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# Performance Management Advisors Metrics Reference Guide

WA Voice Metrics

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## WA Voice Metrics

The following Table lists Workforce Advisor voice metrics.

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
Actual Abandoned	ABAND	Number of calls abandoned invited (ringing).	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: $\text{CallsAbandQHalf}$  Genesys: $\text{RouterCallsAbandQHalf}$	30 Min (since start of current half-hour)	Count
Act Pos Staffed	APS	Number of agents that actually worked (logged on).	Calculated	STFT/5	30 Min (since start of current half-hour)	Count
ACC %	ACSBLT_WU	Accessibility % is a productivity metric that compares the total calls offered to answered.	Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services: $100 * (\text{CallsAbandQHalf} / \text{CallsOfferedHalf})$  Genesys/Cisco Call Types: $100 * (\text{RouterCallsAbandQHalf} / \text{CallsOfferedHalf})$	30 Min (since start of current half-hour)	Percent
Actual Abandoned %	ABANDPCT	Percentage of offered contacts that were abandoned.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	$100 * (\text{ABAND} / \text{ANCO})$	30 Min (since start of current half-hour)	Percent
Actual AHT	AAHT	Actual average handle time in seconds for the calls handled.	Cisco ICM Services/ Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	$\text{HandleTimeHalf} / \text{CallsHandledHalf}$	30 Min (since start of current half-hour)	Seconds
Actual ASA	AASA	Average answer wait time in seconds for calls offered.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: $(\text{CallsHandledHalf} * \text{AnswerWaitTimeHalf} / \text{CallsAnsweredHalf}) / \text{CallsHandledHalf}$	30 Min (since start of current half-hour)	Seconds

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				Genesys: (Sum(CallsHandledHalf) * AnswerWaitTimeHalf / CallsAnsweredHalf) / Sum(CallsHandledHalf) Where Sum(CallsHandledHalf) is the sum of this metric from a unique set of Agent Groups associated with the contact group.		
Actual Calls Entered	ANCE	Number of inbound, outbound, and consult calls for the contact group. This includes transferred calls.	Genesys Queues	CallsEnteredHalf	30 Min (since start of current half-hour)	Count
Actual NCH	ANCH	Number of actual contacts handled.	Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	CallsHandledHalf	30 Min (since start of current half-hour)	Count
Actual NCO	ANCO	Number of inbound calls for the contact group. This does not include transferred calls.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Media Server Import: ICM: CallsOfferedHalf	30 Min (since start of current half-hour)	Count
Actual SL%	ASL	Actual percentage of offered contacts answered within the acceptable delay.	Cisco ICM Services/Call Types,  Genesys Virtual Queues, Genesys ACD Queues	CISCO ICM/IPCC:  100 * ServiceLevelCallsHalf / ServiceLevelCallsOfferedHalf  Genesys Stat Server: 100 * ServiceLevelCallsHalf /	30 Min (since start of current half-hour)	Percent

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				$(\text{ServiceLevelCallsHalf} + \text{ServiceLevelCallsAbandHalf} + \text{ServiceLevelCallsOnHoldHalf})$ <p><b>NOTES:</b></p> <ul style="list-style-type: none"><li>• ServiceLevelCallsOffered (SLCO) for CISCO objects is produced by CISCO ICM.</li><li>• ServiceLevelAband is the total number of calls abandoned at the queue before the service level threshold expired during the specified time interval.</li><li>• ServiceLevelCalls is the total number of calls answered by agents during the specified time interval before the service level threshold expired.</li></ul>		

