction's automatic number identification (ANI). e customer's email address. apty.
INTERACTION_RES_FACT_TRNSFR_GI2 >> Back to Attribute name: From Description: Enables data to be orga • For voice, the source address is the • For email, the source address is the • For chat, the source address is em Database table:	.IF_END_TS_TIME list Folder: Detail > Handling Attempt > Handling Predictive Routing anized by the source address of the interaction: e interaction's automatic number identification (ANI). be customer's email address. apty.
INTERACTION_RES_FACT_TRNSFR_GI2 >> Back to Attribute name: From Description: Enables data to be orga • For voice, the source address is the • For email, the source address is the • For chat, the source address is em Database table: IF_IRF_GPM_FACT_GI2.SOURCE_ADDR	.IF_END_TS_TIME list Folder: Detail > Handling Attempt > Handling Predictive Routing anized by the source address of the interaction: e interaction's automatic number identification (ANI). be customer's email address. apty.

Description: Enables data to be organized by the ignobally unique identifier of the interaction as reported by the interaction main 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_RE_GPM_FACT_GI2.MEDIA_SERVER_IXN_GUID		
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 Database table: IF_IRF_GPM_FACT_GI2.IRF_START_TS_TIME IT_IRF_GPM_FACT_GI2.IRF_START_TS_TIME >> Back to list Attribute name: Handling Resource Folder: Detail > Handling Attempt > Handling Predictive Routing Database table: IF_IRF_GPM_FACT_GI2.IRF_START_TS_TIME Secription: Enables the organization of data based on the name of the queue, virtual queue, workbin, Interaction queue, INR port, or agent. Database table: IF_IRF_GPM_FACT_GI2.RESOURCE_KEY, RESOURCE_TARGET_RESOURCE_KEY, RESOURCE_TARGET_RESOURCE_KEY, RESOURCE_TARGET_RESOURCE_MAME 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: IF_IRF_GPM_FACT_GI2.RESOURCE_ID,	interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from	
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. Image: Comparison of the predictive participation in the interaction of the predictive so the predictive participation in the interaction started. Database table: IF_IRF_GPM_FACT_GI2.IRF_END_TS_TIME 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. Folder: Detail > Handling Attempt > Handling Predictive Routing Database table: IF_IRF_GPM_FACT_GI2.IRF_START_TS_TIME Description: Enables the organization of data based on the name of the queue, virtual queue, workbin, Interaction queue, IVR port, or agent. 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. Folder: Detail > Handling Attempt > Handling Predictive Routing Database table: IF_IRF_GPM_FACT_GI2.RESOURCE_ID, RESOURCE_TARGET.RESOURCE_ID, RESOURCE_TARGET.RESOURCE_ID Folder: Detail > Handling Attempt > Handling Predictive Routing Attribute name: Interaction Duration Folder: Detail > Handling Attempt > Handling Predictive Routing Description: Enables data to be organized on the duration of GPR Interaction resource facts. Database table: IF_USER_DATA_KEYS.INTERACTION_RESOURCE_ID,		_GUID
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IF_IRF_GPM_FACT_GI2.IRF_END_TS_TIME 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 Attribute name: Handling Resource Patabase table: IF_IRF_GPM_FACT_GI2.RF_START_TS_TIME Database table: IF_IRF_GPM_FACT_GI2.RF_START_TS_TIME 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 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: IF_IRF_GPM_FACT_GI2.RESOURCE_ID, 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: IF_USER_VER_DATA_KEYS.INTERACTION_RESURCE_ID,		d by the moment when the resource's participation in the
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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 Poscription: Enables data to be organized on the duration of GPR interaction resource facts. Database table: >> Back to list Attribute name: Interaction Attribute name: Interaction Polder: Detail > Handling Attempt > Handling Predictive Routing Poscription: Enables data to be organized on the duration of GPR interaction resource facts. Database table: >> Back to list Polder: Detail > Handling Attempt > Handling Predictive Routing Routing Polder: Detail > Handling Attempt > Handling Predictive Routing	Added by the second s	
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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,	Resource Description: Enables the organization of 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	Routing data based on the name of the queue, virtual queue, workbin, Folder: Detail > Handling Attempt > Handling Predictive Routing
Handling Attempt ID 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,	Resource Description: Enables the organization of 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 Description: Enables data to be organize Database table:	Routing data based on the name of the queue, virtual queue, workbin, Folder: Detail > Handling Attempt > Handling Predictive Routing
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>> Back to list	
Attribute name: Interaction ID	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organize INTERACTION_RESOURCE_ FACT table.	d by the interaction ID of the INTERACTION_FACT or the
	D is the call's connection ID, which is assigned by the telephony as long as the telephony server processes the interaction.
• For multimedia interactions originating Interaction ID.	from an Interaction Server, this value is the assigned
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 table.	data based on the value of the primary key of the relevant
Database table: IF_IRF_GPM_FACT_GI2.INTERACTION_RESO	URCE_ID
>> Back to list	
Attribute name: Interaction Type	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organize and Internal.	d by the interaction's type—for example, Inbound, Outbound,
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYP	F
>> Back to list	
Attribute name: IRF Start Date Time Key	Folder: Detail > Handling Attempt > Handling Predictive Routing
•	d based on Start date and time values of GPR interaction
Database table: IF_IRF_GPM_FACT_GI2.START_DATE_TIME_k	(EY
>> Back to list	
Attribute name: Last IVR	Folder: Detail > Handling Attempt > Handling Predictive Routing
interaction traveled.	to be organized by the name of the last IVR in which the
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 report as ACDQueue, InteractionQueue, or InteractionQu	orting interval to be organized based on the type of queue, such ctionWorkBin.
Adding this attribute to a report can have a significar	t 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 passed through prior to arriving at the IRF	d by the resource key of the last queue that the interaction resource.
Database table: RESOURCE_Q.RESOURCE_KEY, IF_IRF_GPM_FACT_GI2.LAST_QUEUE_RESOU	JRCE_KEY
>> Back to list	
Attribute name: Last VQueue	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of interaction traveled before it was handled.	data based on the name of the last virtual queue in which the
Database table: RESOURCE_VQ.RESOURCE_NAME	
>> Back to list	
Attribute name: Last VQueue Key	Folder: Detail > Handling Attempt > Handling Predictive Routing
	d based on the resource key of the last virtual queue that the g at the IRF resource, whether the interaction was distributed another mediation resource.
Database table: RESOURCE_VQ.RESOURCE_KEY, IF_IRF_GPM_FACT_GI2.LAST_VQUEUE_RESC	DURCE_KEY
>> Back to list	
Attribute name: Mode	Folder: Detail > Handling Attempt > Handling Predictive Routing
	data based on the value of gpm-mode, which indicates the one of: prod, off, gpmdiscovery, ab-test-time-sliced, or .
Database table: GPM_RESULT.GPM_MODE	
>> Back to list	
Attribute name: Model	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of agent for predictive routing.	data by the name of the model that was used to score the
Database table: GPM_MODEL.MODEL	
>> Back to list	
Attribute name: Predictor	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of scoring for predictive routing.	data by the name of the predictor that was used to request
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	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of successfully. The value is either error or Ol	data by whether the predictive routing request was processed <.
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 organize interaction scenarios.	d by the ID of the original interaction given multithreaded
Database table: IF_IRF_GPM_FACT_GI2.MEDIA_SERVER_ROO	DT_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 **Folder:** Detail > Handling Attempt > Handling Predictive Routina **Target Selected** 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 **Folder:** Detail > Handling Attempt > Handling Predictive Routing **Target Type 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 **Folder:** Detail > Handling Attempt > Handling Predictive Routing **Combination Requested** 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 **Folder:** Detail > Handling Attempt > Handling Predictive Attribute name: Source Routina **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 Folder:** Detail > Handling Attempt > Handling Predictive Timestamp 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
ResultFolder: 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	Folder: Detail > Handling Attempt > Handling Predictive
Result Reason	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 organize Puller, Received, or RoutedTo. Identical to	d by the role that is associated by the resource—for example, Transfer > Source Technical Result Role.
Database table: TECHNICAL_DESCRIPTOR.RESOURCE_ROLE	Ξ
>> Back to list	
Attribute name: Technical Result Role Reason	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organize Initiator, ConferenceJoined, or PulledBackT	d by the reason of the resource role—for example, Conference- ïmeout.
Database table: TECHNICAL_DESCRIPTOR.ROLE_REASON	
>> Back to list	
Attribute name: To	Folder: Detail > Handling Attempt > Handling Predictive
	Routing
Description: Enables data to be organize	
	5
	d by the target address of the interaction: eraction's dialed number identification service (DNIS).
• For voice, the target address is the inte	d by the target address of the interaction: eraction's dialed number identification service (DNIS).
For voice, the target address is the interFor email, the target address is a conta	d by the target address of the interaction: eraction's dialed number identification service (DNIS).
 For voice, the target address is the interior. For email, the target address is a contar. For chat, the target address is empty. Database table:	d by the target address of the interaction: eraction's dialed number identification service (DNIS).
 For voice, the target address is the inter- For email, the target address is a contariant of the target address is empty. Database table: IF_IRF_GPM_FACT_GI2.TARGET_ADDRESS	d by the target address of the interaction: eraction's dialed number identification service (DNIS).
 For voice, the target address is the interview of the target address is a contart of the target address is a contart of the target address is empty. Database table: IF_IRF_GPM_FACT_GI2.TARGET_ADDRESS >> Back to list Attribute name: UD Interaction Resource ID 	d by the target address of the interaction: eraction's dialed number identification service (DNIS). ct center email address. Folder: Detail > Handling Attempt > Handling Predictive
 For voice, the target address is the interview of the target address is a contant of the target address is a contant of the target address is empty. Database table: IF_IRF_GPM_FACT_GI2.TARGET_ADDRESS >> Back to list Attribute name: UD Interaction Resource ID 	d by the target address of the interaction: rraction's dialed number identification service (DNIS). ct center email address. Folder: Detail > Handling Attempt > Handling Predictive Routing d by the primary key of the IRF_USER_DATA_KEYS table.

Folder: Detail > Handling Attempt > Handling User Data Example

Attribute name: Detail 1-16Folder: 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 of user-data Attribute that is configured within	data within the reporting interval to be organized by a particular in your environment.
Database table: USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_	2, 3, 4,
>> Back to list	
Attribute name: Dimension 6 - Dimension 10	Folder: Detail > Handling Attempt > Handling User Data Example
Description: These 5 attributes enables of user-data Attribute that is configured within	data within the reporting interval to be organized by a particular in your environment.
Database table: USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_	2, 3, 4,
>> Back to list	

Folder: Detail > Transfer

Attribute name: End Timestamp	Folder: Detail > Transfer
Description: Enables data to be organize Also displayed as Interaction End or Intera	d by the calendar date and time when the interaction ended. Inction 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 inboundNew or Outbound Notification.	to be organized by the interaction's subtype; for example,
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYP	PE_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 organize Displays as Source Service Subtype in som	d by the detailed type of service that the customer requested. ne reports.
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_T	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 organize Attribute > Business Result.	d based on the configured business result. Identical to Business
Database table: INTERACTION_DESCRIPTOR_GI2.BUSINESS	_RESULT
>> Back to list	
Attribute name: Source Customer Segment	Folder: Detail > Transfer
Description: Enables data to be organize Business Attribute > Customer Segment.	d based on the configured customer segment. Identical to
Database table: INTERACTION_DESCRIPTOR_GI2.CUSTOME	R_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 organize traveled before it was handled.	d by the name of the last virtual queue in which the interaction
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
	d by the name of the handling resource—for example, the IVR first, last, and user name of the agent.

Deteless teles	
Database table: RESOURCERESOURCE_NAME	
>> Back to list	
Attribute name: Source Service Subtype	Folder: Detail > Transfer
Description: Enables data to be organized Identical to Business Attribute > Service	d by the detailed type of service that the customer requested. ubtype.
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_T	TYPE_SUBTYPE
>> Back to list	
Attribute name: Source Service Type	Folder: Detail > Transfer
Description: Enables data to be organized Identical to Business Attribute > Service Ty	d by the type of service that was assigned to the interaction. ype.
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_T	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_RESU	JLT
>> Back to list	
Attribute name: Source Technical Result Reason	Folder: Detail > Transfer
Description: Enables data to be organized Abandoned-WhileRinging, AnsweredByAge Attempt > Technical Result Reason.	d by the reason for the technical result—for example, ent, or RouteOnNoAnswer. Identical to Detail > Handling
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 Puller, Received, or RoutedTo. Identical to I	d by the role that is associated by the resource—for example, Handling Attempt > Technical Result Role.
Database table: TECHNICAL_DESCRIPTOR.RESOURCE_ROLE	Ξ
>> 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 organize IVRPort.	d by the resource's type—for example, Agent, Queue, and
Database table: RESOURCERESOURCE_TYPE	
>> Back to list	
Attribute name: Start Timestamp	Folder: Detail > Transfer
Description: Enables data to be organize	d 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 organize	d 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 organize	d 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
	d by the surrogate key that is used to join this aggregate table identify the business attributes that have been assigned to the
Database table:	

INTERACTION, DESCR, RCV, GI2, INTERACTION, DESCRIPTOR, KEY, INTERACTION, RES, FACT, GI2, INTERACTION, DESCRIPTOR, KEY, RCV >> Back to list Attribute name: Target Last Queue Pascription: 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. Patabase table: RESOURCE_RCV_Q.RESOURCE_NAME, WHERE Porms in this attribute: Forms in this attribute: Form: Target Last Queue Type 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. Patabase table: RESOURCE RCV_Q.RESOURCE_SUBTYPE Form: Target Last Queue Type Pate tables 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 Patabase table: RESOURCE RCV_Q.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST QUEUE_RES_KEY_RCV Patabase table: RESOURCE_NCV_Q.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST QUEUE_RES_KEY_RCV Patabase table: RESOURCE_NCV_Q.RESOURCE_NAME Patabase table: RESOURCE_NCV_Q.RESOURCE_SUBTYPE Patabase table: RESOURCE_NCV_Q.RESOURCE_SUBTYPE Patabase table: RESOURCE_NCV_Q.RESOURCE_SUBTYPE Patabase table: RESOURCE_NCV_Q.RESOURCE_SUBTYPE Patabase table: RESOURCE_NCV_Q.RESOURCE_SUBTYPE Patabase table: RESOURCE_NCV_Q.RESOURCE_NAME Patabase table: RESOURCE_NCV_Q.RESOURCE_SUBTYPE Patabase		
Attribute name: Target Last QueueFolder: Detail > TransferDescription: 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 TypeForm: Target Last Queue Type Table.column: RESOURCE_NCY_Q.RESOURCE_SUBTYPEDescription: Enables data to be organized by the type of the last queue in which the initiated transfer or conference traveled before it was handled. This Attribute excluded before it was handled. This Attribute excludes virtual queue.Attribute name: Target Last Queue KeyFolder: Detail > TransferDatabase table: RESOURCE_RCY_Q.RESOURCE_KEY, InteractionQueue, or InteractionWorkBin.Folder: Detail > TransferDatabase table: RESOURCE_RCY_Q.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST QueueFolder: Detail > TransferAttribute name: Target Last VQueueFolder: Detail > TransferForm (s): Target Last VQueue TypeForm(s): Target Last VQueue TypeForm (s): Target Last VQueue TypeForm(s): Target Last VQueue TypeForm (s): Target Last VQueue TypeTransferForm: Target Last VQueue TypeForm(s): Target Last VQueue TypeForm: Target Last VQueue TypeTransfer		
QueueFolder: Detail > ItalisterDescription: 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, WHERR RESOURCE_TYPE_CODE='QUEUE'Form(s): Target Last Queue TypeForms in this attribute: Form: Target Last Queue TypeDescription: 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.Attribute name: Target Last Queue KeyFolder: Detail > TransferDescription: 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 queuePatabase table: RESOURCE_RCV Q.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST_QUEUE_RES_KEY_RCVAttribute name: Target Last QueueAttribute name: Target Last QueuePatabase table: RESOURCE_RCV Q.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST_QUEUE_RES_KEY_RCVAttribute name: Target Last QueuePatabase table: RESOURCE_RCV_VQ.RESOURCE_NAMEForm(s): Target Last VQueue TypePatabase table: RESOURCE_RCV_VQ.RESOURCE_NAMEForms In this attribute: Forms In this attribute: Forms In this attribute:Forms In this attribute: Forms I this attribute:Forms I this attribute: Forms I this attribute:<	>> Back to list	
Traveled before it was handled. This Attribute excludes virtual queues.Patabase table: RESOURCE_RCV_Q.RESOURCE_NAME, WHERE RESOURCE_TYPE_CODE='QUEUE'Form(s): Target Last Queue TypeForms in this attribute: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.Totle_Column: RESOURCE_RCV_Q.RESOURCE_SUBTYPEDescription: 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.Attribute name: Target Last Queue KeyFolder: Detail > TransferDatabase table: RESOURCE_RCV_Q.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST > Dueue KeyFolder: Detail > TransferAttribute name: Target Last Queue KeyFolder: Detail > TransferPatabase table: RESOURCE_RCV_Q.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST QueueFolder: Detail > TransferPatabase table: RESOURCE_RCV_VQ.RESOURCE_NAMEForm(s): Target Last Queue TypePatabase table: RESOURCE_RCV_VQ.RESOURCE_NAMEForm(s): Target Last Queue TypePatabase table: RESOURCE_RCV_VQ.RESOURCE_SUBTYPEDescription: Enables data to be organized by the type of the last queue in which the initiated transfer or conference traveled before it was handled. This AttributePatabase table: RESOURCE_RCV_VQ.RESOURCE_NAMEForm(s): Target Last Queue TypePatabase table: RESOURCE_RCV_VQ.RESOURCE_SUBTYPEDescription: Enables data to be organized by the type of the last queue in which th		Folder: Detail > Transfer
RESOURCE_RCV_Q.RESOURCE_NAME, WHERE RESOURCE_TYPE_CODE='QUEUE'Form(s): Target Last Queue TypeForms in this attribute: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.Attribute name: Target Last Queue Type: TextDescription: 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.Attribute name: Target Last Queue KeyFolder: Detail > TransferDescription: 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 queueResource_RCV_Q.RESOURCE_KEY, NTERACTION_RES_FACT_TRNSFR_GI2.LAST VQueueFolder: Detail > TransferAttribute name: Target Last to be organized before it was handled. This Attribute traveled before it was handled. This Attribute excludes virtual queues.Attribute name: Target Last by the name of the last queue in which the interaction traveled before it was handled. This Attribute texcludes virtual queues.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 listForm(s): Target Last VQueue TypeTestource_RCV_VQ.RESOURCE_NAME RESOURCE_RCV_VQ.RESOURCE_SUBTYPEDescription: 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 AC		
Form: Target Last Queue Type Table.Column: RESOURCE_RCV_Q.RESOURCE_SUBTYPEDescription: 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.Attribute name: Target Last Queue KeyFolder: Detail > TransferDescription: Enables data to be organized by the primary key of the last queue in which the interaction or traveled before it was handled. This Attribute excludes virtual queueDatabase table: RESOURCE_RCV_Q.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2_LAST_QUEUE_RES_KEY_RCVAttribute name: Target Last VQueueFolder: Detail > TransferAttribute name: Target Last RESOURCE_RCV_Q.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2_LAST_QUEUE_RES_KEY_RCVDatabase table: RESOURCE_RCV_Q.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2_LAST_QUEUE_RES_KEY_RCVPatabase table: RESOURCE_RCV_Q.RESOURCE_NAMEForm(s): Target Last Queue in which the interaction traveled before it was handled. This Attribute excludes virtual queues.Patabase table: RESOURCE_RCV_VQ.RESOURCE_NAMEForm(s): Target Last VQueue TypeForm: Target Last VQueue TypeDescription: 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.Patabase table: RESOURCE_RCV_VQ.RESOURCE_SUBTYPEDescription: 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.	RESOURCE_RCV_Q.RESOURCE_NAME, WHERE	Form(s): Target Last Queue Type
Table.Column: Table.Column: RESOURCE_RCV_Q.RESOURCE_SUBTYPE Last queue in which the initiated transfer or conference traveled before it was handled, such as ACDQueue, interactionQueue, or InteractionWorkBin. 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 Secription: Enables data to be organized by the name of the last queue in which the interaction Patabase table: RESOURCE_RCV_Q.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST_QUEUE_RES_KEY_RCV Secription: 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. Patabase table: RESOURCE_RCV_VQ.RESOURCE_NAME Forms in this attribute: Form: Target Last VQueue Type Table.Column: RESOURCE_RCV_VQ.RESOURCE_SUBTYPE 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. This Attribute Forms in this attribute:	Forms in this attribute:	
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traveled before it was handled. This Attribute excludes virtual queue Database table: RESOURCE_RCV_Q.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAS	-	Folder: Detail > Transfer
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 Form: Target Last VQueue Type 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.	Description: Enables data to be organized by the primary key of the last queue in which the interaction	
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Table.Column: RESOURCE_RCV_VQ.RESOURCE_SUBTYPEDescription: 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.		
Table.Column: RESOURCE_RCV_VQ.RESOURCE_SUBTYPElast queue in which the initiated transfer or conference traveled before it was handled, such as ACDQueue, InteractionQueue, or InteractionWorkBin.	Form: Target Last VQueue Type	Description: Enables data to be organized by the type of the
>> Back to list	RESOURCE_RCV_VQ.RESOURCE_SUBTYPE	last queue in which the initiated transfer or conference traveled before it was handled, such as ACDQueue,
	>> Back to list	
Attribute name: Target Last VQueue Key Folder: Detail > Transfer		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	T VOUEUE RES KEY RCV
>> Back to list	
Attribute name: Target Name	Folder: Detail > Transfer
Description: Enables data to be organize processed the interaction.	d by the name of the agent, queue, or self-service IVR port that
Database table: RESOURCE_TARGET.RESOURCE_NAME	
>> Back to list	
Attribute name: Target Resource Key	Folder: Detail > Transfer
Description: Enables data to be organize	d 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 organize	d by the detailed type of service that the customer requested.
Database table: INTERACTION_DESCR_RCV_GI2.SERVICE_T	YPE_SUBTYPE
>> Back to list	
Attribute name: Target Service Type	Folder: Detail > Transfer
Description: Enables data to be organize	d by the type of service that was assigned to the interaction.
Database table: INTERACTION_DESCR_RCV_GI2.SERVICE_T	YPE
>> Back to list	
Attribute name: Target Technical Descriptor Key	Folder: Detail > Transfer
Description: Enables data to be organize TECHNICAL_DESCRIPTOR table.	d by the surrogate key that is used to join to the
Database table: INTERACTION_RES_FACT_TRNSFR_GI2.TEC TECHNICAL_DESCRIPTOR_RCV.TECHNICAL_	
>> 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	Folder: Detail > Transfer
Туре	

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 Folder: Detail > Transfer > Source User Data Example 1 - Dimension 5 **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** Folder: Detail > Transfer > Source User Data Example 6 - Dimension 10 **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 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 TypeService SubtypeService 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 	Answering Machine Detected	Avg CPD Time
Accepted	Attempts	Avg CPD Transfer Time
• All SIT	Avg CPD Dial 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 intervacion campaign returned an answered call result (CALL_RESULT_CODE		
Source or Calculation: AG2_CAMPAIGN_[*].ANSWERS		
Media type: Voice	Used in:	
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:Agent Outbound Campaign Report	
Media type: Voice		

Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Start Date Time Key		Folder: Outbound Contact
Description: This metric is resthe AG2_AGENT_CAMPAIGN hier		a key for a particular date and time from
Source or Calculation: AG2_AGENT_CAMPAIGN_[*].DAT	E_TIME_KEY	Used in:
Media type: All Data type: Number Metric type:		This metric is not used in any reports.
>> 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
Media type: All	 Agent Group Business Attribute Report
Data type: Number Metric type: Disposition	 Agent Group Interaction handling Report
	Agent Interval Based Report
	Agent Performance Dashboard

>> Back to list		 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
Metric name: Avg Engag	e Time	Folder:

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

Outbound Contact > Agent Contact

- 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 by Accepted Agent metrics.	Time divided Used in:
	Agent Activity
	Agent Group Business Attribute Report
	 Agent Group Interaction Handling Report
	Agent Outbound Campaign Report
Media type: All	Agent Performance Dashboard
Data type: Number Metric type: Disposition	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 Handle Time	Folder: Outbound Contact > Agent Contact	
Description: The description of this metric varies depending of	on attributes and filters in the report query:	
Agent Attribute: The average amount of time that this agen		
agent received.		
 Agent Group Attribute: The average amount of time that ag handling interactions that the agents received. 	ents who belong to this agent group spent	
This metric is computed as handle time divided by the sum of accepted interac	ctions and received consultations.	
Source or Calculation: Calculated as Handle Time divided	Used in:	
by the sum of Accepted Interactions and Received Consultations.	Agent Activity	
	Agent Conduct Report	
	 Agent Group Business Attribute Report 	
	 Agent Group Interaction Handling Report 	
	Agent Interaction Hierarchy Report	
	Agent Outbound Campaign Report	
Media type: All	Agent Performance Dashboard	
Data type: Number Metric type: Disposition	Agent Report	
	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:		

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

Outbound Contact > Agent Contact

- 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 ba	ased on the Hold and Used in:	
Hold Time Activity metrics.	Agent Activity	
	Agent Conduct Report	
	Agent Group Business Attribute Report	
	 Agent Group Interaction Handling Report 	
Media type: Voice	Agent Outbound Campaign Report	
Data type: Number	Agent Performance Dashboard	
Metric type: Disposition	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 requested or that Interaction Server pu	time that this agent spent previewing interactions that the agent ushed to the agent's desktop.	
Source or Calculation: Calculated ba Contact > Preview Time and Agent Con		
Media type: Voice		
Data type: Number Metric type: Disposition	 Agent Outbound Campaign Report 	
>> Back to list		
Metric name: Avg Wrap Ti	me 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 ba	ased on the Wrap Time 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 Media type: All (except Chat) Data type: Number Metric type: Disposition	 Used in: 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	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> 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: Agent Group Business Attribute Report Agent Interval Based Report
Media type: All (except Chat) Data type: Number Metric type: Disposition	 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	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> 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: Agent Performance Dashboard
Media type: Voice		Agent Report
Data type: Number Metric type: Disposition		
>> 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_ AG2_AGENT_GRP_[*].CONSULT_		Used in:	
Media type: Voice		This metric is not used in any reports.	
Data type: Number Metric type: Dispostion			
>> Back to list			
Metric name: Consult Wrap Time	Received Warm	Folder: Outbound Contact > Agent Contact	
Discontinued: 9.0			
Description: This metric is no	longer populated.		
Source or Calculation: AG2_AGENT_[*].CONSULT_RCV_ AG2_AGENT_GRP_[*].CONSULT_		Used in:	
Media type: Voice		Agent Performance Dashboard	
Data type: Number Metric type: Dispostion		Agent Report	
>> Back to list			
Metric name: Consult	Received Wrap	Folder:	
		Outbound Contact > Agent Contact	
Description: The description of	of this metric varies depending or	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_RECE AG2_AGENT_GRP_[*].CONSULT_		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:	

