# GENESYS™

# Performance Management Advisors Metrics Reference Guide

## CCAdv Application Voice, Alert, and iWD Application Metrics

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# CCAdv Application Voice, Alert, and iWD Application Metrics

This page lists all the CCAdv application voice and alert metrics, as well as the Genesys intelligent Workload Distribution (iWD) interaction queue metrics for CCAdv.

## CCAdv Application Voice and Alert Metrics

The following Table lists Contact Center Advisor application voice and alert metrics.

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| Abandoned/<br><br>Cabn | Number of calls abandoned while in queue or ringing. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | CallsAbandQ > RouterCallsAbandQ | Cisco Services:<br><br>CallsAbandQTo5<br>CallsAbandQHalf<br>CallsAbandQToday<br><br>Genesys/Cisco Call Types:<br>RouterCallsAbandQTo5<br>RouterCallsAbandQHalf<br>RouterCallsAbandQToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above<br><br>Count |
| **NEW** Abandoned Quote/<br><br>CampAbandonedQuote | Percent of dialing attempts with a call result of Abandon. Campaign abandoned statistics pertain to a specified campaign or to a specified calling list. | Genesys Queues | CampDialMade > M6002<br><br>CampDialAbandoned > M6013 | 100 * (CampDialAbandonedTo5/ CampDialMadeTo5)<br><br>100 * (CampDialAbandonedHalf/ CampDialMadeHalf)<br>100 * (CampDialAbandonedToday/ CampDialMadeToday) | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Percent |
| **NEW** Abandoned/<br><br>CampDialAbandoned | The total number of dialing attempts with a call result of "Abandon". Campaign abandoned statistics pertain to a specified campaign or to a specified calling list. | Genesys Queues | CampDialAbandoned > M6013 | CampDialAbandonedTo5<br><br>CampDialAbandonedHalf<br>CampDialAbandonedToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Count |
| Abandoned %/<br><br>AbnPct | Percentage of calls abandoned while in queue or ringing. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | CallsAbandQ > RouterCallsAbandQ<br><br>CallsOfferedQueue > CallsOffered | Cisco Services:<br><br>100*(CallsAbandQTo5/ CallsOfferedTo5)<br>100*(CallsAbandQHalf/ | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since | Above<br><br>Percent |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| | | | | CallsOfferedHalf) 100*(CallsAbandQToday/ CallsOfferedToday) <br><br> Genesys/Cisco Call Types: 100*(RouterCallsAbandQTo5/ CallsOfferedTo5) 100*(RouterCallsAbandQHalf / CallsOfferedHalf) 100*(RouterCallsAbandQToday/ CallsOfferedToday) | midnight) | |
| Acc%/ <br><br> APCT | Accessibility % is a productivity metric that compares the total calls offered to answered. | Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues | CallsAnsweredQueue > CallsAnswered <br><br> CallsOfferedQueue > CallsOffered | 100*(CallsAnsweredTo5 / CallsOfferedTo5) <br><br> 100*(CallsAnsweredHalf / CallsOfferedHalf) 100*(CallsAnsweredToday / CallsOfferedToday) | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Below <br><br> Percent |
| Ans/ <br><br> CA | Number of inbound calls answered by agents. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | CallsAnsweredQueue > CallsAnswered | CallsAnsweredTo5 <br><br> CallsAnsweredHalf CallsAnsweredToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A <br><br> Count |
| AnsPlusAband/ <br><br> CaPlsCabn | Sum of the calls answered and abandoned. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | CallsAnsweredQueue > CallsAnswered <br><br> CallsAbandQ > RouterCallsAbandQ | Cisco Services: <br><br> CallsAnsweredTo5+ CallsAbandQTo5 CallsAnsweredHalf+ CallsAbandQHalf CallsAnsweredToday+ CallsAbandQToday <br><br> Genesys/Cisco Call Types: CallsAnsweredTo5 + | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above <br><br> Count |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| | | | | RouterCallsAbandQTo5 CallsAnsweredHalf + RouterCallsAbandQHalf CallsAnsweredToday + RouterCallsAbandQToday | | |
