



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Customer Experience Insights Project Guide

[Detail Metrics](#)

12/19/2025

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 otherwise 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
- 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

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

- [Transfer Initiated Agent](#)
- [Turnaround Time](#)

Detail > Handling Attempt > Handling User Data Example

- There are no metrics in this folder

Detail > Transfer

- [Interaction Duration](#)

- [Source Customer Engage Time](#)
- [Source Customer Hold Time](#)
- [Source Customer Wrap Time](#)
- [Source Queue Time](#)
- [Target Customer Engage Time](#)
- [Target Customer Hold Time](#)
- [Target Customer Wrap Time](#)
- [Target Queue Time](#)

Detail > Transfer > Source User Data Example

- There are no metrics in this folder

Detail > Transfer > Target User Data Example

- There are no metrics in this folder

Folder: Detail

There are no metrics in this folder.

Folder: Detail > Handling Attempt

Metric name: Abandoned Waiting		Folder: Detail > Handling Attempt
Description: The total number of customer interactions that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource.		
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ABANDONED		Used in: This metric is not used in any reports.
Media type: All		
Data type: Number Metric type: Detail		
>> Back to list		

Metric name: Abandoned Waiting Time		Folder: Detail > Handling Attempt
Description: The total amount of time associated with customer interactions were abandoned or dropped for any reason before the interactions could be distributed.		
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ABANDONED_TIME		Used in: This metric is not used in any reports.
Media type: All		

Data type: Number Metric type: Detail			
>> Back to list			
Metric name: Conference Initiated Time		Folder: Detail > Handling Attempt	
Description: The amount of time that a conference initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.			
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CONF_INIT_TALK_DURATION		Used in: <ul style="list-style-type: none">Interaction Handling Attempt Report	
Media type: All (except Email)			
Data type: Number Metric type: Detail			
>> Back to list			
Metric name: Conference Received Time		Folder: Detail > Handling Attempt	
Description: The amount of time, in seconds, that a conference that was joined by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference joiner.			
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CONF_JOIN_TALK_DURATION		Used in: <ul style="list-style-type: none">Interaction Handling Attempt Report	
Media type: All (except Email)			
Data type: Number Metric type: Detail			
>> Back to list			
Metric name: Consult Initiated Time		Folder: Detail > Handling Attempt	
Introduced: 100.0.027.0001		Used in: This metric is not used in any reports.	
Description: The amount of time, in seconds, that a consult initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.			
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CONF_INIT_TALK_DURATION			
Media type: All (except Email)			

Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Customer Alert Time		Folder: Detail > Handling Attempt
Description: This metric varies depending on the media type: <ul style="list-style-type: none"> For voice interactions, the number of seconds that the interaction was ringing at the resource during a voice handling attempt while a customer was present. For multimedia interactions, the number of seconds that the customer-related interaction was alerting at the resource during an interaction handling attempt. For e-mail interactions, this metric includes agent's handling of an inbound e-mail from a customer or an internal e-mail from another agent, or handling a reply e-mail back to the customer. This metric excludes handling a collaboration, whether on the initiating or receiving side.		
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_RING_DURATION		Used in: <ul style="list-style-type: none"> Interaction Handling Attempt Report
Media type: All Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Customer Dial Time		Folder: Detail > Handling Attempt
Description: The amount of time that the IRF resource spent initiating an outbound, customerrelated interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration.		
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_DIAL_DURATION		Used in: <ul style="list-style-type: none"> Interaction Handling Attempt Report
Media type: Voice Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Customer Engage Time		Folder: Detail > Handling Attempt
Description: The amount of time that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This metric includes internal interactions.		

- For synchronous interactions, this is the time that the agent spent interacting with a customer. The duration includes talk duration of conferenced interactions.
- For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer, handling an internal interaction from another agent, or handling a reply interaction back to the customer.

This duration excludes consultations and collaborations, whether they were initiated or received.

Source or Calculation:

INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_TALK_DURATION

Used in:

- Interaction Handling Attempt Report

Media type: All

Data type: Number

Metric type: Detail

[>> Back to list](#)

Metric name: Customer Handle Time**Folder:**

Detail > Handling Attempt

Description:

Source or Calculation: Calculated as the sum of
 INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_TALK_DURATION
 +
 INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATION
 +
 INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_ACW_DURATION

Used in:

- Interaction Handling Attempt Report

Media type: All

Data type: Number

Metric type: Detail

[>> Back to list](#)

Metric name: Customer Hold Time**Folder:**

Detail > Handling Attempt

Description: The amount of time that the agent had the customer on hold. This metric excludes hold durations that are associated with initiated or received consultations but includes hold duration of conferenced interactions.

