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Performance Management Advisors Metrics Reference Guide

Agent Group Voice Metrics

Agent Group Voice Metrics

The following Table lists Agent Group voice metrics.

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
AHT S_AHT	Average handle time in seconds for calls answered.	Cisco ICM: SGRT. AvgHandledCallsTimeTo5 SGRT. CallsHandledTo5 Genesys: AvgHandledCallsTime* > AvgHandledCallsTimeTo5 CallsHandled* > CallsHandledTo5	AvgHandledCallsTimeTo5	5 Min (rolling/sliding)	Seconds	$\frac{\text{AvgHandledCallsTimeTo5}}{\text{number of agent groups average weighted by CallsHandledTo5, i.e.}} \\ \text{sum}(\text{AvgHandledCallsTimeTo5} * \text{CallsHandledTo5}) / \text{sum}(\text{CallsHandledTo5})$
ASA S_ASA	Average answer wait time in seconds for calls answered. Notes: ASA requires an Origination DN to be set on the Agent Group.	Cisco ICM: SGRT. AnswerWaitTimeTo5 SGRT. CallsAnsweredTo5 SGRT. CallsHandledTo5 Genesys: AnswerWaitTime* > AnswerWaitTimeTo5 CallsAnswered* > CallsAnsweredTo5 CallsHandled* > CallsHandledTo5	AnswerWaitTimeTo5 / CallsAnsweredTo5 If CallsAnsweredTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding)	Seconds	$\frac{\text{SUM}(\text{AnswerWaitTimeTo5} / \text{CallsAnsweredTo5}) * \text{CallsHandledTo5}}{\text{SUM}(\text{CallsHandledTo5})}$ If SUM(CallsAnsweredTo5) = 0, the metric value is shown as N/A.
Avail Av	Number of agents currently in the Available state. Notes: 'WaitForNextCall' only.	Cisco ICM: SGRT.Avail Genesys: Avail* > SGRT.Avail Genesys individual agent state > AgentState	Avail	Point in Time	Count	A count of distinct agents currently in Available states. Cisco: AgentState=3 (Ready) Genesys: AgentState=115 (WaitForNextCall)
AvgACW	Average time in seconds spent on	Cisco ICM:	(WorkReadyTimeTo5 +	5 Min (rolling/sliding)	Seconds	SUM(WorkReadyTime +

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AvgACW_S	after-call work including entering data, filling out forms and making outbound calls necessary to complete the transaction. Notes: The field WorkNotReadyTime is always NULL in Genesys, but is also meaningless. ACW Time is put into WorkReadyTime, so the Genesys formula is correct despite having a NULL value. It is treated like a zero.	SGRT. WorkReadyTimeTo5 SGRT. WorkNotReadyTimeTo5 SGRT. CallsHandledTo5 Genesys: WorkReadyTime* > WorkReadyTimeTo5 CallsHandled* > CallsHandledTo5 0 WorkNotReadyTimeTo5 is always 0.	WorkNotReadyTimeTo5) / CallsHandledTo5 If CallsHandledTo5 = 0, the metric value is shown as N/A.			WorkNotReadyTimeTo5)/ SUM(CallsHandledTo5) If SUM(CallsHandledTo5) = 0, the metric value is shown as N/A.
AvgAcwTime AvgAcwTime	Average time spent on rework for inbound voice. The time spent on inbound or outbound calls made during the rework time is also considered as rework time. No differentiation between initial and secondary contact. Notes: Replaces WrapUp in	Cisco ICM: N/A Genesys: WorkReadyTime* > WorkReadyTimeTo5 ACWStatus* > ACWStatusTo5	WorkReadyTimeTo5/ ACWStatusTo5 If ACWStatusTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding)	Seconds	SUM(WorkReadyTimeTo5) / SUM(ACWStatusTo5) If SUM(ACWStatusTo5) = 0, the metric value is shown as N/A.

