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# Performance Management Advisors Metrics Reference Guide

Pulse Advisors 8.5.1

# Table of Contents

<b>Genesys Performance Management Advisors Metrics Reference Guide</b>	<b>3</b>
<b>New in this Release</b>	<b>4</b>
<b>Frontline Advisor Metrics</b>	<b>5</b>
FA State Source Metrics	6
FA Performance Source Metrics	7
FA Rule Source Metrics	11
Displayed Report Metrics	13
Stat Server Definitions for FA Source Metrics	20
<b>CCAdv and WA Metrics</b>	<b>35</b>
CCAdv Application Voice, Alert, and iWD Application Metrics	36
WA Voice Metrics	59
Agent Group Voice Metrics	78
Alert Metrics	96
Stat Server Definitions for CCAdv/WA Source Metrics	98
Queue Metrics and Agent Stats	113
Agent Group Metrics, including iWD	115
CCAdv Web and Email Metrics	120

# Genesys Performance Management Advisors Metrics Reference Guide

This document contains the tables of metrics associated with Performance Management Advisors Frontline Advisor, Contact Center Advisor, and Workforce Advisor.

## Frontline Advisor Metrics

The default Frontline Advisor metrics are described on the following pages:

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- [State Source Metrics](#)
- [Performance Source Metrics](#)
- [Rule Source Metrics](#)
- [Displayed Report Metrics](#)

## CCAdv/WA Metrics

The default CCAdv/WA metrics are described on the following pages:

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- [CCAdv Application Voice and Alert Metrics](#)
- [WA Voice Metrics](#)
- [Agent Group Voice Metrics](#)
- [Alert Metrics](#)

## iWD Metrics Available in CCAdv/WA

Genesys intelligent Workload Distribution (iWD) metrics for queue activity (Interaction Queues) and agent group activity are described on the following pages:

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- [iWD Application Metrics](#)
- [iWD Agent Group Metrics](#)

## Stat Server Definitions for Advisors Source Metrics

The default Advisors metrics use the Genesys statistics definitions that are described on the following pages:

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- [Stat Server Definitions for FA Source Metrics](#)
- [Stat Server Definitions for CCAdv/WA Source Metrics](#)

## New in this Release

This page describes information that has been added or substantially changed since the previous release of Performance Management Advisors software.

- Contact Center Advisor and Frontline Advisor now support intelligent Workload Distribution (iWD) metrics. These metrics do not include iWD Datamart metrics. For the list of supported metrics, see:
  - [FA Performance Source Metrics](#)
  - [iWD Metrics Displayed for Agents](#)
  - [Stat Server Definitions for FA Source Metrics](#)
  - [CCAdv Application Voice, Alert, and iWD Application Metrics](#)
  - [Stat Server Definitions for CCAdv/WA Source Metrics](#)
  - [Agent Group Metrics, including iWD](#)

# Frontline Advisor Metrics

The tables on the following pages provide descriptions of the default (out-of-box) Frontline Advisor metrics.

- [State Source Metrics](#)
- [Performance Source Metrics](#)
- [Rule Source Metrics](#)
- [Displayed Report Metrics](#)
- [Stat Server Definitions for FA Source Metrics](#)

## FA State Source Metrics

The following tables show the list of source metrics populated by the data contributor(s). These tables also show how the source metrics are populated from the Genesys platform.

The format for the login timestamp is locale specific.  
 For English it is HH12:MI:SS AM MM/DD/YYYY.  
 For German it is HH24:MI:SS DD/MM/YYYY.

### Source Metrics Retrieved for Each Agent

The source metrics in the following Table all relate to stored procedure FA\_Update\_State\_Source\_Metric.  
 Current Skill Group and Call Type metrics are available only in the Cisco environment.

Source Metric Name	Description
AgentState (state)	<p>The current state of the agent.</p> <p><b>Tip</b>            Starting with Advisors release 8.5.101, the AgentState source metric includes a filtered source metric definition that can derive information about the DN (an extension or ACD position plus the name of the associated switch) and multimedia channel, as applicable, for each logged-in agent.</p>
DateTimeLogin(loginT)	The login timestamp for an agent.
TimeInCurrentState (stateT)	The time the agent has been in the current state.
ReasonCode (rcode)	Any reasons attached to the current state of the agent.
Current Skill Group (sg)	Current skill group of the agent. Cisco only.
Call Type (service)	Call type. Cisco only.

## FA Performance Source Metrics

Each performance metric can be enabled for each of the three configurable Time Profiles. The time profiles can be set to any integer from 1 to 1440 and are not confined to a specific set. These time profiles can be Sliding or Growing, with any interval desired. (Genesys recommends that the time interval should divide an hour or day evenly.)

Each of the statistic templates defined below specifies the following values:  
DBAppSpecificIdColumnName: patternNum

Filtered metrics are disabled by default. For information about enabling filtered metrics, see [Performance Management Advisors Deployment Guide](#).

### Voice

Source Metric Name	Description	Metric Filter Required
CallsHandled (nch)	Number of calls handled by the agent.	None
CallsTransferred (nct)	Number of calls transferred by the agent.	None
LongestTalkTime (lth)	The longest talk time of calls handled by the agent in the last xx minutes.	None
LongestWrapTime (lwcw)	The maximum amount of time an agent spent on After Call Work in the last xx minutes.	None
Total ACD Inbound ACW Time (ACDInboundACW)	Total amount of time spent performing after-call work for inbound calls.	Yes (Filter for ACD interactions.)
Total ACW Time (totalACW)	Total amount of time spent performing after-call work for all voice calls.	None
TotalHandleTime (tht)	The total amount of time an agent spent handling calls in the last xx minutes. Handle time includes talk time and after-call work.	None
totalLoggedIn1	<b>NOTE:</b> The totalLoggedIn metric cannot be viewed on the dashboard. The totalLoggedIn metric is used only for intermediate calculations.	None
Total Non ACD Inbound ACW Time (nonACDInboundACW)	Total amount of time spent performing after-call work for inbound non-ACD calls.	Yes (Filter for non-ACD interactions.)
Total Not Ready Time (totalNotReady)	Total amount of time in the Not Ready state.	None

Source Metric Name	Description	Metric Filter Required
Total Not Ready Time - Type X (totalNotReadyT X) <b>NOTE:</b> Where X=1, 2, 3, ... 9. That is, there are 9 totalNotReadyT source metrics.	The total amount of time in a specific Not Ready state. For example, in your enterprise, the Total Not Ready Time - Type 1 may be the total time spent on breaks.	Yes  (Filter for Not Ready Time. One filter required for each Type used. For example, if you define a Total Not Ready Time Type 1 and Total Not Ready Time Type 2, you require two filters.)
Total Number of ACD Calls (ACDCalls)	Total number of ACD calls.	Yes  (Filter for ACD interactions.)
Total Number of Consult Calls (consultCalls)	The total number of consult calls.	None
Total Number of Internal Calls (internalCalls)	Total number of internal calls.	None
Total Number of Non ACD Calls (nonACDCalls)	Total number of non-ACD calls.	Yes  (Filter for non-ACD interactions.)
Total Number of Outbound Calls (outboundCalls)	Total number of outbound calls.	None
Total Other ACW Time (otherACW)	Total amount of time spent performing after-call work for internal and consult calls, as well as after-call work that cannot be associated with any call.	None
Total Outbound ACW Time (outboundACW)	Total amount of time spent performing after-call work for outbound calls.	None
Total Ready Time (totalReady)	Total amount of time in the Ready state.	None
TotalTalkTime (ttt)	The total amount of time an agent spent talking on calls in the last xx minutes.	None
Total Time In ACD Calls (totalACD)	Total amount of time spent in ACD calls.	Yes  (Filter for ACD interactions.)
Total Time In Consult Calls (totalConsult)	Total amount of time spent in consult calls.	None
Total Time In Internal Calls (totalInternal)	Total amount of time spent in internal calls.	None
Total Time In Non ACD Calls (totalNonACD)	Total amount of time spent in non-ACD calls.	Yes  (Filter for non-ACD interactions.)
Total Time In Outbound Calls (totalOutbound)	Total amount of time spent in outbound calls.	None
TotalWrapTime (tacw)	The total amount of time an agent spent handling calls in the last xx minutes.	None



## Web Chat

Source Metric Name	Description	Metric Filter Required
ChatInProgress (wInProc)	Number of chat interactions currently in process for the agent in the last xx minutes.	None
ChatAccepted (wAcpt)	Number of chat interactions accepted by the agent in the last xx minutes.	None
ChatRejected (wRjct)	Number of chat interactions rejected by the agent in the last xx minutes.	None
ChatTimedOut (wTO)	Number of chat interactions timed out for the agent in the last xx minutes.	None
ChatTransferred (wTxfrs)	Number of chat interactions transferred by the agent in the last xx minutes.	None
ChatHandled (wH)	Number of chat interactions handled by the agent in the last xx minutes.	None
ChatOffered (wOffered)	Number of chat interactions offered to the agent in the last xx minutes.	None
ChatHandleTime (wHT)	Total handle time for all the chat interactions handled by the agent in the last xx minutes.	None

## Email

Source Metric Name	Description	Metric Filter Required
EmailInProgress (eInProc)	Number of e-mail interactions currently in process for the agent in the last xx minutes.	None
EmailAccepted (eAcpt)	Number of e-mail interactions accepted by the agent in the last xx minutes.	None
EmailRejected (eRjct)	Number of e-mail interactions rejected by the agent in the last xx minutes.	None
EmailTimedOut (eTO)	Number of e-mail interactions timed out for the agent in the last xx minutes.	None
EmailTransferred (eTxfrs)	Number of e-mail interactions transferred by the agent in the last xx minutes.	None
EmailHandled (eH)	Number of e-mail interactions	None

Source Metric Name	Description	Metric Filter Required
	handled by the agent in the last xx minutes.	
EmailOffered (eOffered)	Number of e-mail interactions offered to the agent in the last xx minutes.	None
EmailHandleTime (eHT)	Total handle time for all the e-mail interactions handled by the agent in the last xx minutes.	None

## iWD

Source Metric Name	Description
WorkItemOffered	Number of work items offered for processing.
WorkItemAccepted	Number of work items offered for processing, and accepted.
WorkItemRejected	Number of work items offered for processing, and rejected.
WorkItemTerminated	Number of work items terminated.
WorkItemProcessed	Number of work items handled.
WorkItemTimedOut	Number of work items that were accepted, pulled, or created and subsequently revoked because of prolonged non activity. For e-mail interactions, this stat type excludes revoked e-mail interactions that were rejected by the agent and includes interactions that timed out as not accepted while delivering.
WorkItemTransfersMade	Number of work item transfers.
WorkItemProcessingTime	Amount of time that work items either were in processing at the beginning of the reporting interval and finished processing within the same reporting interval or started processing within the reporting interval and finished processing within the same reporting interval.

## FA Rule Source Metrics

The rule source metrics in the following Table are retrieved for each agent, and they all relate to stored procedure FA\_Update\_Rule\_Source\_Metric.

Each of the statistic templates specifies the following values:

DBAppSpecificIdColumnName: ruleId

For all rule statistic templates, the default time range and default time profile are not defined. When a statistic based on a rule statistic template is issued, FA passes both the time profile and the time range as overrides. These values are based on the settings of the rule for that particular agent.

Rule	Source Metric Name	Description
Rule 1 - Number of Short Calls (too few)	CallsHandledInTRange	Number of calls handled in the last xx minutes where the talk time of the call was less than a certain amount of time.
Rule 2 - Number of Short Calls (too many)	CallsHandledInTRange	Number of calls handled in the last xx minutes where the talk time of the call was less than a certain amount of time.
Rule 3 - Number of Long Calls (too few)	CallsHandledInTRange	Number of calls handled in the last xx minutes where the talk time of the call was more than a certain amount of time.
Rule 4 - Number of Long Calls (too many)	CallsHandledInTRange	Number of calls handled in the last xx minutes where the talk time of the call was more than a certain amount of time.
Rule 5 - Number of Short Wraps (too few)	WrappedCallsInTRange	Number of calls handled in the last xx minutes where the wrap time was less than a certain amount of time.
Rule 6 - Number of Short Wraps (too many)	WrappedCallsInTRange	Number of calls handled in the last xx minutes where the wrap time was less than a certain amount of time.
Rule 7 - Number of Long Wraps (too few)	WrappedCallsInTRange	Number of calls handled in the last xx minutes where the wrap time was more than a certain amount of time.
Rule 8 - Number of Long Wraps (too many)	WrappedCallsInTRange	Number of calls handled in the last xx minutes where the wrap time was more than a certain amount of time.
Rule 9 - Number of Calls Put On Hold (too few)	CallsOnHold	Number of calls put on hold in the last xx minutes.
Rule 10 - Number of Calls Put on	CallsOnHold	Number of calls put on hold in

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<b>Rule</b>	<b>Source Metric Name</b>	<b>Description</b>
Hold (too many)		the last xx minutes.
Rule 11 - Number of Calls Transferred (too few)	TotalCallsTransferred	Number of calls transferred in the last xx minutes.
Rule 12 - Number of Calls Transferred (too many)	TotalCallsTransferred	Number of calls transferred in the last xx minutes.

## Displayed Report Metrics

The tables in this section show the list of source metrics displayed on the user interface. This section also shows how some of the source metrics are translated into calculated metrics which are displayed on the UI. These metrics are defined in the FA\_Threshold\_Patterns and FA\_State\_Metrics tables for performance and state metrics respectively.

The Type column defines whether the metric is sourced directly from a source metric (raw), or whether it is calculated from a set of source metrics (calc). The Calculation column states the formula used to calculate the metric using the source metric value defined for the agent. The team and supervisor calculations are based on the source metric value defined for all the agents under the respective team or the supervisor.

For multimedia metrics the metric internal names contain prefixes indicating the following:

- w —web chat
- e —e-mail

Multimedia metrics (e-mail & web chat) are available only in a Genesys environment.

### Metrics for Agents

The following Tables show state and performance metrics (voice and multimedia) displayed for agents.

#### State Metrics Displayed for Agents

The following Table shows state metrics displayed for agents.

Metric	Type	Calculation
<b>NEW</b> DN (AgentDN) <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p><b>Tip</b> The DN metric is disabled by default. To display agent DN information on the FA supervisor dashboard, ensure you enable the metric in the Metric Manager.</p> </div>	Raw	N/A
Login Time (loginT)	Raw	N/A
State (state)	Raw	N/A
Time In Current State (stateT)	Raw	N/A
Current Skill Group (sg)	Raw	N/A


Metric	Type	Calculation
(Cisco only)		
Call Type (service) (Cisco only)	Raw	N/A

Agent ID, Alert State, and Agent Skills display in the Column Chooser with other agent state metrics, but they are not source metrics. Agent ID is part of the agent information fetched when FA loads the hierarchy. Alert Status is based on the number of rule violations for an agent. Agent Skills is the list of skills assigned to an agent in the Configuration Server.

## Performance Metrics Displayed for Agents

The following Table shows performance metrics (voice and multimedia) for agents.

### Voice

Metric	Type	Calculation
CallsHandled (nch)	Raw	N/A
CallsTransferred (nct)	Raw	N/A
LongestTalkTime (lth)	Raw	N/A
LongestWrapTime (lwcw)	Raw	N/A
% of Time in Consult (pctConsult)	Calc	$100 * \text{totalConsult} / \text{totalLoggedIn}$
% of Time in Internal (pctInternal)	Calc	$100 * \text{totalInternal} / \text{totalLoggedIn}$
% of Time in Outbound (pctOutbound)	Calc	$100 * \text{totalOutbound} / \text{totalLoggedIn}$
AverageHandleTime (aht)	Calc	$\text{tth} / \text{nch}$
AverageTalkTime (att)	Calc	$\text{ttt} / \text{nch}$
AverageWrapTime (aacw)	Calc	 $\text{tacw} / \text{acwst}$
Consult Average Handle Time (avgConsult)	Calc	$\text{totalConsult} / \text{consultCalls}$
Inbound ACD Average Handle Time (avgACDInbound)	Calc	$\text{totalACD} / \text{ACDCalls}$ NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
Inbound Non-ACD Average Handle Time (avgNonACDInbound)	Calc	$\text{totalNonACD} / \text{nonACDCalls}$ NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
Internal Average Handle Time (avgInternal)	Calc	$\text{totalInternal} / \text{internalCalls}$
Outbound Average Handle Time (avgOutbound)	Calc	$\text{totalOutbound} / \text{outboundCalls}$

## Web Chat

Metric	Type	Calculation
ChatInProgress (wInProc)	Raw	N/A
ChatAccepted (wAcpt)	Raw	N/A
ChatRejected (wRjct)	Raw	N/A
ChatPercentageRejected (wRjctPct)	Calc	$(wRjct)*100/(wOffered)$
ChatTimedOut (wTO)	Raw	N/A
ChatPercentageTimedOut (wTOPct)	Calc	$(wTO)*100/ (wOffered)$
ChatTransferred (wTxfrs)	Raw	N/A
ChatHandled (wH)	Raw	N/A
ChatOffered (wOffered)	Raw	N/A
ChatHandleTime (wHT)	Raw	N/A
ChatAverageHandleTime (wAHT)	Calc	$wHT/ wH$

## Email

Metric	Type	Calculation
EmailInProgress (eInProc)	Raw	N/A
EmailAccepted (eAcpt)	Raw	N/A
EmailRejected (eRjct)	Raw	N/A
EmailPercentageRejected (eRjctPct)	Calc	$(eRjct)*100/(eOffered)$
EmailTimedOut (eTO)	Raw	N/A
EmailPercentageTimedOut (eTOPct)	Calc	$(eTO)*100/(eOffered)$
EmailTransferred (eTxfrs)	Raw	N/A
EmailHandled (eH)	Raw	N/A
EmailOffered (eOffered)	Raw	N/A
EmailHandleTime (eHT)	Raw	N/A
EmailAverageHandleTime (eAHT)	Calc	$eHT/ eH$

## Metrics for Teams and Supervisors

The following Tables show state and performance metrics for teams and supervisors.