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				<ul style="list-style-type: none"> <li>ServiceLevelCallsOnHold is the total number of calls waiting in queue before the SL threshold expired.</li> </ul>		
Actual Staffed Time	STFT	Total amount of available time, where available time includes talk, wrap, and ready/available.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	Media Server Import: ICM: Skill_Group_Real_Time.LoggedOnTimeTo5 - Skill_Group_Real_Time.NotReadyTimeTo5	30 Min (since start of current half-hour)	Minutes
AdjReq	AdjReq	Adjusted number of required agents.	Aspect eWFM	WFM Import: N/A IEX: N/A eWFM: SG.SGRREQ JU	30 Min (since start of current half-hour)	Count
AdjSch	AdjSch	Adjusted number of scheduled agents.	Aspect eWFM	WFM Import: N/A IEX: N/A eWFM: SG.SGRSCH J	30 Min (since start of current half-hour)	Count
AnsPlusAband	ANSPLSABND_WU	Sum of the calls answered and abandoned.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	CallsAnsweredHalf + ABAND	30 Min (since start of current half-hour)	Count
Available	AA_WU	The number of agents currently ready and waiting for a call from this contact group	Cisco ICM Services/ Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys	COUNT (DISTINCT ASGRT.AgentID)  WHERE AgentState = [3 ("Ready") OR 115	Point in Time	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
		(derived from the ICM Skill Groups to which it is mapped).	Queues, Genesys Agent Groups	("WaitForNextCall"]] WHERE AgentId from Agent Groups associated with the service(s)/call type(s) associated with the contact group(s).		
Available%	AVAILPCT_WU	Percentage of available agents divided by staffed.	Cisco ICM Services/ Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	Avail/Staffed *100	Point in Time	Percent
<b>NEW</b> CHT-P [FILTER16]  See <b>Filter Placeholders F1 ... F16 for Metrics</b> for information about configuring the filter placeholder. Introduced in release 8.5.101.25.	c_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 Agent Groups	$\frac{(TikHIdTF16 + WRT)}{c\_RetrievedCallsF16}$ <ul style="list-style-type: none"> <li>If 5 Min is selected as the agent group metric time profile, the contact group metric displays "-".</li> <li>If the contact group is associated with one or more agent groups from a CISCO ICM, the contact group metric</li> </ul>	30 Min, Growing	Seconds

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				displays "-".		
<b>NEW</b> Completed Calls Completed Calls[FILTER16] Previously called <i>Retrieved calls</i> . Re-named in Advisors release 8.5.101.25. <b>NOTE:</b> F16 is a filter placeholder. 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 F16 and the definition of your choice. Only Completed Calls (c_Rtr) with no filter and Completed Calls[FILTER16] (c_RtrF16) with the F16 filter placeholder are available in WA. See <b>Filter Placeholders F1 ... F16 for Metrics</b> for information about configuring the filter placeholder.	c_Rtr c_RtrF16	Number of calls answered for the contact group. The counter is incremented once the call is completed.	Genesys Agent Groups	CallsReceivedInternalF16 + CallsHandledF16 - CallsPartyChangedF16  • If 5 Min is selected as the agent group metric time profile, the contact group metric displays "-".  • If the contact group is associated with one or more agent groups from a CISCO ICM, the contact group metric displays "-".	30 Min, Growing	Count
Date	DATE		IEX TotalView, Cisco ICM Services/Call Types	IEX: CTActiveForecast.date / ICM: DateTime		
Dev from Required	REQDEV	Amount the actual	Calculated	APS-REQ	30 Min (since start	Count



Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
		staff deviated from the required staff.			of current half-hour)	
Dev from Sched	SCHDEV	Amount the actual staff deviated from the scheduled staff.	Calculated	APS-SCH	30 Min (since start of current half-hour)	Count
Elapsed Fore NCO	CFNCO	Current forecast of the volume of calls offered from the start of the current 30-minute period to now.	Aspect eWFM, IEX TotalView	FNCO / IntervalLength * IntervalElapsed	30 Min (since start of current half-hour)	Count
<b>NEW</b> FC Retrieved% Introduced in release 8.5.101.25.	FRETPCT	Percent of forecast calls that were retrieved.	Genesys Agent Groups, Aspect eWFM, IEX TotalView	$((c\_RetrievedCallsF16) / (FNCO)) * 100$	30 Min, Growing	Percent
Fore AHT Dev	AAHTDEV	Amount by which the actual AHT deviates from the forecast AHT.	Calculated	AAHT - FAHT	30 Min (since start of current half-hour)	Seconds
Fore AHT Dev%	AAHTDEVPCT	Percentage by which the actual AHT deviates from the forecast AHT.	Calculated	$(AAHT - FAHT) / FAHT$	30 Min (since start of current half-hour)	Percent
Fore ASA	FASA	Forecast of the average answer wait time in seconds for calls offered. This field may be blank if the contact group is a parent for other contact groups in a	Aspect eWFM, Genesys WFM, IEX TotalView	WFM Import:  Genesys: PERF_ITEM_FRC_CALC_ASA  IEX: CTActiveForecast.fcstASA  eWFM: FG.RDELAY SEC (Revised Calculated	30 Min (since start of current half-hour)	Seconds