Source or Calculation:

INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATION

Used in:

- Interaction Handling Attempt Report

Media type: Voice

Data type: Number

Metric type: Detail

[>> Back to list](#)

Metric name: Customer Wrap Time**Folder:**

Detail > Handling Attempt

Description: The amount of time that the resource was in interaction-related After-Call-Work (ACW or Wrap) state that pertained to this customer voice-interaction resource. The duration excludes ACW duration that is associated with received consultations.	
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_ACW_DURATION	
Media type: Voice	Used in: <ul style="list-style-type: none">• 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.	
Media type: All	Used in: <ul style="list-style-type: none">• Interaction Handling Attempt Report
Data type: Number	
Metric type: Date	
>>> Back to list	

Metric name: Queue Time	Folder: Detail > Handling Attempt
Description: The sum of the durations that interactions spent at ACD queue resources prior to arrival at the IRF resource. This duration excludes abandoned-while-queued interactions.	
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.QUEUE_DURATION	
Media type: All	Used in: <ul style="list-style-type: none">• Interaction Handling Attempt Report
Data type: Number	
Metric type: Detail	
>>> Back to list	

Metric name: Response Time	Folder: Detail > Handling Attempt
Description: The time that elapsed before the customer received service or abandoned the interaction, including the time that the interaction spent in a queue (including routing points and non-self-service IVR ports) prior to abandonment or reaching a handling resource (agent or self-service IVR) as well as the alert duration at the resource prior to the interaction being accepted.	
Additionally, this metric includes the mediation duration of any immediate previous attempt to deliver the interaction that was	

redirected with a technical result of RoutedOnNoAnswer or Unspecified, as well as the alert duration that is associated with this attempt. Received consultations and collaborations are excluded from consideration.

Source or Calculation: Calculated as the sum of
INTERACTION_RESOURCE_FACT_GI2.PREVIOUS_MEDIATION_DURATION
+ INTERACTION_RESOURCE_FACT_GI2.MEDIATION_DURATION
+ INTERACTION_RESOURCE_FACT_GI2.RING_DURATION.

Media type: All

Data type: Number
Metric type: Detail

Used in:

- Interaction Handling Attempt Report

[>> Back to list](#)

Metric name: Revenue

Folder:

Detail > Handling Attempt

Description: The total revenue generated by customer interactions handled by this IRF resource.

Source or Calculation: IRF_USER_DATA_GEN_1.REVENUE

Media type: All

Data type: Character
Metric type: Detail

Used in:

This metric is not used in any reports.

[>> Back to list](#)

Metric name: Routing Point Time

Folder:

Detail > Handling Attempt

Description: The sum of the durations that this IRF spent in routing point resources or routing strategy resources prior to arrival at the IRF resource.

Source or Calculation:
INTERACTION_RESOURCE_FACT_GI2.ROUTING_POINT_DURATION

Media type: All

Data type: Number
Metric type: Detail

Used in:

- Interaction Handling Attempt Report

[>> Back to list](#)

Metric name: Satisfaction

Folder:

Detail > Handling Attempt

Description: The numerical score of customer satisfaction that was attributed to customer interactions handled by this IRF resource.

This score is stored in character format

Source or Calculation:
IRF_USER_DATA_GEN_1.SATISFACTION

Media type: All

Used in:

This metric is not used in any reports.

Data type: Character Metric type: Detail		
>> Back to list		
Metric name: Total Duration		Folder: Detail > Handling Attempt
Description: The total duration of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures, including hold duration and the time that the interaction spent in mediation. This metric excludes alert duration, received consultations, and received collaborations.		
Source or Calculation: Calculated as the sum of INTERACTION_RESOURCE_FACT_GI2.MEDIATION_DURATION + INTERACTION_RESOURCE_FACT_GI2.TALK_DURATION + INTERACTION_RESOURCE_FACT_GI2.HOLD_DURATION + INTERACTION_RESOURCE_FACT_GI2.AFTER_CALL_WORK_DURATION.		Used in: <ul style="list-style-type: none"> Interaction Handling Attempt Report
Media type: All Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Transfer Initiated Agent		Folder: Detail > Handling Attempt
Description: The total number of times that the agent transferred customer interactions.		
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.TRANSFER_INITIATED_AGENT		Used in:
Media type: All Data type: Number Metric type: Detail		This metric is not used in any reports.
>> Back to list		