## State Metrics for Teams and Supervisors

Metric	Type	Calculation
AgentsInLoggedState (Logged)	Calc	COUNT(Agents in the team) where state=1 (Logged In)
AgentsInNotReadyState (Not Ready)	Calc	COUNT(Agents in the team) where state=113 (Not Ready)
AgentsInReadyState (Ready)	Calc	COUNT(Agents in the team) where state=115 (Ready)
AgentsInTalkingState (Talking)	Calc	COUNT(Agents in the team) where state=107 (Talking)
AgentsInAfterCallWorkState (Wrap)	Calc	COUNT(Agents in the team) where state=117 (After call work)
AgentsInHoldState (Hold)	Calc	COUNT(Agents in the team) where state=110 (Hold)
TotalNumberOfAgents (Total)	Calc	COUNT(Agents in the team)


## Performance Metrics for Teams and Supervisors

The following Tables shows performance metrics (voice and multimedia) for teams and supervisors.

### Voice

Metric	Type	Calculation (Using Source Metrics)
% of Time in ACD Inbound (pctACDInbound)	Calc	100*totalACD/totalLoggedIn NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
% of Time in Non-ACD Inbound (pctNonACDInbound)	Calc	100*totalNonACD/totalLoggedIn NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
% of Time in Consult (pctConsult)	Calc	100*totalConsult/totalLoggedIn
% of Time in Internal (pctInternal)	Calc	100*totalInternal/totalLoggedIn
% of Time in Outbound (pctOutbound)	Calc	100*totalOutbound/total LoggedIn
CallsHandled (tnch)	Calc	SUM(nch)
CallsTransferred (tnct)	Calc	SUM(nct)
Consult Average Handle Time (avgConsult)	Calc	totalConsult/consultCalls
Inbound ACD Average Handle Time (avgACDInbound)	Calc	totalACD/ACDCalls



Metric	Type	Calculation (Using Source Metrics)
		NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
Inbound Non-ACD Average Handle Time (avgNonACDInbound)	Calc	totalNonACD/nonACDCalls NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
Internal Average Handle Time (avgInternal)	Calc	totalInternal/internalCalls
LongestTalkTime (tltt)	Calc	MAX(Itt)
LongestWrapTime (tlacw)	Calc	MAX(lacw)
Outbound Average Handle Time (avgOutbound)	Calc	totalOutbound/outboundCalls
AverageHandleTime (taht)	Calc	SUM(tht)/SUM(nch)
AverageTalkTime (tatt)	Calc	SUM(ttt)/SUM(nch)
AverageWrapTime (taacw)	Calc	 ttacw/tacwst

### Web Chat

Metric	Type	Calculation (Using Source Metrics)
ChatInProgress (team_wInProc)	Calc	SUM(wInProc)
ChatAccepted (team_wAcpt)	Calc	SUM(wAcpt)
ChatRejected (team_wRjct)	Calc	SUM(wRjct)
ChatPercentageRejected (team_wRjctPct)	Calc	SUM(wRjct)*100/SUM(wOffered)
ChatTimedOut (team_wTO)	Calc	SUM(wTO)
ChatPercentageTimedOut (team_wTOPct)	Calc	SUM(wTO)*100/SUM(wOffered)
ChatTransferred (team_wTxfrs)	Calc	SUM(wTxfrs)
ChatHandled (team_wH)	Calc	SUM(wH)
ChatOffered (team_wOffered)	Calc	SUM(wOffered)
ChatHandleTime (team_wHT)	Calc	SUM(wHT)
ChatAverageHandleTime (team_wAHT)	Calc	SUM(wHT)/SUM(wH)

### Email

Metric	Type	Calculation (Using Source Metrics)
EmailInProgress (team_eInProc)	Calc	SUM(eInProc)

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Metric	Type	Calculation (Using Source Metrics)
EmailAccepted (team_eAcpt)	Calc	SUM(eAcpt)
EmailRejected (team_eRjct)	Calc	SUM(eRjct)
EmailPercentageRejected (team_eRjctPct)	Calc	$SUM(eRjct) * 100 / SUM(eOffered)$
EmailTimedOut (team_eTO)	Calc	SUM(eTO)
EmailPercentageTimedOut (team_eTOPct)	Calc	$SUM(eTO) * 100 / SUM(eOffered)$
EmailTransferred (team_eTxfrs)	Calc	SUM(eTxfrs)
EmailHandled (team_eH)	Calc	SUM(eH)
EmailOffered (team_eOffered)	Calc	SUM(eOffered)
EmailHandleTime (team_eHT)	Calc	SUM(eHT)
EmailAverageHandleTime (team_eAHT)	Calc	$SUM(eHT) / SUM(eH)$

## iWD Metrics Displayed for Agents

Starting in release 8.5.1, Frontline Advisor supports iWD metrics for agents. See [Stat Server Definitions for FA Source Metrics](#) for information about source metrics related to the iWD metrics in FA.

Metric	Display Name	Type	Calculation	Time Profile
WorkItemOffered	Offered iWD	Raw	WorkItemOffered	None supplied. Configure in <b>Report Metrics</b> manager.
WorkItemAccepted	Accepted iWD	Raw	WorkItemAccepted	None supplied. Configure in <b>Report Metrics</b> manager.
WorkItemRejected	Rejected iWD	Raw	WorkItemRejected	None supplied. Configure in <b>Report Metrics</b> manager.
WorkItemTerminated	Terminated iWD	Raw	WorkItemTerminated	None supplied. Configure in <b>Report Metrics</b> manager.
WorkItemProcessed	Processed iWD	Raw	WorkItemProcessed	None supplied. Configure in <b>Report Metrics</b> manager.
WorkItemTimedOut	Timed Out iWD	Raw	WorkItemTimedOut	None supplied. Configure in <b>Report Metrics</b> manager.
WorkItemTransfersMade	Transfers Made iWD	Raw	WorkItemTransfersMade	None supplied. Configure in <b>Report Metrics</b> manager.
WorkItemProcessingTime	Processing Time iWD	Raw	WorkItemProcessingTime	None supplied. Configure in <b>Report Metrics</b> manager.
WorkItemAverageProcessingTime	Avg Processing Time iWD	Calculated	$\frac{\text{WorkItemProcessingTime}}{\text{WorkItemProcessed}}$	None supplied. Configure in <b>Report Metrics</b> manager.

# Stat Server Definitions for FA Source Metrics

The following Table lists the Genesys statistic definitions used by the default metrics. You can also view these in the Source Metric Manager in the Administration module. Visibility of the Source Metric Manager is controlled by role-based access control privileges.

Source Metric ID	Stat Server Metric Name	Definition
1	AvgHandledCallsTime	Category=AverageTime Main Mask=CallInbound, CallOutbound, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Relative Mask=CallInbound, CallOutbound Subject=DNAction MediaType=Voice
2	AvgHandledCallsTalkTime	Category=AverageTime Main Mask=CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Relative Mask=CallInbound, CallOutbound Subject=DNStatus MediaType=Voice
3	CallsAnswered	Category=TotalNumber MainMask= CallAnsweredInbound, CallAnsweredUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=Voice
4	CallsOffered	Category=TotalNumber MainMask=CallAnsweredInbound, CallAnsweredUnknown, CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=Voice
5	LoggedOn	Category=CurrentNumber MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus
6	TalkingIn	Category=CurrentNumber Description=Current number of inbound calls being handled.

Source Metric ID	Stat Server Metric Name	Definition
		MainMask=CallInbound Objects=Agent, GroupAgents, GroupPlaces, Place Subject=DNStatus MediaType=Voice
7	TalkingOther	Category=CurrentNumber MainMask=CallUnknown, CallInternal, CallConsult Objects=Agents, GroupAgents, GroupPlaces Subject=DNStatus MediaType=Voice
8	TalkingOut	Category=CurrentNumber Description=Current number of outbound calls being handled. MainMask=CallOutbound Objects=Agent, GroupAgents, GroupPlaces, Place Subject=DNStatus MediaType=Voice
9	AgentState	Description=Current State Category=CurrentState MainMask=* Objects=Agent Subject=AgentStatus
10	Ready	Category=CurrentNumber MainMask=*, ~NotReadyForNextCall, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus
11	LongestCallQueue	Category=CurrentMaxTime MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice
12	WorkReady	Category=CurrentNumber MainMask=AfterCallWork Objects=GroupAgents, GroupPlaces Subject=AgentStatus
13	Hold	Category=CurrentNumber MainMask=CallOnHold Objects=GroupAgents, GroupPlaces Subject=AgentStatus
14	NotReady	Category=CurrentNumber MainMask=NotReadyForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus

Source Metric ID	Stat Server Metric Name	Definition
15	Avail	Category=CurrentNumber MainMask=WaitForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus
16	CallsQNow	Category=CurrentNumber Description=Current Number of Calls waiting in Queue Formula=DCID MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice
17 <b>NOTE:</b> Replaces metric ID #109 starting in release 8.5.0	DateTimeLogin	Description=Login Time Category=CurrentContinuousTime MainMask=*, ~LoggedOut Objects=Agent Subject=AgentStatus
18	CallsHandled	Description=Calls Handled Category=TotalNumber MainMask=CallInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Media Type=Voice
19	LongestAvailAgent	Category=CurrentMaxTime MainMask=WaitForNextCall Objects=GroupAgents Subject=AgentStatus
20	ServiceLevelAband	Category=TotalNumberInTimeRange MainMask=CallAbandoned Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice
21	ServiceLevelCalls	Category=TotalNumberInTimeRange MainMask=CallAnswered Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice
22	ServiceLevelCallsQHeld	Category=CurrentNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice
23	ServiceLevelCallsOnHold	Category=TotalNumberInTimeRange MainMask=CallWait

Source Metric ID	Stat Server Metric Name	Definition
		Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice
24	WorkReadyTime	Description=Total Wrap Time  Category=TotalAdjustedTime MainMask=AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
25	CallsAbandQ	Category=TotalNumber  Description=Total number of new calls abandoned MainMask=CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown, CallAbandonedInbound, CallAbandonedUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAction MediaType=Voice
26	CallsAnsweredQueue	Category=TotalNumber  Description=Total number of new calls answered Formula=DCID MainMask=CallAnsweredInbound, CallAnsweredUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAction MediaType=Voice
27	CallsOfferedQueue	Category=TotalNumber  Description=Total number of new calls distributed Formula=DCID MainMask=CallEnteredInbound, CallEnteredUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAction MediaType=Voice
28	TalkTime	Description=Total Talk Time  Category=TotalTime MainMask=CallInbound, CallUnknown, CallConsult, CallInternal Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice
29	AnswerWaitTimeQueue	Category=TotalTime  Description=Total time to answer MainMask=CallAnswered Objects=GroupQueues,Queue,RoutePoint Subject=DNAction MediaType=Voice

Source Metric ID	Stat Server Metric Name	Definition
30	AnswerWaitTime	Category=TotalTime MainMask=CallWait Objects= GroupAgents, GroupPlaces Subject=DNAction MediaType=Voice
31	CallsQNowTime	Category=CurrentTime MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint Subject=DNAction MediaType=Voice
32	PercentUtilization	Category=RelativeTimePercentage MainMask=CallInbound, CallOutbound, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces RelMask=*, ~NotReadyForNextCall Subject=DNStatus MediaType=Voice
33	EmailAccepted	Category=TotalNumber MainMask=CallAnswered Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
34	EmailHandleTime	Category=TotalTime MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
35	EmailHandled	Category=TotalNumber MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
38	EmailOffered	Category=TotalNumber MainMask=RinginStarted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
39	EmailRejected	Category=TotalNumber MainMask=CallAbandonedFromRingin Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
41	EmailInboundStopped	Category=TotalNumber



Source Metric ID	Stat Server Metric Name	Definition
		MainMask=PlaceholderForInteractionStopped3 Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
42	EmailTimedOut	Category=TotalNumber MainMask=PlaceholderForRevoking Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
43	EmailTransfers	Category=TotalNumber MainMask=CallTransferMade Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
44	EmailInProgress	Category=CurrentNumber MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
47	ChatAccepted	Category=TotalNumber MainMask=CallAnswered Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
48	ChatInboundStopped	Category=TotalNumber MainMask=PlaceholderForInteractionStopped3 Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
49	ChatInProgress	Category=CurrentNumber MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
50	ChatHandled	Category=TotalNumber MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
51	ChatHandleTime	Category=TotalTime MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents,

Source Metric ID	Stat Server Metric Name	Definition
		GroupPlaces Subject=DNAction
53	ChatOffered	Category=TotalNumber MainMask=RinginStarted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
54	ChatRejected	Category=TotalNumber MainMask=CallAbandonedFromRingin Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
56	ChatTimedOut	Category=TotalNumber MainMask=PlaceholderForRevoking Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
60	ChatTransfers	Category=TotalNumber MainMask=CallTransferMade Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
80	LoggedOnTime	Category=TotalTime Description=Total LoggedIn Time MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus
81	NotReadyTime	Category=TotalTime Description=Total Not Ready Status Time MainMask=NotReadyForNextCall Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus
82	CallsHandledQueue	Category=TotalNumber MainMask=CallReleased Objects=Queue, GroupQueues, RoutePoint Subject=DNAction MediaType=Voice
83	TalkTimeQueue	Category=TotalTime MainMask=CallReleased Objects=Queue, GroupQueues, RoutePoint Subject=DNAction
84	HandleTime	Category=TotalTime

Source Metric ID	Stat Server Metric Name	Definition
		MainMask=CallReleased, ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAction
85	ACWTime	Category=TotalTime MainMask= ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAction
86	VoiceAvail	Category=CurrentTargetState MainMask=* Objects=GroupAgents, Agent Subject=AgentStatus
87	CallsOut	Category=TotalNumber MainMask=CallEnteredOutbound Objects=Queue, GroupQueues, RoutePoint Subject= DNAction
88	ExpectedDelay	Category=EstimWaitingTime MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint RelMask=CallDistributed, CallAbandoned Subject=DNAction
89	TalkAndHoldTime	Category=TotalTime MainMask=CallInbound, CallConsult, CallUnknown, CallInternal Objects=Agent, GroupAgents Subject=DNAction MediaType=voice
90	ACWStatus	Category=TotalNumber MainMask=AfterCallWork Objects=Agent, GroupAgents Subject=DNAction MediaType=voice
91	CurrentNumberHandling	Category=CurrentNumber MainMask=CallInbound, CallInternal, Call Consult, CallUnknown, CallOnHold, CallOutbound Objects=Agent, GroupAgents Subject=AgentStatus
92	TotalTimeInteractionsHandled	Category=TotalTime MainMask=CallInbound, CallInternal, Call Consult, CallUnknown, CallOnHold Objects=Agent, GroupAgents Subject=AgentStatus
100	TimeInCurrState	Category=CurrentTime

Source Metric ID	Stat Server Metric Name	Definition
		MainMask=* Objects=Agent Subject=AgentStatus
101	TotalCallsTransferred	Category=TotalNumber MainMask=CallTransferMade Objects=Agent Subject=DNAction
102	LongestCall	Category=MaxTime MainMask=CallInbound, CallUnknown Objects=Agent Subject=DNAction
104	TotalHandleTime	Category=TotalTime MainMask= CallInbound, CallInternal, CallConsult, CallUnknown, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
105	LongestACW	Category=MaxTime MainMask=AfterCallWork Objects=Agent Subject=DNAction
106	WrappedCallsInTRange	Category=TotalNumberInTimeRange MainMask=AfterCallWork Objects=Agent Subject=DNAction
107	ReasonCode	Category= CurrentStateReasons MainMask=* Objects=Agent Subject=DNAction
108	CallsOnHold	Category=TotalNumber MainMask=CallOnHold Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
109 <b>NOTE:</b> Replaced by <b>metric ID #17</b> starting in release 8.5.0.	Informiam.Login_Timestamp	Category=CurrentContinuousTime MainMask=*, ~LoggedOut Objects=Agent Subject=AgentStatus
112	CallsHandledInTRange	Category=TotalNumberInTimeRange MainMask=CallInbound Objects=Agent Subject=DNAction

Source Metric ID	Stat Server Metric Name	Definition
306	LoggedOnVoiceTime	Category=TotalTime MainMask=*, ~NotMonitored Objects=Agents, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice
308	LoggedOnVoice	Category=CurrentNumber MainMask=LoggedIn Objects=Agent, GroupAgents Subject=DNAction MediaType=voice
500	InboundACWVoiceTime	Category=TotalAdjustedTime Description=Total Time Inbound ACW MainMask=AfterCallWorkInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice
501	OutboundACWVoiceTime	Category=TotalAdjustedTime Description=Total Time Outbound ACW MainMask=AfterCallWorkOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice
502	OtherACWVoiceTime	Category=TotalAdjustedTime Description=Total Time Other ACW MainMask=AfterCallWorkUnknown, AfterCallWorkInternal, AfterCallWorkConsult Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice
503	AllACWVoiceTime	Category=TotalAdjustedTime Description=Total Time All ACW MainMask=AfterCallWorkInbound, AfterCallWorkUnknown, AfterCallWorkInternal, AfterCallWorkConsult, AfterCallWorkOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice
504	ReadyTime	Category=TotalTime Description=Total Ready Status Time MainMask=WaitForNextCall Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus
505	InboundUnknownVoiceCalls	Category=TotalNumber