		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 re this agent was offered the consult interacti		ate. This metric is attributed to the interval in which	
Source or Calculation: AG2_AGENT_[*].CONSULT_RECEIVE AG2_AGENT_GRP_[*].CONSULT_RE		Used in:	
Media type: Voice		Agent Performance Dashboard	
Data type: Number Metric type: Disposition		Agent Report	
>> Back to list			
Metric name: Engage Ti	ime	Folder:	
		Outbound Contact > Agent Contact	
Description: The description of the	his metric varies depending on	attributes and filters in the report query:	
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 tota engaged with customers on int		who belong to this agent group were vived.	
engaged with customers on int	teractions that the agents rece		
engaged with customers on int This metric excludes other interaction-relat spent in collaboration or consultation. Source or Calculation: AG2_AGE	teractions that the agents rece ted durations, such as hold time, ACW ENT_[*].ENGAGE_TIME or	ived.	
engaged with customers on int This metric excludes other interaction-relat spent in collaboration or consultation.	teractions that the agents rece ted durations, such as hold time, ACW ENT_[*].ENGAGE_TIME or	ived. (Wrap) time, alert (ring) time, and time that is	
engaged with customers on int This metric excludes other interaction-relat spent in collaboration or consultation. Source or Calculation: AG2_AGE	teractions that the agents rece ted durations, such as hold time, ACW ENT_[*].ENGAGE_TIME or	 Wrap) time, alert (ring) time, and time that is Used in: Agent Group Business Attribute 	
engaged with customers on int This metric excludes other interaction-relat spent in collaboration or consultation. Source or Calculation: AG2_AGE	teractions that the agents rece ted durations, such as hold time, ACW ENT_[*].ENGAGE_TIME or	 Wrap) time, alert (ring) time, and time that is Used in: Agent Group Business Attribute Report 	
engaged with customers on int This metric excludes other interaction-relat spent in collaboration or consultation. Source or Calculation: AG2_AGE	teractions that the agents rece ted durations, such as hold time, ACW ENT_[*].ENGAGE_TIME or	 Wrap) time, alert (ring) time, and time that is Used in: Agent Group Business Attribute Report Agent Interaction State 	
engaged with customers on int This metric excludes other interaction-relat spent in collaboration or consultation. Source or Calculation: AG2_AGE AG2_AGENT_GRP_[*].ENGAGE_TIM Media type: All Data type: Number	teractions that the agents rece ted durations, such as hold time, ACW ENT_[*].ENGAGE_TIME or	 Wrap) time, alert (ring) time, and time that is Used in: Agent Group Business Attribute Report Agent Interaction State Agent Interval Based Report 	
engaged with customers on int This metric excludes other interaction-relat spent in collaboration or consultation. Source or Calculation: AG2_AGE AG2_AGENT_GRP_[*].ENGAGE_TIM Media type: All	teractions that the agents rece ted durations, such as hold time, ACW ENT_[*].ENGAGE_TIME or	 Wrap) time, alert (ring) time, and time that is Used in: Agent Group Business Attribute Report Agent Interaction State Agent Interval Based Report Agent Outbound Campaign Report 	
engaged with customers on int This metric excludes other interaction-relat spent in collaboration or consultation. Source or Calculation: AG2_AGE AG2_AGENT_GRP_[*].ENGAGE_TIM Media type: All Data type: Number	teractions that the agents rece ted durations, such as hold time, ACW ENT_[*].ENGAGE_TIME or	 Wrap) time, alert (ring) time, and time that is Used in: Agent Group Business Attribute Report Agent Interaction State Agent Interval Based Report Agent Outbound Campaign Report Agent Performance Dashboard 	
engaged with customers on int This metric excludes other interaction-relat spent in collaboration or consultation. Source or Calculation: AG2_AGE AG2_AGENT_GRP_[*].ENGAGE_TIM Media type: All Data type: Number	teractions that the agents rece ted durations, such as hold time, ACW ENT_[*].ENGAGE_TIME or	 Wrap) time, alert (ring) time, and time that is Used in: 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 	

>> Back to list	
Metric name: Group Combination	Folder: Outbound Contact > Agent Contact
Description: Teserved for internal use to employ a key for a p AG2_AGENT hierarchy. Source or Calculation: AG2_AGENT_[*].GROUP_COMBINATION_KEY Media type: Voice Data type: Number Metric type: Disposition >> Back to list Metric name: Handle Time Description: The total amount of time that agents who belong interactions that the agents received. Handle time is measured as the sum of engagement time (for example, talk time interactions that the agent received, and all ACW time for consultations the agent set of the set	Used in: This metric is not used in any reports. Folder: Outbound Contact > Agent Contact g to this agent group spent handling me), hold time, ACW (Wrap) time, all consult time for
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. Media type: All Data type: Number Metric type: Disposition >> Back to list	 Used in: Agent Group Business Attribute Report Agent Performance Dashboard Agent Report
Metric name: Hold Description: The total number of times within the interval that	Folder: Outbound Contact > Agent Contact It this agent (or agents in this agent group)
had customer calls on hold. Source or Calculation: AG2_AGENT_[*].HOLD or AG2_AGENT_GRP_[*].HOLD Media type: Voice Data type: Number Metric type: Disposition	 Used in: Agent Interval Based Report Agent Performance Dashboard Agent Report Agent Utilization Report
>> Back to list	

Metric name: Hold Time)	Folder:
		Outbound Contact > Agent Contact
		ts in this agent group) had customer eractions, whether they were placed on
Source or Calculation: AG2_AGE AG2_AGENT_GRP [*].HOLD_TIME	NT_[*].HOLD_TIME,	Used in:
		 Agent Group Business Attribute Report
		Agent Interval Based Report
Media type: Voice		Agent Outbound Campaign Report
Data type: Number		Agent Performance Dashboard
Metric type: Disposition		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_AGE AG2_AGENT_GRP_[*].INVITE	NT_[*].INVITE,	Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		This frictic is for used in any reports.
>> Back to list		
Metric name: Invite Tim	e	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		

• 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 AG2_AGENT_GRP_[*].INVITE_TIME	-	
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 in Agent reporting), or agents who belong to this a	teractions were received or initiated by this agent (for 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_[*].OFFEF AG2_AGENT_GRP [*].OFFERED	RED, 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	Used in:		
Data type: Number Metric type: Disposition	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 pro associated with this campaign that the agent requested or that desktop.			
Source or Calculation: AG2_AGENT_CAMPAIGN_[*].PREVIEW_TIME	Used in:		
Media type: Voice			
Data type: Number Metric type: Disposition	 Agent Outbound Campaign Report 		
>> Back to list			
Metric name: Revenue	Folder:		
	Outbound Contact > Agent Contact		
Description: The total revenue that is generated during the int by agents who belong to this agent group.	erval by customer interactions handled		
Source or Calculation: AG2_AGENT_[*].REVENUE, AG2_AGENT_GRP_[*].REVENUE	Used in:		
Media type: All	Agent Group Business Attribute		
Data type: Number Metric type: Disposition	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.			
interactions handled by this agent, or by agents who belong to			
interactions handled by this agent, or by agents who belong to a Source or Calculation: AG2_AGENT_[*].SATISFACTION, AG2_AGENT_GRP_[*].SATISFACTION			
Source or Calculation: AG2_AGENT_[*].SATISFACTION,	Used in:		
Source or Calculation: AG2_AGENT_[*].SATISFACTION, AG2_AGENT_GRP_[*].SATISFACTION			
Source or Calculation: AG2_AGENT_[*].SATISFACTION, AG2_AGENT_GRP_[*].SATISFACTION Media type: All Data type: Number	Used in:		

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 emplot the AG2_AGENT_CAMPAIGN hierarchy.	oy a key for a particular date and time from	
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:	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 customer interactions. Both warm and blind transfers are refle	n agent from this queue) transferred ected in this metric.	
Source or Calculation:	Used in:	
AG2_AGENT_[*].TRANSFER_INIT_AGENT, AG2_AGENT_GRP_[*].TRANSFER_INIT_AGENT	Agent Group Business Attribute Report	
	Agent Group Interaction Handling Report	
	Agent Performance Dashboard	
Media type: All	Agent Report	
Data type: Number Metric type: Disposition	Agent Task Dashboard	
	Agent Utilization Email Report	
	Agent Utilization Report	
	Task Routing Agent Activity	

		Task Routing Agent Group ActivityTransfer Dashboard
>> Back to list		
Metric name: Wrap		Folder: Outbound Contact > Agent Contact
Description: The total number state for customer interactions		gent from this group) was in ACW (Wrap)
This metric is attributed to the interval	in which the agent was offered the intera	actions for which ACW was invoked.
Source or Calculation: AG2_A AG2_AGENT_GRP_[*].WRAP Media type: Voice	AGENT_[*].WRAP,	Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Wrap Ti	me	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_A	AGENT_QUEUE_[*].WRAP_TIME	Used in:
Media type: Voice		 Agent Group Business Attribute Report
Data type: Number		Agent Outbound Campaign Report
Metric type: Disposition		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: Abando	ned 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)		 Campaign Summary Report Interaction Volume Business Result
Data type: Number Metric type: Disposition		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 corresult was one of the following		n tone (SIT) metric for which the call
SIT_INVALID_NUMBER		
• SIT_NC		
• SIT_IC		
• SIT_RO		
• SIT_VC		
SIT_DETECTED		
SIT_UNKNOWN_CALL_STATE		

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	Contact List Effectiveness	
Data type: Number Metric type: Disposition		
>> 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		
Media type: Voice	Used in:	
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 Ou campaign regardless of the disposition of each attempt or how		
Source or Calculation: AG2_CAMPAIGN_[*].ATTEMPTS	Used in:	
Media type: Voice	Campaign Summary Report	
Data type: Number	Contact List Effectiveness Report	
Metric type: Disposition	Contact List Ellectiveness 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:Campaign Summary Report	
Media type: Voice		

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 milliseco attempts initiated during this reporting interval.	nds, of call-progress detection for contact	
Source or Calculation: Calculated based on the Cont Attempt > CPD Time and Contact Attempt > CPD metri		
Media type: Voice	Campaign Summary Report	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Avg CPD Transfer Time	Folder:	
, , , , , , , , , , , , , , , , , , ,	Outbound Contact > Contact Attempt	
Description: The average amount of time, in milliseco reporting interval.	nds, of CPD transfers completed during the	
Source or Calculation: Calculated based on the Cont Attempt > CPD Transfer Time and Contact Attempt > C Transfer metrics.		
Media type: Voice	Campaign Summary Report	
Data type: Number Metric type: Disposition		
>> 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		
Media type: Voice	Used in:	
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			
Media type: Voice	Used in:		
Data type: Number Metric type: Disposition	Campaign Summary Report		
>> Back to list			
Metric name: Callbacks Completed	Folder:		
	Outhound Contact > Contact Attempt		
	Outbound Contact > Contact Attempt		
Description: The total number of times attributed to the report completed by an agent, excluding missed callbacks.	ting interval that campaign callbacks were		
Source or Calculation: AG2_CAMPAIGN_[*].CALLBKS_COMPL			
Media type: Voice	Used in:		
Data type: Number	Campaign Callbacks Summary Report		
Metric type: Disposition			
and the later that			
>> Back to list			
Metric name: Callbacks Missed	Folder:		
	Outbound Contact > Contact Attempt		
Description: The total number of times attributed to the report missed.	ting interval that campaign callbacks were		
Source or Calculation: AG2_CAMPAIGN_[*].CALLBKS_MISSED	Used in:		
Media type: Voice			
Data type: Number	Campaign Callbacks Summary Report		
Metric type: Disposition			
>> 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	useu III:		
Data type: Number	Campaign Callbacks Summary Report		
Metric type: Disposition			
>> 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	Used in:	
Data type: Number Metric type: Disposition	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 in which Call-Progress Detection (CPD) was performed.	nitiated during this reporting interval in	
Source or Calculation: AG2_CAMPAIGN_[*].CPD		
Media type: Voice	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: CPD Dial	Folder:	
Metric name: CPD Dial	Folder: Outbound Contact > Contact Attempt	
Metric name: CPD Dial Description: The total number of dialing events for which the oprovided dial duration.	Outbound Contact > Contact Attempt	
Description: The total number of dialing events for which the	Outbound Contact > Contact Attempt Call-Progress Detection (CPD) Server	
Description: The total number of dialing events for which the provided dial duration.	Outbound Contact > Contact Attempt	
Description: The total number of dialing events for which the provided dial duration. Source or Calculation: AG2_CAMPAIGN_[*].CPD_DIAL	Outbound Contact > Contact Attempt Call-Progress Detection (CPD) Server	
Description: The total number of dialing events for which the oprovided dial duration. Source or Calculation: AG2_CAMPAIGN_[*].CPD_DIAL Media type: Voice Data type: Number	Outbound Contact > Contact Attempt Call-Progress Detection (CPD) Server Used in:	
Description: The total number of dialing events for which the oprovided dial duration. Source or Calculation: AG2_CAMPAIGN_[*].CPD_DIAL Media type: Voice Data type: Number Metric type: Disposition	Outbound Contact > Contact Attempt Call-Progress Detection (CPD) Server Used in:	
Description: The total number of dialing events for which the oprovided dial duration. Source or Calculation: AG2_CAMPAIGN_[*].CPD_DIAL Media type: Voice Data type: Number Metric type: Disposition >> Back to list	Outbound Contact > Contact Attempt Call-Progress Detection (CPD) Server Used in: This metric is not used in any reports.	
Description: The total number of dialing events for which the oprovided dial duration. Source or Calculation: AG2_CAMPAIGN_[*].CPD_DIAL Media type: Voice Data type: Number Metric type: Disposition >> Back to list	Outbound Contact > Contact Attempt Call-Progress Detection (CPD) Server Used in: This metric is not used in any reports. Folder: Outbound Contact > Contact Attempt tiated calls, measured from the moment	
Description: The total number of dialing events for which the oprovided dial duration. Source or Calculation: AG2_CAMPAIGN_[*].CPD_DIAL Media type: Voice Data type: Number Metric type: Disposition >> Back to list Metric name: CPD Dial Time Description: The total dial duration, in milliseconds, of OCS-initiat which dialing was initiated to the moment at which either the	Outbound Contact > Contact Attempt Call-Progress Detection (CPD) Server Used in: This metric is not used in any reports. Folder: Outbound Contact > Contact Attempt tiated calls, measured from the moment edialed call was established by the	
Description: The total number of dialing events for which the oprovided dial duration. Source or Calculation: AG2_CAMPAIGN_[*].CPD_DIAL Media type: Voice Data type: Number Metric type: Disposition >> Back to list Metric name: CPD Dial Time Description: The total dial duration, in milliseconds, of OCS-iniat which dialing was initiated to the moment at which either the contacted party or it was abandoned or released.	Outbound Contact > Contact Attempt Call-Progress Detection (CPD) Server Used in: This metric is not used in any reports. Folder: Outbound Contact > Contact Attempt tiated calls, measured from the moment edialed call was established by the ction (CPD) Server is used for dialing. Used in:	
Description: The total number of dialing events for which the oprovided dial duration. Source or Calculation: AG2_CAMPAIGN_[*].CPD_DIAL Media type: Voice Data type: Number Metric type: Disposition >> Back to list Metric name: CPD Dial Time Description: The total dial duration, in milliseconds, of OCS-initiat which dialing was initiated to the moment at which either the contacted party or it was abandoned or released. Dial duration for established calls is available only when the Call-Progress Detect Source or Calculation:	Outbound Contact > Contact Attempt Call-Progress Detection (CPD) Server Used in: This metric is not used in any reports. Folder: Outbound Contact > Contact Attempt tiated calls, measured from the moment edialed call was established by the ction (CPD) Server is used for dialing.	

Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: CPD Time		Folder:
		Outbound Contact > Contact Attempt
Description: The total duration, in that were initiated during this reported by the moment at whice the	orting interval measured from	s Detection (CPD) for contact attempts the moment at which the call was
Source or Calculation: AG2_CAM	/IPAIGN_[*].CPD_TIME_MS	
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: CPD Trans	sfer	Folder:
		Outbound Contact > Contact Attempt
Description: The total number of Detection (CPD) to agents or Intera		eliver calls from the point of Call-Progress
Source or Calculation: AG2_CAM	/IPAIGN_[*].CPD_TRANSFER	
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: CPD Trans	sfer 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_TRANSFE	R_TIME_MS	Used in:
Media type: Voice		
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Dial Drop	ped	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	Used in:	
Data type: Number Metric type: Disposition	Campaign Summary Report	
>> Back to list		
Metric name: Dial Made	Folder:	
	Outbound Contact > Contact Attempt	
Description: The total number of contact attempts made by th	is campaign within the interval.	
Source or Calculation: AG2_CAMPAIGN_[*].DIAL_MADE		
Media type: Voice	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: Do Not Call		
Metric name: Do Not Call	Folder:	
	Outbound Contact > Contact Attempt	
Discontinued: DoNotCall		
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	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: Fax Modem Detected	Folder:	
Metric name: Fax Modem Detected		
	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	Used in:	
Media type: Voice	Campaign Summary Penert	
Data type: Number Metric type: Disposition	Campaign Summary Report	

>> Back to list		
Metric name: No Sign	al	Folder:
		Outbound Contact > Contact Attempt
	Party-the right person was not of	al that the call result of contact attempts contacted
Source or Calculation: AG2_0	CAMPAIGN_[*].NO_RPC	
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Not Acc	epted	Folder:
		Outbound Contact > Contact Attempt
	r of times attributed to the interverse (CALL_RESULT_CODE='NO_A	al that the call result of contact attempts NSWER').
Source or Calculation: AG2_0	CAMPAIGN_[*].NO_ANSWER	Used in:
Media type: Voice		Used In:
Data type: Number Metric type: Disposition		Campaign Summary Report
>> Back to list		
Metric name: Overdia	I	Folder:
		Outbound Contact > Contact Attempt
	r of CPD dials that were abandon ent or IVR within two seconds of t	ed or were answered by the called party he dialing event.
Source or Calculation: AG2_0	CAMPAIGN_[*].OVERDIAL	
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		Campaign Summary Report
>> Back to list		
Metric name: Personal Callbacks		
Completed	a candacks	Folder:
completed		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_CALLB	K_COMPL	Used in:

Media type: Voice Data type: Number Metric type: Disposition		Campaign Callbacks Summary Report
>> Back to list		
Metric name: Persona	al 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_CALLB	K_MISS	Used in:
Media type: Voice Data type: Number Metric type: Disposition		Campaign Callbacks Summary Report
>> Back to list		
Metric name: Persona Scheduled	al Callbacks	Folder: Outbound Contact > Contact Attempt
Description: The total number contact attempts made from the		al that agents rescheduled callbacks for
Source or Calculation: AG2_CAMPAIGN_[*].PER_CALLB Media type: Voice Data type: Number Metric type: Disposition	K_SCHED	Used in: • Campaign Callbacks Summary Report
>> Back to list		
Metric name: Port Un	available	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_UNAV Media type: Voice Data type: Number Metric type: Disposition	/AILABLE	Used in: This metric is not used in any reports.
>> Back to list		
Metric name: SIT Det	ected	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.		
	aling lines, capabilities of the CPD Server, and the dialer, which senesys Outbound Contact documentation for more information.	
Source or Calculation: AG2_CAMPAIGN [*].SIT_D	ETECTED	
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	Used in:	
Media type: Voice		
Media type: Voice Data type: Number Metric type: Disposition	Contact List Effectiveness Report	
Data type: Number	Contact List Effectiveness Report	
Data type: Number Metric type: Disposition >> Back to list		
Data type: Number Metric type: Disposition	Folder:	
Data type: Number Metric type: Disposition >> Back to list		
Data type: Number Metric type: Disposition >> Back to list Metric name: SIT No Circuit Description: The total number of times attributed information tone indicating that all circuits were but	Folder: Outbound Contact > Contact Attempt	
Data type: Number Metric type: Disposition >> Back to list Metric name: SIT No Circuit Description: The total number of times attributed information tone indicating that all circuits were bu list from this campaign (CALL_RESULT_CODE='SIT_ value for each contact attempt. The determination of SIT values depends on the underlying sign	Folder: Outbound Contact > Contact Attempt to the interval that the system detected a special sy for contact attempts made from a specific calling	
Data type: Number Metric type: Disposition >> Back to list Metric name: SIT No Circuit Description: The total number of times attributed information tone indicating that all circuits were bu list from this campaign (CALL_RESULT_CODE='SIT_ value for each contact attempt. The determination of SIT values depends on the underlying sign	Folder: Outbound Contact > Contact Attempt to the interval that the system detected a special sy for contact attempts made from a specific calling NC'). A count of either 0 or 1 is attributed to this metric haling lines, capabilities of the CPD Server, and the dialer, which beenesys Outbound Contact documentation for more information. O CIRCUIT	
Data type: Number Metric type: Disposition >> Back to list Metric name: SIT No Circuit Description: The total number of times attributed information tone indicating that all circuits were bu list from this campaign (CALL_RESULT_CODE='SIT_ value for each contact attempt. The determination of SIT values depends on the underlying sign maps SIT classifications to Genesys enumeration. Refer to the Genesity of the contact attempt.	Folder: Outbound Contact > Contact Attempt to the interval that the system detected a special sy for contact attempts made from a specific calling NC'). A count of either 0 or 1 is attributed to this metric haling lines, capabilities of the CPD Server, and the dialer, which senesys Outbound Contact documentation for more information.	
Data type: Number Metric type: Disposition >> Back to list Metric name: SIT No Circuit Description: The total number of times attributed information tone indicating that all circuits were builist from this campaign (CALL_RESULT_CODE='SIT_value for each contact attempt. The determination of SIT values depends on the underlying sign maps SIT classifications to Genesys enumeration. Refer to the G Source or Calculation: AG2_CAMPAIGN_[*].SIT_N	Folder: Outbound Contact > Contact Attempt to the interval that the system detected a special sy for contact attempts made from a specific calling NC'). A count of either 0 or 1 is attributed to this metric haling lines, capabilities of the CPD Server, and the dialer, which beenesys Outbound Contact documentation for more information. O CIRCUIT	

Metric name: SIT Operator Intercept Fo	older:	
	utbound 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	sed in:	
Media type: Voice	sea in:	
Data type: Number Metric type: Disposition	Contact List Effectiveness Report	
>> Back to list		
Metric name: SIT Ratio	older:	
Ou	utbound Contact > Contact Attempt	
Description: The ratio of contact attempts that resulted in SIT determines generated by a specific calling list from this campaign.	tection to the total number of contact	
Source or Calculation: Calculated based on the Contact Attempt > All SIT and Contact Attempt > Attempts metrics.	sed in:	
Media type: Voice	Contact List Effectiveness Report	
Data type: Number Metric type: Disposition	Contact List Effectiveness Report	
>> Back to list		
Metric name: SIT Reorder	older:	
Ou	utbound 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	sed in:	
Data type: Number Metric type: Disposition	Contact List Effectiveness Report	
>> Back to list		

Metric name: SIT Unk	nown	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.		
		bilities of the CPD Server, and the dialer, which decomposition of the contact documentation for more information.
Source or Calculation: AG2_C	CAMPAIGN_[*].SIT_UNKNOWN	
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		Contact List Effectiveness Report
>> Back to list		
Metric name: SIT Vaca	ant	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 depend maps SIT classifications to Genesys enu	ds on the underlying signaling lines, capa umeration. Refer to the <mark>Genesys Outboun</mark>	bilities of the CPD Server, and the dialer, which decomposition of the contact documentation for more information.
Source or Calculation: CA_SIT	Γ_VACANT	the set for
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		Contact List Effectiveness Report
>> Back to list		
Metric name: Start Da	ate Time Kev	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_[*].DAT	E_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 outboundrelated 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 organize	d 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 organize	d 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 calculation	ations.
Database table: AG2_AGENT_CAMPAIGN_*.CAMPAIGN_GRO 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 organize interaction.	d by certain attributes of the agent who is associated with the
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 organize Business Result in some reports.	d based on the configured business result. Displayed as Source
Database table: INTERACTION_DESCRIPTOR_GI2.BUSINESS	_RESULT
>> Back to list	
Attribute name: Campaign	Folder: Outbound Contact > Agent Contact
Description: Enables data to be organize	d 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 organize	d by the group associated with the outbound campaign.

