



Reporting Technical Reference Guide

for the Genesys 7.2 Release

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Preface

Welcome to the *Reporting Technical Reference Guide for the Genesys 7.2 Release*. This document introduces you to the concepts, terminology, and procedures relevant to reporting within a Genesys environment.

This guide is valid only for the 7.2 release(s) of this product.

Note: For releases of this document created for other releases of this product, please visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

This preface provides an overview of this guide, identifies the primary audience, introduces document conventions, and lists related reference information:

- [Intended Audience, page 8](#)
- [Chapter Summaries, page 8](#)
- [Document Conventions, page 9](#)
- [Related Resources, page 10](#)
- [Making Comments on This Document, page 12](#)

This guide provides:

- An overview of Genesys Reporting.
- An in-depth discussion of the Genesys Call Model, the Genesys Multimedia Interaction Model, and the Genesys Statistical Model.
- A survey of Historical Reporting complete with examples on how to customize various parts of the Reporting environment to meet your specific business needs.
- A virtual dictionary of most of the elements that comprise the solution-provided, out-of-box reporting templates.
- Data Mart schema—a conceptual data model of this database describing the fields of every entity (table) and entity interrelationships.

Intended Audience

This document, primarily intended for advanced contact center and database administrators, assumes that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- Network design and operation.
- Your own network configurations.

You should also be familiar with database technology.

Chapter Summaries

In addition to this preface, this guide contains the following chapters and two appendices:

- Chapter 1, “Overview of Genesys Reporting,” on [page 13](#), contains an overview of Genesys Reporting and explains key concepts.
- Chapter 2, “Sources of Solution Reporting Data,” on [page 31](#), provides an in-depth discussion of the sources of data for Genesys Reporting and explains the Genesys Call Model, the Genesys Multimedia Interaction Model, and the Genesys Statistical Model.
- Chapter 3, “Historical Reporting,” on [page 107](#), discusses Genesys historical reporting in detail, including descriptions of the various components and their relationships.
- Chapter 4, “Customizing Solution Reporting,” on [page 139](#), explains what types of customization are available and provides examples of various types of customization.
- Chapter 5, “Open Media Templates,” on [page 193](#), describes how to create the statistical parameters and templates to generate open media reports.
- Chapter 6, “Understanding the Out-of-Box Templates,” on [page 247](#), describes the out-of-box, or “canned,” templates provided with your Genesys solutions for CC Analyzer and CCPulse+. The chapter is segmented into 11 sections that provide extensive, in-depth breakdown of solution-provided templates.
- Appendix A, “Acronym List,” on [page 693](#), defines the acronyms used in this guide.
- Appendix B, “Data Mart Conceptual Data Model,” on [page 695](#), provides the conceptual data model for the Data Mart including a list of objects, entity information, and relationship information.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

72g_ref_rptg_05-2007_v7.2.001.07

You will need this number when you are talking with Genesys Technical Support about this product.

Type Styles

Italic

In this document, italic is used for emphasis, for documents' titles, for definitions of (or first references to) unfamiliar terms, and for mathematical variables.

- Examples:**
- Please consult the *Genesys 7 Migration Guide* for more information.
 - *A customary and usual practice* is one that is widely accepted and used within a particular industry or profession.
 - Do *not* use this value for this option.
 - The formula, $x + 1 = 7$ where x stands for . . .

Monospace Font

A monospace font, which looks like teletype or typewriter text, is used for all programming identifiers and GUI elements.

This convention includes the *names* of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages; the values of options; logical arguments and command syntax; and code samples.

- Examples:**
- Select the Show variables on screen check box.
 - Click the Summation button.
 - In the Properties dialog box, enter the value for the host server in your environment.
 - In the Operand text box, enter your formula.
 - Click OK to exit the Properties dialog box.

- The following table presents the complete set of error messages T-Server® distributes in EventError events.
- If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls.

Monospace is also used for any text that users must manually enter during a configuration or installation procedure, or on a command line:

Example: • Enter `exit` on the command line.

Screen Captures Used in This Document

Screen captures from the product GUI (graphical user interface), as used in this document, may sometimes contain a minor spelling, capitalization, or grammatical error. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Square Brackets

Square brackets indicate that a particular parameter or value is optional within a logical argument, a command, or some programming syntax. That is, the parameter's or value's presence is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information. Here is a sample:

```
smcp_server -host [/flags]
```

Angle Brackets

Angle brackets indicate a placeholder for a value that the user must specify. This might be a DN or port number specific to your enterprise. Here is a sample:

```
smcp_server -host <confighost>
```

Related Resources

Consult these additional resources as necessary:

- *Reporting 7.2 Deployment Guide*, which provides step-by-step instructions for configuring and installing the Reporting components.

- *Reporting 7.2 Reference Manual*, which provides general information about performance measurements, how Reporting behaves during time shifts, and how to set up custom reports for skills-based and partial-period reporting.
- *Reporting 7.2 CCPulse+ Help*, which contains detailed instructions for using CCPulse+ features and functions.
- *Reporting 7.2 CCPulse+ Administrator's Guide*, which presents information on customizing and troubleshooting your CCPulse+ application. It also includes tables showing which historical statistics link with which real-time statistics for all statistics included in the solution templates.
- *Reporting 7.2 Data Sourcer User's Guide*, which describes the role Data Sourcer plays in your Reporting environment and includes the Configuration Server objects Data Sourcer tracks, how it organizes data, and how to fine-tune configuration and troubleshoot problems.
- *Reporting 7.2 Data Modeling Assistant Help*, which explains how to import and export templates, create new statistical parameters, and create new layout templates and report layouts.
- *Reporting 7.2 ETL Assistant Help*, which describes how ETL Assistant manages metadata in the Data Mart and allows you to view information about the results of data transformation and aggregation from different sources.
- *Reporting 7.2 ETL Runtime User's Guide*, which describes the role that ETL Runtime plays in your Reporting environment. It includes a discussion of ETL Runtime's modules, the runtime parameters, options you can set to fine-tune configuration, and how to schedule ETL Runtime processes.
- *Reporting 7.2 Report Generation Assistant User's Guide*, which explains how to use the Report Generation Assistant to build sample charts, pivots, and reports that you can further tailor using Hyperion Query Designer for your final report output.
- *Genesys Info Mart 7.2 User's Guide*, which gives an overview of and explains how to use, Genesys Info Mart.
- *Genesys Info Mart 7.2 Operations Guide*, which describes the procedures that you must follow to customize, schedule, and monitor the Genesys Info Mart ETL jobs.
- *Genesys Info Mart 7.2 Deployment Guide*, which explains how to install and configure the 7.2 release of Genesys Info Mart.
- *T-Library SDK 7.2 C Developer's Guide*, which provides detailed information on T-Server features and functions.
- *Framework 7.2 Stat Server User's Guide*, which describes Stat Server architecture and functions, configuration steps and options, installation procedures, and statistical definitions and formulas.

- *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and CTI terminology and acronyms used in this document.
- *Genesys Migration Guide*, also on the Genesys Documentation Library DVD, which contains a documented migration strategy for Genesys product releases 6.x and later. Contact Genesys Technical Support for additional information.
- The Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at <http://genesyslab.com/support>.

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys 7 Supported Operating Systems and Databases*
- *Genesys 7 Supported Media Interfaces*

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

Making Comments on This Document

If you especially like or dislike anything about this document, please feel free to e-mail your comments to Techpubs.webadmin@genesyslab.com.

You can comment on what you regard as specific errors or omissions, and on the accuracy, organization, subject matter, or completeness of this document. Please limit your comments to the information in this document only and to the way in which the information is presented. Speak to Genesys Technical Support if you have suggestions about the product itself.

When you send us comments, you grant Genesys a nonexclusive right to use or distribute your comments in any way it believes appropriate, without incurring any obligation to you.



Chapter

1

Overview of Genesys Reporting

This chapter briefly describes the Genesys software environment and how the Reporting products fit into that structure. This chapter includes these sections:

- [The Genesys CIM Platform, page 13](#)
- [Reporting in a Typical Contact Center, page 19](#)
- [Solution Reporting Classifications, page 22](#)
- [Metrics and Statistics for Solution Reporting, page 23](#)
- [Report Layout and Layout Template, page 24](#)
- [Genesys Reporting Layer Products, page 25](#)

The detailed discussion of Reporting structure and functionality is presented in subsequent chapters.

The Genesys CIM Platform

Genesys Solution Reporting is a part of the Genesys Customer Interaction Management (CIM) Platform. The CIM Platform consists of:

- Management Framework.
- Solution Reporting (CC Analyzer, CCPulse+).
- Universal Routing.
- Genesys Multimedia (formerly Multi-Channel Routing [MCR]) (optional).

Note: Genesys Multimedia is a group of components that are required if Universal Routing, Solution Reporting, and Management Framework are to handle interactions in any medium other than traditional telephony.

You must add at least one Media Channel, such as Inbound Voice, E-mail, or Chat (Web Media), to the CIM Platform. [Figure 1](#) shows an overview of the CIM platform architecture and indicates where Genesys Solution Reporting fits within it.

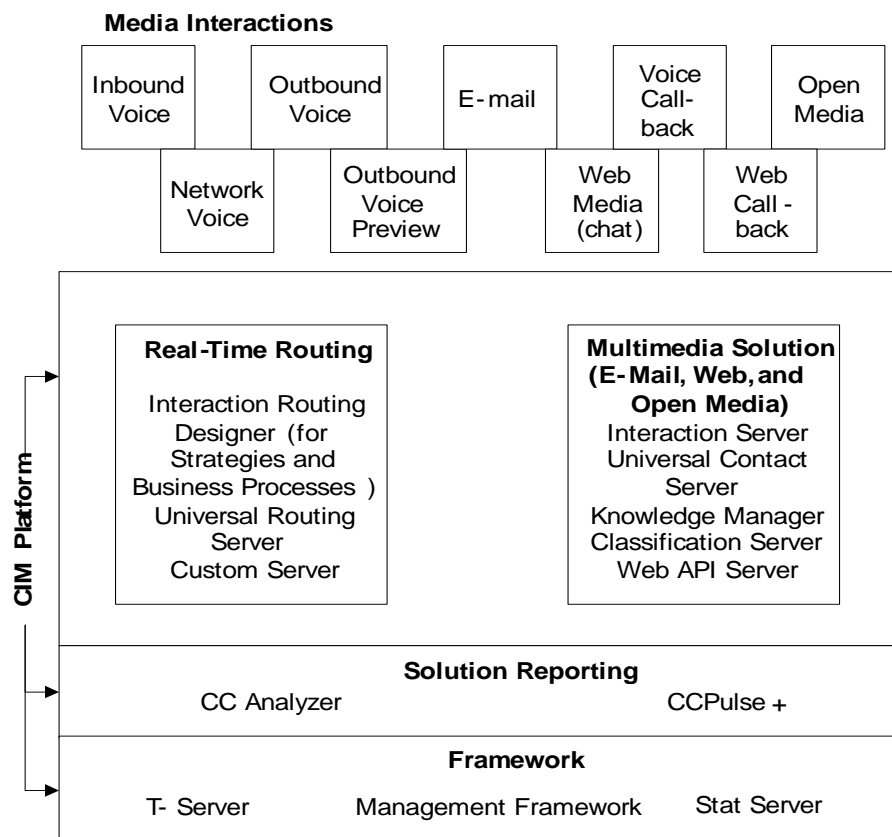


Figure 1: The Genesys CIM Platform

Note: In addition to what is shown in [Figure 1](#), Solution Reporting can present data from Genesys Info Mart.