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	8.1.2					
AvgTalk AvtT	Average talk time in seconds for calls.	Cisco ICM: SGRT.AvgHandledCallsTalkTimeTo5 Genesys: AvgHandledCallsTalkTime* > AvgHandledCallsTalkTimeTo5	AvgHandledCallsTalkTimeTo5	5 Min (rolling/sliding)	Seconds	$\text{SUM}(\text{AvgHandledCallsTalkTimeTo5} * \text{CallsHandledTo5}) / \text{SUM}(\text{CallsHandledTo5})$ If $\text{SUM}(\text{CallsHandledTo5}) = 0$, the metric value is shown as N/A.
AvgTalkTime AvgTalkTime	Average time spent talking on inbound voice. No differentiation between initial and secondary contact. Notes: Replaces Talk in 8.1.2.	Cisco ICM: N/A Genesys: TalkAndHoldTime* > TalkAndHoldTimeTo5 CallsReceivedInternal* > CallsReceivedInternalTo5 CallsReceivedInternal* > CallsReceivedInternalTo5 CallsHandled* > CallsHandledTo5 CallsPartyChanged* > CallsPartyChangedTo5	TalkAndHoldTimeTo5 / (CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) If CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding)	Seconds	$\text{SUM}(\text{TalkAndHoldTimeTo5}) / \text{SUM}(\text{CallsReceivedInternalTo5} + \text{CallsHandledTo5} - \text{CallsPartyChangedTo5})$ If $\text{SUM}(\text{CallsReceivedInternalTo5} + \text{CallsHandledTo5} - \text{CallsPartyChangedTo5}) = 0$, the metric value is shown as N/A.
BusyOther BO	Number of agents currently in the BusyOther state. Notes: Not returned in Genesys.	Cisco ICM: SGRT.BusyOther ASGRT.AgentState Genesys: N/A	BusyOther	Point in Time	Count	A count of distinct agents currently in BusyOther state. Cisco: AgentState=7 (BusyOther)
Calls Offered O	Number of calls offered.	Cisco ICM: SGRT.CallsOfferedTo5	CallsOfferedTo5	5 Min (rolling/sliding)	Count	$\text{sum}(\text{CallsOfferedTo5})$

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
		Genesys: CallsOffered* > CallsOfferedTo5				
NEW Completed Calls Completed Calls[FILTERn] Previously called <i>Retrieved calls[FILTERn]</i> . Re-named in release 8.5.101.25. Rtr and RtrFn where Fn is {F1,F2...F16} Notes: Fn refers to filter placeholders. If you plan to use a filtered source metric as an operand of a report metric, then the filter must be registered in Genesys Configuration Server with the name Fn and the definition of your choice. Only Completed Calls (Rtr) with no filter and Completed Calls FILTER16 (RtrF16) with the F16 filter placeholder are available in WA. See Filter Placeholders F1 ... F16 for Metrics for information about configuring the filter placeholder.	Number of calls answered by the selected group. The counter is incremented once the call is completed.	Genesys Agent Groups CallsReceivedInternal* (+ Filter) > CallsReceivedInternal(Fn)To5_ CallsHandled* (+Filter) > CallsHandled(Fn)To5 CallsPartyChanged* > CallsPartyChanged(Fn)To5	CallsReceivedInternal(Fn) + CallsHandled(Fn) CallsPartyChanged(Fn)	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Count	SUM(CallsReceivedInternal(Fn) + CallsHandled(Fn) - CallsPartyChanged(Fn))

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
	There are multiple Completed Calls metrics in CCAdv: Completed Calls (Rtr) with no filter + 16 Completed Calls FILTERn (RtrFn) metrics with filter placeholders.					
DateTime	Not displayed. The date and time that this data last updated. Used to calculate longest queue and longest available agent.					
Handled Ha	Number of calls handled.	Cisco ICM: SGRT.CallsHandledTo5 Genesys: CallsHandled* > CallsHandledTo5	CallsHandledTo5	5 Min (rolling/sliding)	Count	sum(CallsHandledTo5)
Hold H	Number of agents that have all active calls on hold. The agent is not in the Hold state with one call on hold while talking on another call (for example, a consultative call). The agent must have all active calls on hold.	Cisco ICM: SGRT.Hold ASGRT.AgentState Genesys: Hold* > Hold Genesys individual agent state > AgentState	Hold	Point in Time	Count	A count of distinct agents that currently are in states CallsOnHold. Cisco: AgentState = 10 (CallOnHold) Genesys: AgentState = 110 (CallOnHold)