Database table:	
CAMPAIGN.CAMPAIGN_NAME,	Form(s): Group Name
GROUP_CA.GROUP_NAME	

Forms in this attribute:		
Form: Group Name		
Table.Column:GROUP_CA.GROUP_NAME (WHEREGROUP_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 organize Source Customer Segment in some report	d based on the configured customer segment. Displays as s.	
Database table: INTERACTION_DESCRIPTOR_GI2.CUSTOME	R_SEGMENT	
>> Back to list		
Attribute name: Interaction Subtype	Folder: Outbound Contact > Agent Contact	
Description: This Attribute enables data InboundNew or Outbound Notification.	to be organized by the interaction's subtype; for example,	
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 organize and Internal.	d by the interaction's type—for example, Inbound, Outbound,	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYP	E	
>> 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, Vo 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_	ГҮРЕ	
>> 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
Decerimetica , These Eattributes enables	date within the reporting interval to be ergenized by a particular

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 Sour Business Result in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.BUSINESS >> Back to list	_RESULT
Attribute name: Campaign	Folder: Outbound Contact > Contact Attempt
Description: Enables data to be organize	d 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 organize run outbound campaigns.	d by the contact list (that is, the calling list) that was used to
Database table: CALLING_LIST.CALLING_LIST_NAME	

>> Back to list	
Attribute name: Media Type	Folder: Outbound Contact > Contact Attempt
Description: Enables data to be organize Email, and Chat.	d by the media type of the interaction; for example, Voice,
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 > Contact Attempt
Description: Enables data to be organize Displays as Source Service Subtype in som	d by the detailed type of service that the customer requested. ne reports.
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_T	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_T	TYPE
>> Back to list	

Folder: Outbound Contact > Contact Attempt > Contact Attempt User Data Example

Attribute name: Dimension	Folder: Outbound Contact > Contact Attempt > Contact
1 - Dimension 5	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	Folder: Outbound Contact > Contact Attempt > Contact
6 - Dimension 10	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 Operational Report
 - Predictive Routing Queue Statistics Report

• Predictive Routing Detail 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

- Model ID
- Customer Data Found
- GPR Result ID
- Mode
- Model

- 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
	data based on the value of gpm-mode, which indicates the one of: prod, off, gpmdiscovery, ab-test-time-sliced, or
Database table: GPM_RESULT.GPM_MODE	
>> Back to list	
Attribute name: Model	Folder: Predictive Routing
Description: Enables the organization of agent for predictive routing.	data by the name of the model that was used to score the
Database table: GPM_MODEL.MODEL	
>> Back to list	
Attribute name: Model ID	Folder: Predictive Routing
Description: Enables the organization of calculate agent scores for predictive routin	data based on the identifier for the model that was used to ng. (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 organize	d 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 scoring for predictive routing.	data by the name of the predictor that was used to request
Database table: GPM_PREDICTOR.PREDICTOR	

>> Back to list	
Attribute name: Predictor ID	Folder: Predictive Routing
Description: Enables the organization of scoring for predictive routing.	data by the identifier for the predictor that was used to request
Database table: GPM_PREDICTOR.PREDICTOR_ID	
>> Back to list	
Attribute name: Predictor Key	Folder: Predictive Routing
Description: Enables data to be organize	d 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_KE	ΞY
>> 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 successfully. The value is either error or O	data by whether the predictive routing request was processed K.
Database table: GPM_RESULT.GPM_RESULT	
>> Back to list	
Attribute name: Status	Folder: Predictive Routing
Description: Enables the organization of <i>Agent- Surplus</i> or <i>Interaction Surplus</i> scen as A/B Test Status.	data by whether an interaction was processed by GPR under an ario, when running in A/B Testing interleaved mode. Also known
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

Consult Received Warm Time

 % Accepted Agent % Short Abandoned Waiting % Transfer Initiated % Transfer Initiated Agent Abandoned Inviting Abandoned Waiting Time Accept Time Agent Accepted Agent Accepted Agent Accepted Others ASA ASA ASA (Fmt) Avg Accept Time Agent Avg Accept Time Agent Avg Accept Time Avg Accept Time Avg Consult Received Warm Time Avg Consult Received Warm Wran Time 	Time Avg Engage Time Avg Handle Time Avg Hold Time Avg Hold Time Avg Urap Time Conference Initiated Agent Consult Received Accepted Consult Received Accepted Consult Received Engage Time Consult Received Hold Consult Received Hold Consult Received Hold Time Consult Received Invite Consult Received Invite Time Consult Received Invite Warm Consult Received Time Consult Received Warm Hold Consult Received Warm Hold Consult Received Warm Hold Consult Received Warm Hold Consult Received Warm Hold Consult Received Warm Hold Consult Received Warm Hold Consult Received Warm Hold Consult Received Warm Hold Consult Received Warm Hold Consult Received Warm Hold Consult Received Warm Hold Consult Received Warm Hold Consult Received Warm Hold Consult Received Warm Hold	 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 (Fmt) Short Abandoned Waiting Time (Fmt) Stant Date Time Key Transfer Initiated Agent Wrap Wrap Time
Wrap Time	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 SubtypeService TypeWorkbin OwnerWorkbin Type

Avg Consult Received Wrap

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

Attributes:

There are no attributes in this

- 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

folder

- 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)

Folder: Oueue > O 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 % Accepted % Abandoned Waiting
- % Accept Service Level
- % 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

Attributes:

• There are no attributes in this

- 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

folder

- 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

Folder: Queue > Q Customer & Consults

Genesys Customer Experience Insights Project Guide

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:

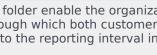
- Abandoned Inviting
- Abandoned Waiting
- Abandoned Waiting Time
- Accept Time
- Accept Time Agent

- Accepted Agent

Accepted

- Accepted Agent in Threshold
- Accepted in Threshold
- Accepted Others

- Clear Time
- Cleared
- Distribute Time
- Distributed
- Engage Time



Entered	Max Standard Abandoned Waiting Time (Feet)	Standard Abandoned Waiting
Hold	Waiting Time (Fmt)	Standard Abandoned Waiting
Hold Time	Not Accepted	Time
	Offered	Stuck
• Invite	Redirected	Transfer Initiated Agent
Invite Time	Redirected	
Max Standard Abandoned	Routed Other	• Wrap
Waiting Time	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

Mahulaas

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.

• % Error • Active	Agent ScoreAvg Agent Score	• Error
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	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 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: % Aban	doned Inviting	Folder: Queue
Description: The description of	of this metric depends on attribut	es 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 s	hort-abandoned threshold as configure	ed in the [agg-gim-thld-QUEUE-IXN] section.
Source or Calculation: Calcu Abandoned Inviting and Queue metrics.		Used in:
Media type: Voice, Chat, Open (sync)		Queue Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: % Aban	doned 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 areas. 		

• 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:Interaction Traffic Report
Media type: Voice, Chat,		 Predictive Routing Queue Statistics Report
Open (sync)		Queue Dashboard
Data type: Number Metric type: Disposition		Queue Report
		Queue Summary Report
>> Back to list		
Metric name: % Accept	ot Service Level	Folder:
		Queue
Description. The description of	f this matric depends on attribut	ee er filtere in the report query
	of this metric depends on attribut	
entered this queue and wer		s a percentage of interactions that e threshold, relative to all interactions
group and were accepted w		ed queues that belong to this queue all interactions that entered queues that source.
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: Calcu Accepted in Threshold and Que		Used in:
metrics.		Interaction Traffic Group Report
		Interaction Traffic Report
		Predictive Routing - AHT & QUEUE
Media type: All Data type: Number		 Predictive Routing Queue Statistics Report
Metric type: Disposition		Queue Dashboard
		Queue Report
		Queue Summary Report
>> Back to list		
	a tra al	
Metric name: % Acce	bred	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	Queue Dashboard
Data type: Number Metric type: Disposition	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	
Accepted Agent and Queue > Q customer > Onered metrics	¹ Used in:
Media type: All	Interaction Traffic Report
Data type: Number Metric type: Disposition	
>> Back to list	

Metric name: % Short Abandoned Waiting

Queue

Folder:

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: Calcul Short Abandoned Waiting and C		
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: % Trans	fer Initiated	Folder:
		Queue
Description: The percentage of this agent.	of accepted customer interaction	s that were transferred (warm or blind) by
Source or Calculation: Calcul Transfer Initiated Agent and Qu		Used in:
Media type: All		Queue Dashboard
Data type: Number Metric type: Disposition		Queue Report
>> Back to list		
Metric name: % Trans	fer Initiated Agent	Folder: Queue
	interactions that entered this que percentage that were transferred	eue (or queue in this queue group) and d (warm or blind) by agents.
Source or Calculation: Calcul Transfer Initiated Agent and Qu		Used in:
Media type: All		Queue Summary Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Abando	ned Inviting	Folder:
		Queue
Description: The description of	f this metric depends on attribut	

 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_II AG2_QUEUE_GRP_[*].ABANDON		Used in:
Media type: Voice, Chat, Open (sync)		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Abando	ned Waiting	Folder:
		Queue
Description: The description of	of this metric depends on attribut	es or filters in the report query:
	umber of times that customer in any reason before the interaction	teractions entered this queue and were s could be distributed.
		mer interactions entered queues that for any reason before the interactions
The count includes short-abandoned in abandoned-while-inviting interactions.	teractions and excludes interactions that	were abandoned after distribution, such as
Source or Calculation: AG2_QUEUE_GRP_[*].ABANDON		Used in:Interaction Traffic Group Report
Media type: Voice, Chat, Open (sync)		Interaction Traffic Report
Data type: Number		Queue Outline Report
Metric type: Disposition		Queue Summary Report
>> Back to list		
Metric name: Abando	ned Waiting Time	Folder:
		Queue
Description: The description of	of this metric depends on attribut	es or filters in the report query:
	mount of time that customer inte d for any reason and before the in	eractions waited in this queue before they nteractions 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	ch the interaction entered this queue and	d ends the moment at which the interaction was

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abandoned or stopped. The measurement includes short-abandoned interaction after distribution.	ons and excludes interactions that were abandoned
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
Description: The description of this metric depends on attribution	ites or filters in the report query:
 Queue Attribute: The total amount of time that customer in were accepted, answered, or pulled by handling resources. 	
 Queue Group Attribute: The total amount of time that custo belong to this queue group before they were accepted, and 	
The duration starts when interactions enter the queue and ends when the interesource—thereby, including alert (ring) time.	ractions are accepted by the target
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
Description: The description of this metric depends on attribution	ites or filters in the report query:
 Queue Attribute: The total amount of time that customer in were accepted, answered, or pulled by agents. 	teractions waited in this queue before they
 Queue Group Attribute: The total amount of time that custo belong to this queue group before they were accepted, and 	
Duration starts when the interaction enters the queue and ends when the interagent—thereby, including alert (ring) time.	raction is accepted, answered, or pulled by an
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		
>> Back to list		
Metric name: Accepte	d	Folder: Queue
Description: The description of	f this metric depends on attribut	es or filters in the report query:
were distributed from this q		teractions and warm consultations that or pulled by an agent, voice-treatment center resources that can alert).
that were distributed from o		mer interactions and warm consultations group, were accepted, answered, or ent-associated DN.
Source or Calculation: AG2_0 AG2_QUEUE_GRP [*].ACCEPTE		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
>> Back to list		
Metric name: Accepte	ed Agent	Folder: Queue
Description: The description of	f this metric depends on attribut	es or filters in the report query:
	umber of times that customer in ueue, were accepted, answered,	teractions or warm consultations that or pulled by an agent.
		mer interactions or warm consultations group, were accepted, answered, or
Source or Calculation: AG2_C AG2_QUEUE_GRP_[*].ACCEPTED		Used in:
Media type: All		Queue Outline Report

Data type: Number Metric type: Disposition			
>> Back to list			
Metric name: Accepte	d in Threshold	Folder:	
		Queue	
Description: The description of	f this metric depends on attribut	es or filters in the report query:	
		ceractions or established warm cepted, answered, or pulled by a handling	
consultations that were dist	 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 ac	cceptance threshold configured in the	[agg-gim-thld-QUEUE-IXN] section.	
Source or Calculation: AG2_Q AG2_QUEUE_GRP_[*].ACCEPTED		Used in:	
Media type: All		Queue Dashboard	
Data type: Number Metric type: Disposition		Queue Report	
>> Back to list			
Metric name: Accepte	d Others	Folder:	
		Queue	
Description: The description of	f this metric depends on attribut	es or filters in the report query:	
		ed this queue and were subsequently other than an agent, place DN, or	
	equently distributed and accepte	entered queues that belong to this ed, answered, or pulled by a resource	
	ce between the total number of interacti accepted, answered, or pulled by an ager	ons that were accepted, answered, or pulled and the nt resource.	
Source or Calculation: Calcul Accepted and Queue > Accepte		Used in:	
Media type: All		Queue Outline Report	
Data type: Number Metric type: Disposition			
>> Back to list			
Metric name: ASA		Folder:	

		Queue	
Description: The description of	of this metric depends on attribut	es 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 Ad	ccept Time.		
Source or Calculation: Calcul Accept Time and Queue > Acce		Used in:	
Media type: All		osed in:	
Data type: Number Metric type: Disposition		This metric is not used in any reports.	
>> Back to list			
Metric name: ASA (Fn	nt)	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 Ad	ccept Time.		
Source or Calculation: Calcul Accept Time and Queue > Acce		Used in:	
Media type: All		Queue Dashboard	
Data type: Number Metric type: Disposition		Queue Report	
>> Back to list			
Metric name: Avg Aba Time	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: • Interaction Traffic Group Report
Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition	Interaction Traffic ReportQueue DashboardQueue ReportQueue 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. Media type: All Data type: Number Metric type: Disposition	 > Used in: 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

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 >	Used in:
Accept Time Agent and Queue > Accepted Agent metrics.	This metric is not used in any reports.

Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Consult Received Time Ouewe Folder: Ouewe Description: The description of this metric depends on attributes or filters in the report query: • Ouewe Attribute: The average amount of time that agents were engaged in collaborations or consultation requests. • Ouewe Group Attribute: The average amount of time that agents were engaged in collaborations or consultation requests. • Ouewe 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 requests. • Ouewe Group Attribute: The average amount of time that agents were engaged in collaborations or consultations the collaboration requests. • Ouewe Group, where the agents were engaged in collaborations or consultations. Calculated based on the Queue > • Ouewe Group Attribute: The collaboration consultation requees > • Ouewe Group, where the agents • Ouewe Group Attribute: Calculated based on the Queue > • Ouewe • Ouewe Marker Marker Marker • Used in: • Description: Calculated Time, Consult Received Warm Time, Consult Received Imagents • Ouewe • Data type: Number • Ouewee • Data type: Number • Ouewee • Data type: Disposition • Ouewee • Data type: Disposition • Ouewee • O			
Metric fype: Disposition >> Back to list Metric name: Avg Consult Received Time Folder: Queue Oueue 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. • 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 metrics. Used in: This metric is not used in any reports. Pata type: All (except Chat) >> Back to list Folder: Queue Metric name: Avg Consult Received Warm Time Cousue Description: The average amount of time that this agent was engaged as a recipient in collaborations or consultations reactived with customer interactions. This metric is attributed to the interval in which the consult interactions. Useu e Description: The average amount of time that this agent was engaged as a recipient in collaborations or consultations, including related holid durations, where the collaborations/consultations were distrib	Media type: All		
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 > Source or Calculation: Calculated based on the Queue > Consult Received Time, Consult Received Warm Time, Consult Received Accepted, and Consult Received Accepted Warm Time, Consult Received Accepted, and Consult Received Accepted Warm Time, Consult Received Mare provests. Used in: Media type: All (except Chat) Vertex type: Disposition Used in: Data type: Number Metric type: Disposition Folder: Queue Metric name: Avg Comsult Received Warm Time the collaborations/consultations, including related hold durations, where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions. Folder: Time Cueue Cueue Cueue Description: The average amount of time that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the co	Data type: Number Metric type: Disposition		
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 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 Accepted, and Consult Received Accepted Warm Time, Consult Received Accepted, and Consult Received Accepted Warm Simer Consult Received Accepted warm Simer Consult Received Accepted and Consult Received Accepted Warm Time, Consult Received Bate type: Number Retric type: Disposition This metric is not used in any reports. 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 the consult interactions. 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 consult interaction. Source or Calculation: Calculated based on the Queue > Consult Received Warm Time, Consult Interaction. 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 consult Interactions. Souree or Calculation: Calcu	>> Back to list		
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 Accepted, and Consult Received Warm Time, Consult Received Warm metrics. Used in: Media type: All (except Chat) It is metric is not used in any reports. Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Consult Received Warm Mine collaborations/consultations were distributed or pulled from 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 ad associated with ustomer interactions. This metric is attributed to the interval in which the consult interaction is offered to the receiving agent. This metric excludes alert frig) and ACW (Wrap) durations associated with uscensult interactions. Used in: Source or Calculation: Calculated based on the Queue > Consult Received Warm Time and Queue > Consult Received Warm Time and Queue > Consult Received Accepted with uscensult interactions. Souree Description: The a	Metric name: Avg Con	sult Received Time	Folder:
Oucue 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. Oucue 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 Warm metrics. Media type: All (except Chat) Data type: Number Metric type: Disposition Source or Calculation and Consult Received Warm Time Source or Calculation and the the consult Interaction and the consult ations are consultations were distributed or pulsed from this queue and associated with customer interactions. Source or Calculation: Calculated based on the Queue > Consult Received Warm Time and ACW (Wrap) durations associated with the consult Interaction. Source or Calculation: Calculated based on the Queue > Consult Received Warm Time and Queue > Consult Received as a recipient in settic excludes alert (ring) and ACW (Wrap) durations associated with the consult Interaction. Source or Calculation: Calculated based on the Queue > Consult Received Warm Time are consult Received warm Time Source or Calculation and associated with the consult interaction. Source or Calculation: Calculated based on th			Queue
consultations that were distributed from this queue, where the agents were the recipients of the collaboration/consultation requests.Oucue 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 warm Consult Received Warm Time, Consult Received Accepted and Consult Received Warm Time, Consult Received Accepted Warm metrics.Used in:Media type: All (except Chat)Image: Consult Received Warm TimeThis metric is not used in any reports.Pate type: Number Metric type: DispositionFolder: QueueOucue <td>Description: The description o</td> <td>f this metric depends on attribut</td> <td>es or filters in the report query:</td>	Description: The description o	f this metric depends on attribut	es or filters in the report query:
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 >	consultations that were dist	ributed from this queue, where the	
Consult Received Time, Consult Received Warm Time, Consult Received Accepted, and Consult Received Accepted Warm metrics.Used in:Media type: All (except Chat)This metric is not used in any reports.Data type: Number Metric type: DispositionThis metric is not used in any reports.Metric name: Avg Consult Received Warm TimeFolder: QueueDescription: 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.Source or Calculation: Calculated based on the Queue > Consult Received Warm Time and Queue > Consult Received Accepted Warm metrics.Used in: This metric is not used in any reports.Media type: Voice Data type: Number Metric type: DispositionLale on the Queue > Consult Received and Queue > Consult Received Consult Received Warm Time and Queue > Consult Received 	consultations that were dist	ributed from queues that belong	to this queue group, where the agents
Chat) Initial field of a field	Consult Received Time, Consult	Received Warm Time, Consult	Used in:
Metric type: Disposition > Back to list Metric name: Avg Consult Received Warm Time Polder: 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 Warm metrics. Media type: Voice Data type: Number Metric type: Disposition	Media type: All (except Chat)		This metric is not used in any reports.
Metric name: Avg Consult Received Warm Folder: Queue 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 Marm 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.	Data type: Number Metric type: Disposition		
TimeFolder: QueueDescription: 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: 	>> Back to list		
Time 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 metrics. Used in: Media type: Voice Data type: Number Metric type: Disposition Interaction in the consult interactions.	Metric name: Avg Con	sult Received Warm	Folder
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 Warm metrics. Used in: Media type: Voice This metric is not used in any reports.	Time		
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 Warm metrics. Used in: Media type: Voice This metric is not used in any reports.			Queue
(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. Media type: Voice Data type: Number Metric type: Disposition	consultations, including related	hold durations, where the collab	orations/consultations were distributed or
Consult Received Warm Time and Queue > Consult Received Used in: Media type: Voice This metric is not used in any reports. Data type: Number Disposition			I to the receiving agent. This metric excludes alert
Data type: Number Metric type: Disposition		-	Used in:
Metric type: Disposition	Media type: Voice		This metric is not used in any reports.
>> Back to list	Data type: Number Metric type: Disposition		
	>> Back to list		
Metric name: Avg Consult Received Warm Wrap Time	Metric name: Avg Con Wrap Time	sult Received Warm	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 we	re transferred to the agent	
Source or Calculation: Calcul Consult Received Warm Wrap T Received Accepted Warm Wrap	ime and Queue > Consult	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 Cor	sult Received Wrap	Folder:
Time		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: Calcul Consult Received Wrap Time ar 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 Eng	lage Time	Folder:
y y	,	Queue
Descriptions The description	filete esplate de service en est 11-1	
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: Calcu Engage Time and Queue > Acc	-	Used in:
Media type: All		
Data type: Number Metric type: Disposition		Queue Summary Report
>> Back to list		
Metric name: Avg Hai	adle Time	Folder:
Methe name. Avg na		
		Queue
Description: The description of	of this metric depends on attribut	es or filters in the report query:
	ge amount of time that agents sp re distributed or pulled from this	ent handling customer interactions or queue.
		ents spent handling customer interactions ueues that belong to this queue group.
This metric is calculated as the sum of attributed to the interval in which inter		consult interactions that agents received, and is
Source or Calculation: Calcu > Handle Time, Accepted Agen Accepted metrics.		Used in:
Media type: All		Queue Summary Report
Data type: Number Metric type: Disposition		Queue Summary Report
>> Back to list		
Metric name: Avg Hol	d Time	
Pictre numer Avg no	a lime	Folder:
-	a Time	Folder: Queue
		Queue
Description: The description of	of this metric depends on attribut	Queue
	of this metric depends on attribut ge amount of time that agents ha	Queue
 Queue Attribute: The average were distributed from this queue Group Attribute: The 	of this metric depends on attribut ge amount of time that agents ha	Queue tes or filters in the report query: ad customers on hold for interactions that ents had customers on hold for
 Queue Attribute: The average were distributed from this queue Group Attribute: The interactions that were distribute 	of this metric depends on attribut ge amount of time that agents ha ueue. average amount of time that age buted from queues that belong t	Queue tes or filters in the report query: ad customers on hold for interactions that ents had customers on hold for
 Queue Attribute: The average were distributed from this queue Group Attribute: The interactions that were distributed to the interval 	of this metric depends on attribut ge amount of time that agents ha ueue. average amount of time that age buted from queues that belong t in which interactions entered the queue lated based on the Queue >	Queue tes or filters in the report query: ad customers on hold for interactions that ents had customers on hold for o this queue group. which can differ from the interval that interactions Used in:
 Queue Attribute: The average were distributed from this queue Group Attribute: The interactions that were distributed to the interval were placed on hold. Source or Calculation: Calculation 	of this metric depends on attribut ge amount of time that agents ha ueue. average amount of time that age buted from queues that belong t in which interactions entered the queue lated based on the Queue >	Queue ess or filters in the report query: ad customers on hold for interactions that ents had customers on hold for o this queue group. which can differ from the interval that interactions Used in: • Queue Dashboard
 Queue Attribute: The average were distributed from this queue Group Attribute: The interactions that were distributed to the interval were placed on hold. Source or Calculation: Calculation: Media type: Voice 	of this metric depends on attribut ge amount of time that agents ha ueue. average amount of time that age buted from queues that belong t in which interactions entered the queue lated based on the Queue >	Queue tes or filters in the report query: ad customers on hold for interactions that ents had customers on hold for o this queue group. which can differ from the interval that interactions Used in:
 Queue Attribute: The average were distributed from this queue Group Attribute: The interactions that were distributed to the interval were placed on hold. Source or Calculation: Calculation Hold Time and Queue > Hold metal for the second seco	of this metric depends on attribut ge amount of time that agents ha ueue. average amount of time that age buted from queues that belong t in which interactions entered the queue lated based on the Queue >	Queue ess or filters in the report query: ad customers on hold for interactions that ents had customers on hold for o this queue group. which can differ from the interval that interactions Used in: • Queue Dashboard
 Queue Attribute: The average were distributed from this of Queue Group Attribute: The interactions that were distributed to the interval were placed on hold. Source or Calculation: Calcul Hold Time and Queue > Hold media type: Voice Data type: Number 	of this metric depends on attribut ge amount of time that agents ha ueue. average amount of time that age buted from queues that belong t in which interactions entered the queue lated based on the Queue >	Queue ees or filters in the report query: ad customers on hold for interactions that ents had customers on hold for o this queue group. which can differ from the interval that interactions Used in: • Queue Dashboard • Queue Report

Metric name: Avg Inv	ite 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: Calculation: Calcul		Used in:		
Media type: Voice		Queue Dashboard		
Data type: Number Metric type: Disposition		Queue Report		
>> Back to list				
Metric name: Avg Wrap Time		Folder:		
		Queue		
Description: The description of	of this metric depends on attribut	es 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: Calcu Wrap Time and Queue > Wrap		Used in:		
Media type: Voice		Queue Dashboard		
Data type: Number		Queue Report		
Metric type: Disposition		Queue Summary Report		
>> Back to list				
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_ AG2_QUEUE_GRP_[*].CONFERE		Used in:		
Media type: All (except email)		This metric is not used in any reports.		
Data type: Number Metric type: Disposition				
>> Back to list				
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_RECE AG2_QUEUE_GRP_[*].CONSULT_		Used in:		
Media type: All (except Chat)		Queue Outline Report		
Data type: Number Metric type: Disposition		Queue Summary Report		
>> Back to list				
Metric name: Consult Received Accepted		Folder:		
Warm		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_ AG2_QUEUE_GRP_[*].CONSULT_		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 Time	Received Engage	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_RECE AG2_QUEUE_GRP_[*].CONSULT_		Used in:		
Media type: All (except Chat)		This metric is not used in any reports.		
Data type: Number Metric type: Disposition				

Metric name: Consult Received Engage Warm Time

>> Back to list

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_ AG2_QUEUE_GRP_[*].CONSULT_		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 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_RECE AG2_QUEUE_GRP_[*].CONSULT_	EIVED_HOLD, _RECEIVED_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 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:	Used in:			
AG2_QUEUE_[*].CONSULT_RECEIVED_HOLD_TIME, AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_HOLD_TIME		This metric is not used in any reports.		

Media type: Voice		
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult	Received Invite	Folder:
		Queue
Description: The description of	f this metric depends on attribut	es or filters in the report query:
	umber of simple consult interact t resources before the agents ac	ions that were distributed from this queue cepted the interactions.
queues that belong to this c		nteractions that were distributed from at agent resources before the agents successfully.
Source or Calculation: AG2_QUEUE_[*].CONSULT_RECE AG2_QUEUE_GRP_[*].CONSULT_		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 Invite Time	Folder:
		Queue
Description: The description of	f this metric depends on attribut	es 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. 		
	total amount of time that simple Jueue group, alerted or rang at a	consult interactions, distributed from gents.
Consultations do not have to be establi	shed for this metric to be incremented.	
Source or Calculation: AG2_QUEUE_[*].CONSULT_RECE AG2_QUEUE_GRP_[*].CONSULT_		Used in:
Media type: All (except Chat)		This metric is not used in any reports.
Data type: Number		
Metric type: Disposition		
>> Back to list		
	Received Invite	Folder:

Warm		Queue
Description: The description of	f this metric depends on attribut	es or filters in the report query:
	umber of warm consultations that ore the agents accepted the calls	t were distributed from this queue that s.
		ons that were distributed from queues before the agents accepted the calls.
Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_ AG2_QUEUE_GRP_[*].CONSULT_		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 Warm Time	Received Invite	Folder:
		Queue
Description: The description of	of this metric depends on attribut	es or filters in the report query:
 Queue Attribute: The total a alerted or rang at agents. 	mount of time that warm consult	interactions distributed from this queue
	total amount of time that warm o queue group, alerted or rang at a	consult interactions, distributed from gents.
By definition, warm interactions must b	e established for this metric to be increm	nented.
Source or Calculation: AG2_QUEUE_[*].CONSULT_RCV_ AG2_QUEUE_GRP_[*].CONSULT_		
Media type: All (except		Used in: This metric is not used in any reports.
Chat) Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult	Received Time	Folder: Queue
Description: The description of	f this metric depends on attribut	es 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: Calcu AG2_QUEUE_[*].CONSULT_REC AG2_QUEUE_[*].CONSULT_REC AG2_QUEUE_GRP_[*].CONSULT AG2_QUEUE_GRP_[*].CONSULT	EIVED_ENGAGE_TIME plus EIVED_HOLD_TIME or as _RECEIVED_ENGAGE_TIME plus	Used in:
Media type: All (except Chat)		Queue Summary Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult	Received Warm Hold	Folder:
		Queue
Description: The description of	of this metric depends on attribut	es 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_HOLDUsed 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 Hold		
Time		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	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> 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: Calcul AG2_QUEUE_[*].CONSULT_RCV_ AG2_QUEUE_[*].CONSULT_RCV_ AG2_QUEUE_GRP_[*].CONSULT_ AG2_QUEUE_GRP_[*].CONSULT_	WARM_ENGAGE_TIME plus WARM_HOLD_TIME, or as RCV_WARM_ENGAGE_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 Wrap	Received Warm	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 Wrap Time	Received Warm	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	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> 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		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
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		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
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
>> Back to list	
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
>> Back to list	
Metric name: Handle Time	Folder:

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, a Time, Consult Received Warm T Warm Wrap metrics. Time Queue Media type: All Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Hold		Folder: Queue
Description: The description of	of this metric depends on attribut	es or filters in the report query:
• Queue Attribute: The total n this queue, on hold.	umber of times that agents had o	customer interactions, distributed from
Queue Group Attribute: The from queues that belong to		s had customer interactions, distributed
This count attributes only one hold inst once by the agent.	ance per distribution per agent, even if th	ne same interaction was placed on hold more than
Source or Calculation: AG2_C AG2_QUEUE_GRP_[*].HOLD	QUEUE_[*].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: Hold Tir	ne	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_0 AG2_QUEUE_GRP_[*].HOLD_TIM		Used in:
Media type: Voice		Queue Summary Report
Data type: Number Metric type: Disposition		- Queue Summary Report

>> Back to list		
Metric name: Invite		Folder:
		Queue
Description: The description of	of this metric depends on attribut	es 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_0 AG2_QUEUE_GRP_[*].INVITE	QUEUE_[*].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:		Folder:
		Queue
Description: The description of	of this metric depends on attribut	es 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_C AG2_QUEUE_GRP_[*].INVITE_TI		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		This metre is not used in any reports.
>> Back to list		
Metric name: Max Ab	andoned Waiting	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) Data type: Number Metric type: Disposition	Interaction Traffic ReportQueue Summary Report
>> Back to list	

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:Interaction Traffic Report
Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition	Queue DashboardQueue ReportQueue Summary Report
>> Back to list	

>> Back to list

Metric name: Short Abandoned Waiting	Folder:
	Queue

- 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_S AG2_QUEUE_GRP_[*].ABANDON		Used in: Interaction Traffic Group Report
Media type: Voice, Chat, Open (sync)		Queue DashboardQueue Outline Report
Data type: Number Metric type: Disposition		Queue Report
>> Back to list		
Metric name: Standar Waiting Time	d Abandoned	Folder: Queue
Description: The description of	f this metric depends on attribut	es 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_S AG2_QUEUE_GRP_[*].ABANDON		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: Start Da	ate 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_C AG2_QUEUE_GRP_[*].DATE_TIM		Used in: This metric is not used in any reports.
Media type: All		This metre is not used in dry reports.