[Figure 2](#) shows a more detailed view of a typical contact center environment, including the components from which Genesys Solution Reporting draws its data.

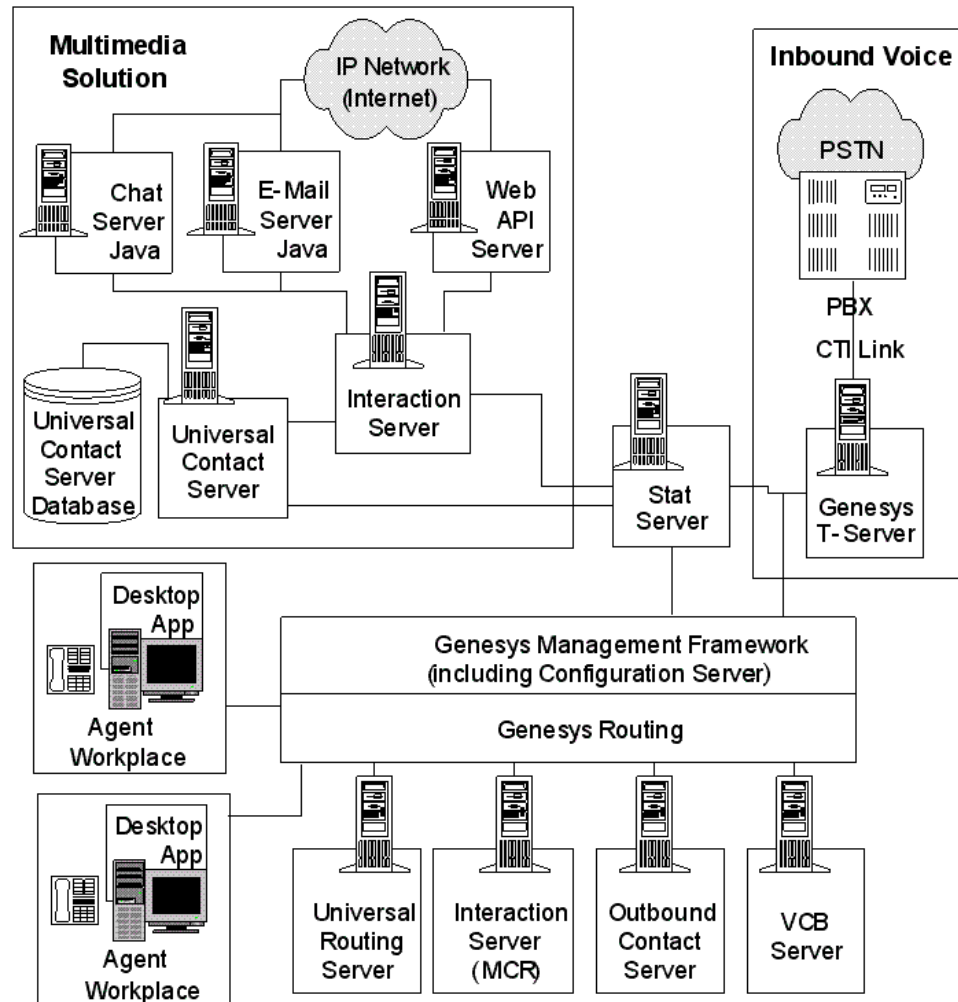


Figure 2: Genesys-Based Contact Center Environment

Now consider the major elements of the Genesys Solution Reporting environment in more detail.

T-Server The Genesys Telephony Server (T-Server) connects the switching telephony network and the contact center computing environment. In terms of computer telephony, T-Server is a CTI Server connecting the switching and computing domains. T-Server is connected with the PBX via a CTI link operating in correspondence with a stack of protocols. Through this link, T-Server monitors and controls processes within the switching domain. For example, if the PBX receives an incoming call and the corresponding telephone set starts ringing, T-Server receives a CTI protocol packet informing it about this operation. In addition, T-Server is connected to other contact center applications via various APIs to supply call-monitoring and call-controlling functionality.

**Interaction Server,
Universal Contact
Server and Web
API Server**

Contact centers that use Genesys Multimedia (formerly MCR) use Universal Contact Server (UCS) and Interaction Server (Ixn-Server) to provide support for their multimedia interactions (e-mail and chat) along with T-Server for telephony interactions. Ixn-Server produces events for Internet-based interactions, enabling Genesys components and products, such as Solution Reporting, to use data on multimedia interactions.

The Universal Contact Server writes statistical information about multimedia interactions to the Universal Contact Server database. This data forms a basis for historical reporting. Universal Contact Server stores interaction contents, such as e-mail contents and chat transcripts, as well as other information that identifies the interaction and how it has been processed.

Genesys Multimedia also uses the Web API Server, which enables customers to send e-mail using a web form. The Web API Server also provides web callback functionality, enabling users to schedule callbacks from a company website.

Note: This release of the *Reporting Technical Reference Guide* does not discuss the Internet Contact Solution (ICS). If you are using ICS, see the *Genesys Reporting Technical Reference Guide for the 6.5 Release*.

**Configuration
Server**

The Genesys Configuration Server maintains and manages a contact center's configuration data. For instance, it stores configuration data about all database objects of a contact center—agents, places, devices, tenants, and so on.

If you are using Open Media statistics, you configure the stat types for interactions processed by Interaction Server using Genesys Configuration Manager, which stores them in Configuration Server.

You also use Configuration Manager, rather than Data Modeling Assistant (DMA), to create real-time stat types. DMA is specifically designed to handle historical stat types.

Stat Server

The Genesys Statistic Server (Stat Server) presents statistical data about contact center interactions and objects. This data is used by various Genesys applications. For instance, the Universal Routing Server uses information from Stat Server about agents' statuses to determine agent availability. The Solution Reporting tools use Stat Server data to generate statistical indicators of contact center performance and status such as average handle time for customer calls, the number of calls in a queue, and so on.

Certain multimedia reports require that you enable the Stat Server Java Extensions (SSJE) because the data for them is sourced through the SSJE. This added flexibility in Stat Server architecture, available in version 7.0.2 and higher, enables you to dynamically extend Stat Server functionality with new statistical types and have Stat Server supply them to Genesys applications.

The *Framework 7.2 Stat Server Deployment Guide* describes how to enable java functionality in your Stat Server applications.

Note: Metrics derived from the SSJE are calculated only for those Interaction Server, VCB Server, Chat Server, and E-Mail Server Java instances that have the associated Stat Server included in their list of connections.

Agent Desktop Applications

Contact center agents use desktop applications in processing customer interactions. For instance, these applications present information about customers and incoming interactions, provide agents with options, such as transfer and conference, for handling interactions, and enable agents to attach data to interactions.

Genesys Products

Components of the Genesys platform that perform a particular function and depend on a dedicated server are called *products*. Genesys Solution Reporting provides pre-made (canned) layout templates for these products:

Universal Routing

Universal Routing, which includes Enterprise Routing and Network Routing, is based on the Universal Routing Server, which is configured to process interactions and route them to a target. To do this, Universal Routing Server executes routing strategies, which are loaded on Routing Points. Routing strategies reflect each contact center's business logic. Based on routing strategy configuration, URS can route interactions based on agent skills or skill levels, information retrieved from a database, service levels, the value of a statistic, priority tuning, or other criteria. When executing a routing strategy, URS determines the most appropriate agent or target for the interaction, and routes the interaction accordingly.

Note: Universal Routing 7.2 provides multimedia routing support and is compatible with Genesys Multimedia (formerly MCR).

The Voice Callback Option

Voice Callback (VCB) enables callers to request a callback from an agent instead of waiting on hold when call volume is heavy. With VCB, the caller can request a scheduled callback for a specific date and time or a callback as soon as an agent becomes available. VCB provides an additional channel for customer contact when the call load is heavy at a contact center. Genesys Solution Reporting tracks these requests and presents data on the requests and on the callbacks. VCB is an option for Genesys Universal Routing.

The Web Callback Option

VCB also processes callback requests originating from the Web, using a Web interface that enables callback ordering and management via the Web API Server.

Outbound Contact

Genesys Outbound Contact (based on the Outbound Contact Server, as shown in Figure 2 on [page 15](#)) generates outbound calls to customers on contact-center calling lists. For instance, you can configure the software to run predictive dialing campaigns, during which it calls customers and connects the calls to agents if the customer answers the phone.

Multimedia

Genesys Multimedia (formerly MCR) tracks and processes multimedia interactions such as e-mail and web-based chat as well as voice interactions. It enables coordinated handling of all interaction types you may be using. The Universal Contact Server identifies interaction threads and stores interaction history in the Universal Contact Server database. The database also stores information such as customer account and phone numbers and supplies the content for standard responses and screening rules.

Genesys Multimedia provides business process handling through Interaction Server (Ixn Server), which receives and caches data about interactions, works with Universal Routing and its interaction workflow function to queue interactions and direct them to the appropriate targets based on business processes and routing strategies.

Note: Universal Routing 7.2 is designed to work with Genesys Multimedia (formerly MCR). For documentation specific to this release, see the *Multimedia 7.2* documentation set.

Genesys Multimedia includes e-mail and chat interaction management. Using Genesys Open Media, you can route and report on any type of media. For example, you may want to track incoming faxes, route them, and report on how they are handled.

To use Genesys Open Media:

- Create custom media servers and custom media types using the SDKs provided by the Genesys Developer Program
- Create routing strategies for your custom media types using Genesys Universal Routing.
- Report on custom media interaction processing by creating custom media statistics, used by both CCPulse+ and CC Analyzer.

The process for creating stat types for open media custom statistics differs in certain details from that for other stat types. However, after you have performed the initial configuration, data collection and reporting functions occur in essentially the same way as for other stat types.

Note: For a detailed explanation of how to create open media statistics, refer to [Chapter 5](#).

Reporting in a Typical Contact Center

The processing of customer interactions within a contact center can be distributed over several CTI and Internet-based components. For example, a typical inbound call from a customer may first be connected to an IVR to collect information about the interaction and/or customer. Then the call may be directed to a Universal Routing Server, which finds the most appropriate agent to handle the call and routes the call accordingly. Each component involved in call processing can be interesting from the reporting perspective. Figure 3 on [page 21](#) presents the general schema of Solution Reporting in a Genesys environment.

Note: Genesys offers several reporting applications that, taken together, form the Genesys Reporting Layer.