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	Notes: Hold Status = CallOnHold					
LoggedIn LO	Number of agents that are currently logged on in zero or more agent groups assigned to take interactions. This count is updated each time an agent logs on and each time an agent logs off. Notes: Any status exc. Logged Out or Not Monitored	Cisco ICM: SGRT.LoggedOn ASGRT.AgentState Genesys: LoggedOn* > LoggedOn Genesys individual agent state > AgentState	LoggedIn	Point in Time	Count	A count of distinct agents that currently are not in LoggedOff state. Cisco: AgentState: <> 0 (Logged Off) Genesys: AgentState <>116(LoggedOut) and AgentState <>101(NotMonitored) and AgentState <>102(Monitored)
LoggedOn	Number of agents logged on to voice.	Cisco ICM: N/A Genesys: LoggedOnVoice* > LoggedOnVoice	Cisco: N/A Genesys: LoggedOnVoice	Point-in-Time	Count	Cisco: N/A Genesys: SUM(LoggedOnVoice)
LoggedOnNet	The number of agents logged on to voice minus those not ready or non-productive.	Cisco ICM: N/A Genesys: LoggedOnVoice* > LoggedOnVoice NotReadyVoice* > NotReadyVoice NotReadyVoice* + Filter1 > NotReadyVoiceF1 NotReadyVoice* + Filter2 > NotReadyVoiceF2	Cisco: N/A Genesys: LoggedOnVoice - (NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2)	Point-in-Time	Count	Cisco: N/A Genesys: SUM(LoggedOnVoice - (NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2))

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LongAvail LA	Time in seconds that the longest available agent has been available.	Cisco ICM: SGRT.LongestAvailAgent SGRT.DateTime Genesys: LongestAvailAgent* > LongestAvailAgent DateTime	$\max((\text{DateTime} - \text{LongestAvailAgent}) * 24 * 60 * 60)$	Point in Time	Seconds	$\max((\text{DateTime} - \text{LongestAvailAgent}) * 24 * 60 * 60)$
LongQueue LQ	Time in seconds that the currently longest (oldest) call has been in queue. Notes: Not Returned in Genesys	Cisco ICM: SGRT.LongestCallQ SGRT.DateTime Genesys: N/A	$(\text{DateTime} - \text{LongestCallQ}) * 24 * 60 * 60$	Point in Time	Seconds	$\max((\text{DateTime} - \text{LongestCallQ}) * 24 * 60 * 60)$
NotReady NR	Number of agents in the Not Ready or Work Not Ready (ACW, Wrap) state. Notes: Not Ready Status is NotReadyForNextCall ACW status is AfterCallWork.	Cisco ICM: SGRT.NotReady SGRT.WorkNotReady ASGRT.AgentState Genesys: NotReady* > NotReady WorkNotReady is always 0.	NotReady + WorkNotReady	Point in Time	Count	A count of distinct agents currently in Not Ready states. Cisco: AgentState=2 (NotReady) or AgentState=5 (WorkNotReady) Genesys AgentState=113 (NotReadyForNextCall)
Queue Q	Number of calls currently queued. Notes: Not returned in Genesys	Cisco ICM: ASGRT.CallsQueuedNow Genesys: N/A	CallsQueuedNow		Count	SUM(CallsQueuedNow)
Ready	Number of agents in the Ready state.	Cisco ICM:	Ready		Count	A count of distinct agents currently in Ready states.

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R	Notes: Any status except: - NotReadyForNextCall - LoggedOut - NotMonitored	SGRT: NotReady SGRT: WorkNotReady ASGRT.AgentState Genesys: Ready* > Ready Genesys individual agent state. > AgentState				Cisco: AgentState <>2 (NotReady) and AgentState <>5 (WorkNotReady) and AgentState <>0 (Logged Off) Genesys: AgentState <>113 (NotReadyForNextCall) and AgentState <>116(LoggedOut) and AgentState <>101(NotMonitored) and AgentState <>102(Monitored)
Talking TI	Number of inbound calls currently associated with the agent group.	Cisco ICM: SGRT: TalkingIn Genesys: TalkingIn* > TalkingIn	TalkingIn		Count	Cisco: SUM(TalkingIn) Genesys: A count of distinct agents currently in TalkingIn state. Genesys AgentState = 107 (TalkingIn) In mixed environment, Genesys TalkingIn state count is added to SUM(TalkingIn).
Talking T	Number of calls currently associated with the agent group.	Cisco ICM: SGRT.TalkingIn SGRT.TalkingOut SGRT.TalkingOther SGRT.TalkingPreview SGRT.TalkingReserve SGRT.TalkingAutoOut	TalkingIn + TalkingOut + TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut	Point-in-Time		Cisco: SUM(TalkingIn + TalkingOut + TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut)

