GENESYS™

Genesys Customer Experience Insights Project Guide

Callback Metrics

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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
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- Max Saved Time
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- 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
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- Callback Offers per Session
- Connect Waiting Time
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- Customer Ready To Start Timestamp

- Desired Time
- Desired Timestamp
- Establish Time
- Expected Wait Time
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- Last Callback Offer Time
- Last Callback Offered Timestamp
- Offered
- Offline Waiting Time
- Position in Queue
- Position in Queue When Offered
- Push Delivery Confirmed Timestamp
- Ready To Start Timestamp
- Requested Agent Assistance
- Service Start Timestamp
- Start DateTime Key
- Timeout Warning
- Transfer Failed

Folder: Callback

Metric name: % Abandoned	Folder: Callback
Description: The percentage of callback customer interactions that were abandoned by the customer while waiting for an agent to connect.	
Source or Calculation: Refer to the Abandon Waiting For Agent and Accepted Callback metrics.	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report

Metric name: % Canceled	Folder:
	Callback

Description: The percentage of callback customer interactions that were canceled before completion. Includes all canceled callbacks, whether canceled manually by the customer, manually by an administrator, or automatically because the customer called again before the callback was completed.

Source or Calculation: Refer to the Accepted and Canceled callback metrics.	**Used in:**
Media type: Voice	• Callback Summary Report
Data type: Number **Metric type:** Disposition	

Metric name: % Customer Connected	Folder:
	Callback

Description: The percentage of customer calls that connected after callback dialout, including instances where no agent was connected.

Source or Calculation: Refer to the Callback > Customer Connected and Accepted metrics.	**Used in:**
Media type: Voice,Chat	• Callback Summary Report
Data type: Number **Metric type:** Disposition	

Metric name: % Declined	Folder:
	Callback

Description: The percentage of customer callback offers that were declined by the customer.

Source or Calculation: Refer to the Callback > Offered and Accepted metrics.	**Used in:**
Media type: Voice,Chat	• Callback Summary Report
Data type: Number **Metric type:** Disposition	

Metric name: % Successful	Folder:
	Callback

Description: The percentage of callbacks that successfully connected the customer with an agent.

Source or Calculation: Refer to the Callback > Successful and Callback > Accepted callback metrics.	**Used in:**

Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report
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Metric name: % Unsuccessful		**Folder:** Callback
Description: The percentage of callback customer interactions that were not completed successfully (because they were abandoned, declined, or canceled).		
Source or Calculation: Refer to the Callback > Successful and Callback > Accepted metrics.		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report
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Metric name: Abandon Waiting For Agent		**Folder:** Callback
Description: The total number of times that customer callbacks were abandoned by the customer while waiting for an agent to connect.		
Source or Calculation: AG2_CALLBACK_[*].ABANDONED_WAITING		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
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Metric name: Accepted		**Folder:** Callback
Description: The total number of times that callback was accepted by a customer		
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_ACCEPTED		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report
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Metric name: Accepted Immediate		**Folder:** Callback

Description: The total number of times that IMMEDIATE callback was accepted by a customer.	
Source or Calculation: AG2_CALLBACK_*.ACCEPTED_IMMEDIATE	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
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Metric name: Accepted Scheduled	**Folder:** Callback
Description: The total number of times that SCHEDULED callback was accepted by a customer.	
Source or Calculation: AG2_CALLBACK_*.ACCEPTED_SCHEDULED	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
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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 **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
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Metric name: Added Agents	**Folder:** Callback
Description: The total number of times agents were successfully added to a callback call.	
Source or Calculation: AG2_CALLBACK_[*].AGENT_ADDED_TO_IXN	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.
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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
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Metric name: Attempt 2	**Folder:** Callback
Description: The total number of callback connections that were successfully completed on the second callback attempt.	
Source or Calculation: AG2_CALLBACK_[*].CONNECTED_ATTEMPT2	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
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Metric name: Attempt 3	**Folder:** Callback
Description: The total number of callback connections that were successfully completed on the third callback attempt.	
Source or Calculation: AG2_CALLBACK_[*].CONNECTED_ATTEMPT3	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
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Metric name: Attempt 4	**Folder:** Callback
Description: The total number of callback connections that were successfully completed on the fourth callback attempt.	
Source or Calculation: AG2_CALLBACK_[*].CONNECTED_ATTEMPT4	**Used in:**
Media type: Voice,Chat	• Callback Summary Report

