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Genesys Customer Experience Insights User's Guide

Task Detail Report

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Task Detail Report

This page describes how you can use the **(CX Insights for iWD folder) > Task Detail Report** to understand the raw details of individual work items when viewed from the customer perspective. Many filters are provided to facilitate troubleshooting, identification, and validation of the results.

Understanding the Task Detail Report

| Due Date Time | Interaction ID | Last Task Event ID | Capture ID | Solution Name | Capture Point Name | Queue | Queue Type | Queue Target Name | Media Channel | Category | Priority | Status Name | Is Final | Is Held | Last Agent Name |
|-------------------|----------------|--------------------|------------|---------------|--------------------|-----------|------------------|-------------------|---------------|----------|----------|-------------|----------|---------|-----------------|
| 2021-05-03 0126PM | Itx003751 | 33850 | ext003751 | TBFT_SOLUTION | capture_point1 | IWD_Queue | InteractionQueue | IWD_New | channel14 | Unknown | 110 | Completed | 1 | 0 | Agent 3 |
| 2021-05-03 0251PM | Itx003764 | 33970 | ext003764 | TBFT_SOLUTION | capture_point2 | IWD_Queue | InteractionQueue | IWD_New | channel14 | Unknown | 50 | Completed | 1 | 0 | Agent 1 |
| 2021-05-03 0255PM | Itx003784 | 34157 | ext003784 | TBFT_SOLUTION | capture_point1 | IWD_Queue | InteractionQueue | IWD_New | channel12 | Unknown | 70 | Queued | 0 | 0 | |
| 2021-05-03 0350PM | Itx003818 | 34477 | ext003818 | TBFT_SOLUTION | capture_point1 | IWD_Queue | InteractionQueue | IWD_New | channel13 | Unknown | 60 | Queued | 0 | 0 | |
| 2021-05-03 0440PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0513PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0538PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0558PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0626PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0638PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0709PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0711PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0720PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0736PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0751PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0757PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0805PM | Itx004 | | | | | | | | | | | | | | |
| 2021-05-03 0813PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0814PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0815PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0833PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0834PM | Itx004 | | | | | | | | | | | | | | |
| 2021-05-03 0853PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0854PM | Itx004 | | | | | | | | | | | | | | |
| 2021-05-03 0907PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 0917PM | Itx004 | | | | | | | | | | | | | | |
| 2021-05-03 0938PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 1009PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 1013PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 1015AM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 1020PM | Itx003 | | | | | | | | | | | | | | |
| 2021-05-03 1026PM | Itx004 | | | | | | | | | | | | | | |
| 2021-05-03 1032PM | Itx004 | | | | | | | | | | | | | | |
| 2021-05-03 1039PM | Itx004 | | | | | | | | | | | | | | |
| 2021-05-03 1045PM | Itx004 | | | | | | | | | | | | | | |
| 2021-05-03 1056PM | Itx003 | | | | | | | | | | | | | | |

Task Detail Report

| Result Code | Customer ID | Customer Segment | Product | Product Subtype | Media Type | Interaction Type | Interaction Subtype | Source Tenant | Source Process | Source Process Subtype | Skill ID | Requested Agent Name | Source Date Time |
|-------------|-------------|------------------|------------|---------------------|------------|------------------|---------------------|-----------------|----------------|------------------------|----------|----------------------|-------------------|
| 3 | Customer5 | Bronze | Monitoring | Profanity detection | email | Outbound | OutboundReply | Source Tenant 1 | IT | Access Request | Unknown | Unknown | 2021-05-03 1158PM |
| 3 | Customer4 | Bronze | Monitoring | Profanity detection | workitem | Outbound | OutboundReply | Source Tenant 2 | IT | Access Request | Unknown | Unknown | 2021-05-03 0311PM |