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
		Genesys: TalkingIn* > TalkingIn TalkingOut* > TalkingOut TalkingOther* > TalkingOther TalkingPreview, TalkingReserve, TalkingAutoOut are always = 0				Genesys: A count of distinct agents currently in Talking state. Genesys AgentState IN (105,107,108,109,112) (Talking) In mixed environment, Genesys Talking state count is added to SUM(TalkingIn + TalkingOut + TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut)
TalkOut Tlko	Number of outbound calls currently associated with the agent group.	Cisco ICM: SGRT.TalkingOut Genesys: TalkingOut* > TalkingOut	TalkingOut			Cisco: SUM(TalkingOut) Genesys: A count of distinct agents currently in TalkingOut state. Genesys AgentState = 109 (TalkingOut) In mixed environment, Genesys TalkingOut state count is added to SUM(TalkingOut).
Total Ready Time AvT	Total time in seconds during the corresponding interval when the logged on agents were in a NOT	Genesys: AvailableTime* > AvailableTimeTo5 AvailableTime* > AvailableTimeHalf AvailableTime*	AvailableTime	5 Min sliding or 30 Min growing	Count	SUM(AvailableTime) • If the agent group originates from a CISCO

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	ACTIVE state waiting for the next call.	> AvailableTimeToday				source, the agent group metric displays "-". If 5 Min is selected as the agent group metric time profile, the associated contact group metric displays "-".
Util% u	Percentage of Ready time that agents spent talking or doing call work. This is the percentage of time agents spend working on calls versus the time agents were ready.	Cisco ICM: SGRT: PercentUtilizationTo5 Genesys: PercentUtilization*/100 > PercentUtilizationTo5	PercentUtilizationTo5 * 100%	5 Min (rolling/sliding)	Percent	$\text{SUM}(\text{PercentUtilizationTo5} * \text{CallsHandledTo5}) / \text{SUM}(\text{CallsHandledTo5}) * 100$ If SUM(CallsHandledTo5) = 0, the metric value is shown as N/A.
Wrap w	Number of agents in the Work Ready and Work Not Ready (ACW, Wrap) states. Notes: WorkNotReady does not exist in Genesys, so is	Cisco ICM: SGRT: WorkReady SGRT: WorkNotReady Genesys: NotReady* > WorkReady WorkNotReady is always 0.	WorkReady + WorkNotReady	5 Min (rolling/sliding)	Count	Cisco: $\text{SUM}(\text{WorkReady} + \text{WorkNotReady})$ Genesys: A count of distinct agents currently in AfterCallWork state. Genesys AgentState =

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
	always NULL. Formula for Genesys is therefore =WorkReady.					117 (AfterCallWork) In mixed environment Genesys AfterCallWork state count is added to SUM(WorkReady + WorkNotReady).
% Handlingtime (plus Campaign Calls / SignOn Time) PctHCpgnSo	Percentage of time spent handling campaign calls versus the time logged on to voice.	Cisco ICM: N/A Genesys: Total_Outbound_Talk_Time* + Filter > OutboundTalkTimeF1To5 TalkAndHoldTime*+Filter > TalkAndHoldTimeF1To5 LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	(OutboundTalkTimeF1To5 + TalkAndHoldTimeF1To5) / LoggedOnVoiceTimeTo5 * 100 If LoggedOnVoiceTimeTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	SUM(TalkTimeF1To5 + OutboundTalkTimeF1To5) / SUM(LoggedOnVoiceTimeTo5) * 100 If SUM(LoggedOnVoiceTimeTo5) = 0, the metric value is shown as N/A.
% Idle to SignOn PctIdleSo	Percentage of time spent in the not ready, non-productive state versus the time logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time.	Cisco ICM: N/A Genesys: NotReadyVoiceTime* > NotReadyVoiceTime NotReadyVoiceTime*+Filter1 > NotReadyVoiceTimeF1 NotReadyVoiceTime*+Filter2 > NotReadyVoiceTimeF1 LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	(NotReadyVoiceTimeTo5 - NotReadyVoiceTimeF1To5 - NotReadyVoiceTimeF2To5) / LoggedOnVoiceTimeTo5 * 100 If LoggedOnVoiceTimeTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTimeTo5 - NotReadyVoiceTimeF1To5 - NotReadyVoiceTimeF2To5) / SUM(LoggedOnVoiceTimeTo5) * 100 If SUM(LoggedOnVoiceTimeTo5) = 0, the metric value is shown as N/A.
% Inbound to SignOn	Percentage of time spent handling inbound voice	Cisco ICM: N/A Genesys:	(TalkAndHoldTimeTo5 + WorkReadyTimeTo5)	5 Min (rolling/sliding)	Percent	SUM(TalkTimeTo5 + WorkReadyTimeTo5 + HoldTimeTo5)/