Data type: Number **Metric type:** Disposition		
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Metric name: Attempted		**Folder:** Callback
Description: The total number of callback attempts, including the one that succeeded.		
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_ATTEMPTED		**Used in:** • Callback Summary Report
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		
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Metric name: Avg Added Agents		**Folder:** Callback
Description: The average score measuring how often agents were successfully added to a callback call.		
Source or Calculation: Refer to the Callback > Callbacks and Callback > Added Agents metrics.		**Used in:** This metric is not used in any reports.
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		
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Metric name: Avg Offer Time		**Folder:** Callback
Description: The average amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.		
Source or Calculation: Refer to the Callback > Callbacks and Callback > Offer Time metrics.		**Used in:** • Callback Summary Report
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		
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Metric name: Avg Saved Time		**Folder:** Callback
Description: The average number of minutes of call time that were saved because of callback.		
Source or Calculation: Refer to the Callback > Saved Time		**Used in:**

and Callback > Successful metrics.		
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report
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Metric name: Avg Time to Abandon Waiting For Agent		**Folder:** Callback
Description: After successful callback, the average amount of time customers spent waiting for agents before abandoning the call.		
Source or Calculation: Refer to the Callback > Time To Abandon Waiting For Agent and Callback > Abandon Waiting For Agent metrics.		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report
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Metric name: Avg Time To Wait For An Agent		**Folder:** Callback
Description: After a successful callback, the average amount of time a customer spent waiting for an agent.		
Source or Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics.		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report
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Metric name: Callback Attempts		**Folder:** Callback
Description: The number of times the system attempted to call the customer back.		
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_ATTEMPTS		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report
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Metric name: Callbacks	Folder: Callback
Description: The total number of callback calls processed.	
Source or Calculation: AG2_CALLBACK_[*].CALLBACKS	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
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Metric name: Canceled	Folder: Callback
Description: The total number of callback attempts that were canceled, either by the customer or by the contact center.	
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_CANCELLED	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
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Metric name: Customer Connected	Folder: Callback
Description: The total number of times a customer was connected after callback dialout, including instances where no agent was connected.	
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_CONNECTED	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report
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Metric name: Declined	Folder: Callback
Description: The total number of customer callback offers that were declined by the customer.	
Source or Calculation: Calculated as the difference between the value of the Callback > Offered and Callback > Accepted metrics.	
Media type: Voice,Chat **Data type:** Number	**Used in:** • Callback Summary Report

Metric type: Disposition		
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Metric name: Establish Time		Folder: Callback
Description: The amount of time required to establish the outbound call.		
Source or Calculation: CALLBACK_FACT_GI2.ESTABLISH_TIME		**Used in:** This metric is not used in any reports.
Media type: Voice,Chat		
Data type: Number **Metric type:** Disposition		
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Metric name: Expected Wait Time		Folder: Callback
Description: The customer expected wait time when the callback dial attempt was ready to begin.		
Source or Calculation: AG2_CALLBACK_[*].EWT_READY_TO_START_IXN		**Used in:**
Media type: Voice,Chat		• Callback Summary Report
Data type: Number **Metric type:** Disposition		
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Metric name: Expected Wait Time when Offered		Folder: Callback
Description: At the time callback is offered, the expected time before an agent is available to call back a customer, as of the time callback was offered.		
Source or Calculation: CALLBACK_FACT_GI2.EWT_WHEN_OFFERED		**Used in:** This metric is not used in any reports.
Media type: Voice,Chat		
Data type: Number **Metric type:** Disposition		
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Metric name: Failed Transfers before Agent is connected		Folder: Callback

Description: The total number of unsuccessful attempts to transfer a caller from the queue to an agent, where the transfer eventually succeeded.

Source or Calculation: AG2_CALLBACK_[*].XFER_TO_AGENT_FAIL_CONN		Used in:
Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
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Metric name: Failed Transfers to Agent	**Folder:** Callback

Description: The number of unsuccessful attempts to transfer a caller from the queue to an agent which did not eventually result in a successful transfer.

Source or Calculation: AG2_CALLBACK_[*].XFER_TO_AGENT_FAIL_NOCONN		Used in:
Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
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Metric name: Forced Dialed	**Folder:** Callback

Description: The total number of calls that were force-dialed (or pushed) regardless of actual agent availability, because the callback queue was being flushed.