| Create Date Time | Source Due Date Time | Finish Date Time | Department | Process | Accept Time (Pst) | Finished Time (Pst) | IWD Hold Time (Pst) | Handle Time (Pst) |
|-------------------|----------------------|-------------------|--------------|-----------|-------------------|---------------------|---------------------|-------------------|
| 2021-05-04 1231AM | 2021-05-03 0126PM | 2021-05-04 1232AM | Department 2 | Process 4 | 00:00:35 | 00:01:27 | 00:00:00 | 00:00:47 |
| 2021-05-04 0137AM | 2021-05-03 0251PM | 2021-05-04 0138AM | Department 2 | Process 5 | 00:00:35 | 00:01:18 | 00:00:00 | 00:00:38 |
| 2021-05-04 0320AM | 2021-05-03 0255PM | | Department 2 | Process 5 | | | 00:00:00 | 00:00:00 |
| 2021-05-04 0406AM | 2021-05-03 0350PM | | Department 3 | Process 6 | | | 00:00:00 | 00:00:00 |
| 2021-05-04 0725AM | 2021-05-03 0440PM | | Department 2 | Process 4 | | | 00:00:00 | 00:00:00 |
| 2021-05-04 0709AM | 2021-05-03 0513PM | | Department 2 | Process 4 | | | 00:00:00 | 00:00:00 |
| 2021-05-04 0804AM | 2021-05-03 0513PM | 2021-05-04 0805AM | Department 2 | Process 4 | 00:00:35 | 00:01:20 | 00:00:00 | 00:00:40 |
| 2021-05-04 0807AM | 2021-05-03 0538PM | | Department 2 | Process 5 | | | 00:00:00 | 00:00:00 |
| 2021-05-04 0313AM | 2021-05-03 0558PM | 2021-05-04 0342AM | Department 2 | Process 4 | 00:00:35 | 00:01:23 | 00:00:00 | 00:00:43 |
| 2021-05-04 0201AM | 2021-05-03 0626PM | 2021-05-04 0202AM | Department 1 | Process 3 | 00:00:35 | 00:01:12 | 00:00:00 | 00:00:32 |
| 2021-05-04 0737AM | 2021-05-03 0638PM | 2021-05-04 0738AM | Department 2 | Process 5 | 00:00:35 | 00:01:24 | 00:00:00 | 00:00:44 |
| 2021-05-04 0912AM | 2021-05-03 0709PM | 2021-05-04 0914AM | Department 2 | Process 4 | 00:00:35 | 00:01:23 | 00:00:00 | 00:00:43 |
| 2021-05-04 0513AM | 2021-05-03 0711PM | 2021-05-04 0514AM | Department 3 | Process 6 | 00:00:35 | 00:01:21 | 00:00:00 | 00:00:41 |
| 2021-05-04 0138AM | 2021-05-03 0720PM | 2021-05-04 0255AM | Department 2 | Process 4 | 01:15:23 | 01:16:10 | 00:00:00 | 00:00:42 |
| 2021-05-04 0846AM | 2021-05-03 0736PM | 2021-05-04 0848AM | Department 2 | Process 5 | 00:00:35 | 00:01:20 | 00:00:00 | 00:00:40 |
| 2021-05-04 0603AM | 2021-05-03 0751PM | 2021-05-04 0604AM | Department 2 | Process 4 | 00:00:35 | 00:01:16 | 00:00:00 | 00:00:36 |
| 2021-05-04 0814AM | 2021-05-03 0757PM | | Department 2 | Process 5 | | | 00:00:00 | 00:00:00 |
| 2021-05-04 1046AM | 2021-05-03 0805PM | 2021-05-04 1123AM | Department 1 | Process 3 | 00:36:26 | 00:37:10 | 00:00:00 | 00:00:39 |