| NEW Answer Machine/ CampAnsweringMachine | The total number of unsuccessful dialing attempts initiated by a Campaign. Manager with a call result of "Answering Machine Detected"; that is, the Campaign Manager dropped the call because an answering machine was detected on the called party's side. | Genesys Queues | CampAnsweringMachine > M6011 | CampAnswering MachineTo5 CampAnswering MachineHalf CampAnswering MachineToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Count |
| NEW Answers/ CampAnswers | The total number of dialing attempts initiated by a Campaign Manager with a call result of Answer (when a call is answered by a human voice). In some contact centers, the call result can also mean Right Party Contacted; that is, the call is answered by a live person | Genesys Queues | CampAnswers > M6001 | CampAnswersTo5 CampAnswersHalf CampAnswersToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Count |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| | who is not the Wrong Party. | | | | | |
| Available/<br><br>AA | The number of agents currently in the ready state. | Cisco ICM Services/ Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups | CurrentAgentState (= 115) | Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in AgentState=<br><br>CISCO: 3 ("Ready") or Genesys: 115 ("WaitForNextCall") | Point in Time | Above<br><br>Count |
| AvailVoice/<br><br>VoiceAA | The number of agents currently ready and waiting for next voice interaction. | Cisco ICM Services/ Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups | VoiceAvail > AgentVoiceReady | Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently ready for voice interactions.<br><br>Genesys: AgentVoiceReady = 1 CISCO: AgentState = 3 | Point in Time | Above<br><br>Count |
| Available%/<br><br>AvailPCT | Percentage of available agents over staffed. | Cisco ICM Services/ Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups | AA (Available): AgentState=115 (WaitForNextCall)<br><br>STF (Staffed): AgentState <>116(LoggedOut) and AgentState | AA/STF *100 | Point in Time | Above<br><br>Percent |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| | | | <>101(NotMonitored) and AgentState <>102(Monitored) | | | |
| Average After Call Work (AvgACW)/<br><br>AvgACW | Average time in seconds spent on after-call work including entering data, filling out forms and making outbound calls necessary to complete the transaction. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | ACWTime > ACWTime<br><br>CallsHandledQueue > CallsHandled | Cisco: (HandleTimeTo5 - TalkTimeTo5 - HoldTimeTo5) / CallsHandledTo5 (HandleTimeHalf - TalkTimeHalf - HoldTimeHalf) / CallsHandledHalf (HandleTimeToday - TalkTimeToday - HoldTimeToday) / CallsHandledToday<br><br>Genesys: For all unique agent groups related to the application(s) in scope: ACWTimeTo5 / CallsHandledTo5 ACWTimeHalf / CallsHandledHalf ACWTimeToday / CallsHandledToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above<br><br>Seconds |
| Average Delay (AvgDly)/<br><br>AvgDL | Average delay in seconds for calls currently in queue. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | CallsQNowTime > RouterCallsQNowTime<br><br>CallsQNow > RouterCallsQNow | Cisco Services: CallsQNowTime/ CallsQNow at any level<br><br>Genesys/Cisco Call Types: RouterCallsQNow/ RouterCallsQNowTime | Point in Time | Above<br><br>Seconds |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| Average Handle Time (AHT)/<br><br>AHT | Average handle time in seconds for calls. | Cisco ICM Services, Call Types, Cisco Services, Cisco Call Types<br><br>Genesys Virtual Queues, Genesys Queues | HandleTime > HandleTime<br><br>CallsHandledQueue > CallsHandled | HandleTimeTo5 /CallsHandledTo5<br><br>HandleTimeHalf /CallsHandledHalf HandleTimeToday /CallsHandledToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above<br><br>Seconds |
| Average Speed to Answer (ASA)/<br><br>ASA | Average answer wait time in seconds for calls offered | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | AnswerWaitTimeQueue > AnswerWaitTime<br><br>CallsAnsweredQueue > CallsAnswered | AnswerWaitTimeTo5 / CallsAnsweredTo5<br><br>AnswerWaitTimeHalf / CallsAnsweredHalf AnswerWaitTimeToday / CallsAnsweredToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above<br><br>Seconds |