Source or Calculation: AG2_CALLBACK_[*].FORCE_DIALED		Used in:
Media type: Voice,Chat		• Callback Summary Report
Data type: **Metric type:** Disposition		
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Metric name: Max Establish Time	**Folder:** Callback

Description: The maximum amount of time, in seconds, required to establish an outbound call.

Source or Calculation: AG2_CALLBACK_[*].ESTABLISH_MEDIA_IXN_TIME_MAX		Used in:
Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
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Metric name: Max Establish Time (Fmt)	Folder: Callback
Description: The maximum amount of time, in HH:MM:SS, required to establish an outbound call.	
Source or Calculation: AG2_CALLBACK_[*].ESTABLISH_MEDIA_IXN_TIME_MAX	**Used in:** This metric is not used in any reports.
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	
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Metric name: Max Expected Wait Time	Folder: Callback
Description: The largest recorded Expected Wait Time of any callback session, in seconds.	
Source or Calculation: AG2_CALLBACK_[*].EWT_READY_TO_START_IXN_MAX	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
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Metric name: Max Expected Wait Time (Fmt)	Folder: Callback
Description: The largest recorded Expected Wait Time of any callback session, in HH:MM:SS.	
Source or Calculation: AG2_CALLBACK_[*].EWT_READY_TO_START_IXN_MAX	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
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Metric name: Max Expected Wait Time when Offered	Folder: Callback
Description: The largest recorded Expected Wait Time of any callback session, in seconds.	
Source or Calculation: AG2_CALLBACK_[*].EWT_WHEN_OFFERED_MAX	**Used in:** This metric is not used in any reports.
Media type: Voice,Chat	

Data type: Number **Metric type:** Disposition		
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Metric name: Max Expected Wait Time when Offered (Fmt)	**Folder:** Callback
Description: The largest recorded Expected Wait Time of any callback session, in HH:MM:SS.	
Source or Calculation: AG2_CALLBACK_[*].EWT_WHEN_OFFERED_MAX	**Used in:** This metric is not used in any reports.
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	
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Metric name: Max Offer Time	**Folder:** Callback
Description: The largest recorded amount of time (seconds) that elapsed between when a callback was offered to a customer, and when the customer accepted or declined the offer.	
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_OFFER_TIME_MAX	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
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Metric name: Max Offer Time (Fmt)	**Folder:** Callback
Description: The largest recorded amount of time (HH:MM:SS) that elapsed between when a callback was offered to a customer, and when the customer accepted or declined the offer.	
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_OFFER_TIME_MAX	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
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Metric name: Max Offline Waiting Time	**Folder:** Callback

Description: The maximum amount of time, in seconds, that any customer waited offline for an agent to become available.

Source or Calculation: AG2_CALLBACK_[*].WAIT_AGENT_OFFLINE_TIME_MAX		**Used in:**
Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
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Metric name: Max Offline Waiting Time (Fmt)	**Folder:** Callback

Description: The maximum amount of time, in HH:MM;SS, that any customer waited offline for an agent to become available.

Source or Calculation: AG2_CALLBACK_[*].WAIT_AGENT_OFFLINE_TIME_MAX		**Used in:**
Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
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Metric name: Max Position in Queue	**Folder:** Callback

Description: The maximum position any customer had in the queue when the contact center was ready to begin the callback outbound dial attempt.

Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX		**Used in:**
Media type: Voice,Chat		• Callback Summary Report
Data type: Number **Metric type:** Disposition		
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Metric name: Max Position in Queue when Offered	**Folder:** Callback

Description: The maximum position any customer had in the queue when callback was offered.

Source or Calculation: AG2_CALLBACK_[*].POS_WHEN_OFFERED_MAX		**Used in:**
Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number		

Metric type: Disposition		
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Metric name: Max Saved Time		**Folder:** Callback
Description: The maximum number of minutes of call time that were saved because of Callback.		
Source or Calculation: AG2_CALLBACK_[*].SAVED_TIME		**Used in:** • Callback Summary Report
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		
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Metric name: Max Saved Time (Fmt)		**Folder:** Callback
Description: The maximum amount of call time (HH:MM:SS) that were saved because of Callback.		
Source or Calculation: AG2_CALLBACK_[*].SAVED_TIME		**Used in:** • Callback Summary Report
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		
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Metric name: Max Time to Abandon Waiting For Agent		**Folder:** Callback
Description: After a successful callback, the maximum amount of time, in seconds, that any customer spent waiting before abandoning the call.		
Source or Calculation: AG2_CALLBACK_[*].ABANDONED_WAITING_TIME_MAX		**Used in:** • Callback Summary Report
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		
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Metric name: Max Time to Abandon Waiting For Agent (Fmt)		**Folder:** Callback
Description: After a successful callback, the maximum amount of time, in HH:MM:SS, that any customer spent waiting before abandoning the call.		