Data type: Number Metric type:		
>> Back to list		
Metric name: Transfe	r Initiated Agent	Folder: Queue
Description: The description of	f this metric depends on attribut	es or filters in the report query:
Queue Attribute: The total n distributed or pulled from th		ferred customer interactions that were
	total number of times that agent om queues that belong to this qu	is transferred customer interactions that ueue group.
Both warm and blind transfers are refle	cted in this metric.	
Source or Calculation: AG2_QUEUE_[*].TRANSFER_INIT AG2_QUEUE_GRP_[*].TRANSFER		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	f this metric depends on attribut	es 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_C AG2_QUEUE_GRP_[*].WRAP	QUEUE_[*].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
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_TIM AG2_QUEUE_GRP_[*].WRAP_TIME	E, Used in:
Media type: Voice	
Data type: Number Metric type: Disposition	Queue Summary Report
>> Back to list	

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)	This metric is not used in any reports.	
Data type: Number Metric type: Disposition		
>> 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)	Queue Outline Report
Data type: Number Metric type: Disposition	
>> Back to list	

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)	Queue Outline Report
Data type: Number Metric type: Disposition	
>> 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_ABAN AG2_QUEUE_GRP_[*].CONSULT_ 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: Consult	Accept Time	Folder: Queue > Q Consults
Description: The description of	of this metric depends on attribut	es 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_ACCI AG2_QUEUE_GRP_[*].CONSULT_		Used in:
Media type: All (except Chat)		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Matria approx Consult		Felders
Metric name: Consult	Accept Time Agent	Folder:
		Queue > Q Consults

- 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.

Source or Calculation: AG2_QUEUE_[*].CONSULT_ACCEPTED_AGENT_TIME, AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED_AGENT_TIME, Chat)Used in: This metric is not used in any reports.Media type: All (except Chat)Image: Consult AcceptedImage: Consult Accepted>> Back to listImage: Consult AcceptedImage: Consult AcceptedMetric name: Consult AcceptedFolder:Image: Consult Accepted		
AG2_QUEUE_[*].CONSULT_ACCEPTED_AGENT_TIME, Used in: Media type: All (except Image: Source of the source		
Media type: All (except Chat) This metric is not used in any reports. Data type: Number Metric type: Disposition This metric is not used in any reports. >> Back to list Folder:		
Metric type: Disposition >> Back to list Metric name: Consult Accepted Folder:		
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 Used in:		
Media type: All (except • Queue Outline Report		
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult Accepted Agent in Folder:		
Threshold 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_ACCE AG2_QUEUE_GRP_[*].CONSULT_		
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	Accepted in	Folder:
Threshold		Queue > Q Consults
Description: The description o	f this metric depends on attribut	es or filters in the report query:
	umber of times that simple const y a handling resource within the	ult interactions that were distributed from 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 a	cceptance threshold as configured in the	ne [agg-gim-thld-QUEUE-IXN] section.
Source or Calculation: AG2_QUEUE_[*].CONSULT_ACCE AG2_QUEUE_GRP_[*].CONSULT_		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	Accepted Others	Folder:
		Queue > Q Consults
Description: The description of	f this metric depends on attribut	es 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: Caclul Consult Accepted and Queue > 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 attribut	tes or filters in the report query:	
 Queue Attribute: The total amount of time that simple consutiney were cleared from this virtual queue, workbin, or interaction 		
 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)	This metric is not used in any reports.	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult Cleared	Folder:	
	Queue > Q Consults	
Description: The description of this metric depends on attribut	tes 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)	Used in:Queue Outline Report
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Consult Distribute Time	Folder:
	Queue > Q Consults
Description: The description of this metric depends on attribut	tes 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_DIST AG2_QUEUE_GRP_[*].CONSULT_	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	Distributed	Folder: Queue > Q Consults
Description: The description of	f this metric depends on attribut	es or filters in the report query:
Queue Attribute: The total n from this queue.	umber of times that simple const	ult interactions were distributed or pulled
Queue Group Attribute: The pulled from queues that below		e consult interactions were distributed or
Source or Calculation: AG2_QUEUE_[*].CONSULT_DIST AG2_QUEUE_GRP_[*].CONSULT_		Used in:
Media type: All (except Chat)		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult Entered Folder:		
		Queue > Q Consults
Description: The description of	f this metric depends on attribut	es 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_C AG2_QUEUE_GRP_YEAR_[*].COM		
Media type: All (except Chat)		Used in:Queue Outline Report
Data type: Number Metric type: Disposition		• Queue Outline Report
>> Back to list		
Metric name: Consult Not Accepted Folder:		
Metric name: Consult	Not Accepted	Queue > Q Consults
		eractions entered this queue (or queue r 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)	This metric is not used in any reports.	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult Offered	Folder:	
	Queue > Q Consults	
Description: The description of this metric depends on attribute	es or filters in the report query:	
 Queue Attribute: The total number of consultation requests the to a resource excluding interactions that were abandoned wi where the collaborations/consultations were associated with 	thin the short-abandoned threshold,	
 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)	Queue Outline Report	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult Received Accepted	Folder:	
	Queue > Q Consults	
Description: The description of this metric depends on attribut	es 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
>> Back to list	

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_V AG2_QUEUE_GRP_[*].CONSULT_RCV_A	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 Accepted Folder: Warm Time Queue > Q Consults

- 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	This metric is not used in any reports.	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult Received Engage Time	Folder:	
Time	Queue > Q Consults	
Description: The description of this metric depends on attribut	es 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)	This metric is not used in any reports.	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult Received Engage Warm Time	Folder: Queue > Q Consults	
Description: The description of this metric depends on attribut	es or filters in the report query:	
· Queue Attribute. The total amount of time that agents were engaged in consultations that were		

 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.

٠	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_W AG2_QUEUE_GRP_[*].CONSULT_R	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 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		
>> Back to list		
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	This metric is not used in any reports.	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult Received Invite	Folder:	
Metric name. consult Received invite		
	Queue > Q Consults	
Description: The description of this metric depends on attribut	es or filters in the report query:	
 Queue Attribute: The total number of simple consult interact that alerted or rang at agent resources before the agents ac 		
• Queue Group Attribute: The total number of simple consult ir	nteractions that were distributed from	
queues that belong to this queue group that alerted or rang accepted the interactions, where the calls were established	at agent resources before the agents	
Source or Calculation:		
AG2_QUEUE_[*].CONSULT_RECEIVED_INVITE,		
AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_INVITE	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 Invite Time	Folder:	
	Queue > Q Consults	
Description: The description of this metric depends on attribut	es 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 gueues that belong to this gueue 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:	
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 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_II AG2_QUEUE_GRP_[*].CONSULT_RCV_WA	
Media type: Voice	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Consult Recei	d Invite

Metric name: Consult Received Invite Warm Time

Folder:	
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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_ AG2_QUEUE_GRP_[*].CONSULT_ Media type: All (except Chat) Data type: Number Metric type: Disposition	WARM_INVITE_TIME, RCV_WARM_INVITE_TIME	Used in: This metric is not used in any reports.
>> Back to list		
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: Calcul AG2_QUEUE_[*].CONSULT_RECE AG2_QUEUE_[*].CONSULT_RECE AG2_QUEUE_GRP_[*].CONSULT_ AG2_QUEUE_GRP_[*].CONSULT_	EIVED_ENGAGE_TIME plus EIVED_HOLD_TIME or as RECEIVED_ENGAGE_TIME plus	Used in:	
Media type: All (except Chat) Data type: Number Metric type: Disposition		Queue Summary Report	
>> Back to list			
	Deceived Warm Held	Foldow	
Metric name: Consult	Received warm Hold	Folder:	
		Queue > Q Consults	
Description: The description of	f this metric depends on attribut	es 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_ AG2_QUEUE_GRP_[*].CONSULT_		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 Time	Received Warm Hold	Folder: Queue > Q Consults	
Description: The description of	f this metric depends on attribut	es 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_ AG2_QUEUE_GRP_[*].CONSULT_	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:

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: Calculate Calculate Calculate Calculation: Calculate Calcu	WARM_ENGAGE_TIME plus WARM_HOLD_TIME, or as RCV_WARM_ENGAGE_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		
	Received warm	Folder:
Wrap		Queue > Q Consults

- 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_ AG2_QUEUE_GRP_[*].CONSULT_		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 Wrap Time	Received Warm	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	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
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_RECE AG2_QUEUE_GRP_[*].CONSULT_ Media type: Voice Data type: Number Metric type: Disposition	Used in: This metric is not used in any reports.	
>> Back to list		
Data type: Number Metric type: Disposition	This metric is not used in any reports.	

Metric name: Consult Received Wrap Time

O	~	\sim	Can	~ .

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_RECE AG2_QUEUE_GRP_[*].CONSULT_		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	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_REDI AG2_QUEUE_GRP_[*].CONSULT_		Used in:
Media type: All (except Chat)		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult Routed Other		Folder:
		Queue > Q Consults
Description: The description of	of this metric depends on attribut	es or filters in the report query:
	umber of times that consult inter to other mediation DNs or to unr	ractions entered this queue and were nonitored 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)		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult	Short Abandoned	Folder:
Waiting		Oueue > O 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)	Queue Outline Report
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Consult Standard Abandoned Waiting	Folder: Queue > Q Consults
Description: The description of this metric depends on attribut	es or filters in the report query:
 Description: The description of this metric depends on attribut Queue Attribute: The total number of simple consult interact abandoned or dropped for any reason beyond the short-aban consultations could be established. 	ions that entered this queue and were

• 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)		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult Standard Abandoned Waiting TimeFolder: 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: AG2_QUEUE_[*].CONSULT_ABN_STANDARD_TIME, AG2_QUEUE_GRP_[*].CONSULT_ABN_STANDARD_TIME	Used in:
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_CLEA AG2_QUEUE_GRP_[*].CONSULT_		
Media type: All (except Chat)		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult Agent	Transfer Initiated	Folder:
		Queue > Q Consults
Description: The description of	of this metric depends on attribut	tes or filters in the report query:
 Queue Attribute: The total n were distributed or pulled fr 		sferred simple consult interactions that
	total number of times that agents led from queues that belong to th	s transferred simple consult interactions his queue group.
Source or Calculation: AG2_QUEUE_[*].CONSULT_TRAM AG2_QUEUE_GRP_[*].CONSULT_		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: Max Co	nsult Abandoned	Folder:
Waiting Time		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_ABAN AG2_QUEUE_GRP_[*].CONSULT_		Used in: This metric is not used in any reports.
Media type: Voice, Open (Sync)		This metric is not used in any reports.

Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Max Cor Waiting Time (Fmt)	nsult Abandoned	Folder: Queue > Q Consults
Description: The description o	f this metric depends on attribut	es or filters in the report query:
 Queue Attribute: Longest am abandoned their simple con 		gents waited at this queue before they
	gest amount of time (HH:MM:SS) hey abandoned their simple con	that agents waited at queues that belong sult interactions.
Interactions that were abandoned after interactions) are excluded from conside		abandoned-while-alerting/abandoned-while-ringing
Source or Calculation: AG2_QUEUE_[*].CONSULT_ABAN AG2_QUEUE_GRP_[*].CONSULT_		Used in:
Media type: Voice, Open (Sync)		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Max Cor	nsult Accept Time	Folder:
		Queue > Q Consults
Description: The description of this metric depends on attributes or filters in the report query:		
		ble consult interactions that were re 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_ACCE AG2_QUEUE_GRP_[*].CONSULT_		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: 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_ACCEP AG2_QUEUE_GRP_[*].CONSULT_A	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: Max Consult Clear Time	Folder:
	Queue > Q Consults

- 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_CLEA AG2_QUEUE_GRP_[*].CONSULT_	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: 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_T AG2_QUEUE_GRP_[*].CONSULT_DISTRIBUT	Used in:
Media type: All (except Chat)	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	

etric name: Max Consult Distribute Time ⁻ mt)	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:
Media type: All (except Chat)	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	

Folder: Queue > Q Customer

Metric name: % Aban	doned Inviting	Folder:
		Queue > Q Customer
Description: The description of	of this metric depends on attribut	es 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 s	hort-abandoned threshold as configure	ed in the [agg-gim-thld-QUEUE-IXN] section.
Source or Calculation: Calculated based on the Queue > Abandoned Inviting and Queue > Q Customer > Offered metrics.		
metrics.		Used in:
Media type: Voice, Chat, Open (sync)		Queue Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: % Aban	doned 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: Calcul Abandoned Waiting and Queue metrics.	Used in: • Interaction Traffic Report
Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition	 Predictive Routing Queue Statistics Report Queue Dashboard Queue Report Queue Summary Report
>> Back to list	

Metric name: % Accept Service Level

Queue > Q Customer

Folder:

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:Interaction Traffic Group Report
Media type: All Data type: Number Metric type: Disposition		 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	ne [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	Interaction Traffic Report	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: % Accepted Agent	Folder:	
	Queue > Q Customer	
Description: The description of this metric depends on attribute	es 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 th	ne [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	Interaction Traffic Report	
Data type: Number Metric type: Disposition		
>> 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 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 ReportQueue Report
>> Back to list		

Metric name: % Short Abandoned Waiting	Folder:
	Queue > Q Customer
Description: The description of this metric depends on attribut	es 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 Short Abandoned Waiting and Queue > Entered		
Media type: Voice, Chat, Open (sync)		This metric is not used in any reports.
Data type: Number		

Queue folder

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: Calcu Transfer Initiated Agent and Qu	ated based on the Queue > eue > Accepted Agent metrics.	Used in:
Media type: All		Queue Summary Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Abando	ned 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_II AG2_QUEUE_GRP_[*].ABANDON		Used in:
Media type: Voice, Chat, Open (sync)		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Abando	ned Waiting	Folder: Queue > Q Customer
Description: The description of	of this metric depends on attribut	es 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:Interaction Traffic Group Report
Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition	 Interaction Traffic Report Queue Outline Report Queue Summary Report
>> Back to list Metric name: Abandoned Waiting Time	Folder:

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_C AG2_QUEUE_GRP_[*].ABANDON	
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

Fold	er:
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Queue > Q Customer

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:	
Hetrie humer Accept Time Agent	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 custom belong to this queue group before they were accepted, answ 		
Duration starts when the interaction enters the queue and ends when the intera agent—thereby, including alert (ring) time.	ction is accepted, answered, or pulled by an	
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		
>> Back to list		
Metric name: Accepted	Folder:	
	Queue > Q Customer	
Description: The description of this metric depends on attribut	es 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,	Used in:	
AG2_QUEUE_GRP_[*].ACCEPTED	Interaction Traffic Group Report	
Modia type: All	Interaction Traffic Report	
Media type: All	Predictive Routing - AHT & QUEUE	
Data type: Number Metric type: Disposition	 Predictive Routing Queue Statistics Report 	

		 Queue Dashboard Queue Outline Report Queue Report Queue Summary Report
>> Back to list		
Metric name: Accepte	ed Agent	Folder: Queue > Q Customer
Description: The description of	of this metric depends on attribut	es 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_C AG2_QUEUE_GRP_[*].ACCEPTED		Used in:
Media type: All		Output Outline Depart
Data type: Number Metric type: Disposition		Queue Outline Report
>> Back to list		
Metric name: Accepte	d Agent in Threshold	Folder:
	_	Queue > Q Customer
Description: The description of	of this metric depends on attribut	es 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 a	ccepted-by-agent threshold as configu	ured in the [agg-gim-thld-QUEUE-IXN] section.
Source or Calculation: AG2_QUEUE_[*].ACCEPTED_AGI AG2_QUEUE_GRP_[*].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: Accepte	ed 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_C AG2_QUEUE_GRP_[*].ACCEPTED		Used in:
Media type: All		Queue Dashboard
Data type: Number Metric type: Disposition		Queue Report
>> Back to list		
Metric name: Accepte	ed Others	Folder:
		Queue > Q Customer
Description: The description of	of this metric depends on attribut	es 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: Calcu Accepted and Queue > Accepted		Used in:
Media type: All		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
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 Data type: Number Metric type: Disposition	This metric is not used in any reports.
>> Back to list	

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 base Accept Time and Queue > Accepted met	•	Used in:
Media type: All		Queue Dashboard
Data type: Number Metric type: Disposition		Queue Report
Ben and a state of the state of		

>> Back to list

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. Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition	 Used in: Interaction Traffic Group Report Interaction Traffic Report Queue Dashboard Queue Report Queue Summary Report
>> Back to list	
Metric name: Avg Accept Time	Folder: Queue > Q Customer
Description: The description of this metric depends on attribut	tes or filters in the report query:
• Queue Attribute: The average amount of time that customer interactions—distributed from this queue—were accepted by	y a handling resource.
 Queue Group Attribute: The average amount of time that cu interactions—distributed from queues that belong to the que resource. 	
This metric is identical to the Queue > ASA metric.	
Source or Calculation: Calculated based on the Queue >	Used in:
Accept Time and Queue > Accepted metrics.	
	Interaction Traffic Group Report
	Interaction Traffic Group ReportInteraction Traffic Report
Accept Time and Queue > Accepted metrics.	Interaction Traffic Group Report
Accept Time and Queue > Accepted metrics. Media type: All Data type: Number	 Interaction Traffic Group Report Interaction Traffic Report Predictive Routing - AHT & QUEUE Predictive Routing Queue Statistics
Accept Time and Queue > Accepted metrics. Media type: All Data type: Number	 Interaction Traffic Group Report Interaction Traffic Report Predictive Routing - AHT & QUEUE Predictive Routing Queue Statistics Report
Accept Time and Queue > Accepted metrics. 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
Accept Time and Queue > Accepted metrics. Media type: All Data type: Number Metric type: Disposition >> Back to list	 Interaction Traffic Group Report Interaction Traffic Report Predictive Routing - AHT & QUEUE Predictive Routing Queue Statistics Report Queue Summary Report
Accept Time and Queue > Accepted metrics. Media type: All Data type: Number Metric type: Disposition >> Back to list	 Interaction Traffic Group Report Interaction Traffic Report Predictive Routing - AHT & QUEUE Predictive Routing Queue Statistics Report Queue Summary Report Folder: Queue > Q Customer actions waited in this queue or queue
Accept Time and Queue > Accepted metrics. Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Accept Time Agent Description: The average amount of time that customer interagroup before they were accepted by agents. This duration inclu Source or Calculation: Calculated based on the Queue > Accept Time Agent metrics. Media type: All Data type: Number	 Interaction Traffic Group Report Interaction Traffic Report Predictive Routing - AHT & QUEUE Predictive Routing Queue Statistics Report Queue Summary Report Folder: Queue > Q Customer actions waited in this queue or queue
Accept Time and Queue > Accepted metrics. Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Accept Time Agent Description: The average amount of time that customer interagers group before they were accepted by agents. This duration inclue Source or Calculation: Calculated based on the Queue > Accept Time Agent and Queue > Accepted Agent metrics. Media type: All	 Interaction Traffic Group Report Interaction Traffic Report Predictive Routing - AHT & QUEUE Predictive Routing Queue Statistics Report Queue Summary Report Folder: Queue > Q Customer Actions waited in this queue or queue des alert (ring) time. Used in:

Metric name: Avg Cle	ar Time	Folder:
		Queue > Q Customer
Description: The description of	of this metric depends on attribut	es or filters in the report query:
Queue Attribute: The average were cleared from this virtue		interactions spent in a queue before they
	average amount of time that cus om virtual queues that belong to	tomer interactions spent in a queue this queue group.
Source or Calculation: Calcul Customer > Cleared and Queue metrics.		Used in:Queue Dashboard
Media type: All		Queue Report
Data type: Number Metric type: Disposition		Queue Summary Report
>> Back to list		
Metric name: Avg Dis	tribute Time	Folder:
		Queue > Q Customer
Description: The description of	of this metric depends on attribut	es or filters in the report query:
	ge amount of time that customer queue before they were distribute	interactions or established warm
 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 w	vere:	
Distributed to another queu	e.	
Distributed to an unmonitor	ed resource.	
Accepted, answered, or pull	ed.	
Rejected/redirected upon no	answer.	
Abandoned by the customer	r while they were alerting at the a	agent.
If the interaction passes through more which the interaction was distributed o		the count is increased only for that device from
Source or Calculation: Calcu Customer > Distribute and Que Time metrics.		Used in: Queue Dashboard
Media type: All		Queue Report
Data type: Number Metric type: Disposition		Queue Summary Report
>> Back to list		

Metric name: Avg Engage Time	Folder:		
	Queue > Q Customer		
Description: The description of this metric depends on attribut	tes 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 belong to this queue group, the average amount of time that 			
Source or Calculation: Calculated based on the Queue > Q Customer > Engage Time and Queue > Accepted Agent metrics.	Used in:Predictive Routing - AHT & QUEUE		
Media type: All	 Predictive Routing Queue Statistics Report 		
Data type: Number Metric type: Disposition	Queue Dashboard		
	Queue Report		
>> Back to list			
Metric name: Avg Handle Time	Folder:		
	Queue > Q Customer		
Description: The description of this metric depends on attribut	tes 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	This metric is attributed to the interval in which interactions entered the queue.		
Source or Calculation: Caclulated as Queue > Handle Time	Used in:		
Source or Calculation: Caclulated as Queue > Handle Time divided by the sum of Queue > Accepted Agent plus Queue > Consult Received Accepted.	Used in: • Predictive Routing - AHT & QUEUE		
divided by the sum of Queue > Accepted Agent plus Queue >			
divided by the sum of Queue > Accepted Agent plus Queue > Consult Received Accepted. Media type: All Data type: Number	Predictive Routing - AHT & QUEUEPredictive Routing Queue Statistics		
divided by the sum of Queue > Accepted Agent plus Queue > Consult Received Accepted. Media type: All	 Predictive Routing - AHT & QUEUE Predictive Routing Queue Statistics Report 		
divided by the sum of Queue > Accepted Agent plus Queue > Consult Received Accepted. Media type: All Data type: Number	 Predictive Routing - AHT & QUEUE Predictive Routing Queue Statistics Report Queue Dashboard 		
divided by the sum of Queue > Accepted Agent plus Queue > Consult Received Accepted. Media type: All Data type: Number Metric type: Disposition	 Predictive Routing - AHT & QUEUE Predictive Routing Queue Statistics Report Queue Dashboard 		
divided by the sum of Queue > Accepted Agent plus Queue > Consult Received Accepted. Media type: All Data type: Number Metric type: Disposition >> Back to list	 Predictive Routing - AHT & QUEUE Predictive Routing Queue Statistics Report Queue Dashboard Queue Report 		
divided by the sum of Queue > Accepted Agent plus Queue > Consult Received Accepted. Media type: All Data type: Number Metric type: Disposition >> Back to list	 Predictive Routing - AHT & QUEUE Predictive Routing Queue Statistics Report Queue Dashboard Queue Report Folder: Queue > Q Customer		

- Oueue 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:

- Oueue 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	Queue Dashboard
Data type: Number Metric type: Disposition	• 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.
- Oueue 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 DashboardQueue ReportQueue 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 Media type: All Data type: Number Metric type: Disposition	Used in: 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		
Media type: All Data type: Number Metric type: Disposition	Queue Outline Report	
>> Back to list		
Metric name: Conference Initiated Agent	Folder:	

Description: The description	n of this metric depends or	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 > Q Customer

• 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_I AG2_QUEUE_GRP_[*].CONFERE	Used in:
Media type: All (except email)	This metric is not used in any reports.
Data type: Number	

Metric type: Disposition				
>> Back to list	>> Back to list			
Metric name: Distribu	ite Time	Folder: Queue > Q Customer		
Description: The description of	of this metric depends on attribut	es or filters in the report query:		
A - - - - - -	rom the moment at which custom noment at which they were distrib	ner interactions or warm consultations outed 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 v	vere:			
Distributed to another queue	e.			
Distributed to an unmonitor	ed resource.			
Accepted, answered, or pull	ed.			
Rejected/redirected upon no	answer.			
Abandoned by the customer	while they were alerting at the a	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	_	Used in:		
Data type: Number Metric type: Disposition		This metric is not used in any reports.		
>> Back to list				
Metric name: Distribu	ited	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 ReportInteraction Traffic ReportQueue Outline Report
>> Back to list	