Reporting Layer Elements

The Reporting Layer includes four major product families:

- Solution Reporting, consisting of CC Analyzer and CCPulse+ and their common, historical, back-end components, which create object-centered historical and real-time reports based on Stat Server data.
- Call Concentrator, which stores T-Server data that customer applications can draw on to create interaction-based reports.
- Interaction Concentrator, which collects and stores detailed data about interactions and resources in customer interaction networks that use Genesys Framework (contact center, enterprise-wide, or multi-enterprise telephony and computer networks). Downstream reporting systems can access ICON data in near real time.
- Genesys Info Mart, which stores configuration, agent, interaction, and campaign details data in a database. The data could be retrieved by using SQL queries. A series of star schemas together with corresponding aggregate tables (available in Info Mart 7.2) is used to speed the retrieval of the stored data. Querying the data helps you uncover trends, chart heavy

usage times, and reveal patterns in your contact center. [Chapter 6](#) of this guide contains information about CCPulse+ Reporting Templates that rely on Info Mart data.

Note: This document focuses on Solution Reporting. For additional information on Call Concentrator, refer to the Call Concentrator documentation set. For additional information on Interaction Concentrator, refer to the Interaction Concentrator 7.2 documentation set. For additional information on Genesys Info Mart, refer to the Genesys Info Mart 7.2 documentation set. For additional information about CCPulse+ and the usage of Info Mart specific templates, refer to the *Reporting 7.2 CCPulse+ Administrator's Guide*.

Solution Reporting consists of these services:

- The Data Collection Services, which gather information about interactions and resources from Configuration Server and Stat Server.
- The Data Mart Services, which organize collected information into more usable forms, and aggregate metrics to months, quarters, and years.
- The Information Delivery Services, consisting of the CCPulse+ and Hyperion Query Designer applications.
 - Contact center managers use the information-delivery components of CC Analyzer, which are powered by Hyperion Query Designer, to construct and view reports that provide information about the performance of various contact center objects over time. Managers can filter these performance reports based on their business rules.
- Managers, supervisors, and administrators use CCPulse+ to create custom real-time and historical views of contact center objects that facilitate the analysis of staffing, business, and contact-routing strategies. CCPulse+ can present information from both Data Mart and Genesys Info Mart.

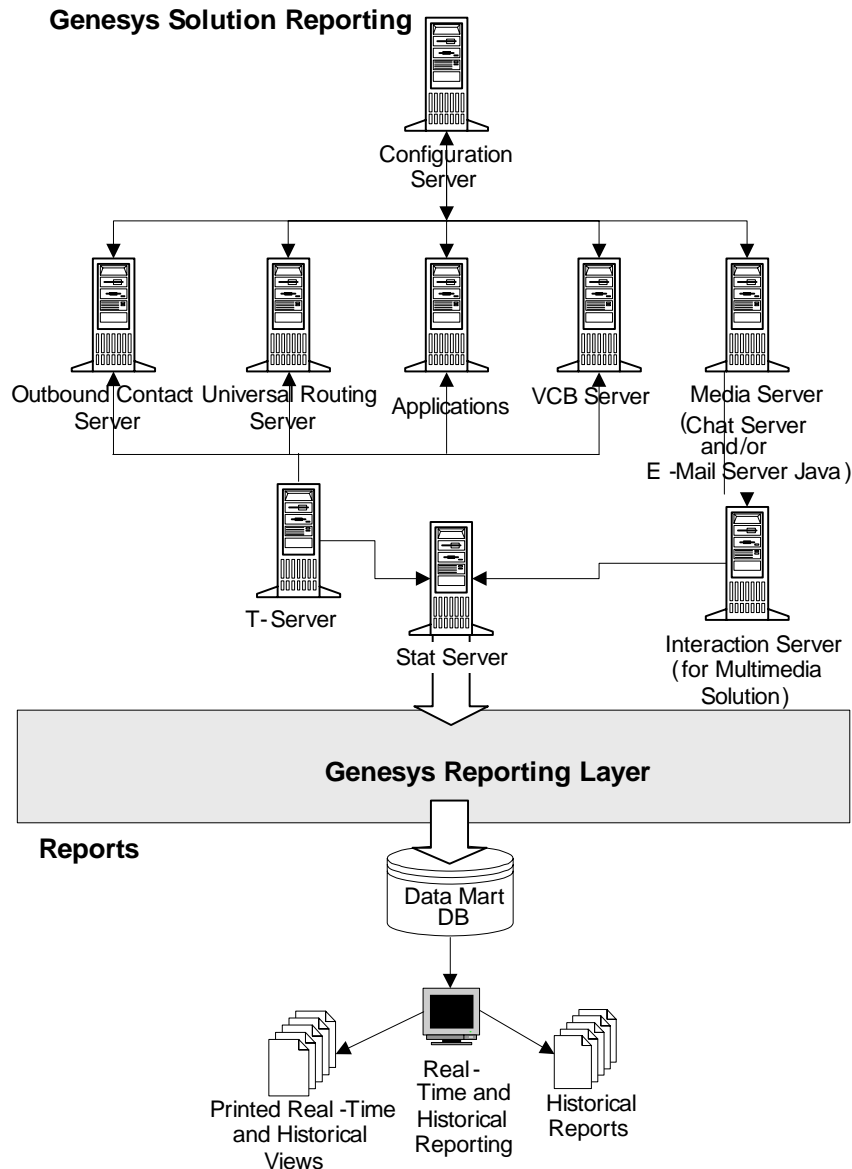


Figure 3: Genesys Solution Reporting

Genesys Data Sources for Solution Reporting

To collect and report business data, Solution Reporting components communicate with other pieces of the Genesys platform. Solution Reporting collects Configuration Server data about contact center objects such as agents' places, groups of agents, telephony devices, and so forth.

Stat Server supplies Solution Reporting with statistical data about the processing of calls and the performance of contact center objects. Stat Server collects and processes the information from T-Server and Configuration

Server. If you are using Genesys Multimedia, Stat Server also draws data from Interaction Server.

Stat Server collects primary information about the progress of calls and other types of interactions from these servers, processes it, and presents it as aggregated values or more basic numeric or status information. Upon receiving interaction events from T-Server or Interaction Server, Stat Server determines the actual states of objects affected by these events and recalculates corresponding aggregates or other numeric or status parameters of related objects.

In addition to these sources, Genesys Solution Reporting can also pull information from Genesys Info Mart, using CCPulse+. Please refer to [page 19](#).

Solution Reporting Classifications

Solution Reporting functionality in the Genesys products covers many aspects of contact center performance. It is useful to classify reporting from different perspectives.

- **By time:**
 - Real-time Solution Reporting displays metric values in real time. For example, real-time Solution Reporting can present data such as the current number of calls in the contact center, average time of processing calls, current number of available agents, and so forth.
 - Historical Solution Reporting maintains records of past contact center activity and reports against it. The total time an agent spent processing calls during the past month is one such metric.
- **By type of subject:**
 - Object-centric Solution Reporting focuses on the statistical values of contact center objects such as an agent's call-handling time, number of calls in queue, and so on.
 - Interaction-centric Solution Reporting focuses on interactions (for example, telephone calls), gathering information such as call arrival, routing to agent, change of properties, completion, and so forth.
- **By owner of information:**
 - Systems Solution Reporting gathers and presents general information about system elements, for example, contact center objects such as agents, groups, and places.
 - Product-specific Solution Reporting collects and presents product-specific information—the number of records agents process during a specific outbound campaign, for example.
 - Business Solution Reporting collects and presents business-specific information such as revenue agents generate during conversations.

Metrics and Statistics for Solution Reporting

The term *metric* is widely used in different areas of computer science and everyday life. Regardless of its application, a *metric* defines:

- The kind of subject to be measured.
- The characteristics of the subject to be measured.
- How measuring is performed.

The results of those measurements in a specific instance are statistics.

An example is a checking account statement. The statement displays pre-set categories of information, such as account balance, deposits, withdrawals, and so on. The specific information that appears in each column depends on whether the information comes from your bank account, your college-age child's, or your rich aunt's. The categories (metrics) stay the same. The results when the categories are applied to a specific data source at a specific time—the statistics—change.

Metrics collected for contact centers must illuminate various performance aspects of the contact center, which management can then use to formulate additional strategies that improve performance. The Genesys Solution Reporting provides just this sort of information. They are also flexible enough that you can use them to create your own metrics to fill your own business-specific needs.

The interrelation between the major statistical concepts used in Genesys Solution Reporting is illustrated in [Figure 4](#).

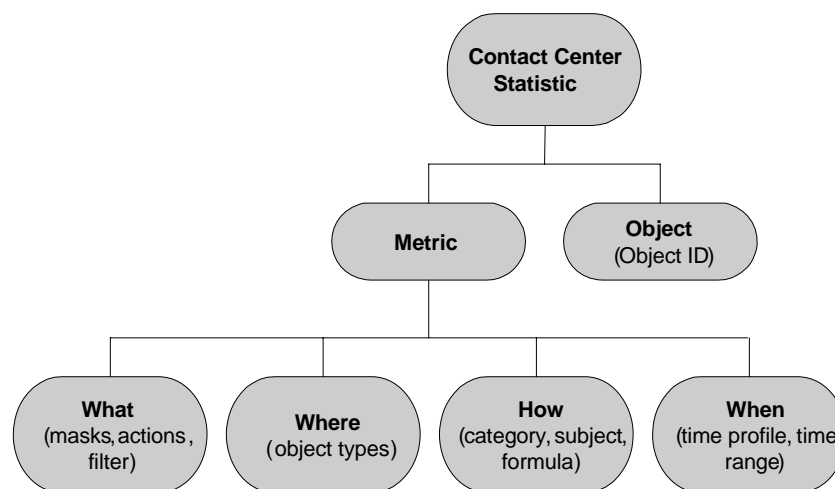


Figure 4: Statistics and Metrics for Solution Reporting

From the figure you see not only that a metric defines *what* should be measured, but also *where*, *how*, and *when* it should be measured. The *what*

component is defined on the basic actions of the contact center that characterize processes in contact center. *Where* points to the objects of the contact center—which ones should be considered. *How* defines the manner of calculation—the algorithm (statistical category). And *when* specifies time constraints of calculation. For instance, the time profile defines an interval from which statistics are to be calculated.

Metrics, when applied to a specific contact center object produce a *statistic*. Data obtained from analyzing statistics are called *statistical values*.

Report Layout and Layout Template

Layout templates and report layouts are used to identify what information should be gathered about which objects and over which time period. It is important to understand how each one functions in the process of creating a report.

- *Report layouts* define which contact center objects and what data about those objects are of interest. Report layout content includes information about contact center objects, statistics for the objects, the time frames in which the statistics should be gathered, and so forth. A report layout is the application of a layout template to a specific data object(s).
- *Layout templates*, which are an abstract version of a report layout, simplify the process of report layout creation. Layout templates specify a set of defined metrics that are to be applied to a particular object type. They outline the content of a report layout but do not refer to any actual contact center object.

Note: All of the metrics in a layout template use the same time profile.