| Average Talk Time (ATT)/<br><br>ATT | Average talk time in seconds for calls. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | TalkTimeQueue > TalkTime<br><br>CallsHandledQueue > CallsHandled | TalkTimeTo5 / CallsHandledTo5<br><br>TalkTimeToHalf / CallsHandledHalf TalkTimeToday / CallsHandledToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above<br><br>Seconds |
| **NEW** Busy/<br><br>CampDialBusy | The total number of unsuccessful dialing attempts initiated by a Campaign manager with a call result of "Busy"; that is, the call does not go through because of a busy signal for the called party. | Genesys Queues | CampDialBusy > M6014 | CampDialBusyTo5<br><br>CampDialBusyHalf CampDialBusyTo5 | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Count |
| **NEW** Callbacks Completed/ | The total number of callbacks | Genesys Queues | CampCallbacks | CampCallbacks | 5 Min (rolling/ sliding), 30 Min | Count |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| CampCallbacksCompleted | completed (executed). The completion of a callback only indicates that the callback was performed; it does not indicate that the callback was completed successfully. | | Completed > M6004 | CompletedTo5<br><br>CampCallbacks CompletedHalf<br><br>CampCallbacks CompletedToday | (since start of current half-hour), Today/Daily (since midnight) | |
| **NEW** Callbacks Missed/<br><br>CampCallbacksMissed | The total number of callbacks missed. A callback is considered as "missed" if it is scheduled for a certain period of time, but for some reason the callback is not performed. A callback is missed, for example, if all outbound trunks are busy at the time of the scheduled callback, or if no agents are available at the time scheduled for the callback. | Genesys Queues | CampCallbacksMissed > M6005 | CampCallbacks<br><br>MissedTo5<br><br>CampCallbacksMissedHalf<br><br>CampCallbacksMissedToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Count |
| **NEW** Callbacks Scheduled/ | The total number of personal callbacks scheduled. | Genesys Queues | CampCallbacks<br><br>Scheduled > M6006 | CampCallbacks<br><br>ScheduledTo5 | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), | Count |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| CampCallbacksScheduled | | | | CampCallbacks ScheduledHalf<br><br>CampCallbacks ScheduledToday | Today/Daily (since midnight) | |
| Calls/<br><br>CIN | Number of incoming calls currently in progress.<br><br>**NOTE:** When Genesys Queues/Virtual Queues or Cisco Call Types, this is calculated from the associated unique agent/ skill groups. | Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues | TalkingIn > TalkingIn | Cisco Services: CallsInNow<br><br>Genesys/Cisco Call Types:<br>For all unique agent/skill groups related to the application(s) in scope:<br>Sum (SGRT.TalkingIn) | Point in Time | Above<br><br>Count |
| CallsCleared/<br><br>a_CallsCleared | Number of calls that cannot be distributed because the queue is full. These calls negatively affect reachability and service level. | Genesys Virtual Queues | CallsCleared > CallsCleared | Cisco Services: N/A<br><br>Cisco Call Types: N/A<br>Genesys ACD Queues: N/A<br>Genesys Virtual Queues:<br>CallsClearedTo5<br>CallsClearedHalf<br>CallsClearedToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above<br><br>Count |
| CallsProg/<br><br>CP_C | Number of inbound and outbound calls currently being handled. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | TalkingIn > TalkingIn<br><br>TalkingOut > TalkingOut | Cisco: CallsInProgress<br><br>Genesys: For all unique agent groups related to the application(s) in scope:<br>Sum (SGRT.TalkingIn + SGRT.TalkingOut) | Point in Time | N/A<br><br>Count |
| DateTime/ | Date and time that this data last | | | | | |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| DateTime | updated. Used to calculate longest queue and longest wait time. | | | | | |
| **NEW** Dial Made/ CampDialMade | Total number of all dialing attempts made (initiated) by a Campaign Manager with any call results. | Genesys Queues | CampDialMade > M6002 | CampDialMadeTo5 CampDialMadeHalf CampDialMadeToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Count |