>> 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 DashboardQueue Outline ReportQueue Report
>> Back to list		
Metric name: Group C	Combination	Folder: Queue > Q Customer
Description: This metric is res combination from the AG2_QUE		a key for a particular queue-group
Source or Calculation: AG2_QUEUE_[*].GROUP_COMBI	NATION_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 C	Combination Abn	Folder: Queue > Q Customer
Description: This metric is res combination from the AG2_QUE		a key for a particular queue-group
Source or Calculation: AG2_QUEUE_ABN_[*].GROUP_C	OMBINATION_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 C	Combination Ans	Folder: Queue > Q Customer
Description: This metric is res combination from the AG2_QUE		a key for a particular queue-group
Source or Calculation: AG2_QUEUE_ACC_AGENT_[*].GI	ROUP_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 tim interactions that agents receive, and all ACW time for consultations that agents 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.	Used in:	
Time Queue	This metric is not used in any reports.	
Media type: All		
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Hold	Folder:	
Metric name: Hold	Folder: Queue > Q Customer	
Metric name: Hold Description: The description of this metric depends on attribute	Queue > Q Customer	
	Queue > Q Customer tes or filters in the report query:	
 Description: The description of this metric depends on attribut Queue Attribute: The total number of times that agents had 	Queue > Q Customer tes or filters in the report query: customer interactions, distributed from	
 Description: The description of this metric depends on attribut Queue Attribute: The total number of times that agents had this queue, on hold. Queue Group Attribute: The total number of times that agen 	Queue > Q Customer tes or filters in the report query: customer interactions, distributed from ts had customer interactions, distributed	
 Description: The description of this metric depends on attribut Queue Attribute: The total number of times that agents had this queue, on hold. Queue Group Attribute: The total number of times that agen from queues that belong to this queue group, on hold. This count attributes only one hold instance per distribution per agent, even if the second se	Queue > Q Customer tes or filters in the report query: customer interactions, distributed from ts had customer interactions, distributed the same interaction was placed on hold more than	
 Description: The description of this metric depends on attribute. Queue Attribute: The total number of times that agents had this queue, on hold. Queue Group Attribute: The total number of times that agent from queues that belong to this queue group, on hold. This count attributes only one hold instance per distribution per agent, even if to once by the agent. Source or Calculation: AG2_QUEUE_[*].HOLD, 	Queue > Q Customer tes or filters in the report query: customer interactions, distributed from ts had customer interactions, distributed the same interaction was placed on hold more than Used in:	
 Description: The description of this metric depends on attribute. Queue Attribute: The total number of times that agents had this queue, on hold. Queue Group Attribute: The total number of times that agent from queues that belong to this queue group, on hold. This count attributes only one hold instance per distribution per agent, even if to once by the agent. Source or Calculation: AG2_QUEUE_[*].HOLD, AG2_QUEUE_GRP_[*].HOLD 	Queue > Q Customer tes or filters in the report query: customer interactions, distributed from ts had customer interactions, distributed the same interaction was placed on hold more than	
 Description: The description of this metric depends on attribute. Queue Attribute: The total number of times that agents had this queue, on hold. Queue Group Attribute: The total number of times that agent from queues that belong to this queue group, on hold. This count attributes only one hold instance per distribution per agent, even if to once by the agent. Source or Calculation: AG2_QUEUE_[*].HOLD, AG2_QUEUE_GRP_[*].HOLD Media type: Voice Data type: Number 	Queue > Q Customer tes or filters in the report query: customer interactions, distributed from ts had customer interactions, distributed the same interaction was placed on hold more than Used in:	
 Description: The description of this metric depends on attribute: Queue Attribute: The total number of times that agents had this queue, on hold. Queue Group Attribute: The total number of times that agent from queues that belong to this queue group, on hold. This count attributes only one hold instance per distribution per agent, even if to once by the agent. Source or Calculation: AG2_QUEUE_[*].HOLD, AG2_QUEUE_GRP_[*].HOLD Media type: Voice Data type: Number Metric type: Disposition 	Queue > Q Customer tes or filters in the report query: customer interactions, distributed from ts had customer interactions, distributed the same interaction was placed on hold more than Used in:	

Description: The description of this metric depends on attributes or filters in the report query: Oueue Attribute: The total amount of time that agents had customer interactions that were distributed from this gueue on hold. • Queue Group Attribute: The total amount of time that agents had customer interactions that were distributed from gueues that belong to this gueue 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 Queue Summary Report Data type: Number Metric type: Disposition >> 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 gueues that belong to this gueue 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 > Q Customer **Description:** The description of this metric depends on attributes or filters in the report query: Oueue Attribute: The total amount of time that customer interactions distributed from this gueue 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.	
>> Back to list		
Metric name: Max Abandoned Waiting Time	Folder:	
	Queue > Q Customer	
Description: The description of this metric depends on attribut	es or filters in the report query:	
 Queue Attribute: The total amount of time (in seconds) that a bandoning the interactions and before the interactions course 		
 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 ReportQueue Summary Report	
Data type: Number Metric type: Disposition	Quede Summary Report	
>> Back to list		
Metric name: Max Abandoned Waiting	Folder:	
Time (Fmt)	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:Interaction Traffic Report	
Media type: Voice, Chat,	interaction name report	

Open (sync) Data type: Number Metric type: Disposition		Queue DashboardQueue ReportQueue Summary Report
>> Back to list		
Metric name: Max Acc	cept Time	Folder: Queue > Q Customer
Description: The description of	of this metric depends on attribut	es or filters in the report query:
	t amount of time (seconds) that spent in a queue before being ac	
		s) that a customer interaction that was ent in a queue before being accepted by
Duration starts when the interaction er (ring) time.	ters the member queue and ends when t	the interaction is accepted—thereby, including alert
Source or Calculation: AG2_QUEUE_[*].ACCEPTED_TIM AG2_QUEUE_GRP_[*].ACCEPTED		Used in:
Media type: All		Interaction Traffic Report
Data type: Number Metric type: Disposition		Queue Summary Report
>> Back to list		
Metric name: Max Accept Time (Fmt)		Folder: Queue > Q Customer
Description: The description of	of this metric depends on attribut	es 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 Metric type: Disposition		Queue Summary Report

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

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	Queue Report
Data type: Number Metric type: Disposition	
>> 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 langest encount of time (accounted) that evet man interactions on we we		

- 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:	Used in:
AG2_QUEUE_[*].DISTRIBUTED_TIME_MAX,	osed m.

AG2_QUEUE_GRP_[*].DISTRIBU	IED_IIME_MAX		
Media type: All		This metric is not used in any reports.	
Data type: Number Metric type: Disposition			
>> Back to list			
Metric name: Max Dis	stribute Time (Fmt)	Folder:	
		Queue > Q Customer	
Description: The description of	of this metric depends on attribut	es or filters in the report query:	
	st amount of time (HH:MM:SS) tha queue before being distributed.	at customer interactions or warm	
	longest amount of time (HH:MM: es that belong to this queue grou	SS) that customer interactions or warm up before being distributed.	
Distribution includes interactions that w	were:		
Distributed to another queu	e.		
Distributed to an unmonitor	ed resource.		
Accepted, answered, or pull	ed.		
Rejected/redirected upon no	answer.		
Abandoned by the customer	r while they were alerting at the a	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_[*].DISTRIBU		Used in:	
Media type: All		This metric is not used in any reports.	
Data type: Number Metric type: Disposition			
>> Back to list			
Metric name: Max Sta	andard 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	
>> Back to list	
Metric name: Max Standard Abandoned	Folder:

Waiting Time (Fmt)

Queue > Q Customer

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

- Oueue 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.

Media type: Voice, Chat, This metric is not used in any reports. Data type: Number This metric is not used in any reports. >> Back to list >> Second	Source or Calculation: Calculated based on the Queue > Max Abandoned Waiting Time and Queue > Standard Abandoned Waiting metrics.		Used in:
Metric type: Disposition			
>> Back to list			
	>> Back to list		

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: Calcul > Redirected and Queue > Q C 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: Offered		Folder:
		Queue > Q Customer
Description: The description of	of this metric depends on attribut	es or filters in the report query:
	·	
• Queue Attribute: The total n offered to a resource.	umber of interactions that entere	ed this queue and were subsequently
	total number of interactions that equently offered to a resource.	entered queues that belong to this
This metric:		
 excludes interactions for wh 	ich no threshold was set by Route	er.
 excludes short-abandoned in warm consultations, conference 	nteractions and includes handling ences, and collaborations that ag	g attempts that agents rejected, as well as ents received.
 relies on the value of the sh IXN] section. 	ort-abandoned threshold as c	onfigured in the [agg-gim-thld-QUEUE-
Source or Calculation: Calcul Entered and Queue > Short Aba		Used in:
	5	Interaction Traffic Group Report
		Interaction Traffic Report
		 Predicitive Routing Queue Statistics Report
Media type: All		Predictive Routing - AHT & QUEUE
Data type: Number Metric type: Disposition		Queue Dashboard
		Queue Outline Report
		Queue Report
		Queue Summary Report
>> Back to list		
Metric name: Redirec	ted	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 gueue group, rang at a routing target, and were redirected upon no acceptance/answer by an agent. Source or Calculation: AG2 QUEUE [*].REDIRECTED, Used in: AG2 QUEUE GRP [*].REDIRECTED Queue Dashboard Media type: All • Queue Outline Report Data type: Number Metric type: Disposition • Queue Report >> Back to list 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. Oueue 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: Oueue 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_S AG2_QUEUE_GRP_[*].ABANDON		Used in: Interaction Traffic Group Report
Media type: Voice, Chat, Open (sync)		Queue Dashboard
Data type: Number Metric type: Disposition		 Queue Outline Report Queue Report
>> Back to list		
Metric name: Standar	d Abandoned	F -11-1
Waiting		Folder:
		Queue > Q Customer
Description: The description of	of this metric depends on attribut	es 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 w 	ere abandoned while they were a	alerting at a handling resource.
 relies on the value of the sh IXN] section. 	ort-abandoned threshold as c	onfigured in the [agg-gim-thld-QUEUE-
Source or Calculation: AG2_QUEUE_[*].ABANDONED_S AG2_QUEUE_GRP_[*].ABANDON		Used in:
Media type: Voice, Chat,		
Open (sync) Data type: Number Metric type: Disposition		Queue Outline Report
>> Back to list		
Metric name: Standar Waiting Time	d Abandoned	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

	omer interactions that were abandoned v	vithin the short-abandoned threshold as well as rt-abandoned threshold as configured in the [agg-
Source or Calculation: AG2_QUEUE_[*].ABANDONED_S AG2_QUEUE_GRP_[*].ABANDON Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition >> Back to list		Used in: This metric is not used in any reports.
Metric name: Start Da	ate Time Key	Folder:
		Queue > Q Customer
Description: This metric is resthe AG2_QUEUE or AG2_QUEUE		a key for a particular date and time from
Source or Calculation: AG2_C AG2_QUEUE_GRP_[*].DATE_TIM		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type:		This meane is not used in any reports.
>> Back to list		
Metric name: Start Da	ate Time Key Abn	Folder:
		Queue > Q Customer
Description: This metric is rest the AG2_QUEUE_ABN hierarchy.	erved for internal use to employ	a key for a particular date and time from
Source or Calculation: AG2_C	QUEUE_ABN_[*].DATE_TIME_KEY	Head in
Media type: All		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Start Da	ate Time Key Ans	Folder: Queue > Q Customer
Description: This metric is rest the AG2_QUEUE_ACC_AGENT hi		a key for a particular date and time from
Source or Calculation: AG2_QUEUE_ACC_AGENT_[*].D/	ATE_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: Stuck		Folder:	
		Queue > Q Customer	
Description: The description of	f this metric depends on attribute	es or filters in the report query:	
		eractions were cleared from this virtual ntified as being stuck (having a technical	
 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 rea	asons, including:		
• Distribution to a parallel virtu	ual 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	Removing interactions from a virtual queue by using the URS ClearTargets function.		
But excluding:			
Interactions that the custome	er abandoned while still queued.		
Interactions that were distrib	outed from this virtual queue, wo	rkbin, or interaction queue.	
Interactions that were queue	d for consultation or collaboratic	on.	
Source or Calculation: AG2_Q AG2_QUEUE_GRP_[*].CLEARED_S		Used in:	
Media type: All		Queue Outline Report	
Data type: Number Metric type: Disposition			
>> 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			

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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_QUAG2_QUEUE_GRP_[*].WRAP	UEUE_[*].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 > 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_C AG2_QUEUE_GRP_[*].WRAP_TIM	Used in:
Media type: Voice Data type: Number Metric type: Disposition	Queue Summary Report

>> Back to list

Folder: Queue > Q Customer & Consults

Metric name: Abando	ned Inviting	Folder: Queue > Q Customer & Consults
Description: The sum of the variety metrics.	alues of (customer) Abandoned I	nviting and Consult Abandoned Inviting
Source or Calculation: Calcul > Abandoned Inviting and Queu 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: Abando	ned Waiting	Folder:
		Queue > Q Customer & Consults
Description: The sum of the variety metrics.	alues of (customer) Abandoned \	Naiting and Consult Abandoned Waiting
Source or Calculation: Calcul > Customer and Consults > Aba Customer and Queue > Q Cons Inviting metrics.	andoned Inviting and Queue >	Used in:
Media type: Voice, Chat, Open (sync)		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Abando	ned Waiting Time	Folder:
		Queue > Q Customer & Consults
Description: The sum of the value waiting Time metrics.	alues of (customer) Abandoned V	Naiting Time and Consult Abandoned
Source or Calculation: Calcul > Abandoned Waiting Time and Consult Abandoned Waiting Tim	Queue > Q Consults >	Used in:Queue Outline Report
Media type: Voice, Chat,		

Open (sync)		
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Accept	Time	Folder:
		Queue > Q Customer & Consults
Description: The description of	of this metric depends on attribut	es or filters in the report query:
	mount of time, in seconds, that c answered, or pulled by handling	ustomer interactions waited in this queue resources.
		ner interactions waited in a queue that rered, or pulled by handling resources.
The duration starts when interactions e resource—thereby, including alert (ring	enter the queue and ends when the intera)) time.	actions are accepted by the target
Source or Calculation: AG2_0 AG2_QUEUE_GRP_[*].ACCEPTED		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Accept	Time Agent	Folder:
Metric name: Accept	Time Agent	Folder: Queue > Q Customer & Consults
	Time Agent of this metric depends on attribut	Queue > Q Customer & Consults
Description: The description of	of this metric depends on attribut mount of time that customer inte	Queue > Q Customer & Consults
 Description: The description of Queue Attribute: The total ar were accepted, answered, of Queue Group Attribute: The formation of the second se	of this metric depends on attribut mount of time that customer inte or pulled by agents.	Queue > Q Customer & Consults es or filters in the report query: ractions waited in this queue before they er interactions waited in queues that
 Description: The description of Queue Attribute: The total ar were accepted, answered, of Queue Group Attribute: The fibelong to this queue group 	of this metric depends on attribut mount of time that customer inte or pulled by agents. total amount of time that custom before they were accepted, answ on enters the queue and ends when the in	Queue > Q Customer & Consults es or filters in the report query: ractions waited in this queue before they er interactions waited in queues that
 Description: The description of Queue Attribute: The total ar were accepted, answered, of Queue Group Attribute: The fibelong to this queue group The duration starts when the interaction 	of this metric depends on attribut mount of time that customer inte or pulled by agents. total amount of time that custom before they were accepted, answ on enters the queue and ends when the in ime.	Queue > Q Customer & Consults es or filters in the report query: ractions waited in this queue before they er interactions waited in queues that vered, or pulled by agents.
 Description: The description of Queue Attribute: The total arr were accepted, answered, of Queue Group Attribute: The fill belong to this queue group The duration starts when the interaction agent—thereby, including alert (ring) till Source or Calculation: AG2_QUEUE [*].ACCEPTED_AGI 	of this metric depends on attribut mount of time that customer inte or pulled by agents. total amount of time that custom before they were accepted, answ on enters the queue and ends when the in ime.	Queue > Q Customer & Consults es or filters in the report query: ractions waited in this queue before they er interactions waited in queues that vered, or pulled by agents. teraction is accepted, answered, or pulled by an
 Description: The description of Queue Attribute: The total arr were accepted, answered, of Queue Group Attribute: The total arr belong to this queue group The duration starts when the interaction agent—thereby, including alert (ring) to agent—thereby, including alert (ring) to AG2_QUEUE_[*].ACCEPTED_AGIAG2_QUEUE_GRP_[*].ACCEPTED 	of this metric depends on attribut mount of time that customer inte or pulled by agents. total amount of time that custom before they were accepted, answ on enters the queue and ends when the in ime.	Queue > Q Customer & Consults es or filters in the report query: ractions waited in this queue before they er interactions waited in queues that vered, or pulled by agents. Iteraction is accepted, answered, or pulled by an Used in:
 Description: The description of Queue Attribute: The total arrwere accepted, answered, of Queue Group Attribute: The felong to this queue group The duration starts when the interaction agent—thereby, including alert (ring) to agent—thereby, including alert (ring) to AG2_QUEUE_[*].ACCEPTED_AGIAG2_QUEUE_GRP_[*].ACCEPTED_AGIAGAGAAGAAGAAGAAGAAGAAGAAGAAGAAGAAGAAG	of this metric depends on attribut mount of time that customer inte or pulled by agents. total amount of time that custom before they were accepted, answ on enters the queue and ends when the in ime.	Queue > Q Customer & Consults es or filters in the report query: ractions waited in this queue before they er interactions waited in queues that vered, or pulled by agents. Iteraction is accepted, answered, or pulled by an Used in:
 Description: The description of Queue Attribute: The total arrwere accepted, answered, of Queue Group Attribute: The total belong to this queue group The duration starts when the interaction agent—thereby, including alert (ring) to agent—thereby, including alert (ring) to AG2_QUEUE_[*].ACCEPTED_AGIAG2_QUEUE_GRP_[*].ACCEPTED_AGIAGAG2_QUEUE_GRP_[*].ACCEPTED_AGIAGAGAGAGAGAGAGAGAGAGAGAGAGAGAGAGAGAG	of this metric depends on attribut mount of time that customer inte or pulled by agents. total amount of time that custom before they were accepted, answ on enters the queue and ends when the in ime. ENT_TIME, D_AGENT_TIME	Queue > Q Customer & Consults es or filters in the report query: ractions waited in this queue before they er interactions waited in queues that vered, or pulled by agents. Iteraction is accepted, answered, or pulled by an Used in:

		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		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Accepte	ed Agent	Folder:
		Oueue > O Customer & Consults
Description: The sum of the Q Received Accepted metrics.	ueue > Q Customer > Accepted	Agent and Queue > Q Consults > Consult
Source or Calculation: Calcul > Q Customer > Accepted Age Consult Received Accepted me	nt and Queue > Q Consults >	Used in:
Media type: All		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Accepte	ed Agent in Threshold	Folder:
	5	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_AGI AG2_QUEUE_GRP_[*].ACCEPTED		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		

Queue > Q Customer & Consults Description: The sum of the values of (customer) Accepted In Threshold and Queue > Q O Customer > Accepted in Threshold and Queue > Q Consults > Accepted in Threshold and Queue > Q Consults > Accepted in Threshold and Queue > Q Description: The sum of the values of (customer) Accepted D Pack to filst Metric to gree Disposition Pack to filst 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 Consults > Accepted Other metrics. Vertic to gree Disposition Pack to filst Metric name: Clear Time Vertic to gree Disposition Pack to filst Metric name: Clear for many reasons, including: • Distribution to a parallel virtual queue. • Distribution to a parallel virtual queue. • Default	Motric name: Accente	d in Threshold	Folder:
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 Consults > Accepted in Threshold metrics. Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Accepted Others Folder: Queue > Q Customer > Accepted Others Pescription: 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 Consults > Accepted Other and Queue > Q Consults > Accepted Others metrics. Media type: All 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 Consults > Accepted Other metrics. Media type: All Description: The sum of the values of (customer) Accepted Others and Consult Accepted Others metrics. Media type: All Data type: Number Metric type: Disposition >> Back to list Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Clear Time Description: The sum of the values of (customer) Clear Time and Consult Clear Time metrics. Interactions can be cleared	Metric name: Accepted in Threshold		
Threshold metrics. Source or Calculation: Calculated as the sum of the Queue > Q Q Customer > Accepted in Threshold and Queue > Q Consults > Accepted in Threshold metrics. Media type: All Data type: Number Back to list Metric syme Disposition Description: The sum of the values of (customer) Accepted Others Source or Calculation: Calculated as the sum of the Queue > Q Customer & Consults Accepted Other metrics. Source or Calculation: Calculated as the sum of the Queue > Q Customer & Consults Accepted Other metrics. Source or Calculation: Calculated as the sum of the Queue > Q Customer & Consults Accepted Other metrics. Media type: Number Metric type: Disposition Data type: Number Metric type: Disposition Coustomer > Accepted Other and Queue > Q Consults > Accepted Other metrics. Media type: All Data type: Number Metric type: Disposition Data type: Number Metric type: Disposition Ibata type: Number Metric type: Number Metric type: Number Metric type: Number Metric type: Number Data type: Number Metric type: Number Data type: Number Metric type: Number Data type: Number Metric type: Number Metric type: Number <t< th=""><th></th><th></th><th>Queue > Q Customer & Consults</th></t<>			Queue > Q Customer & Consults
> Q Customer > Accepted in Threshold and Queue > Q Used in: Wedia type: All Wetric type: Disposition > Back to list Metric name: Accepted Others Folder: Queue > Q Customer & Consults Description: The sum of the values of (customer) Accepted Others and Consult Accepted Others Source or Calculation: Calculated as the sum of the Queue > Q Consults > Accepted Other metrics. Source or Calculation: Calculated as the sum of the Queue > Q Consults > Accepted Other metrics. Metric type: Number Metric type: Disposition Source or Calculation: Calculated as the sum of the Queue > Q Consults > Accepted Other and Queue > Q Consults > Accepted Other metrics. Media type: All Q Customer > Accepted Other and Queue > Q Consults > Accepted Other metrics. Metric type: Disposition Source or Calculation: Calculated as the sum of the Queue > Q Customer & Consult Accepted Other metrics. Metric type: Number Metric type: Number Metric type: Number is a sum of the Queue > Q Consults > Accepted Other metrics. Metric type: Number is a 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 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 for any other reason, such as abnormal stops. • Removing interactions form a virtual queue by using the URS ClearTargets function. But excluding: • Interactions that the customer abandoned while still queued.	Description: The sum of the values of (customer) Accepted In Threshold and Consult Accepted In Threshold metrics.		
Media type: All This metric is not used in any reports. Detait type: Disposition >> Back to list Metric name: Accepted Others Folder: Queue > Q Customer & Consults Description: The sum of the values of (customer) Accepted Others and Consult Accepted Others metrics. Used in: • Queue Outline Report Source or Calculation: Calculated as the sum of the Queue Accepted Other metrics. Used in: • Queue Outline Report Media type: All Data type: Number Metric type: Disposition • Queue Outline Report >> Back to list • Queue Outline Report Description: The sum of the values of (customer) Clear Time and Consult Clear Time metrics. • Queue Outline Report >> Back to list Folder: Queue > Q Customer & Consults • Queue Outline Report >> Back to list Enter 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	> Q Customer > Accepted in Th	preshold and Queue $> Q$	llsed in:
Data type: Number 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 > > Q Customer > Accepted Other and Queue > Q Consults > > Q Customer > Accepted Other and Queue > Q Consults > > Q Customer > Accepted Other and Queue > Q Consults > > Q Customer > Accepted Other and Queue > Q Consults > > Q Customer > Accepted Other and Queue > Q Consults > > Q Customer > Accepted Other and Queue > Q Consults > > Q Customer > Accepted Other and Queue > Q Consults > > Queue Outline Report > Back to list Wetric 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.	Media type: All		
Metric name: Accepted Others Folder: Queue > Q Customer & Consults Description: The sum of the values of (customer) Accepted Others and Consult Accepted Others metrics. Used in: Source or Calculation: Calculated as the sum of the Queue > Q Customer > Accepted Other and Queue > Q Consults > Accepted Other metrics. Used in: Media type: All Data type: Number Metric type: Disposition • Queue Outline Report >> Back to list • 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 the switch. • Default routed by a routing strategy. • 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.	Data type: Number Metric type: Disposition		
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metrics. Source or Calculation: Calculated as the sum of the Queue > Q Customer > Accepted Other and Queue > Q Consults > Accepted Other metrics. Media type: All Data type: Number Metric type: Disposition > Back to list Used in: • Queue Outline Report • Queue > Q Customer & Consults Polder: 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 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.			Queue > Q Customer & Consults
> Q Customer > Accepted Other and Queue > Q Consults > Accepted Other metrics. Media type: All Data type: Number Metric type: Disposition > Back to list • Queue Outline Report • Polder: 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 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.	Description: The sum of the vanetrics.	alues of (customer) Accepted Otl	hers and Consult Accepted Others
Parta type: Number Source outline hepoint Metric type: Disposition >> Back to list 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 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.			Used in:
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 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. 	Metric name: Clear Ti	me	
 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. 			Queue > Q Customer & Consults
 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. 	Description: The sum of the va	alues of (customer) Clear Time a	Queue > Q Customer & Consults
 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. 	Description: The sum of the value of the v	alues of (customer) Clear Time a asons, including:	Queue > Q Customer & Consults
 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. 	Description: The sum of the value of the v	alues of (customer) Clear Time a asons, including: ual queue.	Queue > Q Customer & Consults
 Removing interactions from a virtual queue by using the URS ClearTargets function. But excluding: Interactions that the customer abandoned while still queued. 	Description: The sum of the value of the second of the secon	alues of (customer) Clear Time a asons, including: ual queue.	Queue > Q Customer & Consults
But excluding:Interactions that the customer abandoned while still queued.	Description: The sum of the value Interactions can be cleared for many re Distribution to a parallel virt Default routed by the switch Default routed by a routing s	alues of (customer) Clear Time a asons, including: ual queue. strategy.	Queue > Q Customer & Consults
Interactions that the customer abandoned while still queued.	Description: The sum of the value of the sum of the value of the sum of the value of the sum of the	alues of (customer) Clear Time a asons, including: ual queue. strategy. are determined to be stuck.	Queue > Q Customer & Consults nd Consult Clear Time metrics.
	Description: The sum of the value of the second of the secon	alues of (customer) Clear Time a asons, including: ual queue. strategy. are determined to be stuck. ny other reason, such as abnorm	Queue > Q Customer & Consults nd Consult Clear Time metrics. al stops.
	Description: The sum of the value of the second of the secon	alues of (customer) Clear Time a asons, including: ual queue. strategy. are determined to be stuck. ny other reason, such as abnorm	Queue > Q Customer & Consults nd Consult Clear Time metrics. al stops.
	Description: The sum of the value interactions can be cleared for many reference of the sum of th	alues of (customer) Clear Time a asons, including: ual queue. strategy. are determined to be stuck. ny other reason, such as abnorm a virtual queue by using the URS	Queue > Q Customer & Consults nd Consult Clear Time metrics. al stops. 5 ClearTargets function.

