# Performance Management Advisors Metrics Reference Guide

## Agent Group Metrics, including iWD

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# Agent Group Metrics, including iWD

## Contents

The Genesys intelligent Workload Distribution (iWD) agent group metrics are available in CCAdv only.

## Standard Agent Group Metrics

The following Table shows the list of all standard Advisors metrics retrieved for Contact Center Advisor and Workforce Advisor and maps the Advisors metrics to Stat Server metrics.

Starting in release 8.5.0, 30mins and oneday metrics are no longer enabled by default.

| Metric Storage Column | Source Metric | Time Profile |
|---|---|---|
| Avail | Avail | Current,0 |
| **NEW** AvailableTimeTo5<br><br>Introduced in CCAdv/WA release 8.5.101.25. | AvailableTime | 5 Min, Sliding |
| **NEW** AvailableTimeHalf<br><br>Introduced in CCAdv/WA release 8.5.101.25. | AvailableTime | 30 Min, Growing |
| **NEW** AvailableTimeToday<br><br>Introduced in CCAdv/WA release 8.5.101.25. | AvailableTime | OneDay, Growing |
| LoggedOn | LoggedOn | Current,0 |
| LoggedOnTimeTo5 | LoggedOnTime | 5Mins,Sliding |
| LongestAvailAgent | LongestAvailAgent | Current,0 |
| NotReady | NotReady | Current,0 |
| PercentUtilizationTo5 | PercentUtilization | 5Mins,Sliding |
| Ready | Ready | Current,0 |
| TalkingOther | TalkingOther | Current,0 |
| TalkingOut | TalkingOut | Current,0 |
| WorkReady | WorkReady | Current,0 |
| WorkReadyTimeTo5 | WorkReadyTime | 5Mins,Sliding |
| WorkReadyTimeHalf | WorkReadyTime | 30Mins,Growing |
| WorkReadyTimeToday | WorkReadyTime | OneDay,Growing |

## Filtered Agent Group Metrics

The following Table shows the list of all filtered Advisors metrics retrieved for Contact Center Advisor and Workforce Advisor and maps the Advisors metrics to Stat Server metrics.

Starting in release 8.5.0, 30mins and oneday metrics are no longer enabled by default.

| Metric Storage Column | Source Metric | Time Profile |
|---|---|---|
| ACWStatusTo5 | ACWStatus | 5Mins,Sliding |
| AnswerWaitTimeTo5 | AnswerWaitTime | 5Mins,Sliding |
| AvgHandledCallsTalkTimeTo5 | AvgHandledCallsTalkTime | 5Mins,Sliding |
| AvgHandledCallsTimeTo5 | AvgHandledCallsTime | 5Mins,Sliding |
| CallsAnsweredTo5 | CallsAnswered | 5Mins,Sliding |
| CallsHandledHalf | CallsHandled | 30Mins,Growing |
| CallsHandledTo5 | CallsHandled | Last5Mins |
| CallsHandledToday | CallsHandled | OneDay,Growing |
| CallsOfferedTo5 | CallsOffered | 5Mins,Sliding |
| HandlingF1 | CurrentNumberHandling | Current,0 |
| Hold | Hold | Current,0 |
| **NEW** RetrievedCallsF16To5<br><br>Introduced in CCAdv/WA release 8.5.101.25. | Retrieved_Calls5_F16 | 5 Min, Sliding |
| **NEW** RetrievedCallsF16Half<br><br>Introduced in CCAdv/WA release 8.5.101.25. | Retrieved_Calls5_F16 | 30 Min, Growing |
| **NEW** RetrievedCallsF16Today<br><br>Introduced in CCAdv/WA release 8.5.101.25. | Retrieved_Calls5_F16 | OneDay, Growing |
| TalkAndHoldTimeTo5 | TalkAndHoldTime | 5Mins, Sliding |
| **NEW** TalkAndHoldTimeF16To5<br><br>Introduced in CCAdv/WA release 8.5.101.25. | TalkAndHoldTimeF16 | 5 Min, Sliding |
| **NEW** TalkAndHoldTimeF16Half<br><br>Introduced in CCAdv/WA release 8.5.101.25. | TalkAndHoldTimeF16 | 30 Min, Growing |
| **NEW** TalkAndHoldTimeF16Today<br><br>Introduced in CCAdv/WA release 8.5.101.25. | TalkAndHoldTimeF16 | OneDay, Growing |
| TalkingIn | TalkingIn | Current,0 |
| TalkTimeHalf | TalkTime | 30Mins,Growing |
| TalkTimeTo5 | TalkTime | 5Mins,Sliding |
| TalkTimeToday | TalkTime | OneDay,Growing |

# iWD Agent Group Metrics

| Name | Display Name | Description | Type | Calculation | Time Profile |
|------|--------------|-------------|------|-------------|--------------|
| WorkItemOffered | Offered iWD | Number of work items offered for processing. | Raw | WorkItemOffered | Historical |
| WorkItemAccepted | Accepted iWD | Number of work items offered for processing, and accepted. | Raw | WorkItemAccepted | Historical |
| WorkItemRejected | Rejected iWD | Number of work items offered for processing, and rejected. | Raw | WorkItemRejected | Historical |
| WorkItemTerminated | Terminated iWD | Number of work items terminated. | Raw | WorkItemTerminated | Historical |
| WorkItemProcessed | Processed iWD | Number of work items handled. | Raw | WorkItemProcessed | Historical |
| WorkItemTimedOut | Timed Out iWD | Number of work items that were accepted, pulled, or created and subsequently revoked because of prolonged non activity. For e-mail interactions, this stat type excludes revoked e-mail interactions that were rejected by the agent and includes interactions that timed out as not accepted while delivering. | Raw | WorkItemTimedOut | Historical |
| WorkItemTransfersMade | Transfers Made iWD | Number of work item transfers. | Raw | WorkItemTransfersMade | Historical |
| WorkItemProcessingTime | Processing Time iWD | Amount of time that work items either were in processing at the beginning of the reporting interval and | Raw | WorkItemProcessingTime | Historical |

| Name | Display Name | Description | Type | Calculation | Time Profile |
|---|---|---|---|---|---|
| | | finished processing within the same reporting interval or started processing within the reporting interval and finished processing within the same reporting interval. | | | |
| WorkItemAverage ProcessingTime | Avg Processing Time iWD | Average amount of time spent handling work items interactions. | Calculated | WorkItemProcessingTime/ NULLIF(WorkItemProcessed,0) | Historical |