Folder: Detail > Handling Attempt > Handling Predictive Routing

Metric name: Abandoned Waiting		Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The total number of times that customer interactions that were routed using Predictive Routing were abandoned or dropped for any reason before the interactions could be distributed.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.ABANDONED		Used in:
Media type: All		

Data type: Number Metric type: Detail		<ul style="list-style-type: none">Predictive Routing Detail Report
>> Back to list		

Metric name: Abandoned Waiting Time	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The total amount of time associated with customer interactions that were routed using Predictive Routing that were abandoned or dropped for any reason. This time includes the duration of customer interactions that were abandoned before the interactions could be distributed.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.ABANDONED_TIME	Used in: <ul style="list-style-type: none">Predictive Routing Detail Report
Media type: All	
Data type: Number Metric type: Detail	
>> Back to list	

Metric name: Agent Rank	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The agent's predictive routing score ranked against all other agents in the target group, where 1 is the rank of the agent with the best score.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.AGENT_RANK	Used in: <ul style="list-style-type: none">Predictive Routing Detail Report
Media type: All	
Data type: Number Metric type: Detail	
>> Back to list	

Metric name: Agent Score	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Predictive routing score for the agent that handled the interaction.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.AGENT_SCORE	Used in: <ul style="list-style-type: none">Predictive Routing Detail Report
Media type: All	
Data type: Number Metric type: Detail	
>> Back to list	

Metric name: Conference Initiated Time	Folder: Detail > Handling Attempt > Handling Predictive Routing
---	---

Description: The amount of time that a conference initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

Source or Calculation:

IF_IRF_GPM_FACT_GI2.CONF_INIT_TALK_DURATION

Media type: All**Data type:** Number**Metric type:** Detail**Used in:**

This metric is not used in any reports.

[>> Back to list](#)**Metric name: Conference Received Time****Folder:**

Detail > Handling Attempt > Handling Predictive Routing

Description: The amount of time that a conference that was joined by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference joiner.

Source or Calculation:

IF_IRF_GPM_FACT_GI2.CONF_JOIN_TALK_DURATION

Media type: All**Data type:** Number**Metric type:** Detail**Used in:**

This metric is not used in any reports.

[>> Back to list](#)**Metric name: Customer Alert Time****Folder:**

Detail > Handling Attempt > Handling Predictive Routing

Description: This metric varies depending on the media type:

- For voice interactions, the number of seconds that the interaction was ringing at the resource during a voice handling attempt while a customer was present.
- For multimedia interactions, the number of seconds that the customer-related interaction was alerting at the resource during an interaction handling attempt.
- For e-mail interactions, this metric includes agent's handling of an inbound e-mail from a customer or an internal e-mail from another agent, or handling a reply e-mail back to the customer.

This metric excludes handling a collaboration, whether on the initiating or receiving side.

Source or Calculation:

IF_IRF_GPM_FACT_GI2.CUSTOMER_RING_DURATION

Media type: All**Data type:** Number**Metric type:** Detail**Used in:**

- Predictive Routing Detail Report

[>> Back to list](#)**Metric name: Customer Dial Time****Folder:**

		Detail > Handling Attempt > Handling Predictive Routing
Description: The amount of time that the IRF resource spent initiating an outbound, customer-related interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOMER_DIAL_DURATION		Used in: <ul style="list-style-type: none">Predictive Routing Detail Report
Media type: All		
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Customer Engage Time		Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The amount of time that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This metric includes internal interactions. For synchronous interactions, this is the time that the agent spent interacting with a customer. The duration includes talk duration of conferenced interactions. For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer, handling an internal interaction from another agent, or handling a reply interaction back to the customer. This duration excludes consultations and collaborations, whether they were initiated or received.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOMER_TALK_DURATION		Used in: <ul style="list-style-type: none">Predictive Routing Detail Report
Media type: All		
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Customer Handle Time		Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The sum of the Customer Engage Time, Customer Hold Time, and Customer Wrap Time metrics report.		
Source or Calculation: Calculated as the sum of IF_IRF_GPM_FACT_GI2.CUSTOMER_TALK_DURATION, IF_IRF_GPM_FACT_GI2.CUSTOMER_HOLD_DURATION, and IF_IRF_GPM_FACT_GI2.CUSTOMER_ACW_DURATION.		Used in: <ul style="list-style-type: none">Predictive Routing Detail Report
Media type: All		
Data type: Number Metric type: Detail		
>> Back to list		