| **NEW** Dropped/ CampDialDropped | The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of "Dropped". Dropped calls are those that are answered at the destination but then abandoned in the queue because no agent is available to take them. | Genesys Queues | CampDialDropped > M6012 | CampDialDroppedTo5 CampDialDroppedHalf CampDialDroppedToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Count |
| **NEW** Dropped Quote/ CampDroppedQuote | Percent of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Dropped. Dropped calls are those that are answered at the destination but then abandoned in the | Genesys Queues | CampDialMade > M6002 CampDialDropped > M6012 | 100 * CampDialDroppedTo5/ CampDialMadeTo5 100 * CampDialDroppedHalf/ CampDialMadeHalf 100 * CampDialDroppedToday/ CampDialMadeToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Percent |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| | queue because no agent is available to take them. | | | | | |
| ExpDelay/<br><br>ED | Predicted delay in seconds for any new call added to the queue. This is valid only if no agents are available. | Cisco ICM Services/ Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues | ExpectedDelay > ExpectedDelay | Cisco Services/ Genesys Queues: ExpectedDelay<br><br>Cisco Call Types: (([CallsQNow] + 1) * ([HandleTimeTo5] / [CallsHandledTo5])) / ([STF] - [NOT_READY_APP]) | Point in Time | Above<br><br>Seconds |
| NEW Fax/Modem/<br><br>CampFaxDetected | The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Fax Detected or Modem Detected. | Genesys Queues | CampFaxDetected > M6019 | CampFaxDetectedTo5<br><br>CampFaxDetectedHalf<br>CampFaxDetectedToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Count |
| NEW Hit Ratio/<br><br>CampHitRatio | The percentage of successful dialing attempts initiated by a Campaign Manager with a call result of Answer (DialAnswer)—that is, a call is answered by a human voice—relative to the number of all dialing attempts made (DialMade) | Genesys Queues | CampAnswers > M6001<br><br>CampDialMade > M6002 | 100 * CampAnswersTo5/ CampDialMadeTo5<br><br>100 * CampAnswersHalf/ CampDialMadeHalf<br>100 * CampAnswersToday/ CampDialMadeToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Percent |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| | during the same time period. | | | | | |
| Handle Time (HT)/<br><br>HT | Total handle time in seconds for calls. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | HandleTime > HandleTime | HandleTimeTo5<br><br>HandleTimeHalf<br>HandleTimeToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above<br><br>Seconds |
| Handled/<br><br>CH | Number of calls handled. | Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues | CallsHandledQueue > CallsHandled | CallsHandledTo5<br><br>CallsHandledHalf<br>CallsHandledToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A<br><br>Count |
| Hold/Other/<br><br>Holdother | Number of agents in the Hold/Other state. | Cisco ICM Services/ Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues | CurrentAgentState (= 110) | Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in AgentState=<br><br>CISCO: 10 ("Calls On Hold") or Genesys: 110 ("CallOnHold") | Point in Time | Above<br><br>Count |
| LongAvail/<br><br>LAA | Time in seconds that the currently longest available agent has been available. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | LongestAvailAgent > LongestAvailAgent | Cisco: DateTime – LongestAvailAgent<br><br>Genesys: For all unique agent groups related to the application(s) in scope:<br>Max (DateTime – LongestAvailAgent)) | Point in Time | Above<br><br>Seconds |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| LongQueue/<br><br>LCQ | Time in seconds that the currently longest (oldest) call has been in queue. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | LongestCallQueue > LongestCallQ | Cisco Services:<br><br>DateTime – LongestCallQ (ICM calculates LongestCallQ to the end of the five-minute period.)<br><br>Genesys/Cisco Call Types:<br>DateTime – RouterLongestCallQ | Point in Time | Above<br><br>Seconds |
| **NEW** No Answer/<br><br>CampNoAnswer | The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of "No Answer". | Genesys Queues | CampNoAnswer > M6003 | CampNoAnswerTo5<br><br>CampNoAnswerHalf<br>CampNoAnswerToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Count |