Source or Calculation: AG2_CALLBACK_[*].ABANDONED_WAITING_TIME_MAX		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report
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Metric name: Max Time to Wait For Agent		**Folder:** Callback
Description: After a successful callback, the maximum amount of time, in seconds, that any customer spent waiting for an agent.		
Source or Calculation: AG2_CALLBACK_[*].CONN_WAITING_AGENT_TIME_MAX		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report
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Metric name: Max Time to Wait For Agent (Fmt)		**Folder:** Callback
Description: After a successful callback, the maximum amount of time, in seconds, that any customer spent waiting for an agent.		
Source or Calculation: AG2_CALLBACK_[*].CONN_WAITING_AGENT_TIME_MAX		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report
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Metric name: Min Expected Wait Time when Offered		**Folder:** Callback
Description: The smallest Expected Wait Time of any callback session, in seconds, recorded at the instant when a callback was offered.		
Source or Calculation: AG2_CALLBACK_[*].EWT_WHEN_OFFERED_MIN		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Min Expected Wait Time when Offered (Fmt)	Folder: Callback

Description: The smallest Expected Wait Time of any callback session, in HH:MM:SS, recorded at the instant when a callback was offered.

Source or Calculation: AG2_CALLBACK_[*].EWT_WHEN_OFFERED_MIN		**Used in:** This metric is not used in any reports.
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		

Metric name: Min Position in Queue when Offered	Folder: Callback

Description: The minimum position any customer had in the queue when callback was offered.

Source or Calculation: AG2_CALLBACK_[*].POS_WHEN_OFFERED_MIN		**Used in:** This metric is not used in any reports.
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		

Metric name: Min Saved Time	Folder: Callback

Description: This metric, which is hidden from report designers and viewers, is used for internal computations.

Source or Calculation: min(AG2_CALLBACK_[*].SAVED_TIME)		**Used in:** This metric is not used in any reports.
Media type: Voice,Chat **Data type:** Number **Metric type:**		

Metric name: Min Saved Time (Fmt)	Folder: Callback

Description: This metric, which is hidden from report designers and viewers, is used for internal computations.

Source or Calculation: min(AG2_CALLBACK_[*].SAVED_TIME)		Used in:
Media type: Voice,Chat **Data type:** Number **Metric type:**		This metric is not used in any reports.
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Metric name: Offer Time		**Folder:** Callback
Description: The amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.		
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_OFFER_TIME		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report
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Metric name: Offered		**Folder:** Callback
Description: The total number of times that callback was offered to a customer.		
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_OFFERED		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report
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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		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
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Metric name: Position in Queue		**Folder:**

	Callback
Description: The customer's position in the queue when the callback outbound dial attempt was ready to begin.	
Source or Calculation: AG2_CALLBACK_[*].POS_READY_TO_START_IXN	**Used in:**
Media type: Voice,Chat	• Callback Summary Report
Data type: Number **Metric type:** Disposition	
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Metric name: Position in Queue when Offered	**Folder:** Callback
Description: The customer's position in the queue when callback was offered.	
Source or Calculation: AG2_CALLBACK_[*].POS_WHEN_OFFERED	**Used in:**
Media type: Voice,Chat	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	
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Metric name: Requested Agent Assistance	**Folder:** Callback
Description: The total number of callback calls wherein the customer requested agent assistance.	
Source or Calculation: AG2_CALLBACK_[*].IXN_REQ_AGENT	**Used in:**
Media type: Voice,Chat	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	
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Metric name: Saved Time	**Folder:** Callback
Description: The total number of minutes of call time that were saved because of callback.	
Source or Calculation: AG2_CALLBACK_[*].SAVED_TIME	**Used in:**
Media type: Voice,Chat	• Callback Summary Report
Data type: Number **Metric type:** Disposition	
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Metric name: Start Date Time Key	Folder: Callback
Description: This hidden metric is reserved for internal use to employ a key for a particular date and time from the AG2_CALLBACK_* hierarchy.	
Source or Calculation: AG2_CALLBACK_[*].DATE_TIME_KEY	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
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Metric name: Successful	Folder: Callback
Description: The total number of callbacks that successfully connected the customer with an agent.	
Source or Calculation: AG2_CALLBACK_[*].CALLBACK_RETURNED	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
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Metric name: Time to Abandon Waiting For Agent	Folder: Callback
Description: After successful callback, the total amount of time all customers spent waiting for agents before abandoning the call.	
Source or Calculation: AG2_CALLBACK_[*].ABANDONED_WAITING_TIME	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report
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Metric name: Time to Wait For Agent	Folder: Callback
Description: After successful callbacks, the total amount of time all customers spent waiting for an agent.	
Source or Calculation: AG2_CALLBACK_[*].CONN_WAITING_AGENT_TIME	**Used in:**
Media type: Voice,Chat	• Callback Summary Report

