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Genesys Engage cloud Reporting Guide

Queue Statistics

12/19/2025

Queue Statistics

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Reporting in Genesys Engage cloud](#).

| Report | Statistic | Definition |
|-------------------|------------------------|--|
| Callback Activity | In Queue | The total number of live (current) or virtual voice interactions currently waiting at a distribution DN, typically a VQ. |
| Callback Activity | Offered | Total number of customers offered a Callback. |
| Callback Activity | Accepted | Total number of customers that accepted a callback. |
| Callback Activity | Declined | Total number of Customers that chose to remain on Hold (Declined an Immediate Callback) |
| Callback Activity | Connected | Total number of calls that successfully connected to the callback queue. |
| Callback Activity | Answered | Total number of calls that were answered by an agent. |
| Callback Activity | Cancelled | Total number of customers that received a callback but chose to cancel. |
| Callback Activity | Abandoned From Ringing | Total number of calls that abandoned after receiving a callback but abandoned before an agent answered. |
| Callback Activity | Current Accepted | Current number of customers that accepted a callback. |
| Callback Activity | Current Connected | Current number of calls that successfully connected to the callback queue. |
| Callback Activity | Wait Time | Total amount of time all interactions spent in queue. This is not an average. |
| Callback Activity | Wait Time Answered | Total amount of time interactions that were answered spent in |

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| | | queue. This is not an average. |
| Callback Activity | Wait Time Declined | Total amount of time interactions that declined a callback spent in queue. This is not an average. |
| Callback Activity | Total Cleared | |
| Queue KPIs | Service Level | A ratio of calls answered to distinct calls entered queue or route point. |
| Queue KPIs | Service Level (10s) | A ratio of calls answered within 10 seconds to distinct calls entered queue or route point. |
| Queue KPIs | Service Level (20s) | A ratio of calls answered within 20 seconds to distinct calls entered queue or route point. |
| Queue KPIs | Service Level (30s) | A ratio of calls answered within 30 seconds to distinct calls entered queue or route point. |
| Queue KPIs | Service Level (45s) | A ratio of calls answered within 45 seconds to distinct calls entered queue or route point. |
| Queue KPIs | Service Level (60s) | A ratio of calls answered within 60 seconds to distinct calls entered queue or route point. |
| Queue KPIs | Distinct Entered | The total number of first entries of voice interactions on a specified queue or at a specified route point. Because the DistinguishByConnID option is turned on, Stat Server counts each call only once, even if an interaction entered a specified queue or route point or group of queues more than one time. |
| Queue KPIs | Entered | The total number of calls entered on a specified queue or at a specified route point. Typically, you might have several calls entering in the same queue for one single voice interaction to change target after a specific timeout. |
| Queue KPIs | Abandoned | The total number of virtual or live voice interactions abandoned on a specified queue or route point when a caller hangs up while waiting on that queue or at that route point or if the customer line is dropped for any reason. This metric does not include the voice interactions abandoned while |

| Report | Statistic | Definition |
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| | | ringing. |
| Queue KPIs | Abandoned Ringing | The total number of virtual or live voice interactions abandoned while an agent desktop is ringing when the customer line is dropped for any reason. |
| Queue KPIs | Cleared | The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets. |
| Queue KPIs | Answered | The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent. |
| Queue KPIs | Answered < 10s | The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent in less than 10 seconds. |
| Queue KPIs | Answered 10 and 20s | The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent between 10 and 20 seconds. |
| Queue KPIs | Answered < 30s | The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent in less than 30 seconds. |
| Queue KPIs | Answered < 60s | The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent in less than 60 seconds. |
| Queue KPIs | Current Calls | The total number of live (current) or virtual voice interactions currently waiting at a distribution DN, typically a VQ. |

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| Queue KPIs | Current AWT | The average time of live calls currently waiting at a distribution DN, typically a VQ. |
| Queue KPIs | Max Calls | The maximum number of voice interactions simultaneously waiting in this queue for the day. |
| Queue KPIs | Min Calls | The minimum number of voice interactions simultaneously waiting in this queue during the last hour. |
| Queue KPIs | Forwarded | The total number of live, voice interactions that were distributed from a distribution DN to an agent and then transferred to another destination by redirection or forwarding. |
| Queue KPIs | Oldest Call Waiting | The maximum waiting time for live or virtual voice interactions currently on a queue or at a route point. |
| Queue KPIs | Max Answer Time | The maximum time that live or virtual voice interactions waited in a queue or at a route point before being answered by this agent. |
| Queue KPIs | ASA | The average amount of time a voice call waits on a specified queue or at a specified route point before the interaction is answered. |
| Queue KPIs | AHT | The average amount of time spent handling an Interaction distributed directly from this mediation DN. |
| Queue KPIs | AWA | The average amount of time a voice call waits on a specified queue or at a specified route point before the interaction is abandoned. |
| Queue KPIs | AWT | The average amount of time an interaction waits on a specified queue or at a specified route point. |
| Queue KPIs | % Abandoned | Percentage of calls that entered this queue or route point and were abandoned while in queue or while ringing on agent's DN. (it includes all calls entered in the queue). |
| Queue KPIs | % Cleared | Percentage of calls that entered |

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| | | this queue or route point and were cleared. (it includes all calls entered in the queue). |
| Queue KPIs | Wait Time | The total time calls waited in the queue. |
| Queue KPIs | Agents Logged In | The number of agents that are currently logged into a given queue. |
| Queue KPIs | Agents Ready | The number of agents who are currently in the ready state and are logged in to the specified queue. |
| Queue KPIs | % Agents Ready | The number of agents who are in the ready state versus the agents who are currently logged in to the specified queue. |
| Queue Overflow Reason | Entered | The total number of first entries of voice interactions on a specified queue or at a specified route point. (Refer to the party state diagrams in the Overview book of the Reporting Technical Reference series.) Because the DistinguishByConnID option is turned on, Stat Server counts each call only once, even if an interaction entered a specified queue or route point or group of queues more than one time. When applied to GroupQueues, this stat type sums the number of such interactions for all queues in the group. |
| Queue Overflow Reason | Cleared | The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets. |
| Queue Overflow Reason | % Cleared | Percentage of Calls that Entered Queue or Route Points and were subsequently Cleared. |
| Queue Overflow Reason | Overflow Closed | The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies |

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| | | to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets. |
| Queue Overflow Reason | Overflow Special Day | The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets. |
| Queue Overflow Reason | Overflow Emergency | The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets. |
| Queue Overflow Reason | Overflow Dissuaded | The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets. |
| Queue Overflow Reason | Overflow Route | The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that |

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| | | target and is 'cleared' from other targets. |
| Queue Overflow Reason | Overflow Voicemail | The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets. |
| Queue Overflow Reason | Overflow Message | The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets. |
| Queue Overflow Reason | Overflow Outsourced | The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets. |
| IWD Queue Activity | Entered | The total number of work item interactions that entered the queue during the specified period. |
| IWD Queue Activity | Stopped | The total number of work item interactions for which processing has stopped while in this queue during the reported time period. |
| IWD Queue Activity | Moved | The total number of work items that were moved from this queue to any other queue during the specified period. |
| IWD Queue Activity | Max Processed | The maximum number of work items that either were awaiting |

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| | | processing or were in processing within the contact center during the specified period. |
| IWD Queue Activity | Min Processed | The minimum number of work items that were either waiting processing or in processing within the specified period. |
| IWD Queue Activity | Current Waiting | The total number of work item interactions that are currently waiting to be processed. |
| IWD Queue Activity | Current In Queue | The total number of work item interactions that are currently in interaction queue. |