



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Performance Management Advisors Metrics Reference Guide

New in this Release

12/20/2025

New in this Release

This page describes information that has been added or substantially changed since the previous release of Pulse Advisors software.

- Contact Center Advisor and Frontline Advisor now support intelligent Workload Distribution (iWD) metrics. These metrics do not include iWD Datamart metrics. For the list of supported metrics, see:
 - [FA Performance Source Metrics](#)
 - [iWD Metrics Displayed for Agents](#)
 - [Stat Server Definitions for FA Source Metrics](#)
 - [CCAdv Application Voice, Alert, and iWD Application Metrics](#)
 - [Stat Server Definitions for CCAdv/WA Source Metrics](#)
 - [Agent Group Metrics, including iWD](#)