Performance Management Advisors Metrics Reference Guide

Displayed Report Metrics

5/5/2025

Displayed Report Metrics

Contents

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
NEW DN (AgentDN) Tip 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.	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) (Cisco only)	Raw	N/A
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 (ltt)	Raw	N/A
LongestWrapTime (lacw)	Raw	N/A
% 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/totalLoggedIn
AverageHandleTime (aht)	Calc	tht/nch
AverageTalkTime (att)	Calc	ttt/nch
AverageWrapTime (aacw)	Calc	**NEW** tacw/acwst
Consult Average Handle Time (avgConsult)	Calc	totalConsult/consultCalls
Inbound ACD Average Handle Time (avgACDInbound)	Calc	totalACD/ACDCalls 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
Outbound Average Handle Time (avgOutbound)	Calc	totalOutbound/outboundCalls

Web Chat

Metric	Type	Calculation
ChatInProcess (wInProc)	Raw	N/A
ChatAccepted (wAcpt)	Raw	N/A
ChatRejected (wRjct)	Raw	N/A

Metric	Type	Calculation
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
EmailInProcess (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)

Metric	Type	Calculation
		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 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.

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Metric	Type	Calculation (Using Source Metrics)
Internal Average Handle Time (avgInternal)	Calc	totalInternal/internalCalls
LongestTalkTime (tltt)	Calc	MAX(ltt)
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	**NEW** ttacw/tacwst

Web Chat

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

Metric	Type	Calculation (Using Source Metrics)
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.

Displayed Report Metrics

Metric	Display Name	Type	Calculation	Time Profile
WorkItemOffered	Offered iWD	Raw	WorkItemOffered	None supplied. Configure in **Report Metrics** manager.
WorkItemAccepted	Accepted iWD	Raw	WorkItemAccepted	None supplied. Configure in **Report Metrics** manager.
WorkItemRejected	Rejected iWD	Raw	WorkItemRejected	None supplied. Configure in **Report Metrics** manager.
WorkItemTerminated	Terminated iWD	Raw	WorkItemTerminated	None supplied. Configure in **Report Metrics** manager.
WorkItemProcessed	Processed iWD	Raw	WorkItemProcessed	None supplied. Configure in **Report Metrics** manager.
WorkItemTimedOut	Timed Out iWD	Raw	WorkItemTimedOut	None supplied. Configure in **Report Metrics** manager.
WorkItemTransfersMade	Transfers Made iWD	Raw	WorkItemTransfersMade	None supplied. Configure in **Report Metrics** manager.
WorkItemProcessingTime	Processing Time iWD	Raw	WorkItemProcessingTime	None supplied. Configure in **Report Metrics** manager.
WorkItemAverageProcessingTime	Avg Processing Time iWD	Calculated	WorkItemProcessingTime/ WorkItemProcessed	None supplied. Configure in **Report Metrics** manager.