Source Metric ID	Stat Server Metric Name	Definition
		Description=Total Number Inbound Calls MainMask=CallInbound, CallUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=voice
506	OutboundVoiceCalls	Category=TotalNumber  Description=Total Number Outbound Calls MainMask=CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=voice
507	ConsultCalls	Category=TotalNumber  Description=Total Number Consult Calls MainMask=CallConsult Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
508	InternalVoiceCalls	Category=TotalNumber  Description=Total Number Internal Calls MainMask=CallInternal Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=voice
509	InboundVoiceStatusTime	Category=TotalTime  Description=Total Inbound Status Time MainMask=CallInbound, CallUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice
510	OutboundVoiceStatusTime	Category=TotalTime  Description=Total Outbound Status Time MainMask=CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice
511	ConsultStatusTime	Category=TotalTime  Description=Total Consult Status Time MainMask=CallConsult Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus
512	InternalVoiceStatusTime	Category=TotalTime  Description=Total Internal Status Time

Source Metric ID	Stat Server Metric Name	Definition
		MainMask=CallInternal Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice
<b>NEW</b> 7007	InteractionOffered	Category=TotalNumber  Description=The total number of interactions that were offered for processing during the specified time period. This statistic counts interactions both offered by business routing strategies and by other agents. MainMask=InteractionDeliveringStarted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Channel=All
<b>NEW</b> 7008	InteractionAccepted	Category=TotalNumber  Description=The total number of interactions that were offered for processing and that were accepted during the specified time period. MainMask=InteractionAccepted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Channel=All
<b>NEW</b> 7009	InteractionRejected	Category=TotalNumber  Description=The total number of interactions that were offered for processing and that were rejected during the specified time period. MainMask=InteractionRejected Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Channel=All
<b>NEW</b> 7010	InboundInteractionStopped	Category=TotalNumber  Description=The total number of inbound interactions that were terminated by an agent (agents) during the specified time period. MainMask=InteractionStoppedInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Channel=All
<b>NEW</b> 7011	InteractionProcessed	Category=TotalNumber  Description=The total number of interactions handled during the specified time period. MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Channel=All
<b>NEW</b> 7012	InteractionTimedOut	Category=TotalNumber

Source Metric ID	Stat Server Metric Name	Definition
		Description=The total number of interactions that were revoked during the specified time period due to prolonged nonactivity. This excludes e-mails that were rejected by the agent and includes e-mails that timed out as not accepted while delivering. MainMask=InteractionRevoked Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Channel=All
<b>NEW</b> 7013	TotalNumberTransferMade	Category=TotalNumber  Description=The total number of transfers made during the specified time period. This statistic counts each transfer separately including those where the agent transferred the same interaction more than once. MainMask=TransferMade Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Channel=All
<b>NEW</b> 7014	InteractionProcessingTime	Category=TotalTime  Description=The total amount of time that interactions were in processing within the specified time period and for which processing has finished within the same time period. MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Channel=All
<b>NEW</b> 7017	WorkItemOffered	Category=TotalNumber  Description=The total number of media work items that were offered for processing during the specified time period. This statistic counts media work items both offered by business routing strategies and by other agents. MainMask=InteractionDeliveringStarted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Filter Name=Media_Workitem
<b>NEW</b> 7018	WorkItemAccepted	Category=TotalNumber  Description=The total number of media work items that were offered for processing and that were accepted during the specified time period. MainMask=InteractionAccepted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Filter Name=Media_Workitem
<b>NEW</b> 7019	WorkItemRejected	Category=TotalNumber



Source Metric ID	Stat Server Metric Name	Definition
		Description=The total number of media work items that were offered for processing and that were rejected during the specified time period. MainMask=InteractionRejected Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Filter Name=Media_Workitem
<b>NEW</b> 7020	WorkItemTerminated	Category=TotalNumber Description=The total number of inbound media work items that were terminated by an agent (agents) during the specified time period. MainMask=InteractionStoppedInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Filter Name=Media_Workitem
<b>NEW</b> 7021	WorkItemProcessed	Category=TotalNumber Description=The total number of media work items handled during the specified time period. MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Filter Name=Media_Workitem
<b>NEW</b> 7022	WorkItemTimedOut	Category=TotalNumber Description=The total number of media work items that were revoked during the specified time period due to prolonged nonactivity. This excludes e-mails that were rejected by the agent and includes e-mails that timed out as not accepted while delivering. MainMask=InteractionRevoked Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Filter Name=Media_Workitem
<b>NEW</b> 7023	WorkItemTransferMade	Category=TotalNumber Description=The total number of media work item transfers made during the specified time period. This statistic counts each transfer separately including those where the agent transferred the same interaction more than once. MainMask=TransferMade Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Filter Name=Media_Workitem
<b>NEW</b> 7024	WorkItemProcessingTime	Category=TotalTime Description=The total amount of time that media work items were in processing during the specified time period and for which

Source Metric ID	Stat Server Metric Name	Definition
		processing has finished within the same time period. MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Filter Name=Media_Workitem

# CCAdv and WA Metrics

The tables on the following pages provide descriptions of the default (out-of-box) Contact Center Advisor and Workforce Advisor metrics:

- [CCAdv Application Voice and Alert Metrics](#)
- [WA Voice Metrics](#)
- [Agent Group Voice Metrics](#)
- [Alert Metrics](#)
- [Queue Metrics and Agent Stats](#)
- [Agent Group Metrics](#)
- [CCAdv Web and Email Metrics](#)
- [Stat Server Definitions for CCAdv/WA Source Metrics](#)

For your reference, the following sections describe the Genesys intelligent Workload Distribution (iWD) metrics for queue activity (Interaction Queues) and agent group activity that are available in CCAdv/WA:

- [iWD Application Metrics \(CCAdv\)](#)
- [iWD Agent Group Metrics](#)

# 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/ Cabn	Number of calls abandoned while in queue or ringing.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	CallsAbandQ > RouterCallsAbandQ	Cisco Services: CallsAbandQTo5 CallsAbandQHalf CallsAbandQToday  Genesys/Cisco Call Types: RouterCallsAbandQTo5 RouterCallsAbandQHalf RouterCallsAbandQToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count
<b>NEW</b> Abandoned Quote/ 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  CampDialAbandoned > M6013	100 * (CampDialAbandonedTo5/ CampDialMadeTo5)  100 * (CampDialAbandonedHalf/ CampDialMadeHalf) 100 * (CampDialAbandonedToday/ CampDialMadeToday)	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Percent
<b>NEW</b> Abandoned/ 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  CampDialAbandonedHalf CampDialAbandonedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count
Abandoned %/ AbnPct	Percentage of calls abandoned while in queue or ringing.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	CallsAbandQ > RouterCallsAbandQ  CallsOfferedQueue > CallsOffered	Cisco Services:  100*(CallsAbandQTo5/ CallsOfferedTo5) 100*(CallsAbandQHalf/ CallsOfferedHalf)	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Percent

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

Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
				RouterCallsAbandQTo5 CallsAnsweredHalf + RouterCallsAbandQHalf CallsAnsweredToday + RouterCallsAbandQToday		
<b>NEW</b> 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	CampAnsweringMachineTo5 CampAnsweringMachineHalf CampAnsweringMachineToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count
<b>NEW</b> 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/ 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=  CISCO: 3 ("Ready") or Genesys: 115 ("WaitForNextCall")	Point in Time	Above Count
AvailVoice/ 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.  Genesys: AgentVoiceReady = 1 CISCO: AgentState = 3	Point in Time	Above Count
Available%/ 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)  STF (Staffed): AgentState <=> 116 (LoggedOut) and AgentState	AA/STF *100	Point in Time	Above 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)/ 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 CallsHandledQueue > CallsHandled	Cisco: (HandleTimeTo5 - TalkTimeTo5 - HoldTimeTo5) / CallsHandledTo5 (HandleTimeHalf - TalkTimeHalf - HoldTimeHalf) / CallsHandledHalf (HandleTimeToday - TalkTimeToday - HoldTimeToday) / CallsHandledToday  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 Seconds
Average Delay (AvgDly)/ AvgDL	Average delay in seconds for calls currently in queue.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	CallsQNowTime > RouterCallsQNowTime CallsQNow > RouterCallsQNow	Cisco Services: CallsQNowTime/ CallsQNow at any level  Genesys/Cisco Call Types: RouterCallsQNow/ RouterCallsQNowTime	Point in Time	Above Seconds

Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
Average Handle Time (AHT)/ AHT	Average handle time in seconds for calls.	Cisco ICM Services, Call Types, Cisco Services, Cisco Call Types  Genesys Virtual Queues, Genesys Queues	HandleTime > HandleTime  CallsHandledQueue > CallsHandled	HandleTimeTo5 /CallsHandledTo5  HandleTimeHalf /CallsHandledHalf HandleTimeToday /CallsHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above  Seconds
Average Speed to Answer (ASA)/ ASA	Average answer wait time in seconds for calls offered	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	AnswerWaitTimeQueue > AnswerWaitTime  CallsAnsweredQueue > CallsAnswered	AnswerWaitTimeTo5 / CallsAnsweredTo5  AnswerWaitTimeHalf / CallsAnsweredHalf AnswerWaitTimeToday / CallsAnsweredToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above  Seconds
Average Talk Time (ATT)/ ATT	Average talk time in seconds for calls.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	TalkTimeQueue > TalkTime  CallsHandledQueue > CallsHandled	TalkTimeTo5 / CallsHandledTo5  TalkTimeToHalf / CallsHandledHalf TalkTimeToday / CallsHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above  Seconds
<b>NEW</b> Busy/ 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  CampDialBusyHalf CampDialBusyTo5	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count
<b>NEW</b> 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 CampCallbacksCompletedHalf CampCallbacksCompletedToday	(since start of current half-hour), Today/Daily (since midnight)	
<b>NEW</b> Callbacks Missed/ 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	CampCallbacksMissedTo5 CampCallbacksMissedHalf CampCallbacksMissedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count
<b>NEW</b> Callbacks Scheduled/	The total number of personal callbacks scheduled.	Genesys Queues	CampCallbacks Scheduled > M6006	CampCallbacksScheduledTo5	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				CampCallbacksScheduledHalf CampCallbacksScheduledToday	Today/Daily (since midnight)	
Calls/ CIN	Number of incoming calls currently in progress. <b>NOTE:</b> 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 Genesys/Cisco Call Types: For all unique agent/skill groups related to the application(s) in scope: Sum (SGRT.TalkingIn)	Point in Time	Above Count
CallsCleared/ 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 Cisco Call Types: N/A Genesys ACD Queues: N/A Genesys Virtual Queues: CallsClearedTo5 CallsClearedHalf CallsClearedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count
CallsProg/ CP_C	Number of inbound and outbound calls currently being handled.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	TalkingIn > TalkingIn TalkingOut > TalkingOut	Cisco: CallsInProgress Genesys: For all unique agent groups related to the application(s) in scope: Sum (SGRT.TalkingIn + SGRT.TalkingOut)	Point in Time	N/A 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.					
<b>NEW</b> 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
<b>NEW</b> 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
<b>NEW</b> 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/ 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  Cisco Call Types: (((CallsQNow) + 1) * ([HandleTimeTo5] / [CallsHandledTo5])) / ([STF] - [NOT_READY_APP])	Point in Time	Above Seconds
<b>NEW</b> Fax/Modem/ 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  CampFaxDetectedHalf CampFaxDetectedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count
<b>NEW</b> Hit Ratio/ 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  CampDialMade > M6002	100 * CampAnswersTo5/ CampDialMadeTo5  100 * CampAnswersHalf/ CampDialMadeHalf 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)/ HT	Total handle time in seconds for calls.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	HandleTime > HandleTime	HandleTimeTo5 HandleTimeHalf HandleTimeToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Seconds
Handled/ CH	Number of calls handled.	Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues	CallsHandledQueue > CallsHandled	CallsHandledTo5 CallsHandledHalf CallsHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A Count
Hold/Other/ 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=  CISCO: 10 ("Calls On Hold") or Genesys: 110 ("CallOnHold")	Point in Time	Above Count
LongAvail/ 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  Genesys: For all unique agent groups related to the application(s) in scope: Max (DateTime - LongestAvailAgent)	Point in Time	Above Seconds

Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
LongQueue/ 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:  DateTime - LongestCallQ (ICM calculates LongestCallQ to the end of the five-minute period.)  Genesys/Cisco Call Types: DateTime - RouterLongestCallQ	Point in Time	Above Seconds
<b>NEW</b> No Answer/ 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  CampNoAnswerHalf CampNoAnswerToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count
NotReady/ 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=  CISCO: 2 ("Not Ready") or 5 ("Work Not Ready") Genesys: 113 ("NotReadyForNextCall")	Point in Time	Above Count
Offer/ COF	Number of incoming and internal calls offered to this	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	CallsOfferedQueue > CallsOffered	CallsOfferedTo5  CallsOfferedHalf CallsOfferedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour),	N/A 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/ COT	Number of outbound calls by agents.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	CallsOut > CallsOut	CallsOutTo5 CallsOutHalf CallsOutToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A Count
<b>NEW</b> Per. Callbacks Completed/ 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 CallbacksCompleted > M6007	CampPersonalCallbacks CompletedTo5 CampPersonalCallbacks CompletedHalf CampPersonalCallbacks CompletedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count
<b>NEW</b> Per. Callbacks Missed/ 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 CallbacksMissed > M6008	CampPersonalCallbacks MissedTo5 CampPersonalCallbacks MissedHalf 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.					
<b>NEW</b> Per. Callbacks Scheduled/ CampPersonal CallbacksScheduled	The total number of personal callbacks scheduled.	Genesys Queues	CampPersonal CallbacksScheduled > M6009	CampPersonalCallbacks ScheduledTo5 CampPersonalCallbacks ScheduledHalf CampPersonalCallbacks ScheduledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count
QDep%/ 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  STF(Staffed): The number of agents in AgentState <>116(LoggedOut) and AgentState <>101(NotMonitored) and AgentState <>102(Monitored)	Cisco Services: CallsQNow / STF * 100  Genesys/Cisco Call Types: RouterCallsQNow / STF * 100	Point in Time	Above Percent
QPastSL/ 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 Count
Queue/ CQ	Number of calls in queue now.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	CallsQNow > RouterCallsQNow	Cisco Services: CallsQNow  Genesys/Cisco Call Types: RouterCallsQNow	Point in Time	N/A Count
<b>NEW</b> 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	<p>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.)</p> <p>CampRecordsCompleted can also apply to a specified campaign, in which case the statistic is the total number of records processed during that campaign.</p>		Completed > M6010	<p>CompletedTo5</p> <p>CampRecordsCompletedHalf</p> <p>CampRecordsCompletedToday</p>	(since start of current half-hour), Today/Daily (since midnight)	
<p><b>NEW</b> SIT detected/ CampSITDetected</p>	<p>Campaign Manager with a call result of "DIALSITDetected". A Special Information Tone (SIT) identifies a network-provided announcement and precedes a machine-generated announcement</p>	Genesys Queues	CampSITDetected > M6020	<p>CampSITDetectedTo5</p> <p>CampSITDetectedHalf</p> <p>CampSITDetectedToday</p>	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 %/ 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 > ServiceLevelCalls ServiceLevelCallsOnHold > ServiceLevelCallsOnHold ServiceLevelCallsOffered > ServiceLevelCallsOffered	$100 * \frac{\text{ServiceLevelCallsTo5}}{\text{ServiceLevelCallsOfferedTo5}}$ <p>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</p> <ul style="list-style-type: none"> <li>Repeat for ToHalf and Today.</li> <li>ServiceLevelCalls is the total number of calls answered by agents during the specified time interval before the service level</li> </ul>	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Below Percent

Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
				threshold expired. <ul style="list-style-type: none"> <li>ServiceLevelCallsOnHold is the total number of calls waiting in queue before the SL threshold expired.</li> </ul>		
SL% (Plus Aband)/ SIPsSIAbn	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 > ServiceLevelCalls ServiceLevelCallsOnHold > ServiceLevelCallsOnHold ServiceLevelAband > ServiceLevelAband ServiceLevelCallsOffered > ServiceLevelCallsOffered	$100 * ((ServiceLevelCallsto5 + ServiceLevelAbandTo5) / ServiceLevelCallsOfferedTo5)$ 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 <ul style="list-style-type: none"> <li>Repeat for ToHalf and Today.</li> <li>ServiceLevelCalls is the total</li> </ul>	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Below 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. <ul style="list-style-type: none"> <li>• ServiceLevelCallsOnHold is the total number of calls waiting in queue before the SL threshold expired.</li> <li>• ServiceLevelAband is the total number of calls abandoned at the queue before the service level threshold expired during the specified time interval.</li> </ul>		
Staffed/ 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 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  CISCO: 0 ("Logged Off") and Genesys: ("NotMonitored" 101), ("NotMonitored" 102), (LoggedOut 116).		
Talking/ 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  Genesys/CISCO Call Types: Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in AgentState= CISCO: (4 "Talking") or Genesys: (105 "CallConsult"),(107 "CallInbound"),(108 "CallInternal"),(109 "CallOutbound"),(112 CallUnknown)	Point in Time	N/A Count
TransOut/ TOC	Number of calls transferred out of the queue.	Cisco Services	N/A	TransferOutCallsTo5  TransferOutCallsHalf TransferOutCallsToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count
<b>NEW</b> 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.			

# WA Voice Metrics

The following Table lists Workforce Advisor voice metrics.