- *Reports* emerge from the use of a report layout to collect data on specific objects over a particular time. They present actual events, whereas report layouts and layout templates represent increasing levels of abstraction.

Note: The report layout defines only report content. Report layout appearance is controlled by the Information Delivery Services tool you use, such as CCPulse+ or CC Analyzer's Hyperion Intelligence Designer.

The most convenient way to create a report layout is to use a layout template to define the content of the report layout. The relationship between a report layout and a layout template is shown in [Figure 5](#).

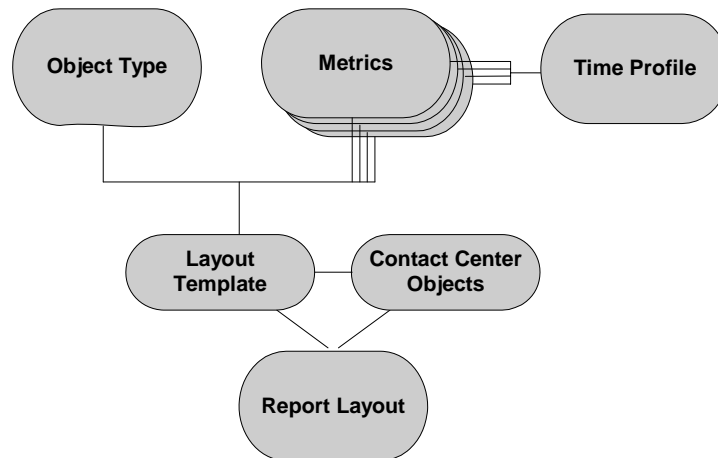


Figure 5: Relation of Report Layout to Layout Template

Genesys Reporting Layer Products

The Genesys Reporting Layer provides contact center administrators with real-time and historical views of the performance metrics of contact center objects and how these metrics change over time. The Genesys Reporting Layer offers the following set of reporting tools:

- **CCPulse+**—a GUI application that enables users to monitor real-time and historical statistical values of contact center objects and application-specific objects. CCPulse+ can present information from both Data Mart and from Genesys Info Mart.
- **CC Analyzer**—an engine for Historical Reporting and analysis of the performance of contact center objects. CC Analyzer draws data from the Data Collection and Data Mart services, which also supply historical reporting data to CCPulse+.
- **Call Concentrator**—a collector of historical data about the interconnection of contact center objects, which is determined by processing a call's history. This historical data is stored in a relational database (the Call Concentrator database).
- **Interaction Concentrator**—a collector of detailed interaction data from customer interaction networks that use Genesys Framework (contact center, enterprise-wide, or multi-enterprise telephony and computer networks). This data is stored in a relational database (Interaction Database).
- **Genesys Info Mart**—an ETL engine that stores historical data about the entire contact center, based on configuration, agent, interaction and campaign details, in a relational database (the Info Mart database). Info Mart also supplies CCPulse+ with historical reporting data, which can be retrieved using Query Based reports.

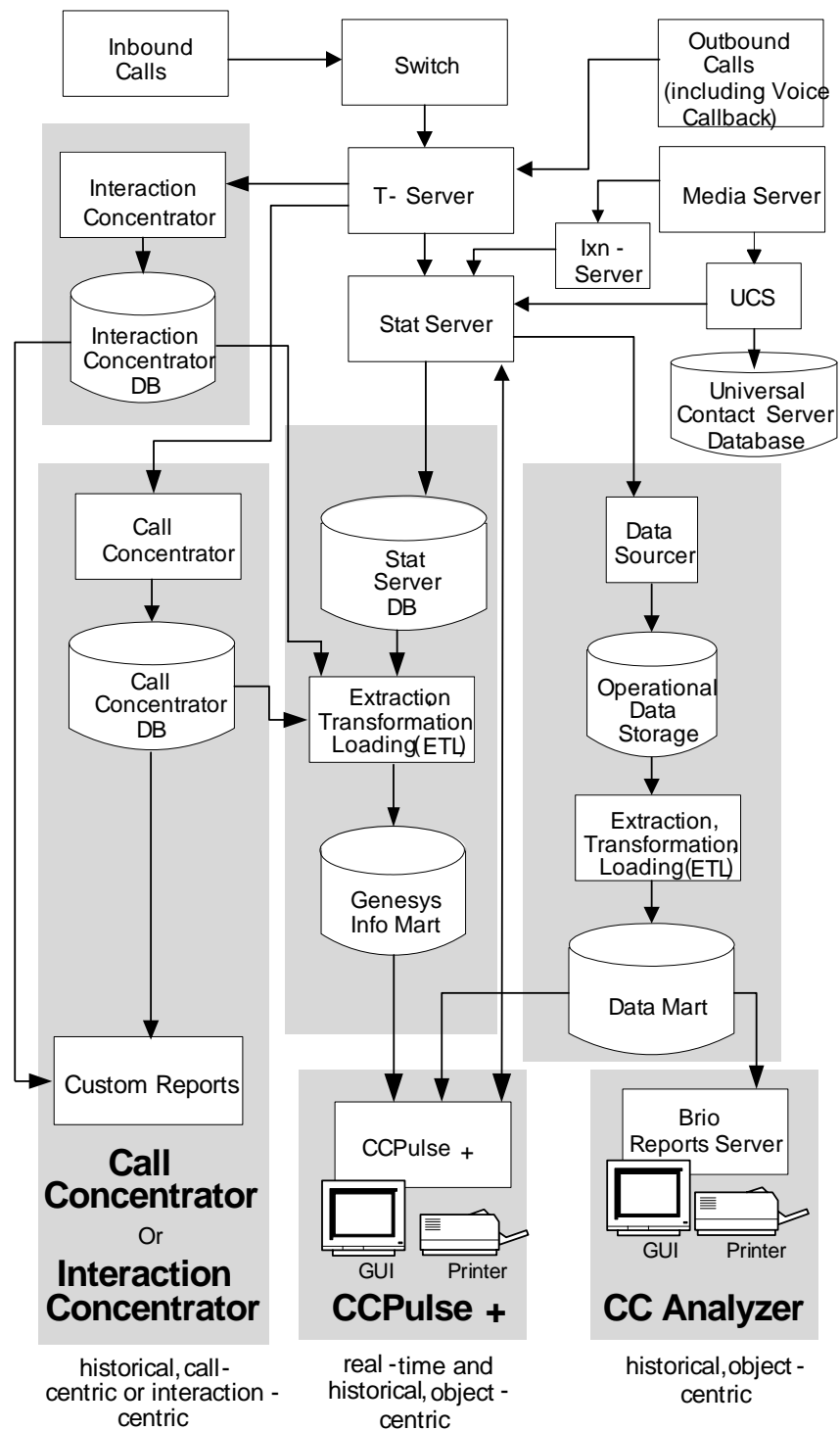


Figure 6: Reporting Information Flow in Genesys Products

Figure 6 on [page 26](#) presents a general schema of the Genesys Reporting Layer. In addition to data shown in [Figure 6](#), all server components receive contact center configuration data from the Configuration Layer. Certain products also store some configuration data. Most of the components in this figure have already been discussed; the following sections describe Genesys Solution Reporting products.

Data Collection and Processing

The Data Collection and Data Mart services provide Historical Reporting information to CCPulse+ and CC Analyzer, which includes Hyperion Query Designer for data-presentation functionality. You can customize these statistics-gathering and transforming functions. You can:

- Specify which statistics should be collected for which contact center objects and how often.
- Define new statistic types (stat types) complete with retrieval parameters such as time ranges and filters.
- Propagate the information collected into a database.
- Preaggregate information into hours, days, weeks, months, quarters, and years.

CCPulse+—Real-Time, Historical and Query Based Views

CCPulse+, a desktop GUI application, displays real-time, historical, and query-based values of selected statistics for selected contact center objects. CCPulse+ displays real-time and historical statistical data about agents, agent groups, places, queues, and more. CCPulse+ presents data from both CC Analyzer's Data Mart and Genesys Info Mart.

CCPulse+ is bundled with Genesys Universal Routing, Outbound Contact, and Multimedia products, and supplies pre-made view templates that best fit each product's focus of activity. It also supplies Voice Callback templates for those Genesys Universal Routing customers who choose to add the VCB option and also Genesys Info Mart templates for those customers who wish to view data from Genesys Info Mart.

CCPulse+ can display statistics for open media interactions for which you have created custom media types and statistical types.

CCPulse+ can also display statistics from Genesys Info Mart, using Query Based Views.

Note: Refer to *Reporting 7.2 CCPulse+ Help* for more information on creating Query Based Views.

CCPulse+ Features and Functions

- CCPulse+ monitors the activity within the contact center across all media types. Thus, a supervisor may monitor, for example, the number of chat sessions currently in the queue, the average handle time of e-mails, and so on.
- CCPulse+ monitors the operational behavior of a contact center, such as the number of agents logged in, the number on calls, and average call-handling time. By combining business data with operational data, a contact center manager can also obtain an up-to-the-second view of the contact center.
- CCPulse+ includes wizards that guide you in creating customized views of real-time and historical data. The Genesys Multimedia, Outbound Contact, Universal Routing, and Genesys Info Mart products, and the Voice Callback option also provide their own out-of-box views tailored to monitor the effectiveness of a product's various functions; for example, the effectiveness of an outbound campaign or routing strategy.
- CCPulse+ enables you to easily customize the objects monitored, the presentation format (for example, graph type), the color coding, and so forth, to best fit a your needs.
- CCPulse+ enables contact center managers and supervisors can define thresholds and associated actions by way of simple wizard-guided screens filled with instructions. By setting specified thresholds and alarms, a supervisor can be notified when an agent reaches a certain revenue goal, for example, or when a queue is backlogged.

[Figure 7](#) shows a snapshot of the CCPulse+ application.

The left pane shows monitoring functionality. The right pane provides historical and real-time Solution Reporting.