| NotReady/<br><br>NOT_READY_APP | Count of the agents unavailable to take a call, either because they are performing after-call work that leaves them in the not ready upon completion state, or because they are in the not ready state (with or without a reason code). | Cisco ICM Services/ Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues | CurrentAgentState (=113) | Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in AgentState=<br><br>CISCO: 2 ("Not Ready") or 5 ("Work Not Ready") Genesys: 113 ("NotReadyForNextCall") | Point in Time | Above<br><br>Count |
| Offer/<br><br>COf | Number of incoming and internal calls offered to this | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | CallsOfferedQueue > CallsOffered | CallsOfferedTo5<br><br>CallsOfferedHalf CallsOfferedToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), | N/A<br><br>Count |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| | application during the period. | | | | Today/Daily (since midnight) | |
| Outbound/<br><br>COT | Number of outbound calls by agents. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | CallsOut > CallsOut | CallsOutTo5<br><br>CallsOutHalf<br>CallsOutToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | N/A<br><br>Count |
| NEW Per. Callbacks Completed/<br><br>CampPersonal CallbacksCompleted | Total number of personal callbacks completed (executed). Completion of a personal callback only indicates that the callback was performed; it does not indicate if the callback was completed successfully. | Genesys Queues | CampPersonal<br><br>CallbacksCompleted > M6007 | CampPersonalCallbacks CompletedTo5<br><br>CampPersonalCallbacks CompletedHalf<br><br>CampPersonalCallbacks CompletedToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Count |
| NEW Per. Callbacks Missed/<br><br>CampPersonal CallbacksMissed | Total number of personal callbacks missed. A personal callback is missed, for example, because all outbound trunks are busy at the time of a scheduled callback or because an agent for whom a callback is assigned is busy or not logged in at the | Genesys Queues | CampPersonal<br><br>CallbacksMissed > M6008 | CampPersonalCallbacks MissedTo5<br><br>CampPersonalCallbacks MissedHalf<br><br>CampPersonalCallbacks MissedToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Count |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| | time of the scheduled personal callback. | | | | | |
| **NEW** Per. Callbacks Scheduled/<br><br>CampPersonal CallbacksScheduled | The total number of personal callbacks scheduled. | Genesys Queues | CampPersonal<br><br>CallbacksScheduled > M6009 | CampPersonalCallbacks<br><br>ScheduledTo5<br><br>CampPersonalCallbacks ScheduledHalf<br><br>CampPersonalCallbacks ScheduledToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Count |
| QDep%/<br><br>QD | Percentage of the number of waiting calls over the number of staffed agents in the respective agent group(s). | Cisco ICM Services/ Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups | CallsQNow > RouterCallsQNow<br><br>STF(Staffed): The number of agents in AgentState <>116(LoggedOut) and AgentState <>101(NotMonitored) and AgentState <>102(Monitored) | Cisco Services:<br><br>CallsQNow / STF * 100<br><br>Genesys/Cisco Call Types: RouterCallsQNow / STF * 100 | Point in Time | Above<br><br>Percent |
| QPastSL/<br><br>SLCH | Number of calls currently queued for longer than the service-level threshold. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | ServiceLevelCallsQHeld > ServiceLevelCallsQHeld | ServiceLevelCallsQHeld | Point in Time | Above<br><br>Count |
| Queue/<br><br>CQ | Number of calls in queue now. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues | CallsQNow > RouterCallsQNow | Cisco Services: CallsQNow<br><br>Genesys/Cisco Call Types: RouterCallsQNow | Point in Time | N/A<br><br>Count |
