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Performance Management Advisors Metrics Reference Guide

CCAdv and WA Metrics

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CCAdv and WA Metrics

The tables on the following pages provide descriptions of the default (out-of-box) Contact Center Advisor and Workforce Advisor metrics:

- [CCAdv Application Voice and Alert Metrics](#)
- [WA Voice Metrics](#)
- [Agent Group Voice Metrics](#)
- [Alert Metrics](#)
- [Queue Metrics and Agent Stats](#)
- [Agent Group Metrics](#)
- [CCAdv Web and Email Metrics](#)
- [Stat Server Definitions for CCAdv/WA Source Metrics](#)

For your reference, the following sections describe the Genesys intelligent Workload Distribution (iWD) metrics for queue activity (Interaction Queues) and agent group activity that are available in CCAdv/WA:

- [iWD Application Metrics \(CCAdv\)](#)
- [iWD Agent Group Metrics](#)