| 2021-05-04 0830AM | 2021-05-03 0813PM | | Department 3 | Process 6 | | | 00:00:00 | 00:00:00 |
| 2021-05-04 1026AM | 2021-05-03 0814AM | 2021-05-04 1028AM | Department 3 | Process 6 | 00:00:35 | 00:01:20 | 00:00:00 | 00:00:40 |
| 2021-05-04 0315AM | 2021-05-03 0815PM | 2021-05-04 0316AM | Department 3 | Process 6 | 00:00:35 | 00:01:28 | 00:00:00 | 00:00:48 |
| 2021-05-04 0822AM | 2021-05-03 0833PM | 2021-05-04 0824AM | Department 3 | Process 6 | 00:00:35 | 00:01:26 | 00:00:00 | 00:00:46 |
| 2021-05-04 1113AM | 2021-05-03 0834PM | 2021-05-04 1114AM | Department 1 | Process 3 | 00:00:35 | 00:01:23 | 00:00:00 | 00:00:43 |
| 2021-05-04 0855AM | 2021-05-03 0853PM | 2021-05-04 0857AM | Department 2 | Process 4 | 00:00:35 | 00:01:22 | 00:00:00 | 00:00:42 |
| 2021-05-04 1107AM | 2021-05-03 0854PM | 2021-05-04 1119AM | Department 2 | Process 4 | 00:11:12 | 00:11:55 | 00:00:00 | 00:00:38 |
| 2021-05-04 0923AM | 2021-05-03 0907PM | 2021-05-04 0927AM | Department 2 | Process 5 | 00:03:33 | 00:04:16 | 00:00:00 | 00:00:38 |
| 2021-05-04 1118AM | 2021-05-03 0917PM | 2021-05-04 1119AM | Department 2 | Process 4 | 00:00:35 | 00:01:19 | 00:00:00 | 00:00:39 |
| 2021-05-04 0233AM | 2021-05-03 0938PM | 2021-05-04 0234AM | Department 2 | Process 4 | 00:00:35 | 00:01:17 | 00:00:00 | 00:00:37 |
| 2021-05-04 0619AM | 2021-05-03 1009PM | 2021-05-04 0623AM | Department 3 | Process 6 | 00:03:07 | 00:03:53 | 00:00:00 | 00:00:41 |
| 2021-05-04 0352AM | 2021-05-03 1013PM | | Department 2 | Process 5 | | | 00:00:00 | 00:00:00 |
| 2021-05-04 1236AM | 2021-05-03 1015AM | 2021-05-04 1237AM | Department 2 | Process 5 | 00:00:35 | 00:01:19 | 00:00:00 | 00:00:39 |
| 2021-05-04 0917AM | 2021-05-03 1020PM | 2021-05-04 0919AM | Department 3 | Process 6 | 00:00:35 | 00:01:20 | 00:00:00 | 00:00:40 |
| 2021-05-04 1122AM | 2021-05-03 1026PM | 2021-05-04 1124AM | Department 2 | Process 5 | 00:00:35 | 00:01:21 | 00:00:00 | 00:00:41 |
| 2021-05-04 1132AM | 2021-05-03 1032PM | 2021-05-04 1133AM | Department 2 | Process 4 | 00:00:35 | 00:01:19 | 00:00:00 | 00:00:39 |
| 2021-05-04 1063AM | 2021-05-03 1039PM | 2021-05-04 1055AM | Department 2 | Process 5 | 00:00:35 | 00:01:24 | 00:00:00 | 00:00:44 |
| 2021-05-04 1035AM | 2021-05-03 1049PM | 2021-05-04 1036AM | Department 2 | Process 4 | 00:00:35 | 00:01:19 | 00:00:00 | 00:00:39 |
| 2021-05-04 0951AM | 2021-05-03 1056PM | 2021-05-04 0955AM | Department 3 | Process 6 | 00:02:52 | 00:03:38 | 00:00:00 | 00:00:41 |