Interactions that were queued for consultation or collaboration.		
Source or Calculation: Calcul > Q Customer > Clear Time and Consult Clear Time metrics.		Used in:
Media type: All		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Cleared		Folder:
		Queue > Q Customer & Consults
Description: The sum of the v	alues of (customer) Clear Time a	nd Consult Clear Time metrics.
Interactions can be cleared for many re	easons, including:	
Distribution to a parallel virt	ual queue.	
Default routed by the switch).	
Default routed by a routing	strategy.	
Removing interactions that a	are determined to be stuck.	
Removing interactions for an	ny other reason, such as abnorma	al 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: Calcul > Q Customer > Cleared and Q metrics.		Used in:
Media type: All		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Distribu	ite Time	Folder:
		Queue > Q Customer & Consults
Description: The sum of the v	alues of (customer) Distribute Tir	ne and Consult Distribute Time metrics.
Source or Calculation: Calcul > Q Customer > Distribute Tim Distribute Time 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: Distribu	ited	Folder:
		Queue > Q Customer & Consults
Description: The sum of the v	alues of (customer) Distributed a	nd Consult Distributed metrics.
Source or Calculation: Calcul > Q Customer > Distributed an Distributed metrics.	-	Used in:
Media type: All		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Engage	Time	Folder:
		Queue > Q Customer & Consults
Description. The sum of the w	aluas of (sustamor) Engago Timo	and Consult Engage Time metrics
Source or Calculation: Calcul		and Consult Engage Time metrics.
metrics from the Queue > Enga Consult Received Engage Time, Consult Received Engage Warm	age Time, Queue > Q Consult > and Queue > Q Consult >	Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Entered		Folder:
		Queue > Q Customer & Consults
Description: The sum of the values of (customer) Entered and Consult Entered metrics.		
Source or Calculation: Calcul > Entered and Queue > Q Cons	-	Used in:
Media type: All		Queue Outline Report
Data type: Number Metric type: Disposition		
>> Back to list		
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		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Hold Time		Folder:
		Queue > Q Customer & Consults
Description: The sum of the v	alues of (customer) Hold Time ar	nd Consult Hold Time metrics.
Source or Calculation: Calcul Hold Time, Queue > Q Consults Time, and Queue > Q Consults Time metrics.	-	Used in:
Media type: Voice		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Motrie nome Invite		
Motric name Invite		Foldory
Metric name: Invite		Folder:
Metric name: Invite		Folder: Queue > Q Customer & Consults
	alues of (customer) Invite and Co	Queue > Q Customer & Consults
	lated based on the Queue > Consult Received Invite, and	Queue > Q Customer & Consults
Description: The sum of the v Source or Calculation: Calcul Invite, Queue > Q Consults > C	lated based on the Queue > Consult Received Invite, and	Queue > Q Customer & Consults onsult Invite metrics. Used in:
Description: The sum of the v Source or Calculation: Calcul Invite, Queue > Q Consults > C Queue > Q Consults > Consult	lated based on the Queue > Consult Received Invite, and	Queue > Q Customer & Consults
Description: The sum of the v Source or Calculation: Calcul Invite, Queue > Q Consults > C Queue > Q Consults > Consult Media type: All Data type: Number	lated based on the Queue > Consult Received Invite, and	Queue > Q Customer & Consults onsult Invite metrics. Used in:
Description: The sum of the v Source or Calculation: Calcul Invite, Queue > Q Consults > C Queue > Q Consults > Consult Media type: All Data type: Number Metric type: Disposition	lated based on the Queue > Consult Received Invite, and Received Invite Warm metrics.	Queue > Q Customer & Consults onsult Invite metrics. Used in: This metric is not used in any reports.
Description: The sum of the v Source or Calculation: Calcul Invite, Queue > Q Consults > C Queue > Q Consults > Consult Media type: All Data type: Number Metric type: Disposition >> Back to list	lated based on the Queue > Consult Received Invite, and Received Invite Warm metrics.	Queue > Q Customer & Consults onsult Invite metrics. Used in: This metric is not used in any reports. Folder:
Description: The sum of the v Source or Calculation: Calcul Invite, Queue > Q Consults > C Queue > Q Consults > Consult Media type: All Data type: Number Metric type: Disposition >> Back to list	lated based on the Queue > Consult Received Invite, and Received Invite Warm metrics.	Queue > Q Customer & Consults onsult Invite metrics. Used in: This metric is not used in any reports.
Description: The sum of the v Source or Calculation: Calcul Invite, Queue > Q Consults > C Queue > Q Consults > Consult Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Invite T	lated based on the Queue > Consult Received Invite, and Received Invite Warm metrics.	Queue > Q Customer & Consults onsult Invite metrics. Used in: This metric is not used in any reports. Folder: Queue > Q Customer & Consults
Description: The sum of the v Source or Calculation: Calcul Invite, Queue > Q Consults > C Queue > Q Consults > Consult Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Invite T	lated based on the Queue > Consult Received Invite, and Received Invite Warm metrics. ime alues of (customer) Invite Time a lated based on the Queue > ts > Consult Received Invite	Queue > Q Customer & Consults onsult Invite metrics. Used in: This metric is not used in any reports. Folder: Queue > Q Customer & Consults und Consult Invite Time metrics. Used in:
Description: The sum of the v Source or Calculation: Calcul Invite, Queue > Q Consults > C Queue > Q Consults > Consult Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Invite T Description: The sum of the v Source or Calculation: Calcul Invite Time, Queue > Q Consults	lated based on the Queue > Consult Received Invite, and Received Invite Warm metrics. ime alues of (customer) Invite Time a lated based on the Queue > ts > Consult Received Invite	Queue > Q Customer & Consults onsult Invite metrics. Used in: This metric is not used in any reports. Folder: Queue > Q Customer & Consults and Consult Invite Time metrics.

Metric type: Disposition		
>> Back to list		
Metric name: Max Standard Abandoned Waiting Time	Folder: Queue > Q Customer & Consults	
Description: The longest amount of time (in seconds) that cus group) before they abandoned the interactions and before the i	nteractions could be distributed.	
This metric is identical to Queue > Q Customer > Max Abandoned Waiting Time	3.	
Source or Calculation: Calculated based on the Queue > Max Abandoned Waiting Time metric.		
Media type: Voice, Chat,	Used in:	
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: Queue > Q Customer & Consults	
Description: The longest amount of time (HH:MM:SS) that cus group) before they abandoned the interactions and before the i	nteractions could be distributed.	
This metric is identical to Queue > Q Customer > Max Abandoned Waiting Time	2.	
Source or Calculation: Calculated based on the Queue > Max Abandoned Waiting Time metric.		
Media type: Voice, Chat,	Used in:	
Open (sync) 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 Consult	s 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: Calcul Offered and Queue > Q Consult		Used in:
Media type: All Data type: Number Metric type: Disposition		Queue Outline Report
>> Back to list		
Metric name: Redirec	ted	Folder: Queue > Q Customer & Consults
Description: The sum of (cust	omer) Redirected and Consult Re	directed metrics.
Source or Calculation: Calcul Customer > Redirected and Qu 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.		
	omer) Routed Other and Consult	Routed Other metrics.
Source or Calculation: Calcul Routed Other and Queue > Q C Other metrics .	ated based on the Queue >	Routed Other metrics.
Routed Other and Queue > Q C	ated based on the Queue >	
Routed Other and Queue > Q C Other metrics . Media type: All Data type: Number	ated based on the Queue >	Used in:
Routed Other and Queue > Q C Other metrics . Media type: All Data type: Number Metric type: Disposition	lated based on the Queue > consults > Consult Routed	Used in:
Routed Other and Queue > Q C Other metrics . Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Short A	lated based on the Queue > consults > Consult Routed	Used in: • Queue Outline Report Folder:

metrics.		
Source or Calculation: Calculated based Short Abandoned Waiting and Queue > Q (Short Abandoned Waiting metrics .		
Media type: Voice, Chat, Open (sync)	Queue Outl	ine Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Standard Aband Waiting	oned Folder: Queue > Q Custon	ner & Consults
Description: The sum of (customer) Stand Waiting metrics.	ard Abandoned Waiting and Consult	Standard Abandoned
Source or Calculation: Calculated based Standard Abandoned Waiting and Queue > Consult Standard Abandoned Waiting metr	Q Consults >	
Media type: Voice, Chat, Open (sync)	Queue Outl	ine Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Standard Aband Waiting Time	oned Folder: Queue > Q Custon	ner & Consults
Description: The sum of the Q Customer Abandoned Waiting Time metrics.	Standard Abandoned Waiting Time	and Q Consult > Standard
Source or Calculation: Calculated as the Customer > Standard Abandoned Waiting > Standard Abandoned Waiting Time metric	ime and Q Consult	
Media type: Voice, Chat, Open (sync)		used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Stuck	Folder: Queue > Q Custon	ner & 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 an metrics.	d Consult Transfer Initiated Agent
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	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Wrap	Folder:
	Queue > Q Customer & Consults
Description: The sum of (customer) Wrap and Consult Wrap m	etrics.
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	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Wrap Time	Folder:
Metric name, wrap nine	
	Queue > Q Customer & Consults
Description: The sum of (customer) Wrap Time and Consult Wr	rap 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	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> 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).</x></x></x>	Used in:	
Media type: Voice, Chat, Open (sync)	Abandon Delay Report	
Data type: Number Metric type: Disposition		
>> Back to list		
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:	Used in:	
Data type: Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: Abandoned Waiting ST 1-20	Folder:	
Pietrie namer Abandonea Walting 51 1-20	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] s	ection.
Source or Calculation: AG2_QUEUE_ABN_[*].ABANDONED_STI_ <x> (where <x> value between 1 and 20, corresponding to the number of threshold, such as AG2_QUEUE_ABN_[*].ABANDONED_STI AG2_QUEUE_ABN_[*].ABANDONED_STI_2, and so on)</x></x>	this
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	L-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 > Customer & Consults > Abandoned Waiting ST <x> > Accepted Agent ST<x> metric and the value of AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT (where is a value between 1 and 20).</x></x>	Used in:	
Media type: All	• Speed of Accept (seconds) Report	
Data type: Number Metric type: Disposition		
>> 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	This metric is not used in any reports.	
Data type: Number		

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)</x></x>	 Used in: Speed of Accept (hours) Report Speed of Accept (seconds) Report 	
Media type: All	Speed of Accept (Seconds) Report	
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 receive	ed a predictive routing error score.
Source or Calculation: Calculated based on the Queue > Queue Predictive Routing > Active and Queue > Queue Predictive Routing > Error metrics. Media type: All Data type: Number Metric type: Disposition	Used in:PR Performance DashboardPredictive Routing Operational Report
>> Back to list	
Metric name: Active	Folder:

	Queue > Queue Predictive Routing
Description: The total amount of time (HH:I and end of this agent's login session(s) on a	MM:SS) attributable to the interval between the beginning particular media channel.
Source or Calculation: AG2_QUEUE_*.GPR_AG2_QUEUE_GRP_*.GPR_ACTIVE	_ACTIVE,
Media type: All Data type: Metric type: Disposition	This metric is not used in any reports.
>> Back to list	
Metric name: Agent Score	Folder:
	Queue > Queue Predictive Routing
Description: Predictive routing score for the	e agent that handled the interaction.
Source or Calculation: GPM_FACT.AGENT_S	SCORE Used in:
Media type: All	This metric is not used in any reports.
Data type: Metric type: Disposition	This metric is not used in any reports.
>> Back to list	
Metric name: Avg Agent Score	Folder:
Metric name: Avg Agent Score	Folder: Queue > Queue Predictive Routing
Description: The sum of all Agent Scores (g	Queue > Queue Predictive Routing pmAgentScore), divided by the total number of interactions n the Queue >
Description: The sum of all Agent Scores (g where GPR was active. Source or Calculation: Calculated based on Queue Predictive Routing > Agent Score and	Queue > Queue Predictive Routing upmAgentScore), divided by the total number of interactions n the Queue > Queue > Queue Used in: • Predictive Routing Queue Statistics
 Description: The sum of all Agent Scores (g where GPR was active. Source or Calculation: Calculated based of Queue Predictive Routing > Agent Score and Predictive Routing > Active metrics. 	Queue > Queue Predictive Routing pmAgentScore), divided by the total number of interactions n the Queue > Queue > Queue Used in:
Description: The sum of all Agent Scores (gwhere GPR was active. Source or Calculation: Calculated based on Queue Predictive Routing > Agent Score and Predictive Routing > Active metrics. Media type: All Data type:	Queue > Queue Predictive Routing upmAgentScore), divided by the total number of interactions n the Queue > Queue > Queue Used in: • Predictive Routing Queue Statistics
Description: The sum of all Agent Scores (gwhere GPR was active. Source or Calculation: Calculated based on Queue Predictive Routing > Agent Score and Predictive Routing > Active metrics. Media type: All Data type: Metric type: Disposition	Queue > Queue Predictive Routing upmAgentScore), divided by the total number of interactions n the Queue > Queue > Queue Used in: • Predictive Routing Queue Statistics
Description: The sum of all Agent Scores (gwhere GPR was active. Source or Calculation: Calculated based or Queue Predictive Routing > Agent Score and Predictive Routing > Active metrics. Media type: All Data type: Metric type: Disposition >> Back to list	Queue > Queue Predictive Routing upmAgentScore), divided by the total number of interactions n the Queue > Queue Queue > Queue Used in: • Predictive Routing Queue Statistics Report
Description: The sum of all Agent Scores (gwhere GPR was active. Source or Calculation: Calculated based of Queue Predictive Routing > Agent Score and Predictive Routing > Active metrics. Media type: All Data type: Metric type: Disposition >> Back to list	Queue > Queue Predictive Routing upmAgentScore), divided by the total number of interactions n the Queue > Queue Queue > Queue Used in: • Predictive Routing Queue Statistics Report Folder:
Description: The sum of all Agent Scores (gwhere GPR was active. Source or Calculation: Calculated based of Queue Predictive Routing > Agent Score and Predictive Routing > Active metrics. Media type: All Data type: Metric type: Disposition >> Back to list	Queue > Queue Predictive Routing upmAgentScore), divided by the total number of interactions n the Queue > Queue > Queue Used in: • Predictive Routing Queue Statistics Report • Predictive Routing Queue Statistics Report Folder: Queue > Queue Predictive Routing Ins that received a predictive routing error score. ERROR,
Description: The sum of all Agent Scores (gwhere GPR was active. Source or Calculation: Calculated based on Queue Predictive Routing > Agent Score and Predictive Routing > Active metrics. Media type: All Data type: Metric type: Disposition >> Back to list Metric name: Error Source or Calculation: AG2_QUEUE_*.GPM	Queue > Queue Predictive Routing pmAgentScore), divided by the total number of interactions n the Queue > Queue > Queue Used in: • Predictive Routing Queue Statistics Report • Predictive Routing Queue Statistics Report • Folder: Queue > Queue Predictive Routing • sthat received a predictive routing error score. _ERROR, Used in:
Description: The sum of all Agent Scores (gwhere GPR was active. Source or Calculation: Calculated based of Queue Predictive Routing > Agent Score and Predictive Routing > Active metrics. Media type: All Data type: Metric type: Disposition >> Back to list Metric name: Error Description: The total number of interaction Source or Calculation: AG2_QUEUE_*.GPM_AG2_QUEUE_GRP_*.GPM_ERROR	Queue > Queue Predictive Routing upmAgentScore), divided by the total number of interactions n the Queue > Queue > Queue Used in: • Predictive Routing Queue Statistics Report Predictive Routing Queue Statistics

>> Back to list

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 organize Business Result in some reports.	d based on the configured business result. Displayed as Source
Database table: INTERACTION_DESCRIPTOR_GI2.BUSINESS	_RESULT
>> Back to list	
Attribute name: Customer Segment	Folder: Queue
Description: Enables data to be organize Source Customer Segment in some report	d based on the configured customer segment. Displays as s.
Database table: INTERACTION_DESCRIPTOR_GI2.CUSTOME	R_SEGMENT
>> Back to list	
Attribute name: Interaction Subtype	Folder: Queue
Description: This Attribute enables data InboundNew or Outbound Notification.	to be organized by the interaction's subtype; for example,
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYP	E_SUBTYPE
>> Back to list	
Attribute name: Interaction Type	Folder: Queue
Description: Enables data to be organize and Internal.	d by the interaction's type—for example, Inbound, Outbound,
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYP	E
>> Back to list	
Attribute name: Media Type	Folder: Queue
Description: Enables data to be organize Email, and Chat.	d by the media type of the interaction; for example, Voice,
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
-	orting interval to be organized by the name of the ACD queue,
Database table: RESOURCE_Q.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	Form(s): Queue Type
Forms in this attribute:	
Form: Queue Type	Description: Enables data within the reporting interval to be
Table.Column: Queue Type Data type: RESOURCE_Q.RESOURCE_TYPE	organized by the type of queue, such as ACDQueue, VirtualQueue, InteractionQueue, or InteractionWorkBin.
>> Back to list	
Attribute name: Queue Group	Folder: Queue
Group	in the reporting interval to be organized by the name of the
Group Description: Enables reporting data with	in the reporting interval to be organized by the name of the
Group Description: Enables reporting data with queue group. A queue can belong to more Database table: GROUP_Q.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('QUEUE',	in the reporting interval to be organized by the name of the
Group Description: Enables reporting data with queue group. A queue can belong to more Database table: GROUP_Q.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN','NO VALUE'))	in the reporting interval to be organized by the name of the
Group Description: Enables reporting data with queue group. A queue can belong to more Database table: GROUP_Q.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN','NO VALUE')) >> Back to list Attribute name: Queue Group Combination Key Description: Enables data to be organize	in the reporting interval to be organized by the name of the than one queue group.
Group Description: Enables reporting data with queue group. A queue can belong to more Database table: GROUP_Q.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN','NO VALUE')) >> Back to list Attribute name: Queue Group Combination Key Description: Enables data to be organize	Folder: Queue d by the queue-group related primary key of the ion. This dimension is reserved for internal computations.
Group Description: Enables reporting data with queue group. A queue can belong to more Database table: GROUP_Q.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN','NO VALUE')) >> Back to list Attribute name: Queue Group Combination Key Description: Enables data to be organize RESOURCE_GROUP_COMBINATION dimens Database table:	Folder: Queue d by the queue-group related primary key of the ion. This dimension is reserved for internal computations.
Group Description: Enables reporting data with queue group. A queue can belong to more Database table: GROUP_Q.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN','NO VALUE')) >> Back to list Attribute name: Queue Group Combination Key Description: Enables data to be organize RESOURCE_GROUP_COMBINATION_Q.GRO Database table: RESOURCE_GROUP_COMBINATION_Q.GRO	Folder: Queue d by the queue-group related primary key of the ion. This dimension is reserved for internal computations.
Group Description: Enables reporting data with queue group. A queue can belong to more Database table: GROUP_Q.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN','NO VALUE')) >> Back to list Attribute name: Queue Group Combination Key Description: Enables data to be organize RESOURCE_GROUP_COMBINATION dimens Database table: RESOURCE_GROUP_COMBINATION_Q.GROU >> Back to list Attribute name: Queue	Folder: Queue d by the queue-group related primary key of the ion. This dimension is reserved for internal computations. UP_COMBINATION_KEY
Group Description: Enables reporting data with queue group. A queue can belong to more Database table: GROUP_Q.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN','NO VALUE')) >> Back to list Attribute name: Queue Group Combination Key Description: Enables data to be organize RESOURCE_GROUP_COMBINATION dimens Database table: RESOURCE_GROUP_COMBINATION_Q.GROU >> Back to list Attribute name: Queue Group Key	Folder: Queue d by the queue-group related primary key of the ion. This dimension is reserved for internal computations. UP_COMBINATION_KEY

>> 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_T	TYPE_SUBTYPE		
>> Back to list			
Attribute name: Service Type	Folder: Queue		
Description: Enables data to be organize Displays as Source Service Type in some re	d by the type of service that was assigned to the interaction. eports.		
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_1	TYPE		
>> Back to list			
Attribute name: Workbin Owner	Folder: Queue		
Description: Enables data within the repo	orting 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 repo	orting 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.		
>> Back to list			

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

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

JSER_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 socialmedia 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

>> Back to list

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 10 • Bound 11 • Bound 12 • Bound 13 • 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 	
Attributes: • Bound 1 • Bound 10 • Bound 11	Bound 12Bound 13Bound 14	Bound 15Bound 16Bound 17	

Bound 18	Bound 7	Resource Name
Bound 19	Bound 8	Schema Name
Bound 2	Bound 9	Schema Version
Bound 3	Group Type	Target Queue
Bound 4	Interaction Descriptor Key	• Tenant
Bound 5	Media Type	Time Range Key
Bound 6	Resource Group	

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_S internal tables that store time r		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_S internal tables that store time r		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 bound	lary of the twelth service time int	erval, 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_S internal tables that store time r		Used in:
Media type:		
Data type: Number Metric type:		This metric is not used in any reports.
>> 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_S internal tables that store time r		Used in:
Media type:		
Data type: Number Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Bound	L4	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_S internal tables that store time r		Used in:
Media type:		
Data type: Number Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Bound 1	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:	used m.
Data type: Number Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Bound 16	Folder:
	Service Objects
Description: The upper boundary of the sixteenth service ti seventeenth service time interval for both the Abandoned an value appears in the legend of the Abandon Delay and Speed options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-	d Accepted Agent groups of STI metrics. This of Accept reports and is derived from
Source or Calculation: AGR_SCFG.INT_VAL_16 (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	
Matela and Decod 177	
Metric name: Bound 17	Folder:
	Service Objects
Description: The upper boundary of the seventeenth service the eighteenth service time interval for both the Abandoned This value appears in the legend of the Abandon Delay and Soptions in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-qUEU-ABN] and [agg-gim-thld-qUEUE-AB	e time interval, and the lower boundary of and Accepted Agent groups of STI metrics. peed of Accept reports and is derived from
the eighteenth service time interval for both the Abandoned This value appears in the legend of the Abandon Delay and S	e time interval, and the lower boundary of and Accepted Agent groups of STI metrics. peed of Accept reports and is derived from thId-QUEUE-ACC] sections.
the eighteenth service time interval for both the Abandoned This value appears in the legend of the Abandon Delay and S options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim- Source or Calculation: AGR_SCFG.INT_VAL_17 (These are internal tables that store time ranges for different media.)	e time interval, and the lower boundary of and Accepted Agent groups of STI metrics. peed of Accept reports and is derived from
the eighteenth service time interval for both the Abandoned This value appears in the legend of the Abandon Delay and S options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim- Source or Calculation: AGR_SCFG.INT_VAL_17 (These are	e time interval, and the lower boundary of and Accepted Agent groups of STI metrics. peed of Accept reports and is derived from thId-QUEUE-ACC] sections.
the eighteenth service time interval for both the Abandoned This value appears in the legend of the Abandon Delay and S options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE	e time interval, and the lower boundary of and Accepted Agent groups of STI metrics. peed of Accept reports and is derived from thid-QUEUE-ACC] sections. Used in:
the eighteenth service time interval for both the Abandoned This value appears in the legend of the Abandon Delay and S options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-f Source or Calculation: AGR_SCFG.INT_VAL_17 (These are internal tables that store time ranges for different media.) Media type: Data type: Number Metric type: >> Back to list	e time interval, and the lower boundary of and Accepted Agent groups of STI metrics. peed of Accept reports and is derived from thid-QUEUE-ACC] sections. Used in: This metric is not used in any reports.
the eighteenth service time interval for both the Abandoned This value appears in the legend of the Abandon Delay and S options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE	e time interval, and the lower boundary of and Accepted Agent groups of STI metrics. peed of Accept reports and is derived from thid-QUEUE-ACC] sections. Used in:
the eighteenth service time interval for both the Abandoned This value appears in the legend of the Abandon Delay and S options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-f Source or Calculation: AGR_SCFG.INT_VAL_17 (These are internal tables that store time ranges for different media.) Media type: Data type: Number Metric type: >> Back to list	e time interval, and the lower boundary of and Accepted Agent groups of STI metrics. peed of Accept reports and is derived from thid-QUEUE-ACC] sections. Used in: This metric is not used in any reports.
the eighteenth service time interval for both the Abandoned This value appears in the legend of the Abandon Delay and S options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-f Source or Calculation: AGR_SCFG.INT_VAL_17 (These are internal tables that store time ranges for different media.) Media type: Data type: Number Metric type: >> Back to list	 e time interval, and the lower boundary of and Accepted Agent groups of STI metrics. peed of Accept reports and is derived from thid-QUEUE-ACC] sections. Used in: This metric is not used in any reports. Folder: Service Objects time interval, and the lower boundary of the Accepted Agent groups of STI metrics. This of Accept reports and is derived from
the eighteenth service time interval for both the Abandoned This value appears in the legend of the Abandon Delay and S options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim- Source or Calculation: AGR_SCFG.INT_VAL_17 (These are internal tables that store time ranges for different media.) Media type: Data type: Number Metric type: >> Back to list Metric name: Bound 18 Description: The upper boundary of the eighteenth service nineteenth service time interval for both the Abandoned and value appears in the legend of the Abandon Delay and Speed	e time interval, and the lower boundary of and Accepted Agent groups of STI metrics. peed of Accept reports and is derived from thid-QUEUE-ACC] sections. Used in: This metric is not used in any reports. Folder: Service Objects time interval, and the lower boundary of the Accepted Agent groups of STI metrics. This of Accept reports and is derived from the Accepted Agent groups of STI metrics. This of Accept reports and is derived from the Accepted Agent groups of STI metrics. This of Accept reports and is derived from the Accepted Agent groups of STI metrics. This of Accept reports and is derived from the Accept reports and the Ac
the eighteenth service time interval for both the Abandoned This value appears in the legend of the Abandon Delay and S options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim- Source or Calculation: AGR_SCFG.INT_VAL_17 (These are internal tables that store time ranges for different media.) Media type: Data type: Number Metric type: >> Back to list Metric name: Bound 18 Description: The upper boundary of the eighteenth service nineteenth service time interval for both the Abandoned and value appears in the legend of the Abandon Delay and Speed options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim- Source or Calculation: AGR_SCFG.INT_VAL_18 (These are	 time interval, and the lower boundary of and Accepted Agent groups of STI metrics. peed of Accept reports and is derived from thid-QUEUE-ACC] sections. Used in: 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.)	Used in:
Media type:	This metric is not used in any reports.
Data type: Number Metric type:	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.)	Used in:
Media type:	This metric is not used in any reports.
Data type: Number Metric type:	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 interservice time interval for both the Abandoned and Accepted Age appears in the legend of the Abandon Delay and Speed of Accepted the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ABN]	nt groups of STI metrics. This value pt reports and is derived from options in
service time interval for both the Abandoned and Accepted Age appears in the legend of the Abandon Delay and Speed of Acce	nt groups of STI metrics. This value pt reports and is derived from options in
service time interval for both the Abandoned and Accepted Age appears in the legend of the Abandon Delay and Speed of Acce the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE- Source or Calculation: AGR_SCFG.INT_VAL_03 (These are	nt groups of STI metrics. This value pt reports and is derived from options in ACC] sections. Used in:
service time interval for both the Abandoned and Accepted Age appears in the legend of the Abandon Delay and Speed of Acce the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE- Source or Calculation: AGR_SCFG.INT_VAL_03 (These are internal tables that store time ranges for different media.)	nt groups of STI metrics. This value pt reports and is derived from options in •ACC] sections.

>> 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:	This metric is not used in any reports.
>> 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:	This metric is not used in any reports.
>> 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.)	
Media type:	Used in:
Data type: Number Metric type:	This metric is not used in any reports.
>> 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_ internal tables that store time r		Used in:
Media type:		This metric is not used in any reports.
Data type: Number Metric type:		This metho is not used in any reports.
>> Back to list		
Metric name: Bound 8	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_ internal tables that store time r		Used in:
Media type:		This metric is not used in any reports.
Data type: Number Metric type:		This metho is not used in any reports.
>> Back to list		
Metric name: Bound 9	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_ internal tables that store time r		Used in:
Media type:		
Data type: Number Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Max Da	te	Folder:
		Service Objects
Description: This metric is use	ed for internal computations.	