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
Actual Abandoned	ABAND	Number of calls abandoned invited (ringing).	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: CallsAbandQHalf  Genesys: RouterCallsAbandQHalf	30 Min (since start of current half-hour)	Count
Act Pos Staffed	APS	Number of agents that actually worked (logged on).	Calculated	STFT/5	30 Min (since start of current half-hour)	Count
ACC %	ACSBLT_WU	Accessibility % is a productivity metric that compares the total calls offered to answered.	Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services:  100*(CallsAbandQHalf/ CallsOfferedHalf)  Genesys/Cisco Call Types: 100*(RouterCallsAbandQHalf /CallsOfferedHalf)	30 Min (since start of current half-hour)	Percent
Actual Abandoned %	ABANDPCT	Percentage of offered contacts that were abandoned.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	100*(ABAND/ANCO)	30 Min (since start of current half-hour)	Percent
Actual AHT	AAHT	Actual average handle time in seconds for the calls handled.	Cisco ICM Services/ Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	HandleTimeHalf / CallsHandledHalf	30 Min (since start of current half-hour)	Seconds
Actual ASA	AASA	Average answer wait time in seconds for calls offered.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	Cisco:  (CallsHandledHalf * AnswerWaitTimeHalf / CallsAnsweredHalf) / CallsHandledHalf	30 Min (since start of current half-hour)	Seconds

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				Genesys: (Sum(CallsHandledHalf) * AnswerWaitTimeHalf / CallsAnsweredHalf) / Sum(CallsHandledHalf) Where Sum(CallsHandledHalf) is the sum of this metric from a unique set of Agent Groups associated with the contact group.		
Actual Calls Entered	ANCE	Number of inbound, outbound, and consult calls for the contact group. This includes transferred calls.	Genesys Queues	CallsEnteredHalf	30 Min (since start of current half-hour)	Count
Actual NCH	ANCH	Number of actual contacts handled.	Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	CallsHandledHalf	30 Min (since start of current half-hour)	Count
Actual NCO	ANCO	Number of inbound calls for the contact group. This does not include transferred calls.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	Media Server Import: ICM: CallsOfferedHalf	30 Min (since start of current half-hour)	Count
Actual SL%	ASL	Actual percentage of offered contacts answered within the acceptable delay.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys ACD Queues	CISCO ICM/IPCC: 100 * ServiceLevelCallsHalf / ServiceLevelCallsOfferedHalf  Genesys Stat Server: 100 * ServiceLevelCallsHalf /	30 Min (since start of current half-hour)	Percent

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				<p>(ServiceLevelCallsHalf + ServiceLevelCallsAbandHalf + ServiceLevelCallsOnHoldHalf)</p> <p><b>NOTES:</b></p> <ul style="list-style-type: none"> <li>• ServiceLevelCallsOffered (SLCO) for CISCO objects is produced by CISCO ICM.</li> <li>• ServiceLevelAband is the total number of calls abandoned at the queue before the service level threshold expired during the specified time interval.</li> <li>• ServiceLevelCalls is the total number of calls answered by agents during the specified time interval before the service level threshold expired.</li> </ul>		

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				<ul style="list-style-type: none"> <li>ServiceLevelCallsOnHold is the total number of calls waiting in queue before the SL threshold expired.</li> </ul>		
Actual Staffed Time	STFT	Total amount of available time, where available time includes talk, wrap, and ready/available.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	Media Server Import: ICM: Skill_Group_Real_Time.LoggedOnTimeTo5 - Skill_Group_Real_Time.NotReadyTimeTo5	30 Min (since start of current half-hour)	Minutes
AdjReq	AdjReq	Adjusted number of required agents.	Aspect eWFM	WFM Import: N/A IEX: N/A eWFM: SG.SGRREQ JU	30 Min (since start of current half-hour)	Count
AdjSch	AdjSch	Adjusted number of scheduled agents.	Aspect eWFM	WFM Import: N/A IEX: N/A eWFM: SG.SGRSCH J	30 Min (since start of current half-hour)	Count
AnsPlusAband	ANSPLSABND_WU	Sum of the calls answered and abandoned.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	CallsAnsweredHalf + ABAND	30 Min (since start of current half-hour)	Count
Available	AA_WU	The number of agents currently ready and waiting for a call from this contact group	Cisco ICM Services/ Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys	COUNT (DISTINCT ASGRT.AgentID)  WHERE AgentState = [3 ("Ready") OR 115	Point in Time	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
		(derived from the ICM Skill Groups to which it is mapped).	Queues, Genesys Agent Groups	("WaitForNextCall"] WHERE AgentId from Agent Groups associated with the service(s)/call type(s) associated with the contact group(s).		
Available%	AVAILPCT_WU	Percentage of available agents divided by staffed.	Cisco ICM Services/ Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Agent Groups	Avail/Staffed *100	Point in Time	Percent
<b>NEW</b> CHT-P [FILTER16]  See <b>Filter Placeholders F1 ... F16 for Metrics</b> for information about configuring the filter placeholder. Introduced in release 8.5.101.25.	c_CHT_PF16	Average time in seconds spent handling calls. Handle time includes talk time, after-call work, and hold. Includes finished and unfinished calls.	Genesys Agent Groups	$(TikHIdTF16 + WRT) / c\_RetrievedCallsF16$  <ul style="list-style-type: none"> <li>If 5 Min is selected as the agent group metric time profile, the contact group metric displays "-".</li> <li>If the contact group is associated with one or more agent groups from a CISCO ICM, the contact group metric</li> </ul>	30 Min, Growing	Seconds



Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				displays "-".		
<b>NEW</b> Completed Calls Completed Calls[FILTER16] Previously called <i>Retrieved calls</i> . Re-named in Advisors release 8.5.101.25. <b>NOTE:</b> F16 is a filter placeholder. If you plan to use a filtered source metric as an operand of a report metric, then the filter must be registered in Genesys Configuration Server with the name F16 and the definition of your choice.  Only Completed Calls (c_Rtr) with no filter and Completed Calls[FILTER16] (c_RtrF16) with the F16 filter placeholder are available in WA. See <b>Filter Placeholders F1... F16 for Metrics</b> for information about configuring the filter placeholder.	c_Rtr c_RtrF16	Number of calls answered for the contact group. The counter is incremented once the call is completed.	Genesys Agent Groups	$\text{CallsReceivedInternalF16} + \text{CallsHandledF16} - \text{CallsPartyChangedF16}$ <ul style="list-style-type: none"> <li>If 5 Min is selected as the agent group metric time profile, the contact group metric displays "-".</li> <li>If the contact group is associated with one or more agent groups from a CISCO ICM, the contact group metric displays "-".</li> </ul>	30 Min, Growing	Count
Date	DATE		IEX TotalView, Cisco ICM Services/Call Types	IEX: CTActiveForecast.date / ICM: DateTime		
Dev from Required	REQDEV	Amount the actual	Calculated	APS-REQ	30 Min (since start	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
		staff deviated from the required staff.			of current half-hour)	
Dev from Sched	SCHDEV	Amount the actual staff deviated from the scheduled staff.	Calculated	APS-SCH	30 Min (since start of current half-hour)	Count
Elapsed Fore NCO	CFNCO	Current forecast of the volume of calls offered from the start of the current 30-minute period to now.	Aspect eWFM, IEX TotalView	$\text{FNCO} / \text{IntervalLength} * \text{IntervalElapsed}$	30 Min (since start of current half-hour)	Count
<b>NEW</b> FC Retrieved% Introduced in release 8.5.101.25.	FRET PCT	Percent of forecast calls that were retrieved.	Genesys Agent Groups, Aspect eWFM, IEX TotalView	$((\text{c\_RetrievedCallsF16}) / (\text{FNCO})) * 100$	30 Min, Growing	Percent
Fore AHT Dev	AAHTDEV	Amount by which the actual AHT deviates from the forecast AHT.	Calculated	AAHT - FAHT	30 Min (since start of current half-hour)	Seconds
Fore AHT Dev%	AAHTDEV PCT	Percentage by which the actual AHT deviates from the forecast AHT.	Calculated	$(\text{AAHT} - \text{FAHT}) / \text{FAHT}$	30 Min (since start of current half-hour)	Percent
Fore ASA	FASA	Forecast of the average answer wait time in seconds for calls offered. This field may be blank if the contact group is a parent for other contact groups in a	Aspect eWFM, Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_FRC_CALC_ASA IEX: CTActiveForecast.fcstASA eWFM: FG.RDELAY SEC (Revised Calculated)	30 Min (since start of current half-hour)	Seconds

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
		multi-site configuration where the contact routing is by allocation percentages (as opposed to call-by-call routing). This field will also be blank if the staffing basis for the corresponding entity in WFM is workload.		Average Delay 1: Seconds) (N/A for SG)		
Fore NCO Dev	FNCODEV	Amount by which the actual NCO deviates from the forecasted NCO.	Calculated	ANCO - CFNCO	30 Min (since start of current half-hour)	Count
Fore NCO Dev%	FNCODEVPCT	Percentage by which the actual contacts offered deviates from the revised forecast volume.	Calculated	(ANCO-CFNCO) / CFNCO	30 Min (since start of current half-hour)	Percent
Forecast AHT	FAHT	Current forecast of the average handle time.	Aspect eWFM, Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_FRC_AHT IEX: CTActiveForecast.fcstAHT eWFM: FG.RAHT (Revised Forecast AHT) (N/A for SG)	30 Min (since start of current half-hour)	Seconds
Forecast NCO	FNCO	Current forecast of	Aspect	WFM Import:	30 Min (since start	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
		the volume of contacts offered for the entire period.	eWFM, Genesys WFM, IEX TotalView	Genesys: PERF_ITEM_FRC_IV  IEX: CTActiveForecast.fcst ContactsReceived  eWFM: FG.RVOL (Revised Forecast Volume) (N/A for SG)	of current half-hour)	
Forecast SL%	FSL	Forecast of the percentage of offered contacts answered within the acceptable delay. This field may be blank if either the application group is a "parent" for other application groups in a multi-site configuration where the contact routing is by allocation percentages (as opposed to call-by-call routing). This field will also be blank if the staffing basis for the corresponding entity in WFM is workload.	Aspect eWFM, Genesys WFM, IEX TotalView	WFM Import:  Genesys: PERF_ITEM_FRC_CALC_SERVICE_PCT  IEX: CTActiveForecast.fcstSLPct  eWFM: FG.RSL (N/A for SG) (Revised Calculated Service Level Percent 2)	30 Min (since start of current half-hour)	Percent
Hold/Other	HOLDOTHER_WU	The number of agents in the Hold/Other state.	Aspect eWFM, IEX TotalView, Cisco ICM Services/Call Types,	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState	Point in Time	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
			Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	= [10 ("CallOnHold") OR 110 ("CallOnHold")] WHERE AgentId from Agent Groups associated with the contact groups.		
Identifier	ID	Identifier of the entities in the source system that is associated with the application group.	IEX TotalView, Cisco ICM Services/Call Types	IEX: CTActiveForecast.custId + CTActiveForecast.ctId / ICM: CallTypeID or SkillTargetID		
Interval	INTVL	Start time of the period.	IEX TotalView, Cisco ICM Services/Call Types	IEX: CTActiveForecast.period / ICM: DateTime		
Net Staff	NET	Number of scheduled staff over or under the number of staff required (including unproductive).	Calculated	SCH-REQ	30 Min (since start of current half-hour)	Count
NotReady	NOTREADY_WU	Sum of agents in the Not Ready and Work Not Ready state for the application associated to the contact group.	Cisco ICM Services/ Call Types Cisco Services Cisco Call Types Genesys Virtual Queues	(DISTINCT ASGRT.AgentID) WHERE AgentState = [2 ("NotReady") OR 5 ("WorkNotReady") OR 113 ("NotReadyForNextCall")] WHERE AgentId from Agent Groups associated with the applications	Point in Time	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				(service(s)/call type(s))		
<b>NEW</b> ReadyTime% Introduced in release 8.5.101.25.	AVTPCT	Percent of the forecast handle time during the half-hour interval the logged on agents are expected to be in a NOT ACTIVE state waiting for the next call.	Genesys Agent Groups, Aspect eWFM, IEX TotalView	$c\_AvT / (FNCO * c\_CHT\_PF16) * 100$	30 Min, Growing	Percent
Required Adherence (APS)	REQDEVPCT	Amount the actual staff deviated from the required staff as a percentage.	Calculated	$APS/REQ*100$	30 Min (since start of current half-hour)	Percent
Required Adherence (Staffed)	REQADH_WU	Amount the staff deviated from the required staff as a percentage.	Calculated	$STF\_WU/REQ*100$	30 Min (since start of current half-hour)	Percent
Required Staff	REQ	Number of staff required to handle the forecast workload based on the current forecast.	Aspect eWFM, Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_FRC_REQ_STAFFING IEX: CTActiveForecast.fcstReq eWFM: FG.FGRREQ (Forecast Group's Revised Required without Unproductive) or SG.SGRREQ (Staff Group's Revised Required without Staff Adjustments and Unproductive)	30 Min (since start of current half-hour)	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
Retrieved Calls  <b>NEW</b> This <i>Retrieved Calls</i> metric was re-named to <i>Completed Calls</i> beginning with release 8.5.101.25. At the same time, a new metric called <i>Retrieved Calls</i> was introduced; see <a href="#">Retrieved Calls</a> .						
<b>NEW</b> Retrieved Calls  Retrieved Calls[FILTER16] Introduced in release 8.5.101.25.	c_RetrievedCalls  c_RetrievedCallsF16	Number of retrieved calls for 30 minute interval. The counter is incremented once a call is answered.	Genesys Agent Groups	RetrievedCallsF16  <ul style="list-style-type: none"> <li>If 5 Min is selected as the agent group metric time profile, the contact group metric displays "-".</li> <li>If the contact group is associated with one or more agent groups from a CISCO ICM, the contact group metric displays "-".</li> </ul>	30 Min, Growing	Count
Scheduled Adherence (APS)	SCHDEVPCT	Amount the actual staff deviated from the scheduled staff as a percentage.	Calculated	APS/SCH*100	30 Min (since start of current half-hour)	Percent

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
Scheduled Adherence (Staffed)	SCHADH_WU	Amount the staff deviated from the scheduled staff as a percentage.	Calculated	STF_WU/SCH*100	30 Min (since start of current half-hour)	Percent
Scheduled Staff Headcount	SCH	Tally of agents scheduled to work in this business group.	Aspect eWFM, Genesys WFM, IEX TotalView	WFM Import:  Genesys: PERF_ITEM_SCH_COVERAGE  IEX: CTActiveForecast.schedOpen  eWFM: FG.RSCH (Forecast Group's Revised Scheduled without Staff Adjustments and Unproductive) or SG.SGRSCH (Staff Group's Revised Scheduled without Staff Adjustments)	30 Min (since start of current half-hour)	Count
SL%(Plus Aband)	SLPLSLSABN_WU	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 answered. This treats these abandoned calls as though they were answered prior to	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys ACD Queues	CISCO ICM/IPCC:  100 * (ServiceLevelCallsHalf + ServiceLevelAbandHalf) / ServiceLevelCallsOfferedHalf  Genesys Stat Server: 100 * (ServiceLevelCallsHalf + ServiceLevelAbandHalf) / (ServiceLevelCallsHalf + ServiceLevelCallsOnHoldHalf + ServiceLevelAbandHalf)  <b>NOTES:</b>	30 Min (since start of current half-hour)	Percent



Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
		the threshold.		<ul style="list-style-type: none"> <li>ServiceLevelCallsOffered (SLCO) for CISCO objects is produced by CISCO ICM.</li> <li>ServiceLevelAband is the total number of calls abandoned at the queue before the service level threshold expired during the specified time interval.</li> <li>ServiceLevelCalls is the total number of calls answered by agents during the specified time interval before the service level threshold expired.</li> <li>ServiceLevelCallsOnHold is the total number of calls waiting in queue before the SL</li> </ul>		

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				threshold expired.		
Staffed	STF_WU	Number of agents logged on in zero or more agent groups assigned to take calls in the contact group.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	COUNT (DISTINCT ASGRT.AgentID)  WHERE AgentId from Agent Groups associated with the service(s)/call type(s) associated with the contact group(s) WHERE AgentState INLIST 1 = Logged On 2 = Not Ready 3 = Ready 4 = Talking 5 = Work Not Ready 6 = Work Ready 7 = Busy Other 8 = Reserved 9 = Unknown 10 = Call On Hold 11 = Active 12 = Paused 14 = Not Active 103 = LoggedIn 104 = OnHook 105 = CallConsult 106 = CallDialing 107 = CallInbound 108 = CallInternal 109 = CallOutbound 110 = CallOnHold 111 = CallRinging 112 = CallUnknown 113 = NotReadyForNextCall 114 = OffHook 115 = WaitForNextCall 117 = AfterCallWork	Point in Time	Count

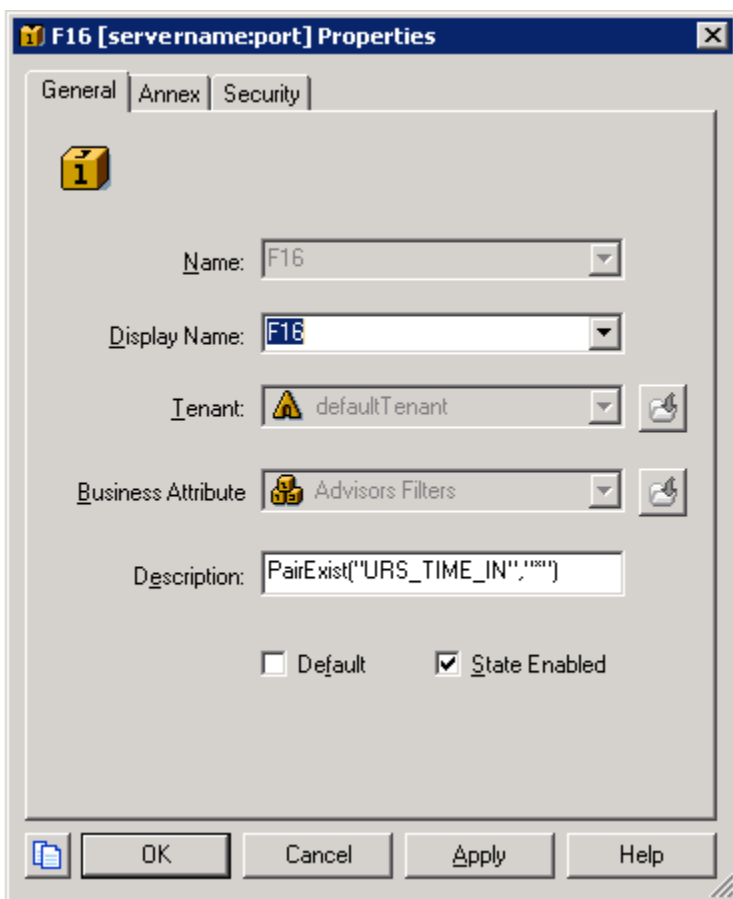
Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				The relationship is derived from the ServiceMember table.		
Time zone	TZ	Time zone of the start time of the period.	IEX TotalView, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	IEX: CTActiveForecast.TZ / ICM: DateTime		
<b>NEW</b> Total Ready Time Added to WA in release 8.5.101.25.	c_AvT	Total time in seconds during the half-hour interval when the logged on agents were in a NOT ACTIVE state waiting for the next call.	Genesys Agent Groups	<p><b>AvailableTime</b></p> <ul style="list-style-type: none"> <li>If 5 Min is selected as the agent group metric time profile, the contact group metric displays "-".</li> <li>If the contact group is associated with one or more agent groups from a CISCO ICM, the contact group metric displays "-".</li> </ul>	30 Min, Growing	Count
Number of Active Alerts	AlertNum	The number of active contact group alerts for the time period in the filter.	Threshold violation alerts		30 Min (since start of current half-hour)	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
Average duration of Active Alerts	AlertAvgDur	Average duration of the active contact group alerts in the time period of the filter (i.e., selected period).	Threshold violation alerts	Calculate the duration from the time the alert began to the end of the time period in the filter.	30 Min (since start of current half-hour)	Minutes
Number of Expired Alerts	AlertsExpiredNum	The number of expired contact group alerts for the time period in the filter (i.e., selected period).	Threshold violation alerts		30 Min (since start of current half-hour)	Count
Average duration of Expired Alerts	AlertExpiredAvgDur	The average duration of the expired contact group alerts for the time period in the filter (i.e., selected period).	Threshold violation alerts		30 Min (since start of current half-hour)	Minutes

**NEW** Filter Placeholders F1 ... F16 for Metrics

Some metrics are deployed with a filter placeholder (*F1 ... F16*).