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
		multi-site configuration where the contact routing is by allocation percentages (as opposed to call-by-call routing). This field will also be blank if the staffing basis for the corresponding entity in WFM is workload.		Average Delay 1: Seconds) (N/A for SG)		
Fore NCO Dev	FNCODEV	Amount by which the actual NCO deviates from the forecasted NCO.	Calculated	ANCO - CFNCO	30 Min (since start of current half-hour)	Count
Fore NCO Dev%	FNCODEVPCT	Percentage by which the actual contacts offered deviates from the revised forecast volume.	Calculated	(ANCO-CFNCO) / CFNCO	30 Min (since start of current half-hour)	Percent
Forecast AHT	FAHT	Current forecast of the average handle time.	Aspect eWFM, Genesys WFM, IEX TotalView	WFM Import:  Genesys: PERF_ITEM_FRC_AHT  IEX: CTActiveForecast.fcstAHT  eWFM: FG.RAHT (Revised Forecast AHT) (N/A for SG)	30 Min (since start of current half-hour)	Seconds
Forecast NCO	FNCO	Current forecast of	Aspect	WFM Import:	30 Min (since start	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
		the volume of contacts offered for the entire period.	eWFM, Genesys WFM, IEX TotalView	Genesys: PERF_ITEM_FRC_IV  IEX: CTActiveForecast.fcst ContactsReceived  eWFM: FG.RVOL (Revised Forecast Volume) (N/A for SG)	of current half-hour)	
Forecast SL%	FSL	Forecast of the percentage of offered contacts answered within the acceptable delay. This field may be blank if either the application group is a "parent" for other application groups in a multi-site configuration where the contact routing is by allocation percentages (as opposed to call-by-call routing). This field will also be blank if the staffing basis for the corresponding entity in WFM is workload.	Aspect eWFM, Genesys WFM, IEX TotalView	WFM Import:  Genesys: PERF_ITEM_FRC_CALC_SERVICE_PCT  IEX: CTActiveForecast.fcstSLPct  eWFM: FG.RSL (N/A for SG) (Revised Calculated Service Level Percent 2)	30 Min (since start of current half-hour)	Percent
Hold/Other	HOLDOTHER_WU	The number of agents in the Hold/Other state.	Aspect eWFM, IEX TotalView, Cisco ICM Services/Call Types,	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState	Point in Time	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
			Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	= [10 ("CallOnHold") OR 110 ("CallOnHold")] WHERE AgentId from Agent Groups associated with the contact groups.		
Identifier	ID	Identifier of the entities in the source system that is associated with the application group.	IEX TotalView, Cisco ICM Services/Call Types	IEX: CTActiveForecast.custId + CTActiveForecast.ctId / ICM: CallTypeID or SkillTargetID		
Interval	INTVL	Start time of the period.	IEX TotalView, Cisco ICM Services/Call Types	IEX: CTActiveForecast.period / ICM: DateTime		
Net Staff	NET	Number of scheduled staff over or under the number of staff required (including unproductive).	Calculated	SCH-REQ	30 Min (since start of current half-hour)	Count
NotReady	NOTREADY_WU	Sum of agents in the Not Ready and Work Not Ready state for the application associated to the contact group.	Cisco ICM Services/ Call Types Cisco Services Cisco Call Types Genesys Virtual Queues	(DISTINCT ASGRT.AgentID) WHERE AgentState = [2 ("NotReady") OR 5 ("WorkNotReady") OR 113 ("NotReadyForNextCall")] WHERE AgentId from Agent Groups associated with the applications	Point in Time	Count


Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				(service(s)/call type(s))		
<b>NEW</b> ReadyTime% Introduced in release 8.5.101.25.	AVTPCT	Percent of the forecast handle time during the half-hour interval the logged on agents are expected to be in a NOT ACTIVE state waiting for the next call.	Genesys Agent Groups, Aspect eWFM, IEX TotalView	$c\_AvT / (FNCO * c\_CHT\_PF16) * 100$	30 Min, Growing	Percent
Required Adherence (APS)	REQDEVPCT	Amount the actual staff deviated from the required staff as a percentage.	Calculated	$APS/REQ*100$	30 Min (since start of current half-hour)	Percent
Required Adherence (Staffed)	REQADH_WU	Amount the staff deviated from the required staff as a percentage.	Calculated	$STF\_WU/REQ*100$	30 Min (since start of current half-hour)	Percent
Required Staff	REQ	Number of staff required to handle the forecast workload based on the current forecast.	Aspect eWFM, Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_FRC_REQ_STAFFING IEX: CTActiveForecast.fcstReq eWFM: FG.FGRREQ (Forecast Group's Revised Required without Unproductive) or SG.SGRREQ (Staff Group's Revised Required without Staff Adjustments and Unproductive)	30 Min (since start of current half-hour)	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
<b>NEW</b> Retrieved Calls  Retrieved Calls[FILTER16] Introduced in release 8.5.101.25. The <i>Retrieved Calls</i> metric that existed prior to release 8.5.101.25 was re-named to <i>Completed Calls</i> .	c_RetrievedCalls c_RetrievedCallsF16	Number of retrieved calls for 30 minute interval. The counter is incremented once a call is answered.	Genesys Agent Groups	<b>RetrievedCallsF16</b>  <ul style="list-style-type: none"> <li>If 5 Min is selected as the agent group metric time profile, the contact group metric displays "-".</li> <li>If the contact group is associated with one or more agent groups from a CISCO ICM, the contact group metric displays "-".</li> </ul>	30 Min, Growing	Count
Scheduled Adherence (APS)	SCHDEVPCT	Amount the actual staff deviated from the scheduled staff as a percentage.	Calculated	APS/SCH*100	30 Min (since start of current half-hour)	Percent
Scheduled Adherence (Staffed)	SCHADH_WU	Amount the staff deviated from the scheduled staff as a percentage.	Calculated	STF_WU/SCH*100	30 Min (since start of current half-hour)	Percent
Scheduled Staff Headcount	SCH	Tally of agents scheduled to work in this business group.	Aspect eWFM, Genesys WFM, IEX TotalView	WFM Import:  Genesys: PERF_ITEM_SCH_COVERAGE  IEX: CTActiveForecast.schedOpen	30 Min (since start of current half-hour)	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				eWFM: FG.RSCH (Forecast Group's Revised Scheduled without Staff Adjustments and Unproductive) or SG.SGRSCH (Staff Group's Revised Scheduled without Staff Adjustments)		
SL%(Plus Aband)	SLPLSLSABN_WU	Abandoned calls positively impact service level: Number of calls answered prior to the threshold plus the number of calls abandoned prior to the threshold, all divided by the number of calls that were answered. This treats these abandoned calls as though they were answered prior to the threshold.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys ACD Queues	<p>CISCO ICM/IPCC:</p> $100 * \frac{(\text{ServiceLevelCallsHalf} + \text{ServiceLevelAbandHalf})}{\text{ServiceLevelCallsOfferedHalf}}$ <p>Genesys Stat Server:</p> $100 * \frac{(\text{ServiceLevelCallsHalf} + \text{ServiceLevelAbandHalf})}{(\text{ServiceLevelCallsHalf} + \text{ServiceLevelCallsOnHoldHalf} + \text{ServiceLevelAbandHalf})}$ <p><b>NOTES:</b></p> <ul style="list-style-type: none"> <li>ServiceLevelCallsOffered (SLCO) for CISCO objects is produced by CISCO ICM.</li> <li>ServiceLevelAband is the total number of calls abandoned at the queue</li> </ul>	30 Min (since start of current half-hour)	Percent

