Genesys Customer Experience Insights Project Guide

Billing Data Metrics

5/5/2025

Billing Data Metrics

The Billing Data folder contains objects that enable the organization and measurement of customer usage data related to billing.

Note the following:

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

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

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

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

Billing Data

- Concurrent User Count

- IVR Minutes
- Named User Count

- Peak IVR Ports
- Resource Key BDS

Folder: Billing Data

Metric name: Concurrent User Count	
Introduced: 100.0.023.0000	**Folder:** Billing Data
Description: The peak number of unique agents that were concurrently logged in for a voice media type, during the selected period.	
Source or Calculation: Sum([Seats Voice Concurrent])	
Media type: Data type: Metric type:	**Used in:** - Inbound Voice Report

Metric name: IVR Minutes

Introduced: 100.0.023.0000

Folder:

Billing Data

Description: The total number of minutes for all self-service applications used by Genesys Voice Platform (GVP), for the specified tenant. This metric includes time spent in queue.

Source or Calculation: Sum([GVP Minutes])

Media type:		**Used in:**
Data type: **Metric type:**		• IVR Usage Report

Metric name: Named User Count

Introduced: 100.0.023.0000

Folder:

Billing Data

Description: The number of agents who logged in for a voice media type at least once during the selected month. This value is a running total, so for a given day, it shows the total so far during the selected month.

Source or Calculation: Sum([Seats Voice])

Media type:		**Used in:**
Data type: **Metric type:**		• Inbound Voice Report

Metric name: Peak IVR Ports

Introduced: 100.0.023.0000

Folder:

Billing Data

Description: Peak usage of GVP treatment applied to calls within GVP, for the specified tenant.

Source or Calculation: Sum([GVP Ports])

Media type:		**Used in:**
Data type: **Metric type:**		• IVR Usage Report

Metric name: Resource Key BDS

Folder:

Billing Data

Introduced: 100.0.023.0000	
Description: This metric is used for internal comptutations.	
Source or Calculation: Count([Resource Key BDS])	
Media type: **Data type:** **Metric type:**	**Used in:** This metric is not used in any reports.
>> Back to list	