Source or Calculation: Max([Ma	ax Date])	
Media type:		Used in:
Data type: Metric type:		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:		Used in:
Data type: Metric type:		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:		the set for
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Min Date	Time Day Next Key	Folder:
(Fmt)		
		Service Objects
Description: This metric is used	for internal computations.	
Source or Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Min Date	Time Key	Folder:
	2	Service Objects
Description: This metric is used	for internal computations.	
	-	

Source or Calculation:	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
>> 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: Metric type:	This metric is not used in any reports.
>> 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: Metric type:	This metric is not used in any reports.
>> 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 Metric type:	This metric is not used in any reports.
>> 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
	data based on the upper boundary of the tenth service time eventh service time interval for both the Abandoned and
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 F

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	
>> Back to list	
Attribute name: Bound 18	Folder: Service Objects
	data based on the upper boundary of the eighteenth service ne nineteenth service time interval for both the Abandoned and
Database table:	
>> Back to list	
Attribute name: Bound 19	Folder: Service Objects
	data based on the upper boundary of the nineteenth service ne twentieth service time interval for both the Abandoned and
Database table:	
>> Back to list	
Attribute name: Bound 2	Folder: Service Objects
	data based on the upper boundary of the second service time rd service time interval for both the Abandoned and Accepted
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
	data based on the upper boundary of the fourth service time th service time interval for both the Abandoned and Accepted
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 se Accepted Agent groups of STI metrics.	eventh service time interval for both the Abandoned and	
Database table:		
>> Back to list		
Attribute name: Bound 7	Folder: Service Objects	
	data based on the upper boundary of the seventh service time ghth service time interval for both the Abandoned and Accepted	
Database table:		
>> Back to list		
Attribute name: Bound 8	Folder: Service Objects	
	data based on the upper boundary of the eighth service time nth service time interval for both the Abandoned and Accepted	
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 reported belong. A resource can belong to more that	orting interval to be organized by the groups to which resources in 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
	orting interval to be organized by tenant. For multi-tenant n points to only one Info Mart tenant schema. New connections nemas.
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
	f time-range boundaries by tenant. These boundaries define the e intervals that are used by the Speed of Accept and Abandon
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_D DATE_TIME.LABEL_YYYY_MM_DD	D,	
>> 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_D DATE_TIME.LABEL_YYYY_MM_DD_HH24	D_HH24,
>> Back to list	
Attribute name: Month	Folder: Time
Description: Enables data within the report year. Month values are presented in YYYY-N	orting interval to be organized by a particular month within a 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
	Interaction Volume Summary Report to enable year-by-year month. This attribute is specifically for the first year of the n YYYYMM format.
Database table: DATE_TIME_YEAR_AGO.LABEL_YYYY_MM	
>> Back to list	
Attribute name: Month Year Next	Folder: Time
	Interaction Volume Summary Report to enable year-by-year month. This attribute is specifically for the second year of the n 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 report year. Quarter values are presented in YYYY	orting interval to be organized by a particular quarter within a -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 hierarchies.	employ a key for a particular date and time from the relevant
Database table: AG2_*.DATE_TIME_KEY	
>> Back to list	
Attribute name: Start Date	Folder: Time

Time Key IF		
Description: Reserved for internal use to hierarchies. (INTERACTION_FACT)	employ a key for a particular date and time from the relevant	
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 hierarchies. (INTERACTION_RESOURCE_FAC	employ a key for a particular date and time from the relevant T	
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 hierarchies. (SDR_SESSION_FACT)	employ a key for a particular date and time from the relevant	
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 hierarchies. (SDR_SURVEY_FACT)	employ a key for a particular date and time from the relevant	
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_DI DATE_TIME.LABEL_YYYY_MM_DD_HH24_30I		
FORECAST_DATE_TIME.LABEL_YYYY_MM_DI	NT	
FORECAST_DATE_TIME.LABEL_YYYY_MM_DI DATE_TIME.LABEL_YYYY_MM_DD_HH24_30I or FORECAST_DATE_TIME.LABEL_YYYY_MM_DI	NT	
FORECAST_DATE_TIME.LABEL_YYYY_MM_DI DATE_TIME.LABEL_YYYY_MM_DD_HH24_30I or FORECAST_DATE_TIME.LABEL_YYYY_MM_DI DATE_TIME.LABEL_YYYY_MM_DD_HH24_15I	NT	
FORECAST_DATE_TIME.LABEL_YYYY_MM_DI DATE_TIME.LABEL_YYYY_MM_DD_HH24_30I or FORECAST_DATE_TIME.LABEL_YYYY_MM_DI DATE_TIME.LABEL_YYYY_MM_DD_HH24_15I >> Back to list Attribute name: Week	NT - D_HH24_15INT, NT Folder: Time Interval to be organized by a particular week within a	

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		
n en De als ha Bah		

>> 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

Company Score

• SQ1 - SQ2

Agent Score

• IQ1 - IQ4

Call Score

Product Score

Folder: User Data Call Survey

Attribute name: Agent Score	Folder: User Data Call Survey
Introduced: 9.0.013	
Description: Enables data within the report the customer during post call surveys.	orting interval to be organized by the agent score assigned by
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 report by the customer during post-call surveys.	orting interval to be organized by the overall call score assigned
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	
Attribute name: Company Score	Folder: User Data Call Survey
	orting interval to be organized by the overall score assigned to Il 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 given by customers during post-call surve	e data within the reporting interval to be organized by answers ys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*		
>> Back to list		
Attribute name: Product Score	Folder: User Data Call Survey	
Introduced: 9.0.013		
Description: Enables data within the reporting interval to be organized by the overall score assigned t 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

Folder: User Data Example

Introduced: 9.0.013

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_ USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_	2, 3, 4,
>> Back to list	
Attribute name: Dimension 6 Gen - Dimension 10 Gen	Folder: User Data Example
Introduced: 9.0.013	
Description: These 5 attributes enables of user-data Attribute that is configured with	lata within the reporting interval to be organized by a particular n 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
_	Folder: User Data Example
Type Introduced: 9.0.013	within the reporting interval to be organized by a particular
Type Introduced: 9.0.013 Description: This attribute enables data	within the reporting interval to be organized by a particular n your environment.
Type Introduced: 9.0.013 Description: This attribute enables data of user-data Attribute that is configured within Database table:	within the reporting interval to be organized by a particular n your environment.
Type Introduced: 9.0.013 Description: This attribute enables data of user-data Attribute that is configured within Database table: USER_DATA_GEN_DIM_1.DIM_ATTRIBUTE_1	within the reporting interval to be organized by a particular n your environment.
Type Introduced: 9.0.013 Description: This attribute enables data of user-data Attribute that is configured withit Database table: USER_DATA_GEN_DIM_1.DIM_ATTRIBUTE_1 >> Back to list Attribute name: Influence Category Description: Enables data within the report amassed on social networks at the time the	within the reporting interval to be organized by a particular n your environment. Folder: User Data Example orting interval to be organized by the customer's clout that has at interactions entered or began within the contact center. This s that are configured to use sentiment, influence, and
Type Introduced: 9.0.013 Description: This attribute enables data of user-data Attribute that is configured withit Database table: USER_DATA_GEN_DIM_1.DIM_ATTRIBUTE_1 >> Back to list Attribute name: Influence Category Description: Enables data within the report amassed on social networks at the time the attribute is applicable only in environment	within the reporting interval to be organized by a particular n your environment. Folder: User Data Example orting interval to be organized by the customer's clout that has at interactions entered or began within the contact center. This s that are configured to use sentiment, influence, and
Type Introduced: 9.0.013 Description: This attribute enables data of user-data Attribute that is configured within Database table: USER_DATA_GEN_DIM_1.DIM_ATTRIBUTE_1 >> Back to list Attribute name: Influence Category Description: Enables data within the report amassed on social networks at the time the attribute is applicable only in environment actionability social-media business attribute Database table:	within the reporting interval to be organized by a particular n your environment. Folder: User Data Example orting interval to be organized by the customer's clout that has at interactions entered or began within the contact center. This s that are configured to use sentiment, influence, and
Type Introduced: 9.0.013 Description: This attribute enables data of user-data Attribute that is configured within Database table: USER_DATA_GEN_DIM_1.DIM_ATTRIBUTE_1 >> Back to list Attribute name: Influence Category Description: Enables data within the report amassed on social networks at the time the attribute is applicable only in environment actionability social-media business attribute Database table: USER_DATA_GEN_ES.CTGNAME	within the reporting interval to be organized by a particular n your environment. Folder: User Data Example orting interval to be organized by the customer's clout that has at interactions entered or began within the contact center. This s that are configured to use sentiment, influence, and

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

>> Back to list

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
Category Level 4	Department	Attribute 4
Category Level 5	Department Custom Dim	 Department Custom Dim Attribute 5
Category Level 6	Attribute 1	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	Process Custom Dim	Tenant Custom Dim Attribute 2
3	Attribute1	• 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	• Process	
Department	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

Metrics: • % Finished • Accept Time • Avg Finish Time	Description: The root folder for capture-related subfolders and their components.			
		Accept Time	Avg Finish Time	
% Finished Overdue • Avg Accept Time • Avg Handle Time	• % Finished Overdue	Avg Accept Time	Avg Handle Time	

Avg Pre Source System Time	Finished Overdue	Pending Overdue
Avg Source System Time	Handle Time	Pre Source System Time
• Finish Time	• New	Source System Time
• Finished	Pending	
Attributes: • Business Value Range	Business Value Range 5	Custom Dim
Business Value Range 10	Business Value Range 50	Department
Business Value Range 100	Business Value Range 500	• Process
Business Value Range 1000	Capture Point	Solution

Folder: iWD > Classification

Introduced: 9.0.011.00

Description: The root folder for c	lassification-related subfolders and t	heir components.
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	Media Channel	Solution
Custom Dim	• Process	Source Process
Customer Segment	Product	Source Process Subtype
Department	Product 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	Automated Reply	• Sent
Agent Reply	Completed	Sent ACK
Agent Reply QA Review	• New	Sent QA Review
Agent Reply without QA	• Other	Sent without ACK
Review	Pending	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 q	ueue-related subfolders and their c	omponents.
Metrics:		
• % Finished	Handle Time	Tasks on Force Route Hold
% Finished Overdue	• New	Queue
Accept Time	Pending	 Tasks on Force Route Queued Hold
Avg Accept Time	Pending Overdue	Tasks on Hold Queue
Avg Finish Time	Pre Source System Time	Tasks on New Queue
Avg Handle Time	Source System Time	Tasks on Non Routable Queue
Avg Pre Source System Time	Tasks on Cancel Queue	Tasks on Post Processing
Avg Source System Time	Tasks on Captured Queue	Queue
Entered	Tasks on Completed Queue	Tasks on Queued Queue
• Exited	Tasks on Delivery Attempt	Tasks on Rejected Queue
Finish Time	Hold Queue	Tasks on Restricted Delivery
Finished	 Tasks on Delivery Window Hold Queue 	Queue
Finished Overdue	Tasks on Error Held Oueue	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

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.		
Media type:	Customer Segment Service Level Report	
Data type:	 Intraday Process Report 	
Metric type:	Process Volume Report	
>> Back to list		
Metric name: % Finished Overdue	Folder:	
	iWD	
Description: The percentage of completed tasks of this aggreporting interval.	egate that were overdue during the	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Overdue metrics.	Used in:	
Media type:	Intraday Backlog Summary	
Data type:	 Intraday Process Dashboard 	
Metric type:	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 Fini	ish Time	Folder:
		iWD
	Calculated as the (task-complet	a task was completed. Similar to ed – task-creation) timestamp for
Source or Calculation: Calcul		Used in:
Finished and iWD > Finished Tir	ne metrics.	Capture Point Business Value Report
		Capture Point Dashboard
		Capture Point Report
		Capture Point Task Duration Report
Media type:		Intraday Process Dashboard
Data type: Metric type:		Intraday Process Report
		Process Volume Report
		Queue Priority Range Report
		Queue Task Duration Report
>> Back to list		
Metric name: Avg Har	ndle 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: Calcul Finished and iWD > Handle Tim		Used in:
Media type:		Capture Point Dashboard
Data type:		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 Sy	stem Time Folder:
Description: For completed tasks, the average during the given time interval. Calculated as (s	e amount of pre-source system time for completed tasks ource created – first created).
Source or Calculation: Calculated based on the Finished and iWD > Pre Source System Time methods the second state of the secon	
>> Back to list	
Metric name: Avg Source System	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 Finished and iWD > Source System Time m		
	Capture Point Dashboard	
Media type:	Capture Point Report	
Data type: Metric type:	Capture Point Task Duration Report	
Methe type.	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		

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 interval.	n that were completed during the reporting	
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_*.WOR Media type:	K_TIME	Used in:	
Data type:		This metric is not used in any reports.	
Metric type:			
>> Back to list			
Metric name: New		Folder:	
		iWD	
Description: Number of new t counted only after it has been of	asks that were submitted to iWD classified.	during the given time interval. The task is	
Source or Calculation: IWD_/	AGG_TASK_*.NEW_TASK_COUNT	Used in:	
		Capture Point Business Value Report	
		Capture Point Dashboard	
		Capture Point Report	
Media type:		Capture Point Task Duration Report	
Data type: Metric type:		Customer Segment Service Level Report	
		Intraday Backlog Summary	
		Intraday Process Dashboard	
		Intraday Process Report	
		Process Volume Report	
>> Back to list	>> Back to list		
Metric name: Pending	3	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_PEND	ING_TASK_COUNT	Used in:	
Media type:		Intraday Backlog Summary	
Data type: Metric type:		Intraday Process Report	
>> Back to list			

Metric name: Pending	g 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_OVER	DUE_TASK_COUNT	Used in:
Media type:		 Intraday Backlog Summary
Data type: Metric type:		Intraday Process Report
>> Back to list		
Metric name: Pre Sou	rce System Time	Folder:
	·····	iWD
Description: Total pre-source as (source created – first created		during the given time interval. Calculated
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_F	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_S	SRC_TIME	Used in:
Media type:		This metric is not used in any reports.
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: Accepte	d	Folder: iWD > Agent
Description: The total number	of tasks that the agent has hand	dled during the given time interval.
Source or Calculation: IWD_AGG_TASK_AGENT_*.TASK_	_WORK_COUNT	Used in:
Media type:		Resource Performance Dashboard
Data type: Metric type:		Resource Performance Report
>> Back to list		
Metric name: Avg Har	ndle Time	Folder:
		iWD > Agent
Description: The average amo	ount of time that the agent spent	working on a task.
Source or Calculation: Calcul Agent >Accepted and iWD < Ag		Used in:
Media type:		Resource Performance Dashboard
Data type: Metric type:		Resource Performance Report
>> Back to list		
Metric name: Handle	Time	Folder:
		iWD > Agent
Description: The total amount	of time that the agent spent wo	rking on a task.
Source or Calculation: IWD_AGG_TASK_AGENT_*.WOR	K_TIME	Used in:
Media type:		Resource Performance Dashboard
Data type: Metric type:		Resource Performance Report
>> Back to list		
Metric name: Max Ha	ndle Time	Folder:
		iWD > Agent
Description: The longest amount	unt of time that the agent spent	working on any task.
Source or Calculation: IWD_AGG_TASK_AGENT_*.MIN_V	NORK_TIME	Used in: This metric is not used in any reports.
Media type:		his metric is not used in dity reports.

Data type: Metric type:		
>> Back to list		
Metric name: Max Ha	ndle Time (Fmt)	Folder: iWD > Agent
Description: This metric is use spent working on any task. (HH		ongest amount of time that the agent
Source or Calculation: IWD_AGG_TASK_AGENT_*.MIN_V	NORK_TIME	Used in:
Media type: Data type: Metric type:		Resource Performance DashboardResource Performance Report
>> Back to list		
Metric name: Min Har	ndle Time	Folder: iWD > Agent
Description: The shortest amo	ount 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 Har	ndle 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 DashboardResource Performance Report
>> Back to list		

Folder: iWD > Capture

Metric name: % Finisl	ned	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:		Customer Segment Service Level Report		
Data type:		Intraday Process Report		
Metric type:		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: Calcul		Used in:		
Finished and iWD > Finished O_{V}	verque metrics.	 Intraday Backlog Summary 		
Media type:		Intraday Process Dashboard		
Data type: Metric type:		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_A	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.

time mterval.			
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			
CMPL_TASK_AVG_ASSIGN_TIME.	unt of time that elapsed before a Calculated as the (task-complet	Folder: iWD > Capture a task was completed. Similar to ed – 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:	ne meuros.	 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 everage and	unt of agont work time for some	lated tacks during the given time interval	

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 >	Used in:		
Finished and iWD > Handle Time metrics.	Capture Point Dashboard		
	Capture Point Report		
	Capture Point Task Duration Report		
Media type:	Intraday Process Dashboard		
Data type: Metric type:	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 – f Source or Calculation: Calculated based on the iWD >	Used in:		
Finished and iWD > Pre Source System Time metrics.			
Media type:	Capture Point Dashboard		
Data type:	Capture Point ReportCapture Point Task Duration Report		
Metric type:	Queue Task Duration Report		
	Quede lask burdton 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 >	Used in:		
Finished and iWD > Source System Time metrics.	Capture Point Dashboard		
Media type:	Capture Point Report		
Data type: Metric type:	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 CMPL_TASK_AVG_ASSIGN_TIME. Calculate completed tasks during the given time int	d as the (task-completed – task-creation) timestamp for
Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COMPLET Media type: Data type:	E_TIME Used in: This metric is not used in any reports.
Metric type: >> Back to list	
Metric name: Finished	Folder:
	iWD > Capture
Description: The total number of tasks of interval.	of this classification that were completed during the reporting
Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COUNT Media type:	Used in: • Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Customer Segment Service Level
Data type: Metric type:	Report • Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report
>> Back to list	
Metric name: Finished Overd	iWD > Capture
Description: The total number of complet reporting interval.	eted tasks of this classification that were overdue during the
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
Data type:	

		Process Volume Report
>> Back to list		
Metric name: Handle	Time	Folder:
		iWD > Capture
Description: Total agent work (finished – assigned).	time for completed tasks during	the given time interval. Calculated as
Source or Calculation: IWD_AGG_TASK_AGENT_*.WOR	K_TIME	
Media type:	_	Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: New		Folder:
		iWD > Capture
Description: Number of new ta counted only after it has been of		during the given time interval. The task is
Source or Calculation: IWD_A	AGG_TASK_*.NEW_TASK_COUNT	Used in:
		Capture Point Business Value Report
		Capture Point Dashboard
		Capture Point Report
Media type:		Capture Point Task Duration Report
Data type: Metric type:		Customer Segment Service Level Report
		Intraday Backlog Summary
		Intraday Process Dashboard
		Intraday Process Report
		Process Volume Report
>> Back to list		
Metric name: Pending	J	Folder:
		iWD > Capture
Description: The current numbor Held) at the end of the report		where the task status is Queued, Assigned,
Source or Calculation: IWD_AGG_TASK_*.TOTAL_PENDI	-	Used in:

Media type:		 Intraday Packles Summary
Data type:		Intraday Backlog Summary
Metric type:		 Intraday Process Report
>> Back to list		
Metric name: Pending	a Overdue	Folder:
		iWD > Capture
	of pending tasks that are overdue on the SLA due date and time has	e at the end of the given time interval. A been missed.
Source or Calculation: IWD_AGG_TASK_*.TOTAL_OVER	DUE_TASK_COUNT	Used in:
Media type:		 Intraday Backlog Summary
Data type: Metric type:		Intraday Process Report
>> Back to list		
Metric name: Pre Sou	irce System Time	Folder:
		iWD > Capture
Description: Total pre-source as (source created – first created		during the given time interval. Calculated
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_I	PRE_SRC_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This filetie is not used in any reports.
>> Back to list		
Metric name: Source	System Time	Folder:
	-,	iWD > Capture
to and created within iWD. The (sourceCreatedDateTime) that	creation timestamp from the sou	eding system before they were submitted arce system is an extended attribute system. Calculated as the (iWD – source en time interval.
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_S	SRC_TIME	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		

Folder: iWD > Classification

Metric name: % Finisl	ned	Folder: iWD > Classification
Description: The percentage of interval.	of tasks of this aggregate that we	ere completed during the reporting
Source or Calculation: Calcu and iWD > Finished metrics. Media type: Data type: Metric type:	lated based on the iWD > New	 Used in: Customer Segment Service Level Report Intraday Process Report Process Volume Report
>> Back to list		
Metric name: % Finisl	ned Overdue	Folder: iWD > Classification
Description: The percentage of reporting interval.	of completed tasks of this aggreg	ate that were overdue during the
Source or Calculation: Calculation: Calculation: Calculation Cal		Used in:
Media type: Data type: Metric type:		Intraday Backlog SummaryIntraday Process DashboardIntraday Process Report
>> Back to list		
	apsed before a task was assigned	Folder: iWD > Classification d for the first time. This measure reflects in agent. Calculated as the (task-assigned
 task-creation) timestamp for of Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_* 	completed tasks during the giver	n time interval.
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
>> Back to list		
Metric name: Avg Acc	ept 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.

time mterval.		
Source or Calculation: Calculation: Calculation: Calculation: Finished and iWD > Accept Time		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		
	unt of time that elapsed before Calculated as the (task-complet	Folder: iWD > Classification a task was completed. Similar to red – task-creation) timestamp for
Source or Calculation: Calcul- Finished and iWD > Finished Tin	ated based on the iWD $>$	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 Han	dle Time	Folder: iWD > Classification
Description: The average ame	unt of agont work time for com	lated tasks during the given time interval

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
Media type:	Capture Point Task Duration Report
	Intraday Process Dashboard
Data type: Metric type:	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- during the given time interval. Calculated as (source created –	
Source or Calculation: Calculated based on the iWD >	Used in:
Finished and iWD > Pre Source System Time metrics.	Capture Point Dashboard
Media type:	Capture Point Report
Data type:	Capture Point Task Duration Report
Metric type:	Queue Task Duration Report
>> Back to list	
Metric name: Avg Source System Time	Folder:
	iWD > Classification
Description: For completed tasks, the average amount of time before they were submitted to and created within iWD. The created attribute (sourceCreatedDateTime) that must be p as the (iWD – source system) creation timestamp for completed	ation timestamp from the source system is provided by the source system. Calculated
Source or Calculation: Calculated based on the iWD > Finished and iWD > Source System Time metrics.	Used in:
	Capture Point Dashboard
Media type:	Capture Point Report
Data type: Metric type:	Capture Point Task Duration Report
Metric type:	Queue Task Duration Report
>> Back to list	
Metric name: Finish Time	Folder:

	iWD > Classification
Description: Total amount of time before a task was comp CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-con 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.
>> Back to list	
Metric name: Finished	Folder:
	iWD > Classification
Description: The total number of tasks of this classification interval.	n that were completed during the reporting
Source or Calculation: IWD AGG TASK *.COMPL TASK COUNT	Used in:
IWD_AGG_IASK_*.COMPL_IASK_COUNT	• Capture Point Business Value Report
	Capture Point Dashboard
	Capture Point Report
	Capture Point Task Duration Report
Media type:	Customer Segment Service Level Report
Metric type:	Intraday Backlog Summary
	Intraday Process Dashboard
	Intraday Process Report
	Process Volume Report
>> Back to list	
Metric name: Finished Overdue	Folder:
	iWD > Classification
Description: The total number of completed tasks of this or reporting interval.	classification that were overdue during the
Source or Calculation: IWD_AGG_TASK_*.COMPLETED_OVERDUE	Used in:
Media type:	Intraday Backlog Summary
Data type:	Intraday Process Dashboard
Metric type:	Intraday Process Report

		Process Volume Report
>> Back to list		
Metric name: Handle Ti	ime	Folder:
		iWD > Classification
Description: Total agent work tir (finished – assigned).	ne for completed tasks during	the given time interval. Calculated as
Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_ ⁻	TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: New		Folder:
		iWD > Classification
Description: Number of new task counted only after it has been cla		during the given time interval. The task is
Source or Calculation: IWD_AG	G_TASK_*.NEW_TASK_COUNT	Used in:
		Capture Point Business Value Report
		Capture Point Dashboard
		Capture Point Report
Media type:		Capture Point Task Duration Report
Data type: Metric type:		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 numbe or Held) at the end of the reporting		where the task status is Queued, Assigned,
Source or Calculation: IWD_AGG_TASK_*.TOTAL_PENDING	-	Used in:

Media type:		lata de la Deselute a Currene a a
Data type:		Intraday Backlog Summary
Metric type:		 Intraday Process Report
>> Back to list		
Metric name: Pending	n Overdue	Folder:
Pietre numer i enum	Joverdue	iWD > Classification
	of pending tasks that are overdue on the SLA due date and time has	e at the end of the given time interval. A s been missed.
Source or Calculation: IWD_AGG_TASK_*.TOTAL_OVER	DUE_TASK_COUNT	Used in:
Media type:		 Intraday Backlog Summary
Data type:		Intraday Process Report
Metric type:		
>> Back to list		
Metric name: Pre Sou	rce System Time	Folder:
		iWD > Classification
Description: Total pre-source as (source created – first created		during the given time interval. Calculated
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_F	PRE_SRC_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Source	System Time	Folder:
		iWD > Classification
to and created within iWD. The (sourceCreatedDateTime) that	creation timestamp from the sou	eding system before they were submitted arce system is an extended attribute system. Calculated as the (iWD – source en time interval.
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_S	SRC_TIME	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		

Folder: iWD > Email

Metric name: % Sent QA Review	Folder:
Introduced: 9.0.019	iWD > Email
Description: The percentage of sent emails that were send w	ith QA review to customer.
Source or Calculation: "iWD\Email\Sent QA Review"/"iWD\ Email\Sent without ACK"	Used in:
Media type: email	. Outhound Email Depart
Data type: Metric type:	Outbound Email Report
>> Back to list	
Metric name: Agent Reply	
	Folder:
Introduced: 9.0.019	iWD > Email
Description: The number of emails that agents replied to cust	tomer.
Source or Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundReply", "CMPL_TASK_COUNT", 0))	Used in:
Media type: email	Outbound Email Report
Data type: Metric type:	
>> Back to list	
Metric name: Agent Reply QA Review	
	Folder:
Introduced: 9.0.019	iWD > Email
Description: The number of emails that agents replied with Q	A review to customer.
Source or Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundReply", "CMPL_QA_REVIEW_COUNT", 0))	Used in:
Media type: email	Outbound Email Report
Data type: Metric type:	
>> Back to list	
Metric name: Agent Reply without QA	Folder:

Review		
Introduced: 9.0.019		iWD > Email
Description: The number of e	mails that agents replied without	QA review to customer.
Source or Calculation: "iWD\ Email\Agent Reply QA Review"	Email\Agent Reply" - "iWD\	Used in:
Media type: email		. Outhound Empil Doport
Data type: Metric type:		Outbound Email Report
>> Back to list		
Metric name: Automa	ted Reply	
	. ,	Folder:
Introduced: 9.0.019		iWD > Email
Description: The number of a	utomated replies were sent to the	e customer.
Source or Calculation: Sum(I Subtype"@"Interaction Subtype "CMPL_TASK_COUNT", 0))		Used in:
Media type: email		Outbound Email Report
Data type: Metric type:		
>> Back to list		
Metric name: Comple	ted	
		Folder:
Introduced: 9.0.019		iWD > Email
Description: The number of e	mail tasks that were completed o	r were sent to customer.
Source or Calculation: Sum('CMPL_TASK_COUNT")	Used in:
Media type: email		a Inhound Intraday Email Process
Data type: Metric type:		 Inbound Intraday Email Process Report
>> Back to list		
Metric name: New		
		Folder:
Introduced: 9.0.019		iWD > Email