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				<p>before the service level threshold expired during the specified time interval.</p> <ul style="list-style-type: none"> <li>ServiceLevelCalls is the total number of calls answered by agents during the specified time interval before the service level threshold expired.</li> <li>ServiceLevelCallsOnHold is the total number of calls waiting in queue before the SL threshold expired.</li> </ul>		
Staffed	STF_WU	Number of agents logged on in zero or more agent groups assigned to take calls in the contact group.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	<p>COUNT (DISTINCT ASGRT.AgentID)</p> <p>WHERE AgentId from Agent Groups associated with the service(s)/call type(s) associated with the contact group(s)</p> <p>WHERE AgentState</p>	Point in Time	Count



Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
				INLIST 1 = Logged On 2 = Not Ready 3 = Ready 4 = Talking 5 = Work Not Ready 6 = Work Ready 7 = Busy Other 8 = Reserved 9 = Unknown 10 = Call On Hold 11 = Active 12 = Paused 14 = Not Active 103 = LoggedIn 104 = OnHook 105 = CallConsult 106 = CallDialing 107 = CallInbound 108 = CallInternal 109 = CallOutbound 110 = CallOnHold 111 = CallRinging 112 = CallUnknown 113 = NotReadyForNextCall 114 = OffHook 115 = WaitForNextCall 117 = AfterCallWork The relationship is derived from the ServiceMember table.		
Time zone	TZ	Time zone of the start time of the period.	IEX TotalView, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	IEX: CTActiveForecast.TZ / ICM: DateTime		
 Total Ready Time	c_AvT	Total time in seconds during the half-hour interval	Genesys Agent Groups	AvailableTime	30 Min, Growing	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
Added to WA in release 8.5.101.25.		when the logged on agents were in a NOT ACTIVE state waiting for the next call.		<ul style="list-style-type: none"> <li>If 5 Min is selected as the agent group metric time profile, the contact group metric displays "-".</li> <li>If the contact group is associated with one or more agent groups from a CISCO ICM, the contact group metric displays "-".</li> </ul>		
Number of Active Alerts	AlertNum	The number of active contact group alerts for the time period in the filter.	Threshold violation alerts		30 Min (since start of current half-hour)	Count
Average duration of Active Alerts	AlertAvgDur	Average duration of the active contact group alerts in the time period of the filter (i.e., selected period).	Threshold violation alerts	Calculate the duration from the time the alert began to the end of the time period in the filter.	30 Min (since start of current half-hour)	Minutes
Number of Expired Alerts	AlertsExpiredNum	The number of expired contact group alerts for the time period in the	Threshold violation alerts		30 Min (since start of current half-hour)	Count

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Name	Internal Name	Description	Source Type	Definition (Formula)	Period/Time Profile	Unit
		filter (i.e., selected period).				
Average duration of Expired Alerts	AlertExpiredAvgDur	The average duration of the expired contact group alerts for the time period in the filter (i.e., selected period).	Threshold violation alerts		30 Min (since start of current half-hour)	Minutes

**NEW** Filter Placeholders F1 ... F16 for Metrics

Some metrics are deployed with a filter placeholder (*F1 ... F16*).

To use these metrics, in the Configuration Server under the **Advisors Filters** folder, create a business object with a name that matches the filter placeholder name supplied in the metric (for example, F16). Within this business object, you must specify the actual filter as it is defined in your local environment. This filter will be applied to all metrics with F16 in their name. For example, F16 can represent a filter that filters out all private calls leaving only routed calls to be considered in the related metrics calculation. The following figure shows an example of the filter properties.

The screenshot shows a Windows-style dialog box titled "F16 [servername:port] Properties". It has three tabs: "General", "Annex", and "Security", with "General" selected. Inside the dialog, there is a yellow cube icon with the number "1". Below the icon are several fields: "Name" with a dropdown menu showing "F16"; "Display Name" with a dropdown menu showing "F16"; "Tenant" with a dropdown menu showing "defaultTenant" and a small icon to its right; "Business Attribute" with a dropdown menu showing "Advisors Filters" and a small icon to its right; and "Description" with a text box containing "PairExist('URS\_TIME\_IN','1000')". At the bottom of the dialog, there are two checkboxes: "Default" (unchecked) and "State Enabled" (checked). At the very bottom of the dialog are four buttons: "OK", "Cancel", "Apply", and "Help".

Example of the F16 Filter Properties