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Performance Management Advisors Metrics Reference Guide

FA State 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>Tip 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.