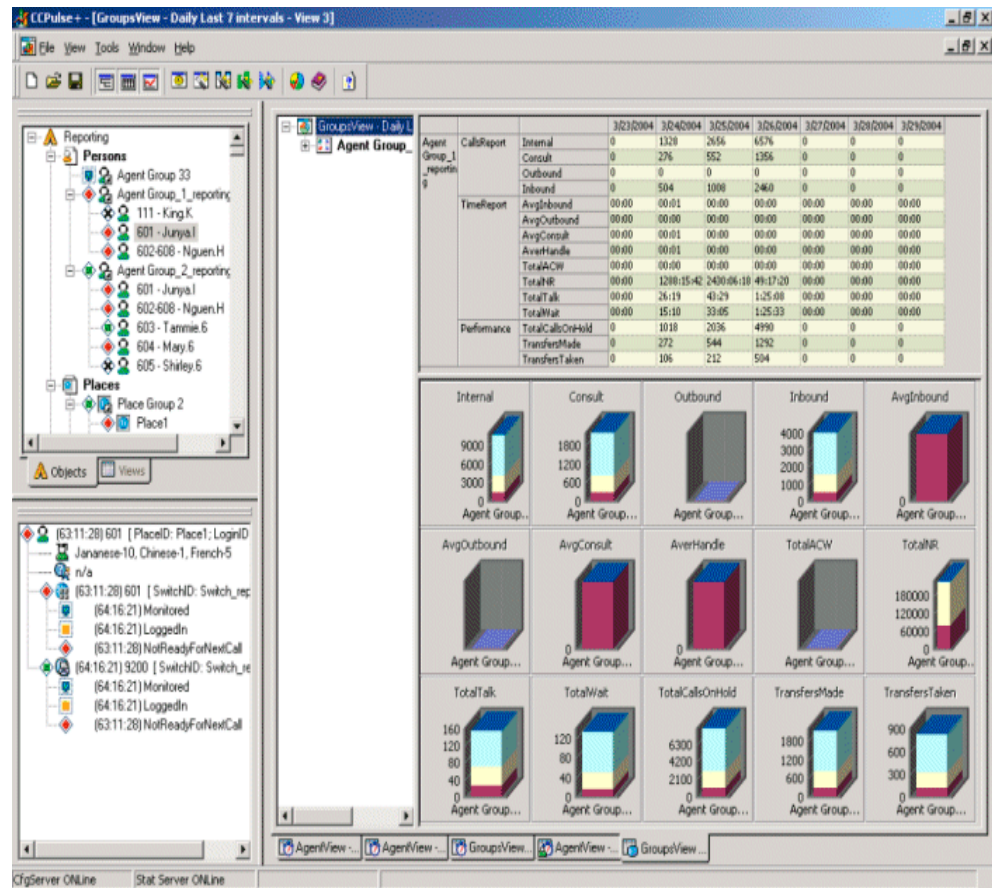


Figure 7: CCPulse+ View

CC Analyzer—Examining Historical Performance

CC Analyzer draws on the collected and postaggregated statistical values for selected contact center objects. More specifically, CC Analyzer enables users to:

- Generate canned reports, that is reports based on pre-made layout templates that are included with.
- Design custom reports and custom metrics.
- Drill down data to the 15-minute level.
- Publish reports on the Web and schedule report generation using Hyperion Intelligence Server.

CC Analyzer uses the Hyperion Performance Suite to provide GUI access to the data and to customize data presentation.

Hyperion Intelligence Clients—CC Analyzer's Report Generator GUIs

Solution Reporting-optimized Data Mart content enables administrators to use Hyperion Intelligence Server to either automatically generate reports from canned templates or build custom reports (see [Figure 8](#)) using both client/server based tools and web-based clients.

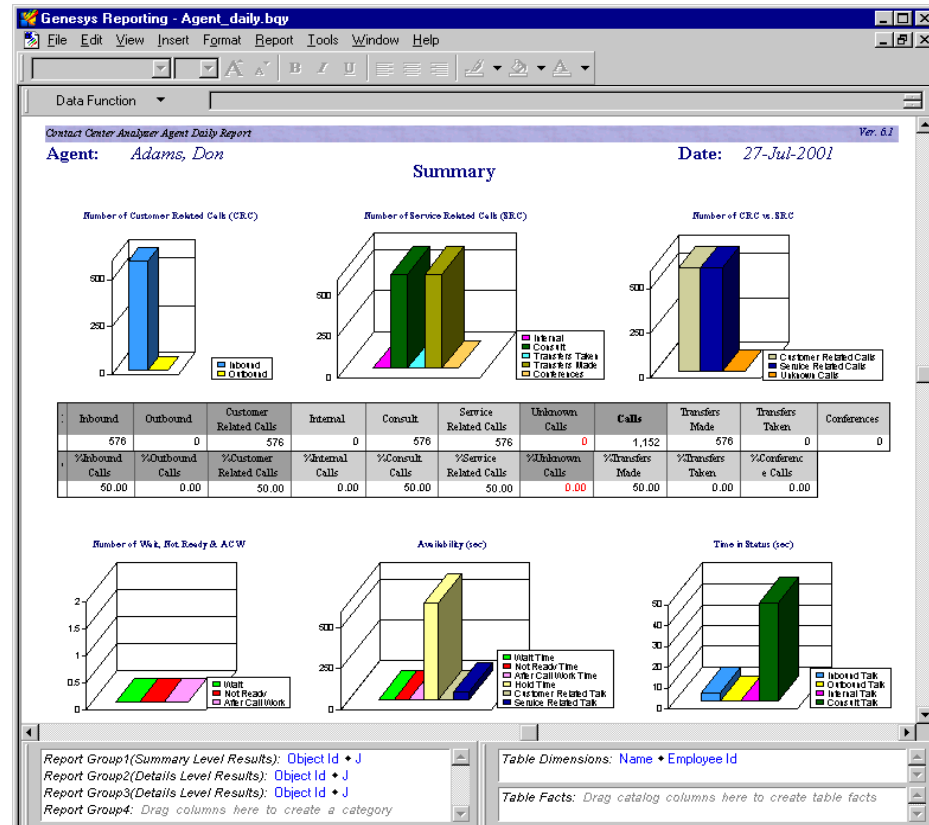


Figure 8: Hyperion Solution Reporting View

The Solution Reporting Databases

The Data Collection and Data Mart services use two databases:

- Operational Data Storage (ODS)—for statistic collection.
- Data Mart—for report generation.

Note: At a minimum, locate these databases on separate physical hard drives or, better yet, on separate computers. This deployment improves Solution Reporting performance by separating the read and write processes to and from each of the databases.

Refer to the *Reporting 7.2 Deployment Guide* for additional important deployment considerations.



Chapter

2

Sources of Solution Reporting Data

This chapter provides an in-depth discussion of the sources of information for Genesys Solution Reporting and contains these sections:

- [Introduction, page 31](#)
- [The Genesys Call Model, page 34](#)
- [The Multimedia Interaction Model, page 55](#)
- [The Statistical Model, page 75](#)

Introduction

Genesys Solution Reporting collects, processes, organizes, and presents information about the behavior and performance of contact centers. More specifically, Solution Reporting collects information about interaction processing, agent performance, and behaviors of other contact center objects.

Information about interaction processing may include data about how many interactions pass through a contact center, arrival time at the contact center, their routing from one resource (for instance, a device) to another, their changing properties, and their termination.

Information about contact center objects may include the performance of resources and groups of resources, the most interesting of which (and most expensive) is the agent. Administrators may be interested in agent performance metrics such as average call-processing time, total time in the not-ready state, and so forth.

Physical Structure of Solution Reporting Sources

Figure 9 depicts the physical environment enabling this information to be gathered.

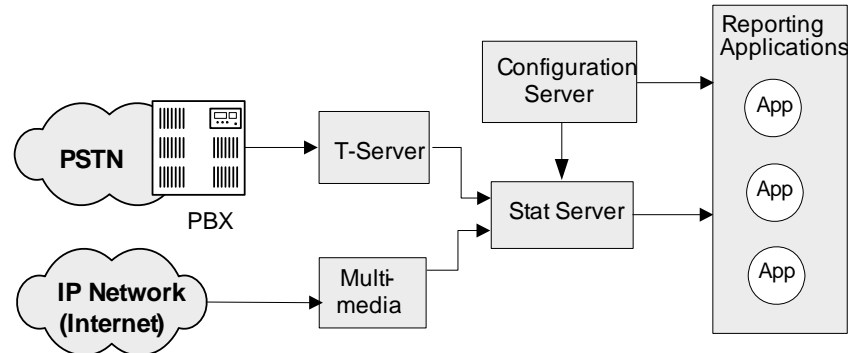


Figure 9: Sources of Solution Reporting Data

The main source of information about telephony interactions is Genesys T-Server, which communicates with telephony switching networks. T-Server tracks all telephony interactions and uses telephony events (TEvents) to report elementary interaction behavior to its clients. But object-centered data Solution Reporting depends on combining events and producing metrics, which is why you must deploy a Stat Server as well.

Note: Call Concentrator and Interaction Concentrator use TEvents to store call-centered rather than object-centered reporting data.

Stat Server receives and processes this raw information so it meets the data requirements of object-centered Solution Reporting applications. By combining elementary events, Stat Server compiles a picture of the behavior of interactions and objects within a contact center and provides metrics to analyze performance.

Stat Server pulls information about the existence of objects like agents, places, and groups from the Configuration Server, then, using T-Events, reconstructs the behavior for each object and makes that information available to the Reporting Layer. The Reporting Layer, in turn, reads information about the existence of objects from Configuration Server and the status and behavior of those objects from Stat Server.

Multimedia-Based Solution Reporting

Genesys Multimedia (formerly Multi-Channel Routing [MCR]) is yet another source of interaction information. Multimedia reports can provide details about all interactions, including nontelephony interactions such as Internet chat sessions and e-mail. Along with the conventional telephony information

processed by Stat Server, Genesys Multimedia provides Internet-specific information that is stored in the Universal Contact Server database.

Genesys Multimedia uses the Interaction Server (Ixn-Server), to track e-mail and chat interactions. Stat Server uses data about these interactions generate metrics on multimedia interaction behavior.

Certain multimedia reports require that you enable the Stat Server Java Extensions (SSJE) functionality. The extensions contain new statistical types, that data for which can then be supplied to Genesys Solution Reporting via Stat Server. The *Framework 7.2 Stat Server Deployment Guide* describes how to enable java functionality in your Stat Server applications.

Note: Internet Contact Solution is not documented in this release of the *Reporting Technical Reference Guide*. For information about reporting using Internet Contact Solution, refer to the *Reporting Technical Reference Guide for the Genesys 6.5 Release*.

Logical Structure of Solution Reporting Sources

In contrast with Figure 9 on [page 32](#), which illustrates the physical sources of Solution Reporting information, [Figure 10](#) shows the logical structure of these sources. The latter, more abstract, representation captures data models, data flows, and so forth.

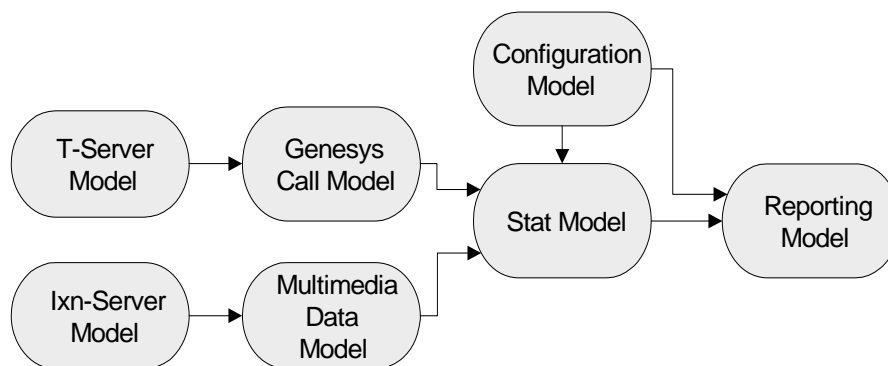


Figure 10: Logical Structure of Sources for Solution Reporting

The *Genesys Call Model*—an abstract representation of a switching network constructed and maintained by T-Server—is one foundation for these information sources. The Genesys Call Model draws on the T-Server Model and the Configuration Model, a representation of configuration data flow that is not described in this document. The *Multimedia Interaction Model* is another foundation of Solution Reporting information sources, with data flows that are specific to multimedia data sources, such as e-mail. The Multimedia Interaction Model uses Ixn-Server rather than T-Server, but, like the Call Model, draws on configuration data.