Metric name: Customer Hold Time		Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The amount of time that the agent had the customer on hold. This metric excludes hold durations that are associated with initiated or received consultations but includes hold duration of conferenced interactions.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOMER_HOLD_DURATION		Used in: <ul style="list-style-type: none">• Predictive Routing Detail Report
Media type: All		
Data type: Number Metric type: Detail		
>> Back to list		

Metric name: Customer Wrap Time		Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The amount of time that the resource was in interaction-related After-Call Work (ACW or Wrap) state that pertained to this customer voice-interaction resource. The duration excludes ACW duration that is associated with received consultations.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOMER_ACW_DURATION		Used in: <ul style="list-style-type: none">• Predictive Routing Detail Report
Media type: All		
Data type: Number Metric type: Detail		
>> Back to list		

Metric name: Global Score		Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The average predictive routing score for all agents in the target group.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.GLOBAL_SCORE		Used in: <ul style="list-style-type: none">• Predictive Routing Detail Report
Media type: All		
Data type: Number Metric type: Detail		
>> Back to list		

Metric name: Interaction Duration		Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The duration of the interaction.		
Source or Calculation: Calculated as the difference between		Used in:

IF_IRF_GPM_FACT_GI2.IF_END_TS and IF_IRF_GPM_FACT_GI2.IF_START_TS.		<ul style="list-style-type: none">Predictive Routing Detail Report
Media type: All		
Data type: Number		
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 agent in the target group.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.MAX_SCORE		Used in:
Media type: All		
Data type: Number		<ul style="list-style-type: none">Predictive Routing Detail Report
Metric type: Detail		
>> Back to list		
Metric name: Median Score		Folder:
		Detail > Handling Attempt > Handling Predictive Routing
Description: The median predictive routing score for the target group of agents.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.MEDIAN_SCORE		Used in:
Media type: All		
Data type: Number		<ul style="list-style-type: none">Predictive Routing Detail Report
Metric type: Detail		
>> Back to list		
Metric name: Message		Folder:
		Detail > Handling Attempt > Handling Predictive Routing
Description: If an error occurs while returning scoring results, this field contains the error message. The value is NULL if no error is returned.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.MESSAGE		Used in:
Media type: All		
Data type: Number		<ul style="list-style-type: none">Predictive Routing Detail Report
Metric type: Detail		
>> Back to list		
Metric name: Min Score		Folder:
		Detail > Handling Attempt > Handling Predictive

		Routing
Description: The lowest predictive routing score for any agent in the target group.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.MIN_SCORE		Used in: <ul style="list-style-type: none">Predictive Routing Detail Report
Media type: All		
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Queue Time		Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The sum of the durations that interactions spent at ACD queue resources prior to arrival at the IRF resource. This duration excludes abandoned-while-queued interactions.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.QUEUE_DURATION		Used in: <ul style="list-style-type: none">Predictive Routing Detail Report
Media type: All		
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: <ul style="list-style-type: none">Predictive Routing Detail Report
Media type: All		
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Revenue		Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The total revenue that is generated during the interval by customer interactions handled by agents who belong to the agent group.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.REVENUE		Used in: This metric is not used in any reports.
Media type: All		

Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Routing Point Time		Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The sum of the durations that this IRF spent in routing point resources or routing strategy resources prior to arrival at the IRF resource.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.ROUTING_POINT_DURATION		Used in: This metric is not used in any reports.
Media type: All		
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Satisfaction		Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The customer-satisfaction score associated with the interaction.		
Source or Calculation: IRF_USER_DATE_GEN_1.SATISFACTION		Used in: This metric is not used in any reports.
Media type: All		
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Target Size		Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The number of agents in the scored target group (based on the list received from the scoring engine).		
Source or Calculation: IF_IRF_GPM_FACT_GI2.TARGET_SIZE		Used in: • Predictive Routing Detail Report
Media type: All		
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Total Duration		Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: The total duration of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures, including hold duration and the time that the interaction spent in mediation.		
Source or Calculation: Calculated as the sum of IF_IRF_GPM_FACT_GI2.MEDIATION_DURATION plus TALK_DURATION, HOLD_DURATION and AFTER_CALL_WORK_DURATION.		Used in: <ul style="list-style-type: none">Predictive Routing Detail Report
Media type: All		
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 of times that agents transferred customer interactions that were routed using Predictive Routing.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.TRANSFER_INIT_AGENT		Used in: <ul style="list-style-type: none">Predictive Routing Detail Report
Media type: All		
Data type: Number Metric type: Detail		
>> Back to list		

Metric name: Turnaround Time		Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Amount of time the interaction spent in queue while waiting for predictive routing scoring to be completed.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.WAIT_TIME		Used in: <ul style="list-style-type: none">Predictive Routing Detail Report
Media type: All		
Data type: Number Metric type: Detail		
>> Back to list		

Folder: Detail > Handling Attempt > Handling User Data
Example

There are no metrics in this folder.