To use these metrics, in the Configuration Server under the **Advisors Filters** folder, create a business object with a name that matches the filter placeholder name supplied in the metric (for example, F16). Within this business object, you must specify the actual filter as it is defined in your local environment. This filter will be applied to all metrics with F16 in their name. For example, F16 can represent a filter that filters out all private calls leaving only routed calls to be considered in the related metrics calculation. The following figure shows an example of the filter properties.



Example of the F16 Filter Properties

# Agent Group Voice Metrics

The following Table lists Agent Group voice metrics.

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
AHT S_AHT	Average handle time in seconds for calls answered.	Cisco ICM:  SGRT. AvgHandledCallsTimeTo5 SGRT. CallsHandledTo5  Genesys: AvgHandledCallsTime* > AvgHandledCallsTimeTo5 CallsHandled* > CallsHandledTo5	AvgHandledCallsTimeTo5	5 Min (rolling/sliding)	Seconds	$\frac{\text{AvgHandledCallsTimeTo5}}{\text{number of agent groups average weighted by CallsHandledTo5, i.e.}} \frac{\text{sum}(\text{AvgHandledCallsTimeTo5} * \text{CallsHandledTo5})}{\text{sum}(\text{CallsHandledTo5})}$
ASA S_ASA	Average answer wait time in seconds for calls answered.  <b>Notes:</b> ASA requires an Origination DN to be set on the Agent Group.	Cisco ICM:  SGRT. AnswerWaitTimeTo5 SGRT. CallsAnsweredTo5 SGRT. CallsHandledTo5  Genesys: AnswerWaitTime* > AnswerWaitTimeTo5 CallsAnswered* > CallsAnsweredTo5 CallsHandled* > CallsHandledTo5	AnswerWaitTimeTo5 / CallsAnsweredTo5  If CallsAnsweredTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding)	Seconds	$\frac{\text{SUM}(\text{AnswerWaitTimeTo5} / \text{CallsAnsweredTo5}) * \text{CallsHandledTo5}}{\text{SUM}(\text{CallsHandledTo5})}$  If SUM(CallsAnsweredTo5) = 0, the metric value is shown as N/A.
Avail Av	Number of agents currently in the Available state.  <b>Notes:</b> 'WaitForNextCall' only.	Cisco ICM:  SGRT.Avail  Genesys: Avail* > SGRT.Avail Genesys individual agent state > AgentState	Avail	Point in Time	Count	A count of distinct agents currently in Available states.  Cisco: AgentState=3 (Ready) Genesys: AgentState=115 (WaitForNextCall)
AvgACW	Average time in seconds spent on	Cisco ICM:	(WorkReadyTimeTo5 +	5 Min (rolling/sliding)	Seconds	SUM(WorkReadyTime +

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
AvgACW_S	<p>after-call work including entering data, filling out forms and making outbound calls necessary to complete the transaction.</p> <p><b>Notes:</b> The field WorkNotReadyTime is always NULL in Genesys, but is also meaningless. ACW Time is put into WorkReadyTime, so the Genesys formula is correct despite having a NULL value. It is treated like a zero.</p>	<p>SGRT. WorkReadyTimeTo5 SGRT. WorkNotReadyTimeTo5 SGRT. CallsHandledTo5</p> <p>Genesys: WorkReadyTime* &gt; WorkReadyTimeTo5 CallsHandled* &gt; CallsHandledTo5 0 WorkNotReadyTimeTo5 is always 0.</p>	<p>WorkNotReadyTimeTo5) / CallsHandledTo5</p> <p>If CallsHandledTo5 = 0, the metric value is shown as N/A.</p>			<p>WorkNotReadyTimeTo5)/SUM(CallsHandledTo5)</p> <p>If SUM(CallsHandledTo5) = 0, the metric value is shown as N/A.</p>
AvgAcwTime AvgAcwTime	<p>Average time spent on rework for inbound voice. The time spent on inbound or outbound calls made during the rework time is also considered as rework time. No differentiation between initial and secondary contact.</p> <p><b>Notes:</b> Replaces WrapUp in</p>	<p>Cisco ICM: N/A</p> <p>Genesys: WorkReadyTime* &gt; WorkReadyTimeTo5 ACWStatus* &gt; ACWStatusTo5</p>	<p>WorkReadyTimeTo5/ACWStatusTo5</p> <p>If ACWStatusTo5 = 0, the metric value is shown as N/A.</p>	5 Min (rolling/sliding)	Seconds	<p>SUM(WorkReadyTimeTo5) / SUM(ACWStatusTo5)</p> <p>If SUM(ACWStatusTo5 ) = 0, the metric value is shown as N/A.</p>



Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
	8.1.2					
AvgTalk AvtT	Average talk time in seconds for calls.	Cisco ICM: SGRT.AvgHandledCallsTalkTimeTo5  Genesys: AvgHandledCallsTalkTime* > AvgHandledCallsTalkTimeTo5	AvgHandledCallsTalkTimeTo5	5 Min (rolling/sliding)	Seconds	SUM(AvgHandledCallsTalkTimeTo5 * CallsHandledTo5) / SUM(CallsHandledTo5)  If SUM(CallsHandledTo5) = 0, the metric value is shown as N/A.
AvgTalkTime AvgTalkTime	Average time spent talking on inbound voice. No differentiation between initial and secondary contact.  <b>Notes:</b> Replaces Talk in 8.1.2.	Cisco ICM: N/A  Genesys: TalkAndHoldTime* > TalkAndHoldTimeTo5 CallsReceivedInternal* > CallsReceivedInternalTo5 CallsReceivedInternal* > CallsReceivedInternalTo5 CallsHandled* > CallsHandledTo5 CallsPartyChanged* > CallsPartyChangedTo5	TalkAndHoldTimeTo5 / (CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5)  If CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding)	Seconds	SUM(TalkAndHoldTimeTo5) / SUM(CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5)  If SUM(CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) = 0, the metric value is shown as N/A.
BusyOther BO	Number of agents currently in the BusyOther state.  <b>Notes:</b> Not returned in Genesys.	Cisco ICM: SGRT.BusyOther ASGRT.AgentState  Genesys: N/A	BusyOther	Point in Time	Count	A count of distinct agents currently in BusyOther state.  Cisco: AgentState=7 (BusyOther)
Calls Offered O	Number of calls offered.	Cisco ICM: SGRT.CallsOfferedTo5	CallsOfferedTo5	5 Min (rolling/sliding)	Count	sum(CallsOfferedTo5)

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
		Genesys: CallsOffered* > CallsOfferedTo5				
<p><b>NEW</b> Completed Calls</p> <p>Completed Calls[FILTERn]                      Previously called <i>Retrieved calls[FILTERn]</i>.                      Re-named in release 8.5.101.25.</p> <p>Rtr and RtrFn where Fn is {F1,F2...F16}</p> <p><b>Notes:</b>                      Fn refers to filter placeholders. If you plan to use a filtered source metric as an operand of a report metric, then the filter must be registered in Genesys Configuration Server with the name Fn and the definition of your choice.</p> <p>Only Completed Calls (Rtr) with no filter and Completed Calls FILTER16 (RtrF16) with the F16 filter placeholder are available in WA. See <b>Filter Placeholders F1 ... F16 for Metrics</b> for information about configuring the filter placeholder.</p>	<p>Number of calls answered by the selected group. The counter is incremented once the call is completed.</p>	<p>Genesys Agent Groups</p> <p>CallsReceivedInternal* (+ Filter)                      &gt; CallsReceivedInternal(Fn)To5                      &gt; CallsHandled* (+Filter)                      &gt; CallsHandled(Fn)To5                      &gt; CallsPartyChanged*                      &gt; CallsPartyChanged(Fn)To5</p>	<p>CallsReceivedInternal(Fn) + CallsHandled(Fn)                      CallsPartyChanged(Fn)</p>	<p>5 Min (rolling/sliding)                      30 Min (since start of current half-hour)</p>	<p>Count</p>	<p>SUM(CallsReceivedInternal(Fn) + CallsHandled(Fn) - CallsPartyChanged(Fn))</p>

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
<p>There are multiple Completed Calls metrics in CCAdv: Completed Calls (Rtr) with no filter + 16 Completed Calls FILTERn (RtrFn) metrics with filter placeholders.</p>						
<p>DateTime</p>	<p>Not displayed. The date and time that this data last updated. Used to calculate longest queue and longest available agent.</p>					
<p>Handled Ha</p>	<p>Number of calls handled.</p>	<p>Cisco ICM: SGRT.CallsHandledTo5  Genesys: CallsHandled* &gt; CallsHandledTo5</p>	<p>CallsHandledTo5</p>	<p>5 Min (rolling/sliding)</p>	<p>Count</p>	<p>sum(CallsHandledTo5)</p>
<p>Hold H</p>	<p>Number of agents that have all active calls on hold. The agent is not in the Hold state with one call on hold while talking on another call (for example, a consultative call). The agent must have all active calls on hold.</p>	<p>Cisco ICM: SGRT.Hold ASGRT.AgentState  Genesys: Hold* &gt; Hold Genesys individual agent state &gt; AgentState</p>	<p>Hold</p>	<p>Point in Time</p>	<p>Count</p>	<p>A count of distinct agents that currently are in states CallsOnHold.  Cisco: AgentState = 10 (CallOnHold) Genesys: AgentState = 110 (CallOnHold)</p>

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
	<p><b>Notes:</b> Hold Status = CallOnHold</p>					
LoggedIn LO	<p>Number of agents that are currently logged on in zero or more agent groups assigned to take interactions. This count is updated each time an agent logs on and each time an agent logs off.</p> <p><b>Notes:</b> Any status exc. Logged Out or Not Monitored</p>	<p>Cisco ICM: SGRT.LoggedOn ASGRT.AgentState</p> <p>Genesys: LoggedIn* &gt; LoggedOn Genesys individual agent state &gt; AgentState</p>	LoggedIn	Point in Time	Count	<p>A count of distinct agents that currently are not in LoggedOff state.</p> <p>Cisco: AgentState: &lt;&gt; 0 ( Logged Off) Genesys: AgentState &lt;&gt;116(LoggedOut) and AgentState &lt;&gt;101(NotMonitored) and AgentState &lt;&gt;102(Monitored)</p>
LoggedIn	Number of agents logged on to voice.	<p>Cisco ICM: N/A</p> <p>Genesys: LoggedInVoice* &gt; LoggedOnVoice</p>	<p>Cisco: N/A</p> <p>Genesys: LoggedOnVoice</p>	Point-in-Time	Count	<p>Cisco: N/A</p> <p>Genesys: SUM(LoggedInVoice)</p>
LoggedInNet	The number of agents logged on to voice minus those not ready or non-productive.	<p>Cisco ICM: N/A</p> <p>Genesys: LoggedInVoice* &gt; LoggedOnVoice NotReadyVoice* &gt; NotReadyVoice NotReadyVoice* + Filter1 &gt; NotReadyVoiceF1 NotReadyVoice* + Filter2 &gt; NotReadyVoiceF2</p>	<p>Cisco: N/A</p> <p>Genesys: LoggedInVoice - (NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2)</p>	Point-in-Time	Count	<p>Cisco: N/A</p> <p>Genesys: SUM(LoggedInVoice - (NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2))</p>

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
LongAvail LA	Time in seconds that the longest available agent has been available.	Cisco ICM: SGRT.LongestAvailAgent SGRT.DateTime  Genesys: LongestAvailAgent* > LongestAvailAgent DateTime	$\max((\text{DateTime} - \text{LongestAvailAgent}) * 24 * 60 * 60)$	Point in Time	Seconds	$\max((\text{DateTime} - \text{LongestAvailAgent}) * 24 * 60 * 60)$
LongQueue LQ	Time in seconds that the currently longest (oldest) call has been in queue.  <b>Notes:</b> Not Returned in Genesys	Cisco ICM: SGRT.LongestCallQ SGRT.DateTime  Genesys: N/A	$(\text{DateTime} - \text{LongestCallQ}) * 24 * 60 * 60$	Point in Time	Seconds	$\max((\text{DateTime} - \text{LongestCallQ}) * 24 * 60 * 60)$
NotReady NR	Number of agents in the Not Ready or Work Not Ready (ACW, Wrap) state.  <b>Notes:</b> Not Ready Status is NotReadyForNextCall ACW status is AfterCallWork.	Cisco ICM: SGRT.NotReady SGRT.WorkNotReady ASGRT.AgentState  Genesys: NotReady* > NotReady WorkNotReady is always 0.	NotReady + WorkNotReady	Point in Time	Count	A count of distinct agents currently in Not Ready states.  Cisco: AgentState=2 (NotReady) or AgentState=5 (WorkNotReady) Genesys AgentState=113 (NotReadyForNextCall)
Queue Q	Number of calls currently queued.  <b>Notes:</b> Not returned in Genesys	Cisco ICM: ASGRT.CallsQueuedNow  Genesys: N/A	CallsQueuedNow		Count	SUM(CallsQueuedNow)
Ready	Number of agents in the Ready state.	Cisco ICM:	Ready		Count	A count of distinct agents currently in Ready states.