Stat Server takes the data provided from the Genesys Call Model and Genesys Multimedia Interaction Model sources and operates as described in the Statistical Model—an abstract representation of statistical information in a contact center. The Solution Reporting Model then is constructed on the basis of the Statistical Model and the Configuration Model.

The Genesys Call Model

The Genesys Call Model is, in essence, a telephony model based on TEvents generated by T-Server. Genesys T-Server, a key element of the Genesys platform, serves as a gateway between the switching and computing environments by monitoring and controlling switching functions for different contact center applications. [Figure 11](#) illustrates the T-Server environment.

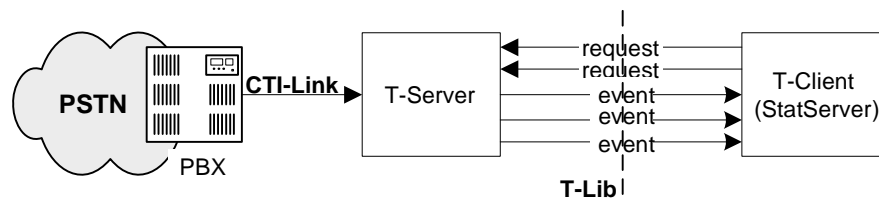


Figure 11: T-Server Environment

T-Server is connected to a switch (for instance, with a PBX) through a CTI link and a communications protocol stack (with CTI at the top). Typically, the CTI link is vendor-specific, as there are literally dozens of different switches with different CTI links. Genesys has implemented a separate T-Server for each CTI link. The T-Server veils vendor-specific switch features and provides access to information on the telephony side that is transparent to other Genesys applications. In other words, T-Server provides its clients with a unified interface based on a common telephony call model and implemented within the Telephony Library (T-Library). T-Library serves as a media-independent interface between a T-Server client, such as Stat Server, and a T-Server.

Note: This discussion assumes a telephony-based system. For a discussion of how Genesys Multimedia (formerly MCR) handles multimedia interactions, see “The Multimedia Interaction Model” on [page 55](#).

T-Server sends events to its clients informing them about processes within the switching domain. Likewise, T-Server clients send requests to T-Server to control switching functions—requests not relevant for Solution Reporting where you need only be concerned with monitoring switching domain behavior. For more information on controlling functions, refer to the *T-Library SDK 7.2 C Developer's Guide*.

You must understand the call model to understand how telephony networks operate. From the technical point of view, think of a call model as an abstract,

virtual machine representing users, terminals, and/or network behavior during the establishment, processing, and ending of an interaction.

This document considers only the basic principles of the Genesys Call Model. You can find a more detailed specification in the Framework T-Server documentation.

Call Model Structure

The Genesys Call Model is specified using objects that form a call model structure. This specification describes the evolution (or behavior) of the structure.

This structure is described using five types of objects:

- Device object
- Agent object
- Call object
- Attached data object
- Party object

You can see an example of the basic call model structure in [Figure 12](#).

The call consists of two Device objects, identified by directory numbers **a** and **b**. Device **b** is associated with the Agent object, which represents an actual agent in a contact center. Device **a** is associated with a customer. So this call structure contains two participants.

The Call object, identified by **A**, is the core element uniting all other object types. For instance, call **A** may link to user data represented in the figure by the Attached Data object. This call structure has two Party objects identified by (**a, A**) and (**b, A**). These Party objects represent the combination of a Device object with its user and the Call object. They store information about states of the participants in the call.

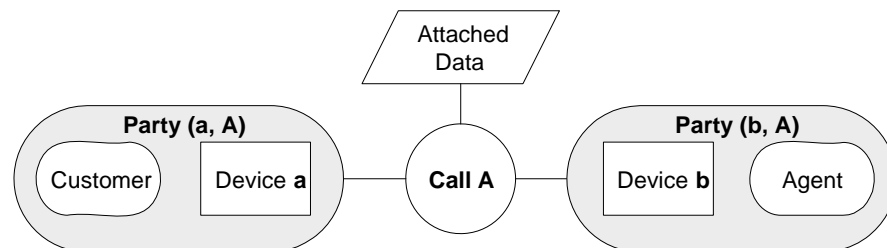


Figure 12: Structure of Simple Call

Call structure may vary over time. Object states may change during the progress of a call without changing the call's overall structure. For example, one participant can press the Hold button on the telephone device, putting the corresponding party into a Held state. Or call evolution may change the call structure. For example, transferring the call to another device deletes one Party object and creates a new one.

Apart from the simple call structure (depicted in [Figure 12](#)), the Genesys Call Model accommodates other, more sophisticated, call configurations. [Figure 13](#)

depicts a different call structure, a consultation call where Device b is connected to two separate calls: **A** and **B**. Call A represents the typical call between a customer and Agent 1. Call B represents a consulting call that connects Agent 1 to Device c of Agent 2. Attached data may be available for both normal and consulting calls.

Note: In general, Attached Data objects associated with different calls contain different information.

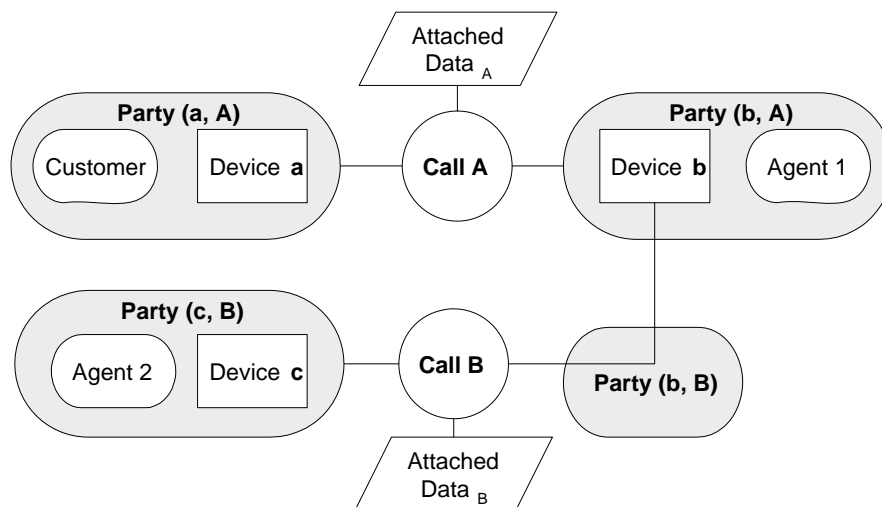


Figure 13: Consultation Call

[Figure 14](#) demonstrates another sophisticated call configuration: a conference call. This structure occurs when two or more parties are simultaneously participating in a single call. This example also has three parties: Agent 1, Agent 2, and Customer.

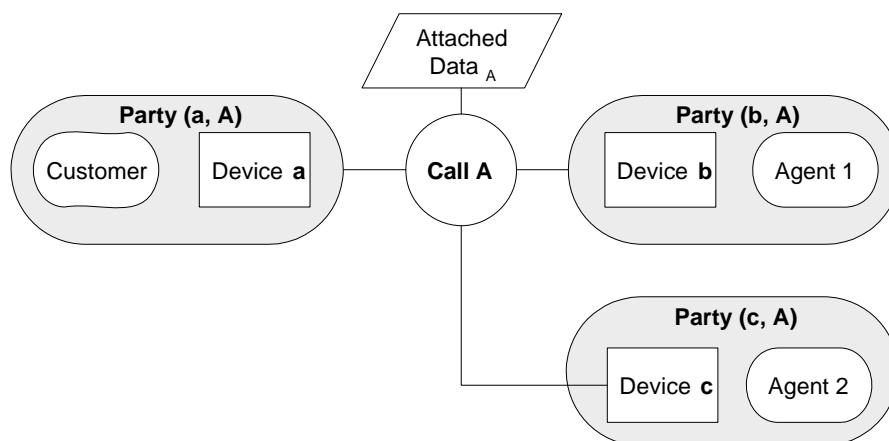


Figure 14: Conference Call

Triggering events, known as TEvents, track a call's evolution. Typically, TEvents signal changes in the status of a specific `Call` object. The relation of events and objects is discussed in more detail later in this chapter, but first, read the following overview of telephony events and their structure. Specific event descriptions are provided during a discussion of `Call Model` objects in “T-Server Model” on [page 48](#).

Telephony Events and Their Structure

T-Server uses TEvents to notify its clients about object changes. To receive TEvents, a client must be registered on a directory number (DN). The client receives events related to this DN. If several clients are registered on the same DN, T-Server distributes events related to this DN to all registered clients. Some fundamental event attributes are listed in [Table 1](#).

Note: You can find the full set of event attributes in the *T-Library SDK 7.2 C Developer's Guide*.

Table 1: T-Server Event Attributes

Attribute	Description
ThisDN	The directory number, or identifier, of the device to which this event is related.
OtherDN	The attribute indicating the other device involved in a call. For example, for a two-party call, <code>OtherDN</code> may indicate the called device.
ConnID	The current call identifier to which this event is related.
ANI	The Automatic Number Identification indicating the calling party's directory number. For example, for an inbound call, ANI indicates the customer's number. Once established, this attribute cannot be changed.
DNIS	The Dialed Number Information Service indicating the directory number to which the inbound call was made; for example, an 800 number that the customer calls. Once established, this attribute cannot be changed.
CustomerID	The attribute indicating the tenant ID in a multitenant environment.

Table 1: T-Server Event Attributes (Continued)

Attribute	Description
CallType	One of the following five types of calls: inbound, outbound, internal, consulting, and unknown. The call-type attribute is set at the creation of the call and does not change during the duration of the call. The only exception is the call of type unknown, which may be changed once another call type is established
PreviousConnID	The attribute linking two associated calls. For example, events relating to consultation calls may have PreviousConnID indicating the originating call.
AgentID	The parameter uniquely identifying an agent registered in the Automatic Call Distribution (ACD) queue.
CallState	This attribute refines the reason for changing a party's state. An example is the Redirected attribute of the EventReleased TEvent that indicates a call has been redirected in accordance with a forwarding service.
WorkMode	The attribute indicating the agent's current work mode. For example, work mode can be AfterCallWork, signaling that the agent is still working on the call (for example, updating customer records) following call termination.
UserData	The attribute indicating user-related data (Attached User Data).