Folder: Detail > Transfer

Metric name: Interaction Duration		Folder: Detail > Transfer
Description: The difference between the beginning and end of the agent's interaction-related state.		
Source or Calculation: Calculated as the difference between INTERACTION_RES_FACT_TRNSFR_GI2.END_TS and INTERACTION_RES_FACT_TRNSFR_GI2.START_TS.		Used in: <ul style="list-style-type: none">Transfer Detail Report
Media type: All		
Data type: Number		
Metric type: Date		
>> Back to list		
Metric name: Source Customer Engage Time		Folder: Detail > Transfer
Description: The amount of time that the agent processed a customer-related transfer or conference where the agent was the initiator of the interaction.		
<ul style="list-style-type: none"> For synchronous interactions, this is the time that the agent spent interacting with a customer. For asynchronous interactions, this is the time spent handling an inbound interaction from a customer or handling a reply interaction back to the customer. 		
This duration excludes consultations and collaborations.		
Source or Calculation: INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_TALK_DURATION		Used in: <ul style="list-style-type: none">Transfer Detail Report
Media type: All		
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_TRNSFR_GI2.CUSTOMER_HOLD_DURATION		Used in: <ul style="list-style-type: none">Transfer Detail Report
Media type: Voice		
Data type: Number		
Metric type: Detail		

[>> Back to list](#)**Metric name: Source Customer Wrap Time****Folder:**

Detail > Transfer

Description: The amount of time that the resource was in interaction-related ACW (Wrap) state that pertain to customer transfers or conferences that the agent initiated. The duration excludes ACW duration that is associated with received consultations.

Source or Calculation:

INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_ACW_DURATION

Used in:

- Transfer Detail Report

Media type: Voice**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_TRNSFR_GI2.QUEUE_DURATION

Used in:

- Transfer Detail Report

Media type: All**Data type:** Number**Metric type:** Detail[>> Back to list](#)**Metric name: Target Customer Engage Time****Folder:**

Detail > Transfer

Description: The amount of time that the agent spent processing a customer-related transfer or conference where the agent was the recipient of the interaction.

- For synchronous interactions, this is the time that the agent spent interacting with a customer.
- For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer or handling a reply interaction back to the customer.

This duration excludes consultations and collaborations.

Source or Calculation:

INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_TALK_DURATION_RCV

Used in:

- Transfer Detail Report

Media type: All**Data type:** Number**Metric type:** Detail

[>> Back to list](#)**Metric name: Target Customer Hold Time****Folder:**

Detail > Transfer

Description: The amount of time that the agent had the customer on hold. This metric pertains to transfers or conferences that the agent received and excludes hold durations that are associated with consultations.

Source or Calculation:

INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_HOLD_DURATION_RCV

Used in:**Media type:** Voice**Data type:** Number**Metric type:** Detail

- Transfer Detail Report

[>> Back to list](#)**Metric name: Target Customer Wrap Time****Folder:**

Detail > Transfer

Description: The amount of time that the resource was in interaction-related ACW (Wrap) state that pertain to customer transfers or conferences that the agent received. The duration excludes ACW duration that is associated with received consultations.

Source or Calculation:

INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_ACW_DURATION_RCV

Used in:**Media type:** Voice**Data type:** Number**Metric type:** Detail

- Transfer Detail Report

[>> Back to list](#)**Metric name: Target Queue Time****Folder:**

Detail > Transfer

Description: The sum of the durations that received transfers or conferences spent at ACD queue resources prior to arrival at the IRF resource.

Source or Calculation:

INTERACTION_RES_FACT_TRNSFR_GI2.QUEUE_DURATION_RCV

Used in:**Media type:** All**Data type:** Number**Metric type:** Detail

- Transfer Detail Report

[>> Back to list](#)

Folder: Detail > Transfer > Source User Data Example

There are no metrics in this folder.

Folder: Detail > Transfer > Target User Data Example

There are no metrics in this folder.