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Performance Management Advisors Metrics Reference Guide

Stat Server Definitions for CCAdv/WA Source Metrics

5/5/2025

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=DNAAction 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=DNAAction Media Type=Voice
19	LongestAvailAgent	Category=CurrentMaxTime MainMask=WaitForNextCall Objects=GroupAgents Subject=AgentStatus
20	ServiceLevelAband	Category=TotalNumberInTimeRange MainMask=CallAbandoned Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction MediaType=Voice
21	ServiceLevelCalls	Category=TotalNumberInTimeRange MainMask=CallAnswered Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction MediaType=Voice
22	ServiceLevelCallsQHeld	Category=CurrentNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction 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=DNAAction MediaType=Voice
30	AnswerWaitTime	Category=TotalTime MainMask=CallWait Objects= GroupAgents, GroupPlaces Subject=DNAAction MediaType=Voice
31	CallsQNowTime	Category=CurrentTime Description=Total time calls in queue have been in queue MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint Subject=DNAAction 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=DNAAction MediaType=Voice
83	TalkTimeQueue	Category=TotalTime MainMask=CallReleased Objects=Queue, GroupQueues, RoutePoint Subject=DNAAction
84	HandleTime	Category=TotalTime MainMask=CallReleased, ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAAction

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, CallConsult, CallUnknown, CallOnHold, CallOutbound Objects=Agent, GroupAgents Subject=AgentStatus
92	TotalTimeInteractionsHandled	Category=TotalTime MainMask=CallInbound, CallInternal, CallConsult, 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
 7000	WorkItemEntered	Category=JavaCategory Description=The total number of media work items that entered the queue during the specified time period. MainMask= Objects=InteractionQueue Subject=DNAAction MediaType=workitem JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Entered
 7001	WorkItemStopped	Category=JavaCategory Description=The total number of media work items for which processing has stopped while in queue during the specified time period. MainMask= Objects=InteractionQueue Subject=DNAAction MediaType=workitem JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Stopped Processing
 7002	WorkItemMoved	Category=JavaCategory Description=The total number of media work items that were moved from one queue to another during the specified time period. MainMask= Objects=InteractionQueue Subject=DNAAction MediaType=workitem JavaSubCategory=eServiceInteractionStat.jar:OMQ Total Moved
 7003	MaxWorkItemProcessed	Category=JavaCategory Description=The maximum number of media work items that either were awaiting processing or were in processing during the specified time period. MainMask= Objects=InteractionQueue Subject=DNAAction MediaType=workitem JavaSubCategory=eServiceInteractionStat.jar:OMQ Maximum Interactions
 7004	MinWorkItemProcessed	Category=JavaCategory Description=The minimum number of media work items that either were awaiting processing or were in processing during the specified time period. MainMask= Objects=InteractionQueue Subject=DNAAction MediaType=workitem JavaSubCategory=eServiceInteractionStat.jar:OMQ Minimum Interactions
 7005	CurrentWorkItemWaiting	Category=JavaCategory Description=The total number of media work

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
NEW 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
NEW 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
NEW 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
NEW 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
NEW 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
NEW 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
 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
 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
 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
 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
 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=DNAction Filter Name=Media_Workitem
NEW 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=DNAction Filter Name=Media_Workitem
NEW 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=DNAction Filter Name=Media_Workitem
NEW 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=DNAction Filter Name=Media_Workitem
NEW 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=DNAction Filter Name=Media_Workitem
NEW 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=DNAction 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=DNAction Filter Name=Media_Workitem