All TEvents are classified into one of the following groups:

- **Network Status Events**—TEvents indicating the status of the CTI link and connections between T-Server and its clients. If either status changes, the corresponding TEvents are sent to all T-Server clients. These events relate neither to a specific device nor to a specific call.
- **Call-Related Events**—TEvents indicating how a particular call is processed; therefore, the events must have ThisDN and ConnID attributes.
- **Device Feature Events**—Device-specific TEvents not relating to, or in the absence of, a particular call. For example, the EventDNDOn TEvent is invoked when the corresponding button is pressed on the telephony set. This group of events must have the ThisDN attribute but need not contain the ConnID attribute.
- **Agent-Status Events**—TEvents reporting agent behavior in using the special capabilities of a telephone set or soft phone. All events in this group contain the ThisDN attribute but not the ConnID attribute.

- **Special Event**—The EventUserEvent TEvent initiated by one client and distributed to all registered clients. This event is used for data exchange and to synchronize T-Server clients with T-Server.

Device Object

A *Device object* is an object representing a physical or virtual device. The three types of Device objects are Regular device, ACD Queue device, and Routing Point device. The Device object is identified by a unique directory number (DN), which calls for three types of DNs: Regular DN, Queue DN, and Routing Point DN. In the following discussion, Device objects are sometimes referred to as DNs.

A terminal or physical device, such as a telephone on an agent desktop, is a Regular Device object. Regular DNs may also represent other types of devices like chat DNs, e-mail DNs, IVR DNs, and so forth.

An ACD queue device corresponds to the ACD queue of a switch, which holds interactions waiting to be distributed to other devices. A built-in switch mechanism performs distribution. Sometimes, an ACD queue is simply referred to as a queue.

Routing to the Correct Device

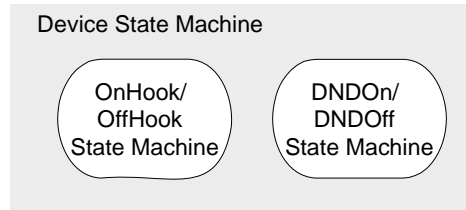
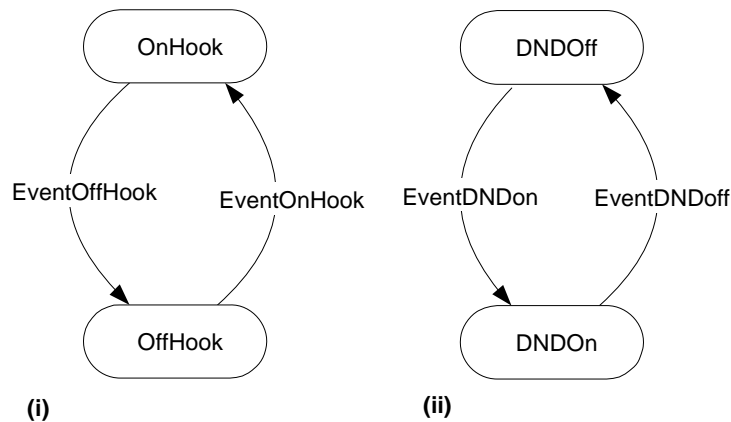
A routing algorithm or strategy determines the most suitable Routing Point DN for distribution out of a queue. Genesys Universal Routing, which includes both Enterprise Routing and Network Routing, supports this functionality. You can customize a routing strategy to account for many factors, such as agent availability, agent skills, cost, time of day, load, and so forth. The main difference between the ACD queue and Routing Point devices is *where* the routing algorithm is executed, whether by the switch or the Router.

Regular Device-State Machines

A regular device emits device-specific events whether or not the device participates in a call. These events are sometimes referred to as noncall-specific events.

Note: Unlike regular DNs, queue DNs and Routing Point DNs have no associated state machines.

Think of the structure of the regular device model as a device state machine (see [Figure 15](#)) that consists of two independent state machines¹ working in parallel (see [Figure 16](#)).

**Figure 15: Device State-Machine Structure****Figure 16: Regular Device-State Machines**

The first machine **(i)** represents On/Off Hook functionality and corresponds to a state of a receiver, if any. When an agent hangs up the receiver, the state machine changes from the OffHook state to the OnHook state and triggers the EventOnHook TEvent. When the agent picks up the receiver, the state machine returns to an OffHook state and triggers the EventOffHook TEvent.

Note: Telephone sets having no receiver do not manifest this functionality.

The second state machine **(ii)** represents do-not-disturb functionality triggered when the agent presses the Do Not Disturb button on a telephone set. Two events, EventDNDOn and EventDNDOff, report state changes. Usually, while in a DNDOn state, the device cannot receive any calls.

-
1. Statechart formalism, part of Universal Model Language, graphically represents the state machine in this figure. Statecharts are convenient for representing objects that can be created or destroyed. For instance, a black circle indicates that the object does not yet exist. A black circle enclosed within a hollow circle indicates that the object no longer exists. Rounded rectangles indicate object existence. For a full description of UML, see the current UML specification.

Agent Object

The *Agent object* is associated with a contact center operator (a human being) using a regular device. However, the agent only appears to the Genesys environment when operating equipment attached to a device, such as pressing the Ready, NotReady, LogIn, and LogOut buttons.

Note: Genesys SoftPhone, a third-party desktop application providing agents with telephone functionality by way of a graphical user interface, also emulates this functionality.

T-Server does not interpret agent actions and transform corresponding events to its clients transparently. Therefore, the agent model on this level can be represented as a collection of independent state machines running concurrently. Two such machines appear in [Figure 17](#). [Figure 18](#) presents these state machines in more detail.

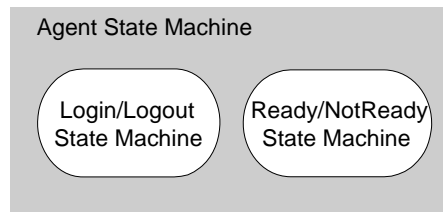


Figure 17: Structure of Agent State Machines

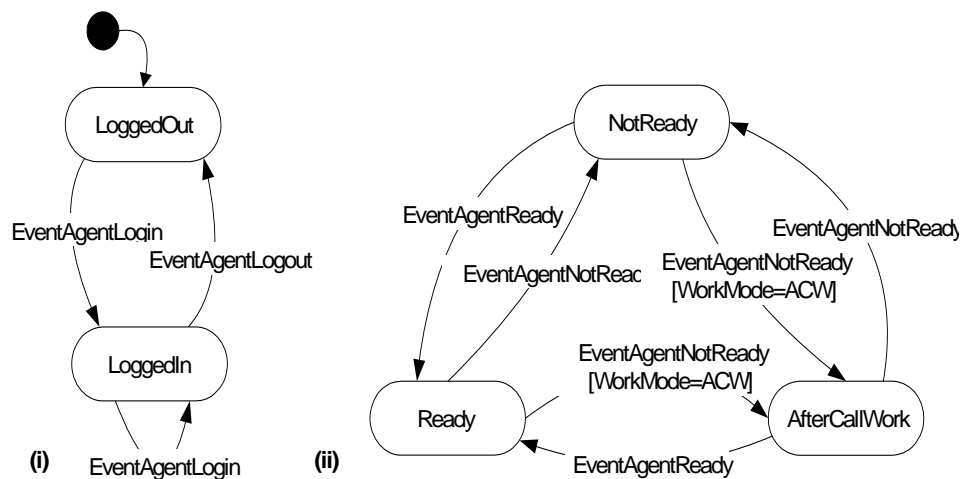


Figure 18: Agent State Machines

Login/Logout State Machine

The first state machine (i) in [Figure 17](#) illustrates login behavior. When the agent performs a login operation, it triggers the EventAgentLogin TEvent and the agent's state machine changes to a LoggedIn state. While in this state, the

agent can perform other login operations (with the same or another password) illustrated by loop transitions. A logout operation triggers the `EventAgent Logout TEvent` and the state machine returns to a `LoggedOut` state. Note that as a rule, while in the `LoggedOut` state, the device cannot receive calls from ACD queues and may receive only internal calls.

Ready/Not Ready State Machine

The second state machine **(ii)** depicts the readiness of an agent—usually triggered by pressing the `Ready/NotReady` button on the telephone set. The current state is indicated by a special marker on the set, such as the presence, or absence, of a blinking arrow. The state machine in the figure shows three states: `NotReady`, `Ready`, and `AfterCallWork`. Each transition from one state to another triggers a `TEvent`. For example, a transition to an `AfterCallWork` state triggers the `EventAgentNotReady TEvent` and sets the `WorkMode` attribute to `AfterCallWork (ACW)`.

Note: The second state machine **(ii)** has neither initial nor final states (represented in **(i)** by a black circle). That means that during switch and/or T-Server initialization, the state can be set randomly.

Keep in mind that representation of the Agent object at T-Server level is very limited. The Agent object in the Genesys environment is merely an extension of the regular device. Indeed, knowing that an agent pressed the `Ready` button does not truly indicate that agent's availability to accept calls. The agent may subsequently step away from his/her desk momentarily or otherwise be unable to accept the next call.

See [Figure 19](#) for a depiction of the agent model. Suppose that an agent has two telephone sets. That means two DNs are associated with that agent. And each DN may be associated with one or more parties.

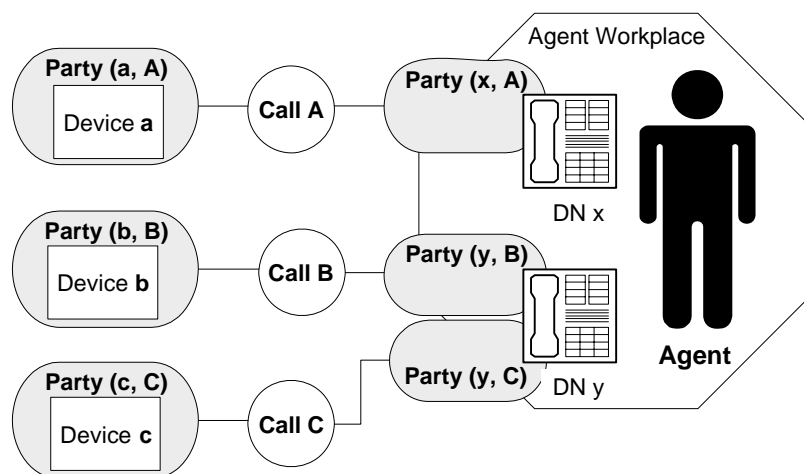


Figure 19: Agent's Environment

In our example, DN *x* participates in one call and DN *y* participates in two calls, one of those being a consultation. The real status of the agent (Ready or NotReady) is constructed based on three Party state machines, two Device state machines, and two Agent state machines. The Ready/NotReady Agent state machine describes agent behavior related to the corresponding DN; in a case such as that shown in [Figure 19](#), the state of the Agent object is constructed by compiling behavior for all three calls and presenting it as though it came from one DN.

A more adequate agent model can be built on top of these state machines by also considering the call-related states of the agent device(s). Later, you will see how the agent model becomes more sophisticated within Stat Server.