Description: Number of new tasks that were submitted from e	mail during the given time interval.
Source or Calculation: Sum("NEW_TASK_COUNT")	Used in:
Media type: email	 Inbound Intraday Email Process Report
Data type: Metric type:	Outbound Email Report
>> Back to list	
Metric name: Other	
	Folder:
Introduced: 9.0.019	iWD > Email
Description: Total number of Outbound emails not including Up and Acknowledgements.	nsolicited, Agent Reply, Automated Reply
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	Outbound Email Report
Data type: Metric type:	·
>> Back to list	
Metric name: Pending	
5	Folder:
	l'olderi
Introduced: 9.0.019	iWD > Email
	iWD > Email
Description: The number of emails that are being sent at the e	iWD > Email and of the reporting interval.
	iWD > Email
Description: The number of emails that are being sent at the essent of Calculation:	iWD > Email end of the reporting interval. Used in: • Inbound Intraday Email Process
Description: The number of emails that are being sent at the e Source or Calculation: SumPendings("TOTAL_PENDING_TASK_COUNT")	iWD > Email and of the reporting interval. Used in:
Description: The number of emails that are being sent at the emails Source or Calculation: SumPendings("TOTAL_PENDING_TASK_COUNT") Media type: email Data type:	iWD > Email end of the reporting interval. Used in: • Inbound Intraday Email Process Report
Description: The number of emails that are being sent at the end of the second seco	iWD > Email end of the reporting interval. Used in: • Inbound Intraday Email Process Report
Description: The number of emails that are being sent at the end of the second seco	iWD > Email end of the reporting interval. Used in: • Inbound Intraday Email Process Report
Description: The number of emails that are being sent at the end of the second seco	iWD > Email end of the reporting interval. Used in: • Inbound Intraday Email Process Report • Outbound Email Report
Description: The number of emails that are being sent at the end of the source or Calculation: Source or Calculation: SumPendings("TOTAL_PENDING_TASK_COUNT") Media type: email Data type: Metric type: >> Back to list	iWD > Email end of the reporting interval. Used in: • Inbound Intraday Email Process Report • Outbound Email Report • Outbound Email Report
Description: The number of emails that are being sent at the ends Source or Calculation: SumPendings("TOTAL_PENDING_TASK_COUNT") Media type: email Data type: Metric type: >> Back to list Metric name: Sent Introduced: 9.0.019	iWD > Email end of the reporting interval. Used in: • Inbound Intraday Email Process Report • Outbound Email Report • Outbound Email Report

Media type: email		
Data type: Metric type:	Outbound Email Report	
>> Back to list		
Metric name: Sent ACK		
	Folder:	
Introduced: 9.0.019	iWD > Email	
Description: The number of acknowledgements that were sent	t to the customer.	
Source or Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundAcknowledgement", "CMPL_TASK_COUNT", 0))	Used in:	
Media type: email	Outbound Email Report	
Data type: Metric type:		
>> Back to list		
Metric name: Sent QA Review	Folder:	
Introduced: 9.0.019	iWD > Email	
Description: The total number of outbound emails that were set	end with QA review to customer.	
Source or Calculation: Sum("CMPL_QA_REVIEW_COUNT")	Used in:	
Media type: email	Used In:	
Data type: Metric type:	Outbound Email Report	
>> Back to list		
Metric name: Sent without ACK		
	Folder:	
Introduced: 9.0.019	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	Outbound Email Report	
Data type: Metric type:		
>> Back to list		

Metric name: Sent wi	thout QA Review	Folder:
Introduced: 9.0.019		iWD > Email
Description: The total number	r of outbound emails that were se	ent without QA review to customer.
Source or Calculation: "iWD\ QA Review"	Email\Sent" - "iWD\Email\Sent	Used in:
Media type: email		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Standa	rd Response	
		Folder:
Introduced: 9.0.019		iWD > Email
Description: The total number	r of standard responses that were	e sent to the customer.
Source or Calculation: Sum(" Response")	"CMPL_TASK_COUNT Standard	Used in:
Media type: email		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Unsolic	ited	
		Folder:
Introduced: 9.0.019		iWD > Email
Description: The total number	r of unsolicited messages that we	ere sent to customer.
Source or Calculation: Sum(Subtype"@"Interaction Subtype "CMPL_TASK_COUNT", 0))		Used in:
Media type: email		Outbound Email Report
Data type: Metric type:		
>> Back to list		
Metric name: Unsolic	ited QA Review	Folder:
Introduced: 9.0.019		iWD > Email

Description: The total number of unsolicited emails that were sent with without QA review to customer.		
Source or Calculation: Sum(I Subtype"@"Interaction Subtype "CMPL_QA_REVIEW_COUNT", 0)	e" = "OutboundNew",	Used in:
Media type: email		Outbound Email Report
Data type: Metric type:		
>> Back to list		
Metric name: Unsolici Review	ited without QA	Folder:
Introduced: 9.0.019		IWD > Email
	r of unsolicited emails that were s	sent without QA review to customer.
Description: The total number Source or Calculation: "iWD\		sent without QA review to customer.

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. Media type: Data type: Metric type:	 Used in: Customer Segment Service Level Report Intraday Process Report Process Volume Report 	
>> Back to list		

Metric name: % Finish	ned Overdue	Folder:
		iWD > Queue
Description: The percentage of completed tasks of this aggregate that were overdue during the reporting interval.		
Source or Calculation: Calcul Finished and iWD > Finished Ov		Used in:
Media type:		 Intraday Backlog Summary
Data type:		 Intraday Process Dashboard
Metric type:		Intraday Process Report
>> Back to list		
Metric name: Accept	Гіте	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.		an agent. Calculated as the (task-assigned
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_A	SSIGN_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Avg Acc	ept 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: Calcul Finished and iWD > Accept Time		Used in:
		Capture Point Business Value Report
		Capture Point Dashboard
		Capture Point Report
Media type:		Capture Point Task Duration Report
Data type: Metric type:		Intraday Process Dashboard
noure type:		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. Media type: Data type: Metric type:	 > Used in: 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 	
>> Back to list	Queue Task Duration Report	
Metric name: Avg Handle Time	Folder: iWD > Queue	
Description: The average amount of agent work time Calculated as (finished – assigned).	for completed tasks during the given time interval.	
Source or Calculation: Calculated based on the iWD Finished and iWD > Handle Time metrics. Media type: Data type: Metric type:	 > Used in: 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 > 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: Calcu Finished and iWD > Pre Source		Used in:Capture Point Dashboard
Madia type		
Media type:		Capture Point Report Capture Point Task Duration Popert
Data type: Metric type:		Capture Point Task Duration Report
		Queue Task Duration Report
>> Back to list		
Metric name: Avg Sou	urce System Time	Folder:
2		iWD > Queue
Description: For completed ta	isks, the average amount of time	that tasks spent in the preceding system
before they were submitted to an extended attribute (source)	and created within iWD. The crea CreatedDateTime) that must be pr	ation timestamp from the source system is rovided by the source system. Calculated tasks during the given time interval.
Source or Calculation: Calcu		Used in:
Finished and iWD > Source Sys	item time metrics.	Capture Point Dashboard
Media type:		Capture Point Report
Data type:		Capture Point Task Duration Report
Metric type:		Queue Task Duration Report
>> Back to list		
	-	
Metric name: Entered	l	Folder:
		iWD > Queue
Description: The total numbe	r of tasks that entered the queue	or workbin during the given time interval.
Source or Calculation:		
IWD_AGG_TASK_QUEUE_*.ENTE	RED_TASK_COUNT	Used in:
Media type:		Queue Priority Range Report
Data type: Metric type:		
>> Back to list		
Metric name: Exited		Folder:
		iWD > Queue
Description: The total numbe	r of tasks that exited the queue o	or workbin during the given time interval.

Source or Calculation: IWD_AGG_TASK_QUEUE_*.EXITED_TASK_COUNT	Used in:
Media type:	· Queue Priority Pange Penert
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 CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-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.
>> Back to list	
Metric name: Finished	Folder:
	iWD > Queue
	IND > Queue
Description: The total number of tasks of this classification that interval.	at were completed during the reporting
	Used in:
interval. Source or Calculation:	
interval. Source or Calculation:	Used in:
interval. Source or Calculation:	Used in: • Capture Point Business Value Report
interval. Source or Calculation:	Used in: • Capture Point Business Value Report • Capture Point Dashboard
interval. Source or Calculation:	Used in: • Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report
interval. Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COUNT Media type:	 Used in: Capture Point Business Value Report Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Customer Segment Service Level
interval. Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COUNT Media type: Data type:	Used in: • Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Customer Segment Service Level Report
interval. Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COUNT Media type: Data 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
interval. Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COUNT Media type: Data 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
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
interval. Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COUNT Media type: Data 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
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
interval. Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COUNT Media type: Data type: Metric type: >> Back to list	 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

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:
		 Intraday Backlog Summary
Media type:		 Intraday Process Dashboard
Data type: Metric type:		Intraday Process Report
		Process Volume Report
>> Back to list		
Metric name: Handle	Time	Folder:
		iWD > Queue
Description: Total agent work	time for completed tools during	the given time interval. Calculated as
(finished – assigned).	time for completed tasks during	the given time interval. Calculated as
Source or Calculation: IWD_AGG_TASK_AGENT_*.WOR	K TIME	
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: New		Folder:
		iWD > Queue
Description: Number of new t	asks that were submitted to iWD	during the given time interval. The task is
counted only after it has been of		
Source or Calculation: IWD_A		the set for
	AGG_TASK_*.NEW_TASK_COUNT	Used in:
	AGG_TASK_*.NEW_TASK_COUNT	Capture Point Business Value Report
	AGG_TASK_*.NEW_TASK_COUNT	Capture Point Business Value ReportCapture Point Dashboard
	AGG_TASK_*.NEW_TASK_COUNT	Capture Point Business Value ReportCapture Point DashboardCapture Point Report
Media type:	AGG_TASK_*.NEW_TASK_COUNT	 Capture Point Business Value Report Capture Point Dashboard Capture Point Report Capture Point Task Duration Report
Media type: Data type: Metric type:	AGG_TASK_*.NEW_TASK_COUNT	Capture Point Business Value ReportCapture Point DashboardCapture Point Report
Data type:	AGG_TASK_*.NEW_TASK_COUNT	 Capture Point Business Value Report Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Customer Segment Service Level
Data type:	AGG_TASK_*.NEW_TASK_COUNT	 Capture Point Business Value Report Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Customer Segment Service Level Report
Data type:	AGG_TASK_*.NEW_TASK_COUNT	 Capture Point Business Value Report Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Customer Segment Service Level Report Intraday Backlog Summary
Data type:	AGG_TASK_*.NEW_TASK_COUNT	 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
Data type:	AGG_TASK_*.NEW_TASK_COUNT	 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

Metric name: Pending	I	Folder:
		iWD > Queue
Description: The current numl or Held) at the end of the report		where the task status is Queued, Assigned,
Source or Calculation: IWD_AGG_TASK_*.TOTAL_PENDI	NG_TASK_COUNT	Used in:
Media type:		Intraday Backlog Summary
Data type: Metric type:		Intraday Process Report
>> Back to list		
Metric name: Pending	J Overdue	Folder:
		iWD > Queue
	of pending tasks that are overdue In the SLA due date and time has	e at the end of the given time interval. A s been missed.
Source or Calculation: IWD_AGG_TASK_*.TOTAL_OVER	DUE_TASK_COUNT	Used in:
Media type:		Intraday Backlog Summary
Data type: Metric type:		Intraday Process Report
>> Back to list		
Metric name: Pre Sou	rce 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_F	PRE SRC TIME	
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
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 make is is not used in any second
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
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	Folder:
Hold Queue	iWD > Queue
Description: The total number of tasks on Delivery Attempt He	old Queue.
Source or Calculation:	Used in:

Media type:	
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Tasks on Delivery Window Hold Queue	Folder: iWD > Queue
Description: The total number of tasks on Delivery Win	dow 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 Queu	IE Folder:
Hetric hunter lusks on Error held Quee	iWD > Queue
	IWD > Queue
Description: The total number of tasks on Error Held Q	ueue.
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 Force Route Ho	d
Queue	Folder:
	iWD > Queue
Description: The total number of tasks on Force Route	Hold Queue.
Source or Calculation:	Used in:
Media type:	
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: Metric type:	This metric is not used in any reports.	
>> 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: Metric type:	This metric is not used in any reports.	
>> 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: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Tasks on Non Routable	Foldom	
Queue	Folder:	
	iWD > Queue	
Description: The total number of tacks on Non Doutable		
Description: The total number of tasks on Non Routabl Source or Calculation:	le Queue.	
Media type:	Used in:	
	This metric is not used in any reports.	
Data type: 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:	Head in	
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	Folder:	
Queue		
	iWD > Queue	
Description: The total number of tasks on Restricted Delivery	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 Submitted Queue Folder:		
	iWD > Queue	
Description: The total number of tasks on Submitted Queue.		
Source or Calculation:	Used in:	

Media type: Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Tasks o	n Transfer Queue	Folder: iWD > Queue
Description: The total number of tasks on Transfer Queue.		
Source or Calculation:		
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
>> Back to list		

Folder: iWD > Service Objects

Metric name: Duratio	n	Folder: iWD > Service Objects
Description: Total amount of t	ime that elapsed during job exec	cution.
Source or Calculation: Calcul timestamp for the job during th (ETL_AUDIT_START_TIME), and (ETL_AUDIT_FINISH_TIME).	e given time interval	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: Extracte	ed 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	5_AMOUNT	Used in:
Media type: Data type: Metric type:		This metric is not used in any reports.

>> Back to list

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	Folder: iWD
Introduced: 100.0.024.0000	
Description: Enables data to be organize	d by the 10th category level.
Database table:	

PROCESS.CATEGORY_LEVEL10 >> Back to list	
Attribute name: Category Level 3	Folder: iWD
Introduced: 100.0.024.0000	
Description: Enables data to be organize	d by the 3rd category level.
Database table: PROCESS.CATEGORY_LEVEL3	
>> Back to list	
Attribute name: Category Level 4	Folder: iWD
Introduced: 100.0.024.0000	
Description: Enables data to be organize	d by the 4th category level.
Database table: PROCESS.CATEGORY_LEVEL4	
>> Back to list	
Attribute name: Category Level 5	Folder: iWD
Introduced: 100.0.024.0000	
Description: Enables data to be organize	d by the 5th category level.
Database table: PROCESS.CATEGORY_LEVEL5	
>> Back to list	
Attribute name: Category Level 6	Folder: iWD
Introduced: 100.0.024.0000	
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 organize	d by the 7th category level.
Database table: PROCESS.CATEGORY_LEVEL7	
>> Back to list	
Attribute name: Category Level 8	Folder: iWD
Description: Enables data to be organize	d by the 8th category level
Database table: PROCESS.CATEGORY_LEVEL8	
>> Back to list	
Attribute name: Category Level 9	Folder: iWD
Description: Enables data to be organize	d by the 9th category level.
Database table: PROCESS.CATEGORY_LEVEL9	
>> Back to list	
Attribute name: Custom Dim	Folder: iWD
Description: Enables data to be organize	d by the type of custom dimension.
Database table:	
>> Back to list	
Attribute name: Department	Folder: iWD
Description: Enables data to be organize	d 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 organize	d 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 organize	d 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 organize	d 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 organize	d 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 organize	d 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 organize email, Unknown.	d by media type. It is one of the following values: workitem,
Database table: MEDIA_TYPE.[MEDIA_TYPE_NAME]	
>> Back to list	
Attribute name: Process	Folder: iWD
Description: Enables data to be organize	d 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 organize	d 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 organize	d 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 organize	d 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 organize	d by the type of custom dimension.
Database table:	
>> Back to list	
Attribute name: Process Custom Dim Attribute1	Folder: iWD
Description: Enables data to be organize	d by the type of custom dimension.
Database table:	
>> Back to list	
Attribute name: Solution	Folder: iWD
Description: Enables data to be organize	d 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 organize	d 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 organize	d 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 organize	d 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 organize	d 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 organize	d 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	Description: Enables data within the reporting interval to be
Table.Column: AGE.AGE_RANGE_1DAY Data type:	organized by the age of the task, where age has a granularity of 1 day ranges.
Form: Age Range 1 hour	Description: Enables data within the reporting interval to be
Table.Column: AGE.AGE_RANGE_1HOUR Data type:	organized by the age of the task, where age has a granularity of 1-hour ranges.
Form: Age Range 15 min	Description: Enables data within the reporting interval to be
Table.Column: AGE.AGE_RANGE_15min Data type:	organized by the age of the task, wwhere age has a granularity of 15-minutes ranges.
Form: Age Range 4 hour	Description: Enables data within the reporting interval to be
Table.Column: AGE.AGE_RANGE_4HOUR Data type:	organized by the age of the task, where age has a granularity of 4-hours ranges.
Form: Age Range 8 hour	Description: Enables data within the reporting interval to be
Table.Column: AGE.AGE_RANGE_8HOUR Data type:	organized by the age of the task, where age has a granularity of 8-hours ranges.
Form: Age Range Minutes	Description: Enables data within the reporting interval to be
Table.Column: AGE.AGE_MINUTES Data type:	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 organize	d 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 organize	d 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 organize	d 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	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_S	UBTYPE]
>> Back to list	
Attribute name: Interaction Type	Folder: iWD > Agent
Introduced: 9.0.016.03	

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.[INT	ERACTION_TYPE_N	IAME]
	>> Back to list	
Attribute name:	Process	Folder: iWD > Agent
Description: Enables d	lata to be organize	d 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: queu	e.queue_name	
	>> Back to list	
Attribute name: Code	Result	Folder: iWD > Agent
Description: Enables d	lata to be organize	d by the type of result code.
Database table: RESULT_CODE.RESULT_C	CODE_NAME	
	>> Back to list	
Attribute name:	Solution	Folder: iWD > Agent
Description: Enables d	lata to be organize	d 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_RANG	E_5_sta
>> Back to list	
Attribute name: Business Value Range 10	Folder: iWD > Capture

Description: This attribute enables data t	o be organized by the type of business value.
Database table:	
BUSINESS_VALUE.BUSINESS_VALUE_RANGE	5_10
>> Back to list	
Attribute name: Business Value Range 100	Folder: iWD > Capture
Description: This attribute enables data t	o be organized by the type of business value.
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE	E_100
>> Back to list	
Attribute name: Business Value Range 1000	Folder: iWD > Capture
Description: This attribute enables data t	o 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 t	o be organized by the type of business value.
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE	5_5
>> Back to list	
Attribute name: Business Value Range 50	Folder: iWD > Capture
Description: This attribute enables data t	o 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 t	o 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	d by the type of capture point.

CAPTURE_POINT.CAPTUR	RE_POINT_NAME	
	>> Back to list	
Attribute name: Dim	Custom	Folder: iWD > Capture
Description: Enables d	lata to be organize	d by the type of custom dimension.
Database table:		
	>> Back to list	
Attribute name: Department		Folder: iWD > Capture
Description: Enables d	lata to be organize	d by the department in which the interaction was handled.
Database table:		
	>> Back to list	
Attribute name:	Process	Folder: iWD > Capture
Description: Enables d	lata to be organize	d by the type of process or application.
Database table: process.process_name		
	>> Back to list	
Attribute name:	Solution	Folder: iWD > Capture
Description: Enables d	lata to be organize	d by solution.
Database table: solution.solution_name		
	>> Back to list	

Folder: iWD > Classification

Attribute name: Category	Folder: iWD > Classification
Description: Enables data to be organize	ed by the type of category.
Database table: category.category_name	
>> Back to list	
Attribute name: Custom Dim	Folder: iWD > Classification
Dim	

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: DepartmentFolder: iWD > Classification	
Description: Enables data to be organized by the department in which the interaction was ha	andled.
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	
Attribute name: Solution Folder: iWD > Classification Description: Enables data to be organized by solution.	

Attribute name: Source Process	Folder: iWD > Classification	
Description: Enables data to be organize	d 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	Form(s): OA 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 organize	d 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 organize	d 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	ed 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	ed 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 organize batches.	d based on the batch number, for jobs that are processed in	
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 organize source system.	d by the ID of the task capture as issued by the originating	
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 organize	d 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 organize work item that the source system assigns.	d by customer ID, which is an extended attribute of a task or
Database table: CUSTOMER.CUSTOMER_ID	
>> Back to list	
Attribute name: Data Source Name	Folder: iWD > Service Objects
Description: Enables data to be organize	d 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 organize CONFIG, TASK, or DATAMART.	d based on the type of the primary data source, which is one of
Database table: ETL_AUDIT.DATA_SOURCE_TYPE	
>> Back to list	
Attribute name: Employee ID	Folder: iWD > Service Objects
Description: Enables data to be organize the task or work item, as reported by the s	d based on the employee identifier of the agent who assigned source system.
Database table: AGENT.AGENT_ID	
>> Back to list	
Attribute name: ETL Audit Key	Folder: iWD > Service Objects
Description: Enables data to be organize	d 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: Enclose data to be expensive	d based on the data and time when the job finished
	d 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 organize were processed.	d based on the ID of the first event in the range of IDs that
Database table: ETL_AUDIT.FIRST_EXTRACTED_EVENT_ID	
>> Back to list	
Attribute name: Interaction ID	Folder: iWD > Service Objects
Description: Enables data to be organize given Interaction Server database.	d based on the task ID, which is a unique identifier within a
Database table: .interaction_ID	
>> Back to list	
Attribute name: Job Type	Folder: iWD > Service Objects
Description: Enables data to be organize HISTORICAL.	d based on the type of job, which is one of INTRADAY or
Database table: .ETL_AUDIT.Z_JOB_TYPE	
>> Back to list	
Attribute name: Last Employee ID	Folder: iWD > Service Objects
Description: Enables data to be organize task or work item, as captured by the sour	d by ID of the employee identifier who was last assigned the rce system.
Database table: AGENT.AGENT_ID	
>> Back to list	
Attribute name: Last Extracted Event ID	Folder: iWD > Service Objects
Description: Enables data to be organize processed.	d based on the ID of the last event in the range of IDs that were
Database table: ETL_AUDIT.LAST_EXTRACTED_EVENT_ID	
ETL_AUDIT.LAST_EXTRACTED_EVENT_ID	Folder: iWD > Service Objects

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 organize aggregate ETL scripts.	d based on the last time interval that was processed by the
Database table: ETL_AUDIT.LAST_INTERVAL_TIME_KEY	
>> Back to list	
Attribute name: Process Name	Folder: iWD > Service Objects
Description: Enables data to be organize	d 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 organize	d 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 organize	d 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 organize FAILED.	d based on job status, which is one of FINISHED, IN PROGRESS,
Database table: ETL_AUDIT.STATUS	
>> Back to list	
Attribute name: Subversion	Folder: iWD > Service Objects
Description: Enables data to be organize	d by the version number of the CX Insights schema.
Database table: DB_VERSION.VERSION	
>> Back to list	

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	Fo
Key DAY				

Folder: iWD > Time

Description: Enables data to be based on the primary key of the attribute.

Database table:

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: Database table: Database table: >> 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.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	
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: >> 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 hour within a day. Attribute name: Month Patabase table: DATE_TIME.LABEL_YYYY_MM Database table: DATE_TIME.LABEL_YYYY_MM Database table: DATE_TIME.LABEL_YYYY_MM Patabase table: DATE_TIME.LABEL_YYYY_MM >> Back to list Attribute name: Month Year Attribute name: Month Year Attribute name: Month Year Patabase table: DATE_TIME.LABEL_YYYY_MM >> Back to list Attribute name: Month Year Patabase table: DATE_TIME_YEAR_AGO.LABEL_YYYY_MM >> Back to list Attribute name: Month Year Patabase table: DATE_TIME_YEAR_AGO.LABEL_YYYY_MM >> Back to list Database table: DATE_TIME_YEAR_AGO.LABEL_YYYY_MM >> Back to list Actor are presented in YYYYMM format. Back to list Patabase table: DATE_TIME_YEAR	>> Back to list	
month and year. Day values are presented in YYY-MM-DD format.Database table: DATE_TIME.LABEL_YYY.MM.DDFolder: iWD > TimeAttribute name: HourFolder: iWD > TimeDescription: Enables data within the reporting interval to be organized by a particular hour within a day. Hour values are presented in YYY-MM-DD-HH24 format.Database table: DATE_TIME.LABEL_YYY.MM_DD_HH24Folder: iWD > TimeAttribute name: MonthFolder: iWD > TimeDescription: Enables data within the reporting interval to be organized by a particular hour within a year. Month values are presented in YYY-MM format.Database table: DATE_TIME.LABEL_YYYY_MMFolder: iWD > TimeAttribute name: Month Year AggoFolder: iWD > TimeDatabase table: DATE_TIME.LABEL_YYYY_MMFolder: iWD > TimeDatabase table: DATE_TIME.LABEL_YYYY_MMFolder: iWD > TimeDatabase table: DATE_TIME.LABEL_YYYY_MMFolder: iWD > TimeDatabase table: DATE_TIME.LABEL_YYYY_MMFolder: iWD > TimeDatabase table: DATE_TIME_YEAR_AGO.LABEL_YYYY_MMFolder: iWD > TimeDatabase table: DATE_TIME_YEAR_AGO.LABEL_YYYY_MMFolder: iWD > TimeDatabase table: DATE_TIME_YEAR_AGO.LABEL_YYYY_MMFolder: iWD > TimeDatabase table: DATE_TIME_YEAR_AGO.LABEL_YYYY_MMFolder: iWD > TimeDatabase table: DATE_TIME_YEAR_AGO.LABEL_YYY_MMFolder: iWD > TimeDatabase table: DATE_TIME_YEAR_AGO.LABEL_YYY_MMFolder: iWD > TimeDatabase table: DATE_TIME_YEAR_AGO.LABEL_YYY_MMFolder: iWD > TimeDatabase table: DATE_TIME_YEAR_AGO.LABEL_YYY_MMFolder: iWD > Time </td <td>Attribute name: Day</td> <td>Folder: iWD > Time</td>	Attribute name: Day	Folder: iWD > Time
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		
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:		
Description: Enables data within the reporting interval to be organized by a particular hour within a day. 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 Database table: DATE_TIME.LABEL_YYYY_MM Social content Folder: iWD > Time Database table: DATE_TIME.LABEL_YYYY_MM Social content Folder: iWD > Time Database table: DATE_TIME.LABEL_YYYY_MM Social content 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 Social content Social content Mattribute name: Month Year Folder: iWD > Time Database table: Social content Database table: Social content Database table: Social contist Database table: </td <td>>> Back to list</td> <td></td>	>> Back to list	
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Description: Enables data year. Quarter values are pr		orting interval to be organized by a particular quarter within a -QQ format.
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Attribute name: Se Date Time Key	ervice	Folder: iWD > Time
Description: Enables data table.	a to be organized	d by a key for a particular date and time from the relevant
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Database table: IWD_AGG_TASK_*_SUBHR.E DATE_TIME_*.DATE_TIME_K		
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Attribute name: W	eek	Folder: iWD > Time
Description: Enables data year. Week values are pres	a within the repo sented in YYYY-W	orting interval to be organized by a particular week within a /E format.
Database table: DATE_TIME.LABEL_YYYY_W	E	
•	>> Back to list	
Attribute name: Ye	ear	Folder: iWD > Time
Description: Enables data (YYYY).	a within the repo	orting interval to be organized by year, in four-digit format
Database table: DATE_TIME.LABEL_YYYY		
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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.