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
R	<p><b>Notes:</b> Any status except:</p> <ul style="list-style-type: none"> <li>• NotReadyForNextCall</li> <li>• LoggedOut</li> <li>• NotMonitored</li> </ul>	<p>SGRT. NotReady SGRT. WorkNotReady ASGRT.AgentState</p> <p>Genesys: Ready* &gt; Ready Genesys individual agent state. &gt; AgentState</p>				<p>Cisco: AgentState &lt;&gt;2 (NotReady) and AgentState &lt;&gt;5 (WorkNotReady) and AgentState &lt;&gt;0 (Logged Off)</p> <p>Genesys: AgentState &lt;&gt;113 (NotReadyForNextCall) and AgentState &lt;&gt;116(LoggedOut) and AgentState &lt;&gt;101(NotMonitored) and AgentState &lt;&gt;102(Monitored)</p>
TalkingIn TI	<p>Number of inbound calls currently associated with the agent group.</p>	<p>Cisco ICM: SGRT. TalkingIn</p> <p>Genesys: TalkingIn* &gt; TalkingIn</p>	TalkingIn		Count	<p>Cisco: SUM(TalkingIn)</p> <p>Genesys: A count of distinct agents currently in TalkingIn state. Genesys AgentState = 107 (TalkingIn)</p> <p>In mixed environment, Genesys TalkingIn state count is added to SUM(TalkingIn).</p>
Talking T	<p>Number of calls currently associated with the agent group.</p>	<p>Cisco ICM: SGRT.TalkingIn SGRT.TalkingOut SGRT.TalkingOther SGRT.TalkingPreview SGRT. TalkingReserve SGRT.TalkingAutoOut</p>	TalkingIn + TalkingOut + TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut	Point-in-Time		<p>Cisco: SUM(TalkingIn + TalkingOut + TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut)</p>

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
		Genesys: TalkingIn* > TalkingIn TalkingOut* > TalkingOut TalkingOther* > TalkingOther TalkingPreview, TalkingReserve, TalkingAutoOut are always = 0				Genesys: A count of distinct agents currently in Talking state. Genesys AgentState IN (105,107,108,109,112) (Talking)  In mixed environment, Genesys Talking state count is added to SUM(TalkingIn + TalkingOut + TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut)
TalkOut TIKO	Number of outbound calls currently associated with the agent group.	Cisco ICM: SGRT.TalkingOut  Genesys: TalkingOut* > TalkingOut	TalkingOut			Cisco: SUM(TalkingOut)  Genesys: A count of distinct agents currently in TalkingOut state. Genesys AgentState = 109 (TalkingOut)  In mixed environment, Genesys TalkingOut state count is added to SUM(TalkingOut).
Total Ready Time AvT	Total time in seconds during the corresponding interval when the logged on agents were in a NOT	Genesys: AvailableTime* > AvailableTimeTo5 AvailableTime* > AvailableTimeHalf AvailableTime*	AvailableTime	5 Min sliding or 30 Min growing	Count	SUM(AvailableTime)  • If the agent group originates from a CISCO

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
	ACTIVE state waiting for the next call.	> AvailableTimeToday				source, the agent group metric displays "-". • If 5 Min is selected as the agent group metric time profile, the associated contact group metric displays "-".
Util% U	Percentage of Ready time that agents spent talking or doing call work. This is the percentage of time agents spend working on calls versus the time agents were ready.	Cisco ICM: SGRT. PercentUtilizationTo5 Genesys: PercentUtilization*/100 > PercentUtilizationTo5	PercentUtilization To5 * 100%	5 Min (rolling/sliding)	Percent	$\frac{\text{SUM}(\text{PercentUtilizationTo5} * \text{CallsHandledTo5})}{\text{SUM}(\text{CallsHandledTo5}) * 100}$ If SUM(CallsHandledTo5) = 0, the metric value is shown as N/A.
Wrap w	Number of agents in the Work Ready and Work Not Ready (ACW, Wrap) states. <b>Notes:</b> WorkNotReady does not exist in Genesys, so is	Cisco ICM: SGRT. WorkReady SGRT. WorkNotReady Genesys: NotReady* > WorkReady WorkNotReady is always 0.	WorkReady + WorkNotReady	5 Min (rolling/sliding)	Count	Cisco: SUM(WorkReady + WorkNotReady) Genesys: A count of distinct agents currently in AfterCallWork state. Genesys AgentState =



Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
	always NULL. Formula for Genesys is therefore =WorkReady.					117 (AfterCallWork) In mixed environment Genesys AfterCallWork state count is added to SUM(WorkReady + WorkNotReady).
% Handlingtime (plus Campaign Calls / SignOn Time) PctHCpgnSo	Percentage of time spent handling campaign calls versus the time logged on to voice.	Cisco ICM: N/A  Genesys: Total_Outbound_Talk_Time* + Filter > OutboundTalkTimeF1To5 TalkAndHoldTime*+Filter > TalkAndHoldTimeF1To5 LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	(OutboundTalkTimeF1To5 + TalkAndHoldTimeF1To5) / LoggedOnVoiceTimeTo5 * 100  If LoggedOnVoiceTimeTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding)  30 Min (since start of current half-hour)	Percent	SUM(TalkTimeF1To5 + OutboundTalkTimeF1To5) / SUM(LoggedOnVoiceTimeTo5) * 100  If SUM(LoggedOnVoiceTimeTo5) = 0, the metric value is shown as N/A.
% Idle to SignOn PctIdleSo	Percentage of time spent in the not ready, non-productive state versus the time logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time.	Cisco ICM: N/A  Genesys: NotReadyVoiceTime* > NotReadyVoiceTime NotReadyVoiceTime*+Filter1 > NotReadyVoiceTimeF1 NotReadyVoiceTime*+Filter2 > NotReadyVoiceTimeF1 LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	(NotReadyVoiceTimeTo5 - NotReadyVoiceTimeF1To5 - NotReadyVoiceTimeF2To5) / LoggedOnVoiceTimeTo5 * 100  If LoggedOnVoiceTimeTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding)  30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTimeTo5 - NotReadyVoiceTimeF1To5 - NotReadyVoiceTimeF2To5) / SUM(LoggedOnVoiceTimeTo5) * 100  If SUM(LoggedOnVoiceTimeTo5) = 0, the metric value is shown as N/A.
% Inbound to SignOn	Percentage of time spent handling inbound voice	Cisco ICM: N/A  Genesys:	(TalkAndHoldTimeTo5 + WorkReadyTimeTo5)	5 Min (rolling/sliding)	Percent	SUM(TalkTimeTo5 + WorkReadyTimeTo5 + HoldTimeTo5)/

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
PctibSo	versus the time logged on to voice.	TalkAndHoldTime* > TalkAndHoldTimeTo5 WorkReadyTime* > WorkReadyTimeTo5 LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	/ LoggedOnVoiceTimeTo5,0) * 100  If LoggedOnVoiceTimeTo5=0, the metric value is shown as N/A.	30 Min (since start of current half-hour)		SUM(LoggedOnVoiceTimeTo5) * 100  If SUM(LoggedOnVoiceTimeTo5) = 0, the metric value is shown as N/A.
% Ready to SignOn PctRSo	Percentage of time that agents were ready versus the time they were logged on to voice.	Cisco ICM: N/A  Genesys: AvailableTime* > AvailableTimeTo5 LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	AvailableTimeTo5 / LoggedOnVoiceTimeTo5 * 100  If LoggedOnVoiceTimeTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding)  30 Min (since start of current half-hour)	Percent	SUM(AvailableTimeTo5) / SUM(LoggedOnVoiceTimeTo5) * 100  If SUM(LoggedOnVoiceTimeTo5) = 0, the metric value is shown as N/A.
% Uncontrolled Outbound to SignOn PctUobSo	Percentage of handling time for uncontrolled outbound voice versus the time that agents were logged on to voice. For uncontrolled outbound no dialer supported campaign calls are included.	Cisco ICM: N/A  Genesys: OutboundTalkTime*+Filter > OutboundTalkTimeF1To5 LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	OutboundTalkTimeF1To5 / LoggedOnVoiceTimeTo5 * 100  If LoggedOnVoiceTimeTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding)  30 Min (since start of current half-hour)	Percent	SUM(OutboundTalkTimeF1To5) / SUM(LoggedOnVoiceTimeTo5) * 100  If SUM(LoggedOnVoiceTimeTo5) = 0, the metric value is shown as N/A.
% WF-NCRMT to SignOn PctWFncrmtSo	Percentage of time that agents remained not ready for voice due to the reason codes	Cisco ICM: N/A  Genesys: NotReadyVoiceTime*+Filter >	NotReadyVoiceTimeF2To5 / LoggedOnVoiceTimeTo5 * 100	5 Min (rolling/sliding)  30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTimeF2To5) / sum(LoggedOnVoiceTimeTo5) * 100

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
	specified in the filter versus the time agents were logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time.	NotReadyVoiceTimeF2To5 LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	If LoggedOnVoiceTimeTo5 = 0, the metric value is shown as N/A.			If SUM(LoggedOnVoiceTimeTo5) = 0, the metric value is shown as N/A.
% WF-RC2 to SignOn PctWFrc2So	Percentage of time that agents remained not ready for voice due to reason code 2 versus the time they were logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time.	Cisco ICM: N/A  Genesys: NotReadyVoiceTime* > NotReadyVoiceTimeF1To5 LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	NotReadyVoiceTimeF1To5 / LoggedOnVoiceTimeTo5 * 100  If LoggedOnVoiceTimeTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding)  30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTimeF1To5) / SUM(LoggedOnVoiceTimeTo5) * 100  If SUM(LoggedOnVoiceTimeTo5) = 0, the metric value is shown as N/A.
AvailVoice	The number of agents currently ready and waiting for next voice.	Cisco ICM: N/A  Genesys: VoiceAvail* > VoiceAvail	VoiceAvail	Point in Time	Count	sum(VoiceAvail)
CHT-P	Average handling time for voice. The calculation includes	Cisco ICM: N/A	(TalkAndHoldTimeTo5 + WorkReadyTimeTo5)	30 Min (since start of current half-hour)	Seconds	SUM(TalkAndHoldTimeTo5 + WorkReadyTimeTo5)

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
CHT-P	the total time spent on rework, hold time, and the time spent on the inbound, outbound and extension calls answered during the rework. The time spent on inbound callbacks is also considered.	Genesys: TalkAndHoldTime* > TalkAndHoldTime WorkReadyTime* > WorkReadyTimeTo5 CallsHandled* > CallsHandledTo5 CallsReceivedInternal* > CallsReceivedInternalTo5 > CallsPartyChangedTo5 CallsPartyChanged* > CallsPartyChangedTo5	/ (CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5)  If (CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) = 0, the metric value is shown as N/A	60 Min (rolling/sliding) Today/Daily(since midnight)		/ SUM(CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5)  If SUM(CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) = 0, the metric value is shown as N/A.
<b>NEW</b> CHT-P [FILTER16]  See <b>Filter Placeholders F1 ... F16 for Metrics</b> for information about configuring the filter placeholder. Introduced in release 8.5.101.25.  CHT_PF16	Average time in seconds spent handling calls. Handle time includes talk time, after-call work, and hold. Includes finished and unfinished calls.	Genesys:  TalkAndHoldTime* > TalkAndHoldTimeF16To5 WorkReadyTime* > WorkReadyTimeTo5 RetrievedCallsF16* > RetrievedCallsF16To5	(TlkHldTF16 + WRT) / RetrievedCallsF16	30 Min, Growing	Seconds	SUM(TlkHldTF16 + WRT) / SUM(RetrievedCallsF16)  • If the agent group originates from a CISCO source, the agent group metric displays "-".  • If 5 Min is selected as the agent group metric time profile, the associated contact group metric displays "-".
Handling Campaign	Number of agents	Cisco ICM: N/A	TalkingInF1 +	Point in Time	Count	SUM(TalkingInF1 +

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
Calls HCpgn	currently handling a campaign call.	Genesys: TalkingIn* + Filter > TalkingIn TalkingOut* + Filter > TalkingOut TalkingOther* + Filter > TalkingOther	TalkingOutF1 + TalkingOtherF1			TalkingOutF1 + TalkingOtherF1)
HandlingVoice HVoice	Number of agents talking on inbound (ACD) calls.	Cisco ICM: N/A  Genesys: TalkingIn* + Filter > TalkingIn TalkingOther* + Filter > TalkingOther	TalkingIn + TalkingOther	5 Min (rolling/sliding)	Count	sum(TalkingIn + TalkingOther)
HandlingNonVoice HandlingNonVoice	Number of agents currently involved in a non-voice interaction.	Cisco: N/A  Genesys: CurrentNumberHandling	N/A (this is a source metric, no computation at agent level).	Point-in-time	Count	SUM(HandlingNonVoice)
Retrieved Calls[FILTERn]						
<b>NEW</b> Retrieved Calls	Number of retrieved calls for the agent group for the	Genesys: RetrievedCallsF16* >	RetrievedCallsF16	5 Min sliding or 30 Min growing	Count	SUM(RetrievedCallsF16)

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
Retrieved Calls[FILTER16] Introduced in release 8.5.101.25.  RetrievedCalls RetrievedCallsF16	selected interval. The counter is incremented once a call is answered.	RetrievedCallsF16To5 RetrievedCallsF16* > RetrievedCallsF16Half RetrievedCallsF16* > RetrievedCallsF16Today				<ul style="list-style-type: none"> <li>If the agent group originates from a CISCO source, the agent group metric displays "-".</li> <li>If 5 Min is selected as the agent group metric time profile, the associated contact group metric displays "-".</li> </ul>
SignOn  So	Total time spent logged on to voice.	Cisco ICM: N/A  Genesys: LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	LoggedOnVoiceTimeTo5	5 Min (rolling/sliding)  30 Min (since start of current half-hour)	Minutes	sum(LoggedOnVoiceTimeTo5)
NotReady (CRMT)  NRcrmt	Number of agents in the not ready state due to reason code 2 (CRMT).	Cisco ICM: N/A  Genesys: NotReadyVoice* > NotReadyVoiceF1	NotReadyVoiceF1	Point in Time	Count	sum(NotReadyVoiceF1)
NotReady (not productive)  NRnp	Number of agents in the not ready, non-productive state.	Cisco ICM: N/A  Genesys: NotReadyVoice* + Filter1	NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2	Point in Time	Count	sum(NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2)

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
		> NotReadyVoiceF1 NotReadyVoice* + Filter2 > NotReadyVoiceF2	NotReadyVoiceF3			
NotReady (other productive) NRothp	Number of agents in the not ready state due to the reason codes specified in the filter. The reason code list is not exhaustive and includes all productive reasons other than reason code 2.	Cisco ICM: N/A  Genesys: NotReadyVoice* + Filter2 > NotReadyVoiceF2 NotReadyVoice* + Filter3 > NotReadyVoiceF3	NotReadyVoiceF2 + NotReadyVoiceF3	Point in Time	Count	sum(NotReadyVoiceF2 + NotReadyVoiceF3)

# Alert Metrics

The following Table lists alert metrics.

Name	Internal Name	Description	Source Type
Action Taken	AlertActionTaken		
Business Priority 1 Alerts	AlertB1		
Business Priority 2 Alerts	AlertB2		
Cause	AlertCause		
Duration	ViolationDuration	If the alert is inactive, use the start time minus the real end time. If the alert is active, use the start time minus the current time. The format is hh:mm:ss.	Calculated
End Date	AlertEndDate	The date when the alert expired.	
End Time	AlertEndTime	The time when the alert expired.	
Max Violation		The highest or lowest value of the violation	Calculated
Start Date	AlertStartDate	For an alert, the start date is when the alert actually started, even if that is before the time period in the user's filter.  For a key action report, display the Key Action Date from the Action Management page.	
Start Time	AlertStartTime	From the carousel; the time when the alert was triggered (hh:mm:ss).  For a key action report, display the Key Action Time from the Action Management page.	
Success Rating	AlertSuccessRating	The value from the Success Rating drop-down list on the Alert Management page.	



Name	Internal Name	Description	Source Type
		(3, 2, 1, 0, -1, -2, or -3) If multiple key actions exist show the highest success rating of all of the key actions.	
Success Time	AlertSuccessTime	The violation end time and date minus the key action start time and date, where the key action has a success rating greater than 0 (equal to 1 or 2 ).  The format is hh:mm:ss.	Calculated
Technical Priority 1 Alerts	AlertT1	An alert row displays T1 or dashes.	
Technical Priority 2 Alerts	AlertT2	An alert row displays T2 or dashes.	
Threshold		This column displays the acceptable value used to calculate the max violation. In WA, the acceptable value is a range so use the closest acceptable value. For example, if the acceptable range is 20-30 and the max violation is 40, display 30.	
Value at Max Violation		The worst metric value used to calculate the max violation.	

# Stat Server Definitions for CCAdv/WA Source Metrics

The following Table lists Stat Server metrics. Unlike other Genesys Reporting applications and tools, when you change the stat type in the Stat Server configuration, that does not change the corresponding source metric behavior in Advisors. The Advisors source metric definitions are stored in the GENESYS\_SS\_SOURCE\_METRICS Platform database table. You must edit the definitions in that database table if you require an update.

Source Metric ID	Source Metric	Definition
1	AvgHandledCallsTime	Category=AverageTime Main Mask=CallInbound, CallOutbound, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Relative Mask=CallInbound, CallOutbound Subject=DNAction MediaType=Voice
2	AvgHandledCallsTalkTime	Category=AverageTime Main Mask=CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Relative Mask=CallInbound, CallOutbound Subject=DNStatus MediaType=Voice
3	CallsAnswered	Category=TotalNumber MainMask= CallAnsweredInbound, CallAnsweredUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=Voice
4	CallsOffered	Category=TotalNumber MainMask=CallAnsweredInbound, CallAnsweredUnknown, CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=Voice
5	LoggedOn	Category=CurrentNumber MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus
6	TalkingIn	Category=CurrentNumber

Source Metric ID	Source Metric	Definition
		Description=Current number of inbound calls being handled. MainMask=CallInbound Objects=Agent, GroupAgents, GroupPlaces, Place Subject=DNStatus MediaType=Voice
7	TalkingOther	Category=CurrentNumber MainMask=CallUnknown, CallInternal, CallConsult Objects=Agents, GroupAgents, GroupPlaces Subject=DNStatus MediaType=Voice
8	TalkingOut	Category=CurrentNumber Description=Current number of outbound calls being handled. MainMask=CallOutbound Objects=Agent, GroupAgents, GroupPlaces, Place Subject=DNStatus MediaType=Voice
9	AgentState	Description=Current State Category=CurrentState MainMask=* Objects=Agent Subject=AgentStatus
10	Ready	Category=CurrentNumber MainMask=*, ~NotReadyForNextCall, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus
11	LongestCallQueue	Category=CurrentMaxTime MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice
12	WorkReady	Category=CurrentNumber MainMask=AfterCallWork Objects=GroupAgents, GroupPlaces Subject=AgentStatus
13	Hold	Category=CurrentNumber MainMask=CallOnHold Objects=GroupAgents, GroupPlaces Subject=AgentStatus
14	NotReady	Category=CurrentNumber MainMask=NotReadyForNextCall

Source Metric ID	Source Metric	Definition
		Objects=GroupAgents, GroupPlaces Subject=AgentStatus
15	Avail	Category=CurrentNumber MainMask=WaitForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus
16	CallsQNow	Category=CurrentNumber Description=Current Number of Calls waiting in Queue Formula=DCID MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice
17	DateTimeLogin	Description=Login Time Category=CurrentContinuousTime MainMask=*, ~LoggedOut Objects=Agent Subject=AgentStatus
18	CallsHandled	Description=Calls Handled Category=TotalNumber MainMask=CallInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Media Type=Voice
19	LongestAvailAgent	Category=CurrentMaxTime MainMask=WaitForNextCall Objects=GroupAgents Subject=AgentStatus
20	ServiceLevelAband	Category=TotalNumberInTimeRange MainMask=CallAbandoned Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice
21	ServiceLevelCalls	Category=TotalNumberInTimeRange MainMask=CallAnswered Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice
22	ServiceLevelCallsQHeld	Category=CurrentNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice

Source Metric ID	Source Metric	Definition
23	ServiceLevelCallsOnHold	Category=TotalNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice
24	WorkReadyTime	Description=Total Wrap Time Category=TotalAdjustedTime MainMask=AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
25	CallsAbandQ	Category=TotalNumber Description=Total number of new calls abandoned MainMask=CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown, CallAbandonedInbound, CallAbandonedUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAction MediaType=Voice
26	CallsAnsweredQueue	Category=TotalNumber Description=Total number of new calls answered Formula=DCID MainMask=CallAnsweredInbound, CallAnsweredUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAction MediaType=Voice
27	CallsOfferedQueue	Category=TotalNumber Description=Total number of new calls distributed Formula=DCID MainMask=CallEnteredInbound, CallEnteredUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAction MediaType=Voice
28	TalkTime	Description=Total Talk Time Category=TotalTime MainMask=CallInbound, CallUnknown, CallConsult, CallInternal Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice
29	AnswerWaitTimeQueue	Category=TotalTime Description=Total time to answer MainMask=CallAnswered Objects=GroupQueues,Queue,RoutePoint

Source Metric ID	Source Metric	Definition
		Subject=DNAction MediaType=Voice
30	AnswerWaitTime	Category=TotalTime MainMask=CallWait Objects= GroupAgents, GroupPlaces Subject=DNAction MediaType=Voice
31	CallsQNowTime	Category=CurrentTime Description=Total time calls in queue have been in queue MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint Subject=DNAction MediaType=Voice
32	PercentUtilization	Category=RelativeTimePercentage MainMask=CallInbound, CallOutbound, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces RelMask=*, ~NotReadyForNextCall Subject=DNStatus MediaType=Voice
80	LoggedOnTime	Category=TotalTime Description=Total LoggedIn Time MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus
81	NotReadyTime	Category=TotalTime Description=Total Not Ready Status Time MainMask=NotReadyForNextCall Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus
82	CallsHandledQueue	Category=TotalNumber MainMask=CallReleased Objects=Queue, GroupQueues, RoutePoint Subject=DNAction MediaType=Voice
83	TalkTimeQueue	Category=TotalTime MainMask=CallReleased Objects=Queue, GroupQueues, RoutePoint Subject=DNAction
84	HandleTime	Category=TotalTime MainMask=CallReleased, ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAction

Source Metric ID	Source Metric	Definition
85	ACWTime	Category=TotalTime MainMask= ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAction
86	VoiceAvail	Category=CurrentTargetState MainMask=* Objects=GroupAgents, Agent Subject=AgentStatus
87	CallsOut	Category=TotalNumber MainMask=CallEnteredOutbound Objects=Queue, GroupQueues, RoutePoint Subject=DNAction
88	ExpectedDelay	Category=EstimWaitingTime MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint RelMask=CallDistributed, CallAbandoned Subject=DNAction
89	TalkAndHoldTime	Category=TotalTime MainMask=CallInbound, CallConsult, CallUnknown, CallInternal Objects=Agent, GroupAgents Subject=DNAction MediaType=voice
90	ACWStatus	Category=TotalNumber MainMask=AfterCallWork Objects=Agent, GroupAgents Subject=DNAction MediaType=voice
91	CurrentNumberHandling	Category=CurrentNumber MainMask=CallInbound, CallInternal, Call Consult, CallUnknown, CallOnHold, CallOutbound Objects=Agent, GroupAgents Subject=AgentStatus
92	TotalTimeInteractionsHandled	Category=TotalTime MainMask=CallInbound, CallInternal, Call Consult, CallUnknown, CallOnHold Objects=Agent, GroupAgents Subject=AgentStatus
100	TimeInCurrState	Category=CurrentTime MainMask=* Objects=Agent Subject=AgentStatus
101	TotalCallsTransferred	Category=TotalNumber

Source Metric ID	Source Metric	Definition
		MainMask=CallTransferMade Objects=Agent Subject=DNAction
102	LongestCall	Category=MaxTime MainMask=CallInbound, CallUnknown Objects=Agent Subject=DNAction
104	TotalHandleTime	Category=TotalTime MainMask= CallInbound, CallInternal, CallConsult, CallUnknown, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
105	LongestACW	Category=MaxTime MainMask=AfterCallWork Objects=Agent Subject=DNAction
106	WrappedCallsInTRange	Category=TotalNumberInTimeRange MainMask=AfterCallWork Objects=Agent Subject=DNAction
107	ReasonCode	Category= CurrentStateReasons MainMask=* Objects=Agent Subject=DNAction
108	CallsOnHold	Category=TotalNumber MainMask=CallOnHold Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
112	CallsHandledInTRange	Category=TotalNumberInTimeRange MainMask=CallInbound Objects=Agent Subject=DNAction
 302	AvailableTime Introduced in CCAdv/WA release 8.5.101.25.	Category=TotalTime MainMask=WaitForNextCall Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice
306	LoggedOnVoiceTime	Category=TotalTime MainMask=*, ~NotMonitored Objects=Agents, Place, GroupAgents,



Source Metric ID	Source Metric	Definition
		GroupPlaces Subject=DNStatus MediaType=voice
308	LoggedOnVoice	Category=CurrentNumber  MainMask=LoggedIn Objects=Agent, GroupAgents Subject=DNAction MediaType=voice
312	CallsCleared	Category=TotalNumber  Description=Total number of calls that cannot be distributed, because the queue is full. MainMask=CallCleared Objects=Queue, GroupQueue Subject=DNAction
313	CallsEntered	Category=TotalNumber  MainMask=CallEntered Objects=Queue, GroupQueue Subject=DNAction MediaType=Voice
 370	CallsReceivedInternalF16  By default, deployed with the F16 filter placeholder. Introduced in CCAdv/WA release 8.5.101.25.	Category=TotalNumber  MainMask=CallInternalReceived, CallConsultReceived Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=voice
 371	CallsHandledF16  By default, deployed with the F16 filter placeholder. Introduced in CCAdv/WA release 8.5.101.25.	Category=TotalNumber  MainMask=CallInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=voice
 372	CallsPartyChangedF16  By default, deployed with the F16 filter placeholder. Introduced in CCAdv/WA release 8.5.101.25.	Category=TotalNumber  MainMask=CallPartyChanged Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=voice
 373	TalkAndHoldTimeF16  By default, deployed with the F16 filter placeholder. Introduced in CCAdv/WA release 8.5.101.25.	Category=TotalTime  MainMask=CallInbound, CallConsult, CallUnknown, CallInternal Objects=Agent, GroupAgents Subject=DNAction MediaType=voice
 375	Retrieved_Calls5_F16  By default, deployed with the F16 filter	Category= TotalNumber  MainMask=CallAnswered

Source Metric ID	Source Metric	Definition
	placeholder. Introduced in CCAdv/WA release 8.5.101.25.	Objects=Agent, GroupAgents Subject=DNAction MediaType=voice
6001	CampAnswers	Category=TotalNumber MainMask=DialAnswer Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6002	CampDialMade	Category=TotalNumber MainMask=DialMade Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6003	CampNoAnswer	Category=TotalNumber MainMask=DialNoAnswer Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6004	CampCallbacksCompleted	Category=TotalNumber MainMask=CallbackCompleted Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6005	CampCallbacksMissed	Category=TotalNumber MainMask=CallbackMissed Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6006	CampCallbacksScheduled	Category=TotalNumber MainMask=CallbackScheduled Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6007	CampPersonalCallbacksCompleted	Category=TotalNumber MainMask=PersonalCallbackCompleted Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6008	CampPersonalCallbacksMissed	Category=TotalNumber MainMask=PersonalCallbackMissed Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6009	CampPersonalCallbacksScheduled	Category=TotalNumber


Source Metric ID	Source Metric	Definition
		MainMask=PersonalCallbackScheduled Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6010	CampRecordsCompleted	Category=TotalNumber MainMask=LeadProcessed Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6011	CampAnsweringMachine	Category=TotalNumber MainMask=DialAnswMachine Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6012	CampDialDropped	Category=TotalNumber MainMask=DialDropped Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6013	CampDialAbandoned	Category=TotalNumber MainMask=DialAbandoned Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6014	CampDialBusy	Category=TotalNumber MainMask=DialBusy Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6015	CampMobilbox	Category=TotalNumber MainMask=DialGeneralError Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6019	CampFaxDetected	Category=TotalNumber MainMask=DialFaxDetected Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
6020	CampSITDetected	Category=TotalNumber MainMask=DialSITDetected Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction

Source Metric ID	Source Metric	Definition
<b>NEW</b> 7000	WorkItemEntered	<p>Category=JavaCategory</p> <p>Description=The total number of media work items that entered the queue during the specified time period.</p> <p>MainMask=  Objects=InteractionQueue  Subject=DNAction  MediaType=workitem  JavaSubCategory=eServiceInteractionStat.jar:OMQ  Total Entered</p>
<b>NEW</b> 7001	WorkItemStopped	<p>Category=JavaCategory</p> <p>Description=The total number of media work items for which processing has stopped while in queue during the specified time period.</p> <p>MainMask=  Objects=InteractionQueue  Subject=DNAction  MediaType=workitem  JavaSubCategory=eServiceInteractionStat.jar:OMQ  Total Stopped Processing</p>
<b>NEW</b> 7002	WorkItemMoved	<p>Category=JavaCategory</p> <p>Description=The total number of media work items that were moved from one queue to another during the specified time period.</p> <p>MainMask=  Objects=InteractionQueue  Subject=DNAction  MediaType=workitem  JavaSubCategory=eServiceInteractionStat.jar:OMQ  Total Moved</p>
<b>NEW</b> 7003	MaxWorkItemProcessed	<p>Category=JavaCategory</p> <p>Description=The maximum number of media work items that either were awaiting processing or were in processing during the specified time period.</p> <p>MainMask=  Objects=InteractionQueue  Subject=DNAction  MediaType=workitem  JavaSubCategory=eServiceInteractionStat.jar:OMQ  Maximum Interactions</p>
<b>NEW</b> 7004	MinWorkItemProcessed	<p>Category=JavaCategory</p> <p>Description=The minimum number of media work items that either were awaiting processing or were in processing during the specified time period.</p> <p>MainMask=  Objects=InteractionQueue  Subject=DNAction  MediaType=workitem  JavaSubCategory=eServiceInteractionStat.jar:OMQ  Minimum Interactions</p>
<b>NEW</b> 7005	CurrentWorkItemWaiting	<p>Category=JavaCategory</p> <p>Description=The total number of media work</p>

Source Metric ID	Source Metric	Definition
		items that are currently waiting to be processed. MainMask= Objects=InteractionQueue Subject=DNAction MediaType=workitem JavaSubCategory=eServiceInteractionStat.jar:OMQ Current Waiting Processing
<b>NEW</b> 7006	CurrentWorkItemInQueue	Category=JavaCategory  Description=The total number of media work items that are currently in queue. MainMask= Objects=InteractionQueue Subject=DNAction MediaType=workitem JavaSubCategory=eServiceInteractionStat.jar:OMQ Current in Queue
<b>NEW</b> 7007	InteractionOffered	Category=TotalNumber  Description=The total number of interactions that were offered for processing during the specified time period. This statistic counts interactions both offered by business routing strategies and by other agents. MainMask=InteractionDeliveringStarted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
<b>NEW</b> 7008	InteractionAccepted	Category=TotalNumber  Description=The total number of interactions that were offered for processing and that were accepted during the specified time period. MainMask=InteractionAccepted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
<b>NEW</b> 7009	InteractionRejected	Category=TotalNumber  Description=The total number of interactions that were offered for processing and that were rejected during the specified time period. MainMask=InteractionRejected Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
<b>NEW</b> 7010	InboundInteractionStopped	Category=TotalNumber  Description=The total number of inbound interactions that were terminated by an agent (agents) during the specified time period. MainMask=InteractionStoppedInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
<b>NEW</b> 7011	InteractionProcessed	Category=TotalNumber

Source Metric ID	Source Metric	Definition
		Description=The total number of interactions handled during the specified time period. MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
<b>NEW</b> 7012	InteractionTimedOut	Category=TotalNumber  Description=The total number of interactions that were revoked during the specified time period due to prolonged nonactivity. This excludes e-mails that were rejected by the agent and includes e-mails that timed out as not accepted while delivering. MainMask=InteractionRevoked Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
<b>NEW</b> 7013	TotalNumberTransferMade	Category=TotalNumber  Description=The total number of transfers made during the specified time period. This statistic counts each transfer separately including those where the agent transferred the same interaction more than once. MainMask=TransferMade Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
<b>NEW</b> 7014	InteractionProcessingTime	Category=TotalTime  Description=The total amount of time that interactions were in processing within the specified time period and for which processing has finished within the same time period. MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
<b>NEW</b> 7017	WorkItemOffered	Category=TotalNumber  Description=The total number of media work items that were offered for processing during the specified time period. This statistic counts media work items both offered by business routing strategies and by other agents. MainMask=InteractionDeliveringStarted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Filter Name=Media_Workitem
<b>NEW</b> 7018	WorkItemAccepted	Category=TotalNumber  Description=The total number of media work items that were offered for processing and that were accepted during the specified time period. MainMask=InteractionAccepted Objects=Agent, Place, GroupAgents,

Source Metric ID	Source Metric	Definition
		GroupPlaces Subject=DNAAction Filter Name=Media_Workitem
<b>NEW</b> 7019	WorkItemRejected	Category=TotalNumber  Description=The total number of media work items that were offered for processing and that were rejected during the specified time period. MainMask=InteractionRejected Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Filter Name=Media_Workitem
<b>NEW</b> 7020	WorkItemTerminated	Category=TotalNumber  Description=The total number of inbound media work items that were terminated by an agent (agents) during the specified time period. MainMask=InteractionStoppedInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Filter Name=Media_Workitem
<b>NEW</b> 7021	WorkItemProcessed	Category=TotalNumber  Description=The total number of media work items handled during the specified time period. MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Filter Name=Media_Workitem
<b>NEW</b> 7022	WorkItemTimedOut	Category=TotalNumber  Description=The total number of media work items that were revoked during the specified time period due to prolonged nonactivity. This excludes e-mails that were rejected by the agent and includes e-mails that timed out as not accepted while delivering. MainMask=InteractionRevoked Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Filter Name=Media_Workitem
<b>NEW</b> 7023	WorkItemTransferMade	Category=TotalNumber  Description=The total number of media work item transfers made during the specified time period. This statistic counts each transfer separately including those where the agent transferred the same interaction more than once. MainMask=TransferMade Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Filter Name=Media_Workitem

Source Metric ID	Source Metric	Definition
 7024	WorkItemProcessingTime	Category=TotalTime  Description=The total amount of time that media work items were in processing during the specified time period and for which processing has finished within the same time period. MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Filter Name=Media_Workitem



# Queue Metrics and Agent Stats

This section contains Tables of queue metrics and agent statistics.

## Queue Metrics

The following Table lists queue metrics, and maps Advisors metrics to Stat Server metrics.

Metric Storage Column	Source Metric	Time Profile	Time Range	Filtered
ACWTimeHalf	ACWTime	Last30MinsGrowing	N/A	Yes
ACWTimeTo5	ACWTime	Last5Mins	N/A	Yes
ACWTimeToday	ACWTime	OneDay	N/A	Yes
AnswerWaitTimeHalf	AnswerWaitTimeQueue	Last30MinsGrowing	N/A	Yes
AnswerWaitTimeTo5	AnswerWaitTimeQueue	Last5Mins	N/A	Yes
AnswerWaitTimeToday	AnswerWaitTimeQueue	OneDay	N/A	Yes
CallsAnsweredHalf	CallsAnsweredQueue	Last30MinsGrowing	N/A	Yes
CallsAnsweredTo5	CallsAnsweredQueue	Last5Mins	N/A	Yes
CallsAnsweredToday	CallsAnsweredQueue	OneDay	N/A	Yes
CallsClearedTo5	CallsCleared	Last5Mins	N/A	Yes
CallsClearedHalf	CallsCleared	Last30Mins, Growing	N/A	Yes
CallsClearedToday	CallsCleared	OneDay, Growing	N/A	Yes
CallsEnteredHalf	CallsEntered	Last30Mins	N/A	Yes
CallsHandledHalf	CallsHandledQueue	Last30MinsGrowing	N/A	Yes
CallsHandledTo5	CallsHandledQueue	Last5Mins	N/A	Yes
CallsHandledToday	CallsHandledQueue	OneDay	N/A	Yes
CallsOfferedHalf	CallsOfferedQueue	Last30MinsGrowing	N/A	Yes
CallsOfferedTo5	CallsOfferedQueue	Last5Mins	N/A	Yes
CallsOfferedToday	CallsOfferedQueue	OneDay	N/A	Yes
CallsOutTo5	CallsOut	Last5Mins	N/A	Yes
CallsOutHalf	CallsOut	Last30MinsGrowing	N/A	Yes
CallsOutToday	CallsOut	OneDay	N/A	Yes
ExpectedDelay	ExpectedDelay	Last5Mins	N/A	Yes
HandleTimeHalf	HandleTime	Last30MinsGrowing	N/A	Yes
HandleTimeTo5	HandleTime	Last5Mins	N/A	Yes
HandleTimeToday	HandleTime	OneDay	N/A	Yes

Metric Storage Column	Source Metric	Time Profile	Time Range	Filtered
RouterCallsAbandQHalf	CallsAbandQ	Last30MinsGrowing	N/A	Yes
RouterCallsAbandQTo5	CallsAbandQ	Last5Mins	N/A	Yes
RouterCallsAbandQToday	CallsAbandQ	OneDay	N/A	Yes
RouterCallsQNow	CallsQNow	Current,0	N/A	Yes
RouterCallsQNowTime	CallsQNowTime	Current,0	N/A	Yes
RouterLongestCallQ	LongestCallQueue	Current,0	N/A	Yes
ServiceLevelAbandHalf	ServiceLevelAband	Last30MinsGrowing	LessThan20Secs	Yes
ServiceLevelAbandTo5	ServiceLevelAband	Last5Mins	LessThan20Secs	Yes
ServiceLevelAbandToday	ServiceLevelAband	OneDay	LessThan20Secs	Yes
ServiceLevelCallsHalf	ServiceLevelCalls	Last30MinsGrowing	LessThan20Secs	Yes
ServiceLevelCallsTo5	ServiceLevelCalls	Last5Mins	LessThan20Secs	Yes
ServiceLevelCallsToday	ServiceLevelCalls	OneDay	LessThan20Secs	Yes
ServiceLevelCallsOnHoldHalf	ServiceLevelCallsOnHold	Last30MinsGrowing	GreaterThan20Secs	Yes
ServiceLevelCallsOnHoldTo5	ServiceLevelCallsOnHold	Last5Mins	GreaterThan20Secs	Yes
ServiceLevelCallsOnHoldToday	ServiceLevelCallsOnHold	OneDay,Growing	GreaterThan20Secs	Yes
ServiceLevelCallsQHeld	ServiceLevelCallsQHeld	Current,0	GreaterThan20Secs	Yes
TalkTimeHalf	TalkTimeQueue	Last30MinsGrowing	N/A	Yes
TalkTimeTo5	TalkTimeQueue	Last5Mins	N/A	Yes
TalkTimeToday	TalkTimeQueue	OneDay	N/A	Yes

## Agent Statistics

The following Table lists agent statistics.

Metric Storage Column	Stat Server Metric	Time Profile	Filtered
AgentState	AgentState	Current,0	No
DateTimeLogin	DateTimeLogin	Current,0	No

# Agent Group Metrics, including iWD

The Genesys intelligent Workload Distribution (iWD) agent group metrics are available in CCAdv only.

## Standard Agent Group Metrics

The following Table shows the list of all standard Advisors metrics retrieved for Contact Center Advisor and Workforce Advisor and maps the Advisors metrics to Stat Server metrics.

Starting in release 8.5.0, 30mins and oneday metrics are no longer enabled by default.

Metric Storage Column	Source Metric	Time Profile
Avail	Avail	Current,0
<b>NEW</b> AvailableTimeTo5 Introduced in CCAdv/WA release 8.5.101.25.	AvailableTime	5 Min, Sliding
<b>NEW</b> AvailableTimeHalf Introduced in CCAdv/WA release 8.5.101.25.	AvailableTime	30 Min, Growing
<b>NEW</b> AvailableTimeToday Introduced in CCAdv/WA release 8.5.101.25.	AvailableTime	OneDay, Growing
LoggedOn	LoggedOn	Current,0
LoggedOnTimeTo5	LoggedOnTime	5Mins,Sliding
LongestAvailAgent	LongestAvailAgent	Current,0
NotReady	NotReady	Current,0
PercentUtilizationTo5	PercentUtilization	5Mins,Sliding
Ready	Ready	Current,0
TalkingOther	TalkingOther	Current,0
TalkingOut	TalkingOut	Current,0
WorkReady	WorkReady	Current,0
WorkReadyTimeTo5	WorkReadyTime	5Mins,Sliding
WorkReadyTimeHalf	WorkReadyTime	30Mins,Growing
WorkReadyTimeToday	WorkReadyTime	OneDay,Growing

## Filtered Agent Group Metrics

The following Table shows the list of all filtered Advisors metrics retrieved for Contact Center Advisor and Workforce Advisor and maps the Advisors metrics to Stat Server metrics.

Starting in release 8.5.0, 30mins and oneday metrics are no longer enabled by default.

Metric Storage Column	Source Metric	Time Profile
ACWStatusTo5	ACWStatus	5Mins,Sliding
AnswerWaitTimeTo5	AnswerWaitTime	5Mins,Sliding
AvgHandledCallsTalkTimeTo5	AvgHandledCallsTalkTime	5Mins,Sliding
AvgHandledCallsTimeTo5	AvgHandledCallsTime	5Mins,Sliding
CallsAnsweredTo5	CallsAnswered	5Mins,Sliding
CallsHandledHalf	CallsHandled	30Mins,Growing
CallsHandledTo5	CallsHandled	Last5Mins
CallsHandledToday	CallsHandled	OneDay,Growing
CallsOfferedTo5	CallsOffered	5Mins,Sliding
HandlingF1	CurrentNumberHandling	Current,0
Hold	Hold	Current,0
<b>NEW</b> RetrievedCallsF16To5 Introduced in CCAdv/WA release 8.5.101.25.	Retrieved_Calls5_F16	5 Min, Sliding
<b>NEW</b> RetrievedCallsF16Half Introduced in CCAdv/WA release 8.5.101.25.	Retrieved_Calls5_F16	30 Min, Growing
<b>NEW</b> RetrievedCallsF16Today Introduced in CCAdv/WA release 8.5.101.25.	Retrieved_Calls5_F16	OneDay, Growing
TalkAndHoldTimeTo5	TalkAndHoldTime	5Mins, Sliding
<b>NEW</b> TalkAndHoldTimeF16To5 Introduced in CCAdv/WA release 8.5.101.25.	TalkAndHoldTimeF16	5 Min, Sliding
<b>NEW</b> TalkAndHoldTimeF16Half Introduced in CCAdv/WA release 8.5.101.25.	TalkAndHoldTimeF16	30 Min, Growing
<b>NEW</b> TalkAndHoldTimeF16Today Introduced in CCAdv/WA release 8.5.101.25.	TalkAndHoldTimeF16	OneDay, Growing

<b>Metric Storage Column</b>	<b>Source Metric</b>	<b>Time Profile</b>
TalkingIn	TalkingIn	Current,0
TalkTimeHalf	TalkTime	30Mins,Growing
TalkTimeTo5	TalkTime	5Mins,Sliding
TalkTimeToday	TalkTime	OneDay,Growing

## iWD Agent Group Metrics

Name	Display Name	Description	Type	Calculation	Time Profile
WorkItemOffered	Offered iWD	Number of work items offered for processing.	Raw	WorkItemOffered	Historical
WorkItemAccepted	Accepted iWD	Number of work items offered for processing, and accepted.	Raw	WorkItemAccepted	Historical
WorkItemRejected	Rejected iWD	Number of work items offered for processing, and rejected.	Raw	WorkItemRejected	Historical
WorkItemTerminated	Terminated iWD	Number of work items terminated.	Raw	WorkItemTerminated	Historical
WorkItemProcessed	Processed iWD	Number of work items handled.	Raw	WorkItemProcessed	Historical
WorkItemTimedOut	Timed Out iWD	Number of work items that were accepted, pulled, or created and subsequently revoked because of prolonged non activity. For e-mail interactions, this stat type excludes revoked e-mail interactions that were rejected by the agent and includes interactions that timed out as not accepted while delivering.	Raw	WorkItemTimedOut	Historical
WorkItemTransfersMade	Transfers Made iWD	Number of work item transfers.	Raw	WorkItemTransfersMade	Historical
WorkItemProcessingTime	Processing Time iWD	Amount of time that work items either were in processing at the beginning of the reporting interval and	Raw	WorkItemProcessingTime	Historical

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Name	Display Name	Description	Type	Calculation	Time Profile
		finished processing within the same reporting interval or started processing within the reporting interval and finished processing within the same reporting interval.			
WorkItemAverageProcessingTime	Avg Processing Time iWD	Average amount of time spent handling work items interactions.	Calculated	$\text{WorkItemProcessingTime} / \text{NULLIF}(\text{WorkItemProcessed}, 0)$	Historical

## CCAdv Web and Email Metrics

This section contains Tables of Queue and Agent Group Web chat and email metrics. The content is applicable to Contact Center Advisor only.

### Queue Web Chat Metrics

The following Table lists Queue metrics for e-mail interactions.



Names	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Metric: [Backlog] (a_eBacklog)	Backlog (a_eBacklog)	The current number of e-mails currently waiting to be processed.	Genesys Interaction Queues	EmailBacklog	Point in Time	Above	Count
Metric: [Entered] (a_eEntered)	a_eEntered	The total number of e-mail interactions that entered the queue during the specified period.	Genesys Interaction Queues	EmailEnteredTo5 EmailEnteredHalf EmailEnteredToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A	Count
Metric: [InProc] (a_eInProc)	a_eProc	Total number of e-mails in processing at a point in time.	Genesys Interaction Queues	EmailInProcQ	Point in Time	N/A	Count
Metric: [InQ] (a_eInQ)	a_eInQ	The total number of e-mails within the Interaction Queue at the moment of measurement.	Genesys Interaction Queues	EmailInQ	Point in Time	N/A	Count
Metric: [MaxQ] (a_eMaxQ)	eMaxQ	The maximum number of e-mails that either were awaiting processing or were in processing within the contact center (for single-tenant environments) or within the	Genesys Interaction Queues	EmailMaxInQTo5 EmailMaxInQHalf EmailMaxInQToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)		Count

Names	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
		specified tenant (for multi-tenant environments) during the specified period.					
Metric: [MinQ] (a_eMinQ)	eMinQ	The minimum number of e-mails that were either waiting processing or in processing within this staging area within the specified period.	Genesys Interaction Queues	EmailMinInQTo5 EmailMinInQHalf EmailMinInQToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)		Count
Metric: [Moved] (a_eMoved)	a_eMoved	The total number of interactions of the specified media type that were moved from this staging area to any other staging area during the specified period.	Genesys Interaction Queues	EmailMovedTo5 EmailMovedHalf EmailMovedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A	Count

## Queue Email Metrics

The following Table lists Queue metrics for e-mail interactions.

Names	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Metric: [Backlog] (a_eBacklog)	Backlog (a_eBacklog)	The current number of e-mails currently waiting to be processed.	Genesys Interaction Queues	EmailBacklog	Point in Time	Above	Count
Metric: [Entered] (a_eEntered)	a_eEntered	The total number of e-mail interactions that entered the queue during the specified period.	Genesys Interaction Queues	EmailEnteredTo5 EmailEnteredHalf EmailEnteredToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A	Count
Metric: [InProc] (a_eInProc)	a_eProc	Total number of e-mails in processing at a point in time.	Genesys Interaction Queues	EmailInProcQ	Point in Time	N/A	Count
Metric: [InQ] (a_eInQ)	a_eInQ	The total number of e-mails within the Interaction Queue at the moment of measurement.	Genesys Interaction Queues	EmailInQ	Point in Time	N/A	Count
Metric: [MaxQ] (a_eMaxQ)	eMaxQ	The maximum number of e-mails that either were awaiting processing or were in processing within the contact center (for single-tenant environments) or within the	Genesys Interaction Queues	EmailMaxInQTo5 EmailMaxInQHalf EmailMaxInQToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)		Count

Names	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
		specified tenant (for multi-tenant environments) during the specified period.					
Metric: [MinQ] (a_eMinQ)	eMinQ	The minimum number of e-mails that were either waiting processing or in processing within this staging area within the specified period.	Genesys Interaction Queues	EmailMinInQTo5 EmailMinInQHalf EmailMinInQToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)		Count
Metric: [Moved] (a_eMoved)	a_eMoved	The total number of interactions of the specified media type that were moved from this staging area to any other staging area during the specified period.	Genesys Interaction Queues	EmailMovedTo5 EmailMovedHalf EmailMovedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A	Count

## Agent Group Web Chat Metrics

The following Table lists Web chat metrics for agent groups.

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Metric:[Acpt] (s_wAcpt)	s_wAcpt	The total number of Chat interactions that were offered for processing to the resource, and that were accepted during the specified period.	Genesys Agent Groups	ChatAcceptedTo5	5 Min (rolling/sliding)	N/A	Count
Metric:[AHT] (s_wAHT)	s_wAHT	Average handle time in seconds for Chat interactions.	Calculated, Genesys Agent Groups	ChatHandleTimeTo5/ChatHandledTo5	5 Min (rolling/sliding)	Above	Seconds
Metric:[Handled%] (s_wHPct)	s_wHPct	The percentage of chats offered that were handled by this resource.	Calculated, Genesys Agent Groups	ChatHandledTo5/ChatOfferedTo5	5 Min (rolling/sliding)	N/A	Percent
Metric:[Handled] (s_wH)	s_wH	The total number of Chat interactions that were handled by this resource during the specified period.	Genesys Agent Groups	ChatHandledTo5	5 Min (rolling/sliding)	N/A	Count
Metric:[HT] (s_wHT)	s_wHT	The total amount of time that this resource spent handling Chat interactions during the specified period.	Genesys Agent Groups	ChatHandleTimeTo5	5 Min (rolling/sliding)	Above	Seconds

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Metric: [InbStopped] (s_wInbStop)	s_wInbStop	The total number of Inbound Chat interactions that were terminated by this resource during the specified period.	Genesys Agent Groups	Chat_InbStopped_Now	5 Min (rolling/sliding)	N/A	Count
Metric: [InProc] (s_wInProc)	s_wInProc	Number of chats currently being processed.	Genesys Agent Groups	ChatInProcessing	Point in Time		Count
Metric: [Offered] (s_wOffered)	s_wOffered	Number of chats received.	Genesys Agent Groups	ChatOfferedTo5	5 Min (rolling/sliding)		Count
Metric: [Rejected%] (s_wRjctPct)	s_wRjctPct	The percentage of Chats offered this resource that were rejected.	Calculated, Genesys Agent Groups	ChatRejectedTo5/ ChatOfferedTo5	5 Min (rolling/sliding)		Percent
Metric: [Rejected] (s_wRjct)	s_wRjct	The total number of Chat interactions that were offered for processing to this resource, and that were rejected, during the specified period.	Genesys Agent Groups	ChatRejectedTo5	5 Min (rolling/sliding)	Above	Count
Metric: [TimedOut%] (s_wTOPct)	s_wTOPct	The percentage of Chat Sessions that timed out.	Calculated, Genesys Agent Groups	ChatTimedOutTo5/ ChatOfferedTo5	5 Min (rolling/sliding)	Above	Percent
Metric: [TimedOut]	s_wTO	The total number of Chat	Genesys Agent Groups	ChatTimedOutTo5	5 Min (rolling/sliding)	Above	Count



Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
(s_wTO)		interactions that were accepted, pulled, or created and subsequently revoked by this resource because of prolonged nonactivity during the specified period.					
Metric: [Txfrs] (s_wTxfrs)	s_wTxfrO	The total number of Chat transfers made by this resource during the specified period.	Genesys Agent Groups	ChatTransfersTo5	5 Min (rolling/sliding)	N/A	Count

## Agent Group Email Metrics

The following Table lists agent group metrics for e-mail.

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Metric:[Acpt] (s_eAcpt)	s_eAcpt	The total number of e-mail interactions that were offered for processing to the resource, and that were accepted during the specified period.	Genesys Agent Groups	EmailAcceptedTo5	5 Min (rolling/sliding)		Count
Metric: [AHT] (s_eAHT)	s_eAHT	Average handle time in seconds counted as handled.	Calculated, Genesys Agent Groups	EmailHandleTimeTo5 / EmailHandledTo5	5 Min (rolling/sliding)	Above	Seconds
Metric: [Handled%] (s_eHPct)	s_eHPct	The percentage of e-mails offered that were handled by this resource.	Calculated, Genesys Agent Groups	EmailHandledTo5/ EmailOfferedTo5	5 Min (rolling/sliding)	N/A	Percent
Metric: [Handled] (s_eH)	s_eH	Number of e-mails handled during the specified period.	Genesys Agent Groups	EmailHandledTo5	5 Min (rolling/sliding)		Count
Metric: [InbStopped] (s_eInbStop)	s_eInbStop	The total number of Inbound e-mail interactions that were terminated by this resource during the specified period.	Genesys Agent Groups	Email_InbStopped_Now	5 Min (rolling/sliding)	N/A	Count
Metric: [Offered] (s_eOffered)	s_eOffered	Number of e-mails received.	Genesys Agent Groups	EmailOfferedTo5	5 Min (rolling/sliding)		Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Metric: [Rejected%] (s_eRjctPct)	s_eRjctPct	The percentage of e-mails offered this resource that were rejected.	Calculated, Genesys Agent Groups	EmailRejectedTo5/EmailOfferedTo5	5 Min (rolling/sliding)		Percent
Metric: [Rejected] (s_eRjct)	s_eRjct	The total number of e-mail interactions that were rejected in the specified time period.	Genesys Agent Groups	EmailRejectedTo5	5 Min (rolling/sliding)	Above	Count
Metric: [TimedOut%] (s_eTOPct)	s_eTOPct	The percentage of e-mail interactions that timed out.	Calculated, Genesys Agent Groups	EmailTimedOutTo5/EmailOfferedTo5	5 Min (rolling/sliding)	Above	Percent
Metric: [TimedOut] (s_eTO)	s_eTO	The total number of e-mail interactions that were accepted, pulled, or created and subsequently revoked by this resource because of prolonged nonactivity during the specified period.	Genesys Agent Groups	EmailTimedOutTo5	5 Min (rolling/sliding)	Above	Count
Metric:[Txfrs] (s_eTxfrs)	s_eTxfrO	The total number of e-mail transfers made by this resource during the	Genesys Agent Groups	EmailTransfersTo5	5 Min (rolling/sliding)	N/A	Count

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Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
		specified period.					