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PctibSo	versus the time logged on to voice.	TalkAndHoldTime* > TalkAndHoldTimeTo5 WorkReadyTime* > WorkReadyTimeTo5 LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	/ LoggedOnVoiceTimeTo5,0) * 100 If LoggedOnVoiceTimeTo5=0, the metric value is shown as N/A.	30 Min (since start of current half-hour)		SUM(LoggedOnVoiceTimeTo5) * 100 If SUM(LoggedOnVoiceTimeTo5) = 0, the metric value is shown as N/A.
% Ready to SignOn PctRSo	Percentage of time that agents were ready versus the time they were logged on to voice.	Cisco ICM: N/A Genesys: AvailableTime* > AvailableTimeTo5 LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	AvailableTimeTo5 / LoggedOnVoiceTimeTo5 * 100 If LoggedOnVoiceTimeTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	SUM(AvailableTimeTo5) / SUM(LoggedOnVoiceTimeTo5) * 100 If SUM(LoggedOnVoiceTimeTo5) = 0, the metric value is shown as N/A.
% Uncontrolled Outbound to SignOn PctUobSo	Percentage of handling time for uncontrolled outbound voice versus the time that agents were logged on to voice. For uncontrolled outbound no dialer supported campaign calls are included.	Cisco ICM: N/A Genesys: OutboundTalkTime*+Filter > OutboundTalkTimeF1To5 LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	OutboundTalkTimeF1To5 / LoggedOnVoiceTimeTo5 * 100 If LoggedOnVoiceTimeTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	SUM(OutboundTalkTimeF1To5) / SUM(LoggedOnVoiceTimeTo5) * 100 If SUM(LoggedOnVoiceTimeTo5) = 0, the metric value is shown as N/A.
% WF-NCRMT to SignOn PctWFncrmtSo	Percentage of time that agents remained not ready for voice due to the reason codes	Cisco ICM: N/A Genesys: NotReadyVoiceTime*+Filter >	NotReadyVoiceTimeF2To5 / LoggedOnVoiceTimeTo5 * 100	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTimeF2To5) / sum(LoggedOnVoiceTimeTo5) * 100

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
	specified in the filter versus the time agents were logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time.	NotReadyVoiceTimeF2To5 LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	If LoggedOnVoiceTimeTo5 = 0, the metric value is shown as N/A.			If SUM(LoggedOnVoiceTimeTo5) = 0, the metric value is shown as N/A.
% WF-RC2 to SignOn PctWFrc2So	Percentage of time that agents remained not ready for voice due to reason code 2 versus the time they were logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time.	Cisco ICM: N/A Genesys: NotReadyVoiceTime* > NotReadyVoiceTimeF1To5 LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	NotReadyVoice TimeF1To5 / LoggedOnVoice TimeTo5 * 100 If LoggedOnVoiceTimeTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoice TimeF1To5) / SUM(LoggedOnVoice TimeTo5) * 100 If SUM(LoggedOnVoice TimeTo5) = 0, the metric value is shown as N/A.
AvailVoice	The number of agents currently ready and waiting for next voice.	Cisco ICM: N/A Genesys: VoiceAvail* > VoiceAvail	VoiceAvail	Point in Time	Count	sum(VoiceAvail)
CHT-P	Average handling time for voice. The calculation includes	Cisco ICM: N/A	(TalkAndHoldTimeTo5 + WorkReadyTimeTo5)	30 Min (since start of current half-hour)	Seconds	SUM(TalkAndHold TimeTo5 + WorkReadyTimeTo5)