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

Metric name: Abandoned Waiting	**Folder:** Callback > Detail
Description: Indicates whether the call was abandoned by the customer while waiting for an agent to connect. (0=no, 1=yes)	
Source or Calculation: CALLBACK_FACT_GI2.ABANDONED_WAITING	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Details Report
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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

Metric name: Added Agent	Folder: Callback > Detail

Description: Indicates whether an agent was successfully added to the callback call. (0=no, 1=yes)

Source or Calculation: CALLBACK_FACT_GI2.AGENT_ADDED_TO_IXN		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		• Callback Details Report

Metric name: Callback Accepted Timestamp	Folder: Callback > Detail

Description: The time when the customer accepted callback during the session.

Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_ACCEPTED_TS_TIME		**Used in:**
Media type: Voice,Chat **Data type:** Date **Metric type:** Detail		• Callback Details Report

Metric name: Callback Attempts	Folder: Callback > Detail

Description: The number of times the system attempted to call the customer back.

Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_ATTEMPTS		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		• Callback Details Report

Metric name: Callback Offer Time	Folder: Callback > Detail

Description: The amount of time that elapsed between the instant when a callback was offered to the customer, and the instant when the customer accepted or declined the offer.

Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_OFFER_TIME		**Used in:**
Media type: Voice,Chat		

Data type: Number **Metric type:** Detail		• Callback Details Report
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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:** • Callback Details Report	
Media type: Voice,Chat **Data type:** Date **Metric type:** Detail		
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Metric name: Callback Offers per Session	**Folder:** Callback > Detail	
Description: The number of times callback was offered, per single interaction.		
Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_OFFERS_PER_SESSION	**Used in:** • Callback Details Report	
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		
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Metric name: Connect Waiting Time	**Folder:** Callback > Detail	
Description: The amount of time that elapsed between when the customer connected to the callback call and when an agent was connected.		
Source or Calculation: CALLBACK_FACT_GI2.CONN_WAITING_AGENT_TIME	**Used in:** • Callback Details Report	
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		
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Metric name: Customer Connected Timestamp	**Folder:** Callback > Detail	
Description: The time when the customer started waiting to be connected to an agent.		

Source or Calculation: CALLBACK_FACT_GI2.CUSTOMER_CONNECTED_TS_TIME	**Used in:**
Media type: Voice,Chat **Data type:** Date **Metric type:** Detail	• Callback Details Report
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Metric name: Customer Ready To Start Timestamp	**Folder:** Callback > Detail
Description: The time when the customer was ready to start media interaction for CUSTOMER_ORIGINATED scenarios. This value is typically set when the application sends a request for an access number to dial and access code for match function.	
Source or Calculation: CALLBACK_FACT_GI2.CUSTOMER_READY_TO_START_IXN_TS_TIME	**Used in:**
Media type: Voice,Chat **Data type:** Date **Metric type:** Detail	• Callback Details Report
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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 **Data type:** Number **Metric type:** Detail	This metric is not used in any reports.
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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 **Data type:** Number **Metric type:** Detail	• Callback Details Report
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Metric name: Establish Time		Folder: Callback > Detail
Description: The amount of time required to establish the outbound call.		
Source or Calculation: CALLBACK_FACT_GI2.ESTABLISH_MEDIA_IXN_TIME		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		• Callback Details Report
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Metric name: Expected Wait Time		Folder: Callback > Detail
Description: The customer expected wait time when the callback dial attempt was ready to begin.		
Source or Calculation: CALLBACK_FACT_GI2.EWT_READY_TO_START_IXN		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		• Callback Details Report
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Metric name: Expected Wait Time When Offered		Folder: Callback > Detail
Description: The expected time before an agent is available to call back a customer, as of the time callback was offered.		
Source or Calculation: AG2_CALLBACK_[*].EWT_WHEN_OFFERED		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		This metric is not used in any reports.
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Metric name: Last Callback Offer Time		Folder: Callback > Detail
Description: The duration (in seconds) of the last callback offered to a customer during the session.		
Source or Calculation: CALLBACK_FACT_GI2.LAST_CALLBACK_OFFER_TIME		**Used in:**
Media type: Voice,Chat		• Callback Details Report

