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# Performance Management Advisors Metrics Reference Guide

Genesys Pulse Advisors Metrics Reference Guide

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# Genesys Pulse Advisors Metrics Reference Guide

This document contains the tables of metrics associated with Pulse Advisors Frontline Advisor, Contact Center Advisor, and Workforce Advisor.

## Frontline Advisor Metrics

The default Frontline Advisor metrics are described on the following pages:

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[State Source Metrics](#)

[Performance Source Metrics](#)

[Rule Source Metrics](#)

[Displayed Report Metrics](#)

## CCAdv/WA Metrics

The default CCAdv/WA metrics are described on the following pages:

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[CCAdv Application Voice and Alert Metrics](#)

[WA Voice Metrics](#)

[Agent Group Voice Metrics](#)

[Alert Metrics](#)

## iWD Metrics Available in CCAdv/WA

Genesys intelligent Workload Distribution (iWD) metrics for queue activity (Interaction Queues) and agent group activity are described on the following pages:

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[iWD Application Metrics](#)

[iWD Agent Group Metrics](#)

## Stat Server Definitions for Advisors Source Metrics

The default Advisors metrics use the Genesys statistics definitions that are described on the following pages:

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[Stat Server Definitions for FA Source Metrics](#)

[Stat Server Definitions for CCAdv/WA Source Metrics](#)