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
CHT-P	the total time spent on rework, hold time, and the time spent on the inbound, outbound and extension calls answered during the rework. The time spent on inbound callbacks is also considered.	Genesys: TalkAndHoldTime* > TalkAndHoldTime WorkReadyTime* > WorkReadyTimeTo5 CallsHandled* > CallsHandledTo5 CallsReceivedInternal* > CallsReceivedInternalTo5 > CallsPartyChangedTo5 CallsPartyChanged* > CallsPartyChangedTo5	/ (CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) If (CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) = 0, the metric value is shown as N/A	60 Min (rolling/sliding) Today/Daily(since midnight)		/ SUM(CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) If SUM(CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) = 0, the metric value is shown as N/A.
NEW CHT-P [FILTER16] See Filter Placeholders F1 ... F16 for Metrics for information about configuring the filter placeholder. Introduced in release 8.5.101.25. CHT_PF16	Average time in seconds spent handling calls. Handle time includes talk time, after-call work, and hold. Includes finished and unfinished calls.	Genesys: TalkAndHoldTime* > TalkAndHoldTimeF16To5 WorkReadyTime* > WorkReadyTimeTo5 RetrievedCallsF16* > RetrievedCallsF16To5	(TlkHldTF16 + WRT) / RetrievedCallsF16	30 Min, Growing	Seconds	SUM(TlkHldTF16 + WRT) / SUM(RetrievedCallsF16) • If the agent group originates from a CISCO source, the agent group metric displays "-". • If 5 Min is selected as the agent group metric time profile, the associated contact group metric displays "-".
Handling Campaign	Number of agents	Cisco ICM: N/A	TalkingInF1 +	Point in Time	Count	SUM(TalkingInF1 +

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Calls HCpgn	currently handling a campaign call.	Genesys: TalkingIn* + Filter > TalkingIn TalkingOut* + Filter > TalkingOut TalkingOther* + Filter > TalkingOther	TalkingOutF1 + TalkingOtherF1			TalkingOutF1 + TalkingOtherF1)
HandlingVoice HVoice	Number of agents talking on inbound (ACD) calls.	Cisco ICM: N/A Genesys: TalkingIn* + Filter > TalkingIn TalkingOther* + Filter > TalkingOther	TalkingIn + TalkingOther	5 Min (rolling/sliding)	Count	sum(TalkingIn + TalkingOther)
HandlingNonVoice HandlingNonVoice	Number of agents currently involved in a non-voice interaction.	Cisco: N/A Genesys: CurrentNumberHandling	N/A (this is a source metric, no computation at agent level).	Point-in-time	Count	SUM(HandlingNonVoice)
Retrieved Calls[FILTERn] NEW This Retrieved Calls[FILTERn] metric was re-named to Completed Calls[FILTERn] beginning with release 8.5.101.25. At the same time, a new metric called Retrieved Calls was introduced; see Retrieved Calls.						
NEW Retrieved Calls	Number of retrieved calls for the agent group for the	Genesys: RetrievedCallsF16* >	RetrievedCallsF16	5 Min sliding or 30 Min growing	Count	SUM(RetrievedCallsF16)

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Retrieved Calls[FILTER16] Introduced in release 8.5.101.25. RetrievedCalls RetrievedCallsF16	selected interval. The counter is incremented once a call is answered.	RetrievedCallsF16To5 RetrievedCallsF16* > RetrievedCallsF16Half RetrievedCallsF16* > RetrievedCallsF16Today				- If the agent group originates from a CISCO source, the agent group metric displays "-". - If 5 Min is selected as the agent group metric time profile, the associated contact group metric displays "-".
SignOn So	Total time spent logged on to voice.	Cisco ICM: N/A Genesys: LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	LoggedOnVoiceTimeTo5	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Minutes	sum(LoggedOnVoiceTimeTo5)
NotReady (CRMT) NRcrmt	Number of agents in the not ready state due to reason code 2 (CRMT).	Cisco ICM: N/A Genesys: NotReadyVoice* > NotReadyVoiceF1	NotReadyVoiceF1	Point in Time	Count	sum(NotReadyVoiceF1)
NotReady (not productive) NRnp	Number of agents in the not ready, non-productive state.	Cisco ICM: N/A Genesys: NotReadyVoice* + Filter1	NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2	Point in Time	Count	sum(NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2)

Name/Internal Name	Description/Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/Time Profile	Unit	Totals and Averages
		> NotReadyVoiceF1 NotReadyVoice* + Filter2 > NotReadyVoiceF2	NotReadyVoiceF3			
NotReady (other productive) NRothp	Number of agents in the not ready state due to the reason codes specified in the filter. The reason code list is not exhaustive and includes all productive reasons other than reason code 2.	Cisco ICM: N/A Genesys: NotReadyVoice* + Filter2 > NotReadyVoiceF2 NotReadyVoice* + Filter3 > NotReadyVoiceF3	NotReadyVoiceF2 + NotReadyVoiceF3	Point in Time	Count	sum(NotReadyVoiceF2 + NotReadyVoiceF3)