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Performance Management Advisors Metrics Reference Guide

New in this Release

5/10/2025

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](#)