Call Object

The function of the *call object* is to group all devices (participants) in the call. The `Call` object is uniquely identified within T-Server by the `ConnID` identifier, which may be present in events. It may not have a counterpart in the switching domain. The `Call` object is not associated with any particular state machine, so it has no states. However, the total state of the call can be determined by the states of all associated parties. Likewise, although no events are associated directly with the `Call` object, call history can be restored from call-related events.

The `Call` object has some inherent attributes such as call type—inbound, outbound, internal, consulting, or unknown. A `Call` object is labeled *inbound* when the originating device of the call falls outside the domain controlled by T-Server. If the originator of the call is within T-Server's domain and the destination outside, the call type is *outbound*. A two-party call with both parties falling within T-Server's domain is *internal*. And a call originating from a device already participating in an existing call is termed *consulting*. If T-Server cannot identify the call type as one of these four, its attribute is set to *unknown*.

The `Call` object may also have ANI and DNIS attributes (see Table 1 on [page 37](#)). If it does, these attributes are set at call creation and cannot change for the duration of the call.

Party Object

The *Party object* represents the association between a call and a device. The Party object exists only if the corresponding `Call` and `Device` objects exist within T-Server. Therefore, the Party object is entirely identified by the pair `ConnID` and `DN`.

Three types of state machines can show Party object behavior: regular device, ACD queue, and Routing Point.

State Machine for a Party Object on a Regular DN

The simplified version of a state machine corresponding to a party on a regular DN is depicted in [Figure 20](#). In the initial state, no relationship exists between a Device object and a Call object; that is, a Party object does not exist. A Party object is created when either the EventDialing or EventRinging TEvent is triggered; the state machines assume the Dialing or Ringing state respectively.

Party-object transitions from state to state trigger the TEvents shown in [Figure 20](#).

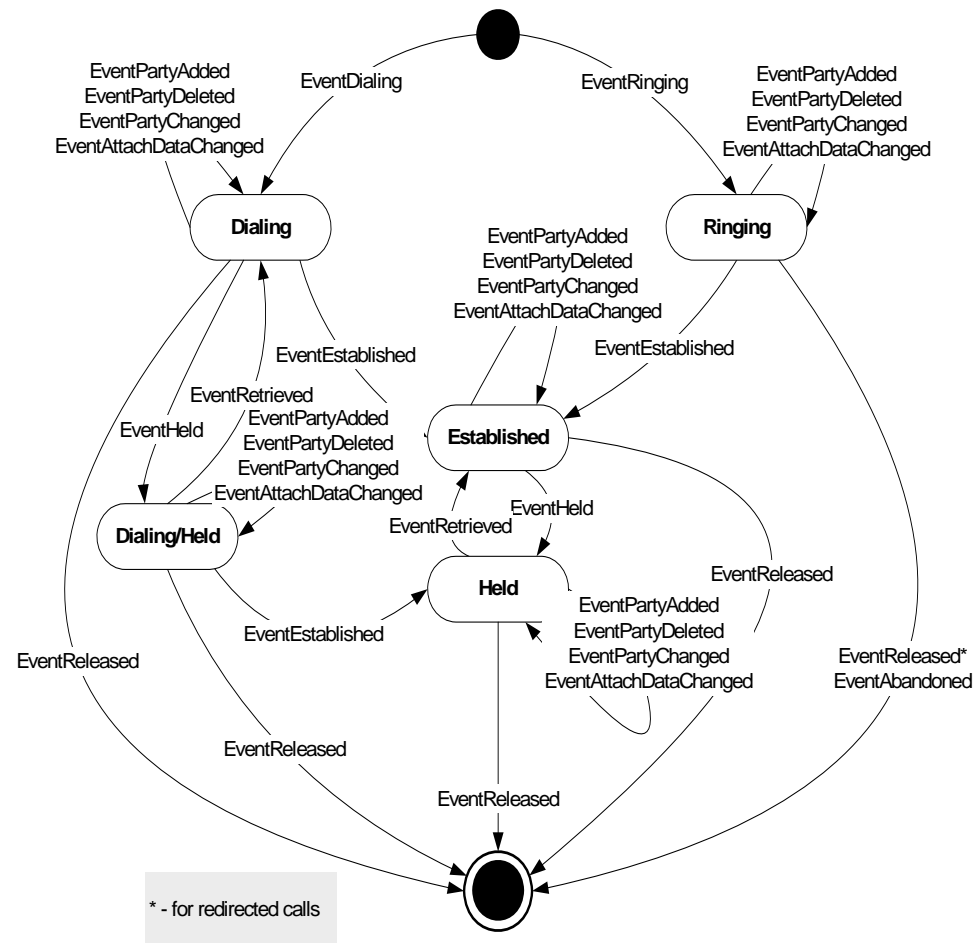


Figure 20: State Diagram for a Regular Party

Note: In [Figure 20](#), one transition labeled by several events actually represents several different transitions with the corresponding events. For example, the transition labeled:

EventPartyAdded
 EventPartyDeleted
 EventPartyChanged
 EventAttachDataChanged

in the upper right-hand corner for the Ringing state should actually be depicted as four separate transitions. Likewise for the other five multilabeled transitions in this figure.

-
- A `Dialing` state occurs when the device requests a connection service and waits for a reply.
 - In the `Ringing` state, the device alerts (rings) the agent that an attempt to connect a call to the device is being made.
 - The `Established` state occurs when the device actively participates in the call; that is, the device is physically connected to a voice stream.
 - The `Held` state means that the device is inactive, not participating in the call, has no voice stream.
 - Similar to the `Held` state, the `Dialing/Held` state occurs when the transition to `Held` state happens during dialing (before a connection is established).

Note: The loop transition labeled by the `EventPartyChanged` TEvent may terminate one party and add another party on another call. This may happen for consulting calls in a two-step transfer or in a conferencing procedure.

State Machine for a Party Object on a Queue

The state machine for a `Party` object connected to an ACD queue is shown in [Figure 21](#). The state machine exists in the `Queued` state as well as in initial and final states. A `Party` object is created when the `EventQueued` TEvent triggers and the state machine enters the `Queued` state indicating that an interaction (a call, for example) will wait in queue for distribution to another device. Successful distribution triggers the `EventDiverted` TEvent and the `Party` object ceases to exist (that is, it enters its final state—nonexistence). The call may also leave the ACD queue abnormally, if, for example, the caller hangs up the receiver, which triggers `EventAbandoned`.

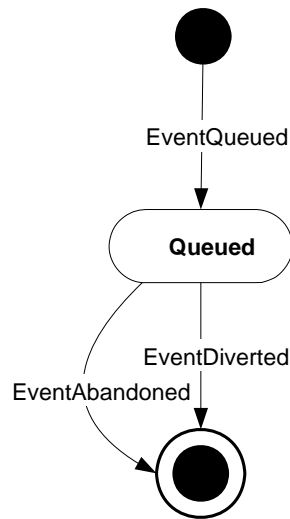


Figure 21: ACD Queue Party State Diagram

State Machine for a Party Object on a Routing Point

You can see a simplified version of a state machine for a Party object related to a Routing Point device in [Figure 22](#). It resembles the state machine for Party objects related to ACD queues in [Figure 21](#); however, [Figure 22](#) illustrates different TEvents. Furthermore, the Queued state now has its own state machine that indicates when treatments (playing a music file while the call is waiting, for example) are applied or removed.

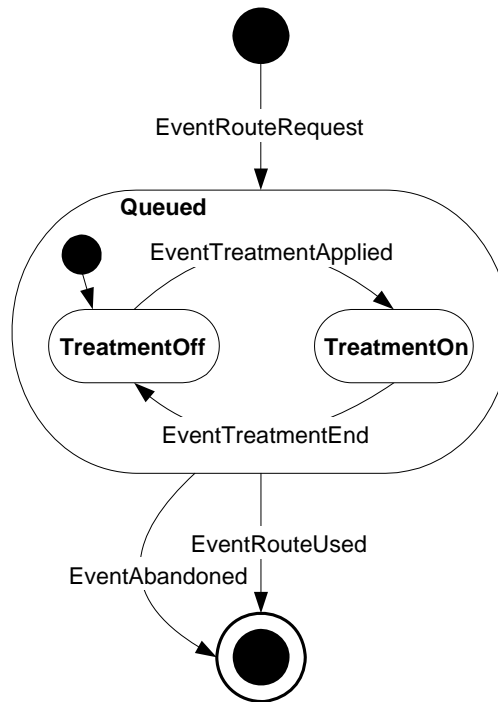


Figure 22: Party State Diagram for a Routing Point

Attached Data Object

The Attached Data object, which is associated with a `Call` object, collects and/or manipulates user data during call processing. The Attached Data object is created when the `Call` object is created and initially may contain a null value.

User data is organized into a list of key-value pairs called a TKV-List. Each key-value pair structure consists of a character key plus a character, integer, list, or binary value. Here is a sample TKV-List:

```

("CS", "Platinum")
("Service", "E-Mail")
("Revenue", "2459.29")
  
```

As you can see, this TKV-List contains three TKV pairs. The first pair identifies the customer segment as Platinum; the second identifies the current interaction as e-mail; the third presents this interaction's revenue.

Any participating party may add or modify data via T-Server and a third-party control technique. When one participant modifies attached data, all other call participants receive the `EventAttachedDataChanged` TEvent. More precisely, the event is received by clients registered on participating DNs.

Network Object

T-Server conveys information about the status of the CTI link and connections between T-Server and its clients when certain system events are triggered.

These events stem from a System object called the *Network object*, which operates according to two independent state machines (see [Figure 23](#)).

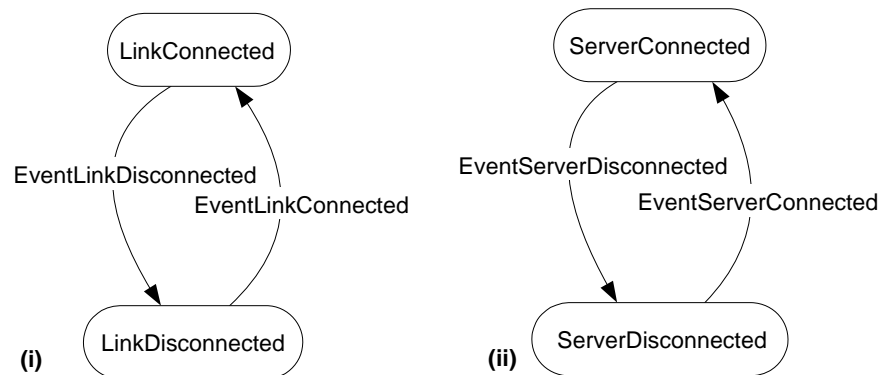


Figure 23: Network State Machines

The first state machine **(i)** models a CTI link that may exist either in connected or disconnected state. The status of a link between T-Server and a switch (CTI link) is reported by the `EventLinkConnected` and `EventLinkDisconnected` T-Events.

The second state machine **(ii)** depicts the status of a link between T-Server and its client: either in connected or disconnected state. The `EventServerConnected` and `EventServerDisconnected` T-Events report status changes.

T-Server Model

Think of the whole T-Server environment, from the abstