GENESYS™

Genesys Customer Experience Insights Project Guide

Outbound Contact Metrics

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Outbound Contact Metrics

The Outbound Contact folder contains numerous metrics that you can use to build outbound-related reports.

Note the following:

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

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

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

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

Outbound Contact

- Accepted
- Avg Handle Time
- Start Date Time Key

Outbound Contact > Agent Contact

- Accepted
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Preview Time
- Avg Wrap Time
- Consult Received Accepted
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold

- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Engage Time
- Group Combination
- Handle Time
- Hold
- Hold Time
- Invite
- Invite Time
- Offered
- Preview
- Preview Time
- Revenue

- Satisfaction
- Short
- Start Date Time Key
- Transfer Initiated Agent
- Wrap
- Wrap Time

Outbound Contact > Agent Contact > Agent Contact User Data Example

- There are no metrics in this folder

Outbound Contact > Contact Attempt

- Abandoned Waiting
- Accepted
- All SIT
- Answering Machine Detected

- Attempts
- Avg CPD Dial Time
- Avg CPD Time
- Avg CPD Transfer Time
- Busy
- Busy Campaign
- Callbacks Completed
- Callbacks Missed
- Callbacks Scheduled
- Canceled
- CPD
- CPD Dial
- CPD Dial Time
- CPD Time
- CPD Transfer
- CPD Transfer Time
- Dial Dropped
- Dial Made
- Do Not Call
- Fax Modem Detected
- No Signal
- Not Accepted
- Overdial
- Personal Callbacks Completed
- Personal Callbacks Missed
- Personal Callbacks Scheduled
- Port Unavailable
- SIT Detected
- SIT Invalid Number
- SIT No Circuit
- SIT Operator Intercept
- SIT Ratio
- SIT Reorder
- SIT Unknown
- SIT Vacant
- Start Date Time Key

Outbound Contact > Contact Attempt > Contact Attempt User Data Example

- There are no metrics in this folder

Folder: Outbound Contact

Metric name: Accepted	Folder:
	Outbound Contact
Description: The total number of times attributed to the interval that contact attempts from this campaign returned an answered call result (CALL_RESULT_CODE='ANSWERED').	
Source or Calculation: AG2_CAMPAIGN_[*].ANSWERS	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	• Campaign Summary Report
>> Back to list	

Metric name: Avg Handle Time	Folder:
	Outbound Contact
Description: The average amount of time that this agent spent handling interactions that were associated with this campaign. This metric is computed as handle time divided by the sum of accepted interactions and simple consult interactions that the agent received.	
Source or Calculation: Calculated based on the following metrics from the Outbound Contact > Agent Contact folder: Handle Time, Accepted, and Consult Received Accepted.	**Used in:**
Media type: Voice	• Agent Outbound Campaign Report

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

Metric name: Start Date Time Key		**Folder:** Outbound Contact
Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT_CAMPAIGN hierarchy.		
Source or Calculation: AG2_AGENT_CAMPAIGN_[*].DATE_TIME_KEY		**Used in:** This metric is not used in any reports.
Media type: All **Data type:** Number **Metric type:**		
>> Back to list		

Folder: Outbound Contact > Agent Contact

Metric name: Accepted		**Folder:** Outbound Contact > Agent Contact
Description: The description of this metric varies depending on attributes and filters in the report query: • Agent Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent. • Agent Group Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group. For voice media, this metric is identical to Activity\Responses.		
Source or Calculation: AG2_AGENT_[*].ACCEPTED, AG2_AGENT_GRP_[*].ACCEPTED		**Used in:** • Agent Activity • Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction handling Report • Agent Interval Based Report • Agent Performance Dashboard
Media type: All **Data type:** Number **Metric type:** Disposition		

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

Metric name: Avg Engage Time	Folder: Outbound Contact > Agent Contact

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

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

Source or Calculation: Calculated as Engage Time divided by Accepted Agent metrics.		Used in:
		• Agent Activity
		• Agent Group Business Attribute Report
		• Agent Group Interaction Handling Report
		• Agent Outbound Campaign Report
		• Agent Performance Dashboard
Media type: All		• Agent Report
Data type: Number		• Agent Task Dashboard
Metric type: Disposition		• Agent Utilization Report
		• Supervisor Dashboard
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity
	>> Back to list	

Metric name: Avg Handle Time	Folder:
	Outbound Contact > Agent Contact

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

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

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

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

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

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

- Agent Attribute: The average amount of time that this agent had customer interactions on hold.

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

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

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

Metric name: Avg Preview Time	**Folder:** Outbound Contact > Agent Contact

Description: The average amount of time that this agent spent previewing interactions that the agent requested or that Interaction Server pushed to the agent's desktop.

Source or Calculation: Calculated based on the Agent Contact > Preview Time and Agent Contact > Preview metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	• Agent Outbound Campaign Report
>> Back to list	

Metric name: Avg Wrap Time	**Folder:** Outbound Contact > Agent Contact

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

- Agent Attribute: The average amount of time that this agent spent on customer interactions while in ACW (Wrap) state.
- Agent Group Attribute: The average amount of time that agents who belong to this agent group, spent on customer interactions while in ACW state.

Source or Calculation: Calculated based on the Wrap Time and Wrap Activity metrics.	**Used in:**

Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Activity • Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction Handling Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Task Dashboard • Agent Utilization Report • Supervisor Dashboard • Task Routing Agent Activity • Task Routing Agent Group Activity
	>> Back to list	

Metric name: Consult Received Accepted	**Folder:** Outbound Contact > Agent Contact

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

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

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

Metric name: Consult Received Hold	**Folder:** Outbound Contact > Agent Contact

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

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

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

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

Metric name: Consult Received Time	Folder:
	Outbound Contact > Agent Contact

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

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

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

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

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

Metric name: Consult Received Warm Hold	Folder:
	Outbound Contact > Agent Contact

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

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

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

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

Metric name: Consult Received Warm Time	**Folder:** Outbound Contact > Agent Contact

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

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

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

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

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

Metric name: Consult Received Warm Wrap **Discontinued:** 9.0	**Folder:** Outbound Contact > Agent Contact

Description: This metric is no longer populated.	

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

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

Description: This metric is no longer populated.	

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

Metric name: Consult Received Wrap	**Folder:** Outbound Contact > Agent Contact

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

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

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

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

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

	Outbound Contact > Agent Contact

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

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

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

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

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

>> Back to list

Metric name: Engage Time	**Folder:** Outbound Contact > Agent Contact

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

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

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

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

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

Metric name: Group Combination	Folder: Outbound Contact > Agent Contact
Description: Teserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT hierarchy.	

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

Metric name: Handle Time	Folder: Outbound Contact > Agent Contact
Description: The total amount of time that agents who belong to this agent group spent handling interactions that the agents received. Handle time is measured as the sum of engagement time (for example, talk time), hold time, ACW (Wrap) time, all consult time for interactions that the agent received, and all ACW time for consultations the agent received. Some of these components return zero values for some media types.	

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

Metric name: Hold	Folder: Outbound Contact > Agent Contact
Description: The total number of times within the interval that this agent (or agents in this agent group) had customer calls on hold.	

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

Metric name: Hold Time	Folder:
	Outbound Contact > Agent Contact

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

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

Metric name: Invite	Folder:
	Outbound Contact > Agent Contact

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

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

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

Metric name: Invite Time	Folder:
	Outbound Contact > Agent Contact

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

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

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

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

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

>> Back to list

Metric name: Offered	**Folder:** Outbound Contact > Agent Contact

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

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

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

>> Back to list

Metric name: Preview	**Folder:** Outbound Contact > Agent Contact

Description: The total number of customer interactions that are associated with this campaign that this agent previewed, whether the agent requested the interactions or Interaction Server pushed them to the

agent's desktop.		
Source or Calculation: AG2_AGENT_CAMPAIGN_[*].PREVIEW		**Used in:**
Media type: Voice **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 previewing customer interactions that are associated with this campaign that the agent requested or that Interaction Server pushed to the agent's desktop.		
Source or Calculation: AG2_AGENT_CAMPAIGN_[*].PREVIEW_TIME		**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 interval by customer interactions handled by agents who belong to this agent group.		
Source or Calculation: AG2_AGENT_[*].REVENUE, AG2_AGENT_GRP_[*].REVENUE		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Group Business Attribute Report
	>> Back to list	

Metric name: Satisfaction		**Folder:** Outbound Contact > Agent Contact
Description: The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by this agent, or by agents who belong to this agent group.		
Source or Calculation: AG2_AGENT_[*].SATISFACTION, AG2_AGENT_GRP_[*].SATISFACTION		**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: Outbound Contact > Agent Contact

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

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

Metric name: Start Date Time Key	Folder: Outbound Contact > Agent Contact

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT_CAMPAIGN hierarchy.

Source or Calculation: AG2_AGENT_CAMPAIGN_[*].DATE_TIME_KEY		Used in:
Media type: All **Data type:** Number **Metric type:**		This metric is not used in any reports.
>> Back to list		

Metric name: Transfer Initiated Agent	Folder: Outbound Contact > Agent Contact

Description: The total number of times that this agent (or an agent from this queue) transferred customer interactions. Both warm and blind transfers are reflected in this metric.

Source or Calculation: AG2_AGENT_[*].TRANSFER_INIT_AGENT, AG2_AGENT_GRP_[*].TRANSFER_INIT_AGENT		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Group Business Attribute Report • Agent Group Interaction Handling Report • Agent Performance Dashboard • Agent Report • Agent Task Dashboard • Agent Utilization Email Report • Agent Utilization Report • Task Routing Agent Activity

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

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

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

Metric name: Wrap Time	**Folder:** Outbound Contact > Agent Contact
Description: The total amount of time, in seconds attributed to the ACW (Wrap) state for customer interactions (for this Agent, Agent Group, or Agent and Queue, depending on GCXI Project attributes).	

Source or Calculation: AG2_AGENT_QUEUE_[*].WRAP_TIME		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Group Business Attribute Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report
>> Back to list		

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

There are no metrics in this folder.

Folder: Outbound Contact > Contact Attempt

Metric name: Abandoned Waiting	Folder:
	Outbound Contact > Contact Attempt

Description: The total number of customer interactions of this business attribute that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource. The count includes customer interactions that were abandoned while they were ringing at the agent's desktop or alerting at the handling resource as well as short-abandoned interactions.

Source or Calculation: AG2_ID_*.ABANDONED		Used in:
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition		• Campaign Summary Report • Interaction Volume Business Result Report • Pre-Agent Termination Report
>> Back to list		

Metric name: Accepted	Folder:
	Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that contact attempts from this campaign returned an answered call result (CALL_RESULT_CODE='ANSWERED').

Source or Calculation: AG2_CAMPAIGN_[*].ANSWERS		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Campaign Summary Report
>> Back to list		

Metric name: All SIT	Folder:
	Outbound Contact > Contact Attempt

Description: The sum of all contact-attempt special information tone (SIT) metric for which the call result was one of the following:

- SIT_INVALID_NUMBER
- SIT_NC
- SIT_IC
- SIT_RO
- SIT_VC
- SIT_DETECTED
- SIT_UNKNOWN_CALL_STATE

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which

maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.		
Source or Calculation: Calculated based on the following metrics from the Contact Attempt folder: SIT Invalid Number, SIT No Circuit, SIT Operator Intercept, SIT Reorder, SIT Vacant, SIT Detected, and SIT Unknown.		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Contact List Effectiveness
>> Back to list		

Metric name: Answering Machine Detected	**Folder:** Outbound Contact > Contact Attempt
Description: The total number of times attributed to the reporting interval that the system detected an answering machine for contact attempts from this campaign (CALL_RESULT_CODE= 'ANSWERING_MACHINE_DETECTED').	

Source or Calculation: AG2_CAMPAIGN_[*].ANSW_MACHINE		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Campaign Summary Report
>> Back to list		

Metric name: Attempts	**Folder:** Outbound Contact > Contact Attempt
Description: The total number of contact attempts that the Outbound Contact Server processed for this campaign regardless of the disposition of each attempt or how the attempt was initiated.	

Source or Calculation: AG2_CAMPAIGN_[*].ATTEMPTS		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Campaign Summary Report • Contact List Effectiveness Report
>> Back to list		

Metric name: Avg CPD Dial Time	**Folder:** Outbound Contact > Contact Attempt
Description: The average dial duration, in milliseconds, of OCS-initiated calls. Average dial duration for established calls is available only when the CPD Server is used for dialing.	

Source or Calculation: Calculated based on the Contact Attempt > CPD Dial Time and Contact Attempt > CPD Dial metrics.		**Used in:**
Media type: Voice		• Campaign Summary Report

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

Metric name: Avg CPD Time		**Folder:** Outbound Contact > Contact Attempt
Description: The average amount of time, in milliseconds, of call-progress detection for contact attempts initiated during this reporting interval.		
Source or Calculation: Calculated based on the Contact Attempt > CPD Time and Contact Attempt > CPD metrics.		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Campaign Summary Report
>> Back to list		

Metric name: Avg CPD Transfer Time		**Folder:** Outbound Contact > Contact Attempt
Description: The average amount of time, in milliseconds, of CPD transfers completed during the reporting interval.		
Source or Calculation: Calculated based on the Contact Attempt > CPD Transfer Time and Contact Attempt > CPD Transfer metrics.		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Campaign Summary Report
>> Back to list		

Metric name: Busy		**Folder:** Outbound Contact > Contact Attempt
Description: The total number of times attributed to the reporting interval that contact attempts from this campaign returned a busy call result (CALL_RESULT_CODE='BUSY'). Identical to the metric Busy Campaign.		
Source or Calculation: AG2_CAMPAIGN_[*].BUSY		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.
>> Back to list		

Metric name: Busy Campaign		**Folder:** Outbound Contact > Contact Attempt

Description: The total number of times attributed to the reporting interval that contact attempts from this campaign returned a busy call result (CALL_RESULT_CODE='BUSY'). Identical to the metric Busy.

Source or Calculation: AG2_CAMPAIGN_[*].BUSY	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** • Campaign Summary Report
>> Back to list	

Metric name: Callbacks Completed	**Folder:** Outbound Contact > Contact Attempt

Description: The total number of times attributed to the reporting interval that campaign callbacks were completed by an agent, excluding missed callbacks.

Source or Calculation: AG2_CAMPAIGN_[*].CALLBKS_COMPL	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** • Campaign Callbacks Summary Report
>> Back to list	

Metric name: Callbacks Missed	**Folder:** Outbound Contact > Contact Attempt

Description: The total number of times attributed to the reporting interval that campaign callbacks were missed.

Source or Calculation: AG2_CAMPAIGN_[*].CALLBKS_MISSED	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** • Campaign Callbacks Summary Report
>> Back to list	

Metric name: Callbacks Scheduled	**Folder:** Outbound Contact > Contact Attempt

Description: The total number of times attributed to the reporting interval that agents rescheduled contact attempts from this campaign.

Source or Calculation: AG2_CAMPAIGN_[*].CALLBKS_SCHED	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** • Campaign Callbacks Summary Report
>> Back to list	

Metric name: Canceled	**Folder:**

		Outbound Contact > Contact Attempt
Description: The total number of canceled records that were dialed from this campaign during the reporting interval.		
Source or Calculation: AG2_CAMPAIGN_[*].CANCEL		

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

	>> Back to list	

Metric name: CPD		**Folder:** Outbound Contact > Contact Attempt
Description: The total number of contact attempts that were initiated during this reporting interval in which Call-Progress Detection (CPD) was performed.		
Source or Calculation: AG2_CAMPAIGN_[*].CPD		

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

	>> Back to list	

Metric name: CPD Dial		**Folder:** Outbound Contact > Contact Attempt
Description: The total number of dialing events for which the Call-Progress Detection (CPD) Server provided dial duration.		
Source or Calculation: AG2_CAMPAIGN_[*].CPD_DIAL		

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

	>> Back to list	

Metric name: CPD Dial Time		**Folder:** Outbound Contact > Contact Attempt
Description: The total dial duration, in milliseconds, of OCS-initiated calls, measured from the moment at which dialing was initiated to the moment at which either the dialed call was established by the contacted party or it was abandoned or released. Dial duration for established calls is available only when the Call-Progress Detection (CPD) Server is used for dialing.		
Source or Calculation: AG2_CAMPAIGN_[*].CPD_DIAL_TIME_MS		**Used in:** This metric is not used in any reports.
Media type: Voice		

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

Metric name: CPD Time		**Folder:** Outbound Contact > Contact Attempt
Description: The total duration, in milliseconds, of Call-Progress Detection (CPD) for contact attempts that were initiated during this reporting interval measured from the moment at which the call was established to the moment at which CPD completed.		
Source or Calculation: AG2_CAMPAIGN_[*].CPD_TIME_MS		**Used in:** This metric is not used in any reports.
Media type: Voice **Data type:** Number **Metric type:** Disposition		
>> Back to list		

Metric name: CPD Transfer		**Folder:** Outbound Contact > Contact Attempt
Description: The total number of transfers that were used to deliver calls from the point of Call-Progress Detection (CPD) to agents or Interactive voice response (IVR).		
Source or Calculation: AG2_CAMPAIGN_[*].CPD_TRANSFER		**Used in:** This metric is not used in any reports.
Media type: Voice **Data type:** Number **Metric type:** Disposition		
>> Back to list		

Metric name: CPD Transfer Time		**Folder:** Outbound Contact > Contact Attempt
Description: The total duration, in milliseconds, of Call-Progress Detection (CPD) transfers that were completed during the reporting interval measured from the moment at which call-progress detection completed to the moment at which the contact attempts were established on the agent's or Interactive voice response (IVR) DN.		
Source or Calculation: AG2_CAMPAIGN_[*].CPD_TRANSFER_TIME_MS		**Used in:** This metric is not used in any reports.
Media type: Voice **Data type:** Number **Metric type:** Disposition		
>> Back to list		

Metric name: Dial Dropped		**Folder:** Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a call drop during contact attempts made from this campaign (CALL_RESULT_CODE='CALL_DROP_ERROR').	
Source or Calculation: AG2_CAMPAIGN_[*].DIAL_DROPPED	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** • Campaign Summary Report
>> Back to list	

Metric name: Dial Made	**Folder:** Outbound Contact > Contact Attempt
Description: The total number of contact attempts made by this campaign within the interval.	
Source or Calculation: AG2_CAMPAIGN_[*].DIAL_MADE	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
>> Back to list	

Metric name: Do Not Call **Discontinued:** DoNotCall	**Folder:** Outbound Contact > Contact Attempt
Description: The total number of times attributed to the interval that the call result of this contact attempt was Do Not Call (CALL_RESULT_CODE='DO_NOT_CALL'). This metric, like the Canceled metric, is counted simultaneously with other Outbound call results, such as Answered, Wrong Party, No Answer, No Port Available, and Busy.	
Source or Calculation: AG2_CAMPAIGN_[*].DO_NOT_CALL	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.
>> Back to list	

Metric name: Fax Modem Detected	**Folder:** Outbound Contact > Contact Attempt
Description: The total number of times attributed to the interval that the system detected a fax machine for contact attempts made by this campaign (CALL_RESULT_CODE='FAX_DETECTED').	
Source or Calculation: AG2_CAMPAIGN_[*].FAXMODEM_DETECT	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** • Campaign Summary Report

Metric name: No Signal	Folder:
	Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the call result of contact attempts from this campaign was Wrong Party—the right person was not contacted (CALL_RESULT_CODE='WRONG_PARTY').	
Source or Calculation: AG2_CAMPAIGN_[*].NO_RPC	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Not Accepted	Folder:
	Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the call result of contact attempts from this campaign was No Answer (CALL_RESULT_CODE='NO_ANSWER').	
Source or Calculation: AG2_CAMPAIGN_[*].NO_ANSWER	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** • Campaign Summary Report

Metric name: Overdial	Folder:
	Outbound Contact > Contact Attempt

Description: The total number of CPD dials that were abandoned or were answered by the called party but not established with an agent or IVR within two seconds of the dialing event.	
Source or Calculation: AG2_CAMPAIGN_[*].OVERDIAL	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** • Campaign Summary Report

Metric name: Personal Callbacks Completed	Folder:
	Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that callbacks were completed by the agent who requested them for contact attempts made from this campaign excluding missed callbacks.	
Source or Calculation: AG2_CAMPAIGN_[*].PER_CALLBK_COMPL	**Used in:**

Media type: Voice		
Data type: Number **Metric type:** Disposition		• Campaign Callbacks Summary Report
>> Back to list		

Metric name: Personal Callbacks Missed		**Folder:** Outbound Contact > Contact Attempt
Description: The total number of times attributed to the interval that callbacks were missed by the agent who requested them for contact attempts made from this campaign.		
Source or Calculation: AG2_CAMPAIGN_[*].PER_CALLBK_MISS		**Used in:**
Media type: Voice		• Campaign Callbacks Summary Report
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Personal Callbacks Scheduled		**Folder:** Outbound Contact > Contact Attempt
Description: The total number of times attributed to the interval that agents rescheduled callbacks for contact attempts made from this campaign.		
Source or Calculation: AG2_CAMPAIGN_[*].PER_CALLBK_SCHED		**Used in:**
Media type: Voice		• Campaign Callbacks Summary Report
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: Port Unavailable		**Folder:** Outbound Contact > Contact Attempt
Description: The total number of times attributed to the interval that the call result of contact attempts made from this campaign was No Port Available (CALL_RESULT_CODE='NO_PORT_AVAILABLE').		
Source or Calculation: AG2_CAMPAIGN_[*].PORT_UNAVAILABLE		**Used in:**
Media type: Voice		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		
>> Back to list		

Metric name: SIT Detected		**Folder:**

	Outbound Contact > Contact Attempt
Description: The total number of times attributed to the interval that the system detected a special information tone for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_DETECTED'). A count of either 0 or 1 is attributed to this metric value for each contact attempt. The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.	

Source or Calculation: AG2_CAMPAIGN_[*].SIT_DETECTED		**Used in:**
Media type: Voice **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 **Data type:** Number **Metric type:** Disposition		• Contact List Effectiveness Report
>> Back to list		

Metric name: SIT No Circuit	**Folder:** Outbound Contact > Contact Attempt
Description: The total number of times attributed to the interval that the system detected a special information tone indicating that all circuits were busy for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_NC'). A count of either 0 or 1 is attributed to this metric value for each contact attempt. The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.	

Source or Calculation: AG2_CAMPAIGN_[*].SIT_NO_CIRCUIT		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Contact List Effectiveness Report

Metric name: SIT Operator Intercept	Folder:
	Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special information tone indicating that the dialed number either had been changed or disconnected for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_IC'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.

Source or Calculation: AG2_CAMPAIGN_[*].SIT_OPER_INTER		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Contact List Effectiveness Report

Metric name: SIT Ratio	Folder:
	Outbound Contact > Contact Attempt

Description: The ratio of contact attempts that resulted in SIT detection to the total number of contact attempts generated by a specific calling list from this campaign.

Source or Calculation: Calculated based on the Contact Attempt > All SIT and Contact Attempt > Attempts metrics.		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Contact List Effectiveness Report

Metric name: SIT Reorder	Folder:
	Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special informationtone indicating incomplete digits, internal office, feature failure, call failure, no wink, or partial digits received for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_RO'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.

Source or Calculation: AG2_CAMPAIGN_[*].SIT_REORDER		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Contact List Effectiveness Report

Metric name: SIT Unknown	Folder:
	Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected an unknown special information tone for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_UNKNOWN_CALL_STATE'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.

Source or Calculation: AG2_CAMPAIGN_[*].SIT_UNKNOWN		
Media type: Voice		**Used in:**
Data type: Number **Metric type:** Disposition		• Contact List Effectiveness Report
>> Back to list		

Metric name: SIT Vacant	Folder:
	Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special information tone indicating an N11 code, a class code, or a prefix for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_VC'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.

Source or Calculation: CA_SIT_VACANT		
Media type: Voice		**Used in:**
Data type: Number **Metric type:** Disposition		• Contact List Effectiveness Report
>> Back to list		

Metric name: Start Date Time Key	Folder:
	Outbound Contact > Contact Attempt

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT_CAMPAIGN hierarchy.

Source or Calculation: AG2_AGENT_CAMPAIGN_[*].DATE_TIME_KEY		
Media type: All		**Used in:**
Data type: Number **Metric type:**		This metric is not used in any reports.
>> Back to list		

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

There are no metrics in this folder.

Format Testing area