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Performance Management Advisors Metrics Reference Guide

Genesys Performance Management Advisors Metrics Reference Guide

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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:

[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:

[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:

[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:

[Stat Server Definitions for FA Source Metrics](#)

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