| **NEW** Records Completed/ | The total number of leads from calling | Genesys Queues | CampRecords | CampRecords | 5 Min (rolling/ sliding), 30 Min | Count |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| CampRecordsCompleted | lists (counting records from the same lead as one record) processed to the point that no further action will be taken. (A lead—also called a chain—is a set of records from calling list(s) related to a specific customer or contact. A lead or chain may include one or more records belonging to the same contact.) CampRecordsCompleted can also apply to a specified campaign, in which case the statistic is the total number of records processed during that campaign. | | Completed > M6010 | CompletedTo5<br><br>CampRecords CompletedHalf<br><br>CampRecords CompletedToday | (since start of current half-hour), Today/Daily (since midnight) | |
| **NEW** SIT detected/<br><br>CampSITDetected | Campaign Manager with a call result of "DIALSITDetected". A Special Information Tone (SIT) identifies a network-provided announcement and precedes a machine-generated announcement | Genesys Queues | CampSITDetected > M6020 | CampSITDetectedTo5<br><br>CampSITDetectedHalf<br>CampSITDetectedToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Count |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| | when, for instance, a telephone number is invalid, no circuit is available, or a recorded operator message intercepts a call. | | | | | |
| Service Level %/<br><br>SL | Number of calls answered within the threshold divided by the number of calls that were offered This treats the abandoned calls as though they were answered after the threshold. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys ACD Queues | ServiceLevelCalls<br><br>> ServiceLevelCalls<br><br>ServiceLevelCallsOnHold<br>><br>ServiceLevelCallsOnHold<br><br>ServiceLevelCallsOffered<br>><br>ServiceLevelCallsOffered | 100 * ServiceLevelCallsTo5 / ServiceLevelCallsOfferedTo5<br><br>*where* ServiceLevelCallsOffered (SLCO) for CISCO objects is produced by CISCO ICM and ServiceLevelCallsOffered for Genesys objects is derived (outside Stat Server) from the following source metric calculation: ServiceLevelCalls + ServiceLevelCallsOnHold<br><br>• Repeat for ToHalf and Today.<br><br>• ServiceLevelCalls is the total number of calls answered by agents during the specified time interval before the service level | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Below<br><br>Percent |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| | | | | threshold expired.<br><br>• ServiceLevelCallsOnHold is the total number of calls waiting in queue before the SL threshold expired. | | |
| SL% (Plus Aband)/<br><br>SlPlsSlAbn | Abandoned calls positively impact service level: Number of calls answered prior to the threshold plus the number of calls abandoned prior to the threshold, all divided by the number of calls that were offered. This treats the abandoned call as though they were answered prior to the threshold. | Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys ACD Queues | ServiceLevelCalls<br><br>> ServiceLevelCalls<br><br>ServiceLevelCallsOnHold > ServiceLevelCallsOnHold<br><br>ServiceLevelAband > ServiceLevelAband<br><br>ServiceLevelCallsOffered > ServiceLevelCallsOffered | $100 *$ ((ServiceLevelCallsto5 + ServiceLevelAbandTo5) / ServiceLevelCalls OfferedTo5)<br><br>*where* ServiceLevelCallsOffered (SLCO) for CISCO objects is produced by CISCO ICM and ServiceLevelCallsOffered for Genesys objects is derived (outside Stat Server) from the following source metric calculation: ServiceLevelCalls + ServiceLevelCallsOnHold + ServiceLevelAband<br><br>• Repeat for ToHalf and Today.<br><br>• ServiceLevelCalls is the total | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Below<br><br>Percent |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| | | | | number of calls answered by agents during the specified time interval before the service level threshold expired.<br><br>• ServiceLevelCallsOnHold is the total number of calls waiting in queue before the SL threshold expired.<br><br>• ServiceLevelAband is the total number of calls abandoned at the queue before the service level threshold expired during the specified time interval. | | |