Data type: Number **Metric type:** Detail		
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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
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Metric name: Offered	**Folder:** Callback > Detail
Description: Indicates whether callback was offered to the customer. (0=no, 1=yes)	
Source or Calculation: CALLBACK_FACT_GI2.CALLBACK_OFFERED	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	• Callback Details Report
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Metric name: Offline Waiting Time	**Folder:** Callback > Detail
Description: The amount of time, in seconds, the customer waited offline for an agent to become available.	
Source or Calculation: CALLBACK_FACT_GI2.WAIT_AGENT_OFFLINE_TIME	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	• Callback Details Report
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Metric name: Position in Queue	**Folder:** Callback > Detail
Description: The customer's position in the queue when the callback outbound dial attempt was ready	

to begin.	
Source or Calculation: CALLBACK_FACT_GI2.POS_READY_TO_START_IXN	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	• Callback Details Report
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Metric name: Position in Queue When Offered	**Folder:** Callback > Detail
Description: The customer's position in the queue when callback was offered.	
Source or Calculation: CALLBACK_FACT_GI2.POS_WHEN_OFFERED	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	This metric is not used in any reports.
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Metric name: Push Delivery Confirmed Timestamp	**Folder:** Callback > Detail
Description: The time when the application confirmed that push notification was received. This is used for CUSTOMER_ORIGINATED scenarios.	
Source or Calculation: CALLBACK_FACT_GI2.PUSH_DELIVERY_CONFRMD_TS_TIME	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	• Callback Details Report
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Metric name: Ready To Start Timestamp	**Folder:** Callback > Detail
Description: Either: • Time when the Contact Center was ready to start outbound dial attempt for CUSTOMER_TERMINATED scenarios, or • Time when the Contact Center sent push notification to user device in CUSTOMER_ORIGINATED scenarios.	
Source or Calculation:	**Used in:**

CALLBACK_FACT_GI2.READY_START_MEDIA_TS_TIME		
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		• Callback Details Report
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Metric name: Requested Agent Assistance		**Folder:** Callback > Detail
Description: The number of callbacks that were offered to customers who had requested agent assistance. (0=no, 1=yes)		
Source or Calculation: CALLBACK_FACT_GI2.IXN_REQ_AGENT		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		• Callback Details Report
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Metric name: Service Start Timestamp		**Folder:** Callback > Detail
Description: The date and time (UTC) when the Callback service started.		
Source or Calculation: CALLBACK_FACT_GI2.SERVICE_START_TS_TIME		**Used in:**
Media type: Voice,Chat **Data type:** Date **Metric type:** Detail		• Callback Details Report
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Metric name: Start DateTime Key		**Folder:** Callback > Detail
Description: This hidden metric is reserved for internal use to employ a key for a particular date and time from the CALLBACK_FACT_GI2.* hierarchy.		
Source or Calculation: CALLBACK_FACT_GI2.START_DATE_TIME_KEY		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		This metric is not used in any reports.
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Metric name: Timeout Warning		**Folder:** Callback > Detail

Description: The number of times that a customer was disconnected because the max timeout limit was reached.	
Source or Calculation: CALLBACK_FACT_GI2.TIMEOUT_WAITING	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	• Callback Details Report
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Metric name: Transfer Failed	Folder: Callback > Detail
Description: The number of failed attempts to transfer the callback interaction to the agent.	
Source or Calculation: CALLBACK_FACT_GI2.XFER_TO_AGENT_FAILED	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	• Callback Details Report
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