This is a detail report; because of the volume of data that this report could potentially generate,

Genesys recommends that you:

- Restrict the **Start Time** and **End Time** user prompts to the narrowest range that satisfies your report criteria. The default hour selections span one day.
- Refine other prompts to the minimum dataset that is required.

Some report columns round durations to the nearest minute, whereas time-bound metrics are provided to the nearest second.

To get a better idea of what this report looks like, view sample output from the report:

[SampleTaskDetailReport.pdf](#)

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts in the Task Detail Report

| Prompt | Description |
|--|--|
| Pre-set Day Filter | Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report. |
| Start Time | Choose the first day and time from which to gather report data. |
| End Time | Choose the last day and time from which to gather report data. |
| Department | Optionally, select a department on which to focus the report. |
| Process | Optionally, select a business process on which to focus the report. |
| Media Channel | Optionally, select a media channel on which to focus the report. |
| Source Tenant | Optionally select a source tenant on which to focus the report. |
| Last Agent Name (Modified in 9.0.017) | Optionally, select the name of the agent who was last assigned the task or work item on which to focus the report |
| Customer ID | Optionally, select a customer ID on which to focus the report. |
| Capture ID | Optionally, select a capture ID on which to focus the report. |
| Interaction ID | Optionally, select a Interaction ID on which to focus the report. |
| Media Type | Optionally, select one or more media types for which to gather data into the report. |
| Interaction Type | Optionally, select one or more interaction types for |

| Prompt | Description |
|--------|---------------------------------------|
| | which to gather data into the report. |

Attributes in the Task Detail Report

| Attribute | Description | Data Mart Table.Column |
|--------------------|---|--|
| Due Date & Time | Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which tasks are due as defined by either the source system or iWD rules. | EVENT_DATE.EVENT_DATE_STR, EVENT_DATE.EVENT_TIME_12 by way of (TASK_FACT.DUE_DATE_KEY, TASK_FACT.DUE_TIME_KEY) |
| Interaction ID | Enables data to be organized by the task ID, which is a unique value within a single Interaction Server database. | TASK_FACT.INTERACTION_ID |
| Last Task Event ID | Enables data to be organized by the unique identifier for the last event that is associated with the task. Together with INTERACTION_ID, this field serves as the primary key of the H_TASK_FACT table. | TASK_FACT.LAST_TASK_EVENT_ID |
| Capture ID | Enables data to be organized by the ID of the task capture as issued by the originating source system. | TASK_FACT.CAPTURE_ID |
| Solution Name | Enables data to be organized by the descriptive name of the solution. | SOLUTION.SOLUTION_NAME by way of (TASK_FACT.SOLUTION_KEY) |
| Capture Point Name | Enables data to be organized by the descriptive name of the capture point. | CAPTURE_POINT.CAPTURE_POINT_NAME by way of (TASK_FACT.CAPTURE_POINT_KEY) |
| Queue | Enables data to be organized by the descriptive name of the Interaction queue or workbin. | QUEUE.QUEUE_TYPE by way of (TASK_FACT.CURRENT_QUEUE_KEY) |
| Queue Type | Enables data to be organized by the type of the distribution queue; one of the following values: <ul style="list-style-type: none"> InteractionQueue AgentWorkbin AgentGroupWorkbin PlaceWorkbin PlaceGroupWorkbin | QUEUE.QUEUE_NAME by way of (TASK_FACT.CURRENT_QUEUE_KEY) |

| Attribute | Description | Data Mart Table.Column |
|-------------------|---|---|
| Queue Target Name | Enables data to be organized by the workbin name of the agent, agent group, place, place group, or by the name of the interaction queue. | QUEUE.QUEUE_NAME by way of (TASK_FACT.CURRENT_QUEUE_TARGET_KEY) |
| Media Channel | Enables data to be organized by the name of the media channel through which a task is received. | MEDIA_CHANNEL.MEDIA_CHANNEL_NAME by way of (TASK_FACT.MEDIA_CHANNEL_KEY) |
| Category | Enables data to be organized by the descriptive name of the category. | CATEGORY.CATEGORY_NAME by way of (TASK_FACT.CATEGORY_KEY) |
| Priority | Enables data to be organized by the Priority assigned to the task. | TASK_FACT.CURRENT_PRIORITY_KEY by way of (TASK_FACT.CURRENT_PRIORITY_KEY) |
| Status Name | <p>Enables data to be organized by the name of the status of a task. One of the following values:</p> <ul style="list-style-type: none"> new—Newly created task awaiting processing. rejected—Task was rejected during processing. This can occur when a task is assigned to an expired process or closed department. newheld—This value is retained only for compatibility with older releases. iWD 8.0+ does not generate this value. captured—Task has been classified by iWD, but not yet prioritized. queued—Task has been processed and prioritized at least once. distributed—Task has been distributed to an agent. canceled—Task has been canceled. completed—Task has been completed. errorheld—Error occurred during task classification or prioritization. Error details are stored in the “error” custom extended task attribute. When iWD resumes, it attempts to process the task | STATUS.STATUS_NAME by way of (TASK_FACT.CURRENT_STATUS_KEY) |

| Attribute | Description | Data Mart Table.Column |
|--|--|---|
| | <p>again.</p> <ul style="list-style-type: none"> held—Task is in a held state (either by user action or the system) and will not be reprioritized until the task is resumed. assigned—Task has been assigned to an agent. | |
| Is Final | <p>Enables data to be organized by whether the task is Final or Pending :</p> <ul style="list-style-type: none"> 0 indicates a task status other than Completed, Canceled, or Rejected. 1 indicates a task status of Completed, Canceled, or Rejected. | STATUS.IS_FINAL |
| Is Held | <p>Enables data to be organized by whether a task was Held or Not Held:</p> <ul style="list-style-type: none"> 0 indicates a task status other than NewHeld, ErrorHeld, or Held. 1 indicates a task status of NewHeld, ErrorHeld, or Held. | STATUS.IS_HELD |
| Last Agent Name (Modified in 9.0.017) | Enables data to be organized by name of the agent who was last assigned the task or work item | RESOURCE_GCXI.AGENT_NAME by way of (TASK_FACT.LAST_ASSIGNED_AGENT_KEY) |
| Result Code | Enables data to be organized by the descriptive name of the result code. | RESULT_CODE.RESULT_CODE_NAME by way of (TASK_FACT.LAST_RESULT_CODE_KEY) |
| Customer ID | Enables data to be organized by the customer ID, which is an extended attribute of a task or work item that the source system assigns. | CUSTOMER.CUSTOMER_ID by way of (TASK_FACT.CUSTOMER_KEY) |
| Customer Segment | Enables data to be organized by the descriptive name of the customer segment. | CUSTOMER_SEGMENT.CUSTOMER_SEGMENT_NAME by way of (TASK_FACT.CUSTOMER_SEGMENT_KEY) |
| Product | Enables data to be organized by the type of the product. | PRODUCT.PRODUCT_TYPE by way of (TASK_FACT.PRODUCT_KEY) |
| Product Subtype | Enables data to be organized by the subtype of the product. | PRODUCT.PRODUCT_SUBTYPE by way of |

| Attribute | Description | Data Mart Table.Column |
|---|--|--|
| | | (TASK_FACT.PRODUCT_KEY) |
| Media Type | Enables data to be organized by media type. | MEDIA_TYPE.MEDIA_TYPE_NAME |
| Interaction Type | Enables data to be organized by interaction type. | MEDIA_TYPE.INTERACTION_TYPE_NAME |
| Interaction Subtype | Enables data to be organized by interaction subtype. | MEDIA_TYPE.INTERACTION_SUBTYPE_NAME |
| Source Tenant | Enables data to be organized by the name of the tenant from the source system. | SOURCE_TENANT.SOURCE_TENANT_NAME by way of (TASK_FACT.SOURCE_TENANT_KEY) |
| Source Process | Enables data to be organized by the name of the source-system process—for example, Order. | SOURCE_PROCESS.SOURCE_PROCESS_TYPE by way of (TASK_FACT.SOURCE_PROCESS_KEY) |
| Source Process Subtype | Subtype of the process—for example, Activation. | SOURCE_PROCESS.SOURCE_PROCESS_SUBTYPE |
| Skill ID | Enables data to be organized by the ID of the skill. | SKILL.SKILL_ID by way of (TASK_FACT.REQUESTED_SKILL_KEY) |
| Requested Agent Name (Modified in 9.0.017) | Enables data to be organized by the name of the agent as captured by the source system. | RESOURCE_GCXI.AGENT_NAME by way of (TASK_FACT.REQUESTED_AGENT_KEY) |
| Source Date Time | Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which the second source system captured tasks in task-flow scenarios in which two systems are involved in the origination of tasks. (The second source system is the DTM [Driver Test Manager] that submitted the task to iWD.) | EVENT_DATE.EVENT_DATE_STR, EVENT_DATE.EVENT_TIME_12 by way of (TASK_FACT.SOURCE_CREATED_DATE_KEY, TASK_FACT.SOURCE_CREATED_TIME_KEY) |
| Create Date Time | Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which tasks were created. | EVENT_DATE.EVENT_DATE_STR, EVENT_DATE.EVENT_TIME_12 by way of (TASK_FACT.CREATED_DATE_KEY, TASK_FACT.CREATED_TIME_KEY) |
| Source Due Date Time | Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, at which the task is due in the source system. | EVENT_DATE.EVENT_DATE_STR, EVENT_DATE.EVENT_TIME_12 by way of (TASK_FACT.SOURCE_DUE_DATE_KEY,TASK_FACT. |
| Finish Date Time | Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which tasks or work items were completed. EVENT_DATE_END is an alias for the EVENT_DATE iWD Data Mart table. | EVENT_DATE.EVENT_DATE_STR, EVENT_DATE.EVENT_TIME_12 by way of (TASK_FACT.COMPLETED_DATE_KEY, TASK_FACT.COMPLETED_TIME_KEY) |

| Attribute | Description | Data Mart Table.Column |
|------------|---|---|
| Department | Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks. | DEPARTMENT.DEPARTMENT_NAME by way of (PROCESS.DEPARTMENT_KEY on TASK_FACT.PROCESS_KEY=PROCESS.PROCESS_K |
| Process | Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them. | PROCESS.PROCESS_NAME by way of (TASK_FACT.PROCESS_KEY) |

Metrics in the Task Detail Report

| Metric | Description | Source (Table.Column) or Calculation |
|---------------------|---|---|
| Accept Time (Fmt) | The amount of time that elapsed after this task was created in iWD before it was assigned to a resource. | TASK_FACT.ASSIGN_TIME_FROM_CREATED_SEC |
| Finished Time (Fmt) | The amount of time that it took to finish tasks, calculated as the difference from the moment that the task was created in the iWD system until the moment it was finished. The act of a resource finishing a task within the iWD system does not, in and of itself, mark the task Completed—one of three states that indicate task finalization. Different from other Finish Time measures, this measure considers active as well as completed tasks in its computation. | TASK_FACT.COMPLETE_TIME_FROM_CREATED_SE |
| iWD Hold Time (Fmt) | The amount of time that a task was held in iWD. This value represents an iWD hold action through the Web Service Capture API or through the iWD Manager user interface—not a hold event from a soft phone or desktop application. | TASK_FACT.TOTAL_HELD_TIME_SEC |
| Handle Time (Fmt) | The amount of work time, calculated as the difference from the moment that a resource (for example, an agent) is assigned to a task until the moment that the task is finished. The act of a resource finishing a task within the iWD system does not, in and | TASK_FACT.TOTAL_WORK_TIME_SEC |

| Metric | Description | Source (Table.Column) or Calculation |
|--------|---|--------------------------------------|
| | of itself, mark the task Completed—one of three states that indicate task finalization. A task might have multiple work items. This measure considers active as well as completed tasks in its computation. | |