| Staffed/<br><br>STF | Number of agents logged on in zero or more agent groups. | Cisco ICM Services/ Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys | CurrentAgentState | Count of distinct agents from Agent Groups associated with application(s) (service(s)/call | Point in Time | N/A<br><br>Count |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| | | ACD Queues | | type(s)/queue(s)) that are currently not in AgentState<br><br>CISCO: 0 ("Logged Off") and Genesys: (""NotMonitored" 101), (""NotMonitored" 102), (LoggedOut 116). | | |
| Talking/<br><br>AT | Number of agents currently in the Talking state. | Cisco ICM Services/ Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues | CurrentAgentState | CISCO Services: AgentsTalking<br><br>Genesys/CISCO Call Types:<br>Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in AgentState=<br>CISCO: (4 "Talking") or Genesys: (105 "CallConsult"),(107" CallInbound"),(108 "CallInternal"),(109 "CallOutbound"),(112 CallUnknown) | Point in Time | N/A<br><br>Count |
| TransOut/<br><br>TOC | Number of calls transferred out of the queue. | Cisco Services | N/A | TransferOutCallsTo5<br><br>TransferOutCallsHalf TransferOutCallsToday | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above<br><br>Count |
| **NEW** Voicemail recognition/ | Number of recognized | Genesys Queues | CampMobilbox > M6015 | CampMobilboxTo5 | 5 Min (rolling/ sliding), 30 Min | Count |

| Name/Internal Name | Description | Source Type | Source Metric Mapping | Definition (Formula) | Period/Time Profile | Threshold Type/ Unit |
|---|---|---|---|---|---|---|
| CampMobilbox | voicemails. | | | CampMobilboxHalf CampMobilboxToday | (since start of current half-hour), Today/Daily (since midnight) | |
| Number of Active Alerts (voice, chat and e-mail)/ AlertNum | The number of active application alerts for the time period in the filter. | Threshold violation alerts | N/A | | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above Count |
| Average duration of Active Alerts (voice, chat and e-mail)/ AlertAvgDur | Average duration of the active application alerts in the time period of the filter (i.e., selected period). | Threshold violation alerts | N/A | Calculate the duration from the time the alert began to the end of the time period in the filter. | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above Minutes |
| Number of Expired Alerts (voice, chat and e-mail)/ AlertsExpiredNum | The number of expired application alerts for the time period in the filter (i.e., selected period). | Threshold violation alerts | N/A | | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above Count |
| Average duration of Expired Alerts (voice, chat and e-mail)/ AlertExpiredAvgDur | The average duration of the expired application alerts for the time period in the filter (i.e., selected period). | Threshold violation alerts | N/A | | 5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight) | Above Minutes |

## iWD Application Metrics

| Name | Display Name | Description | Type | Calculation | Time Profile |
|------|-------------|-------------|------|-------------|-------------|
| WorkItemEntered | Entered iWD | Number of work item interactions that entered the queue. | Raw | WorkItemEntered | Historical |
| WorkItemStopped | Stopped iWD | Number of work item interactions for which processing stopped while in this queue. | Raw | WorkItemStopped | Historical |
| WorkItemMoved | Moved iWD | Number of work items that moved from this queue to any other queue. | Raw | WorkItemMoved | Historical |
| MaxWorkItem Processed | Max Processed iWD | Maximum number of work items that either were awaiting processing or in processing within the contact center. | Raw | MaxWorkItem Processed | Historical |
| MinWorkItem Processed | Min Processed iWD | Minimum number of work items that were either waiting processing or in processing. | Raw | MinWorkItem Processed | Historical |
| WorkItemWaiting | Current Waiting iWD | Number of work item interactions that are currently waiting to be processed. | Raw | CurrentWorkItem Waiting | Point-in-time |
| WorkItemInQueue | Current In Queue iWD | Number of work item interactions that are currently in interaction | Raw | CurrentWorkItem InQueue | Point-in-time |

| Name | Display Name | Description | Type | Calculation | Time Profile |
|------|--------------|-------------|------|-------------|--------------|
|      |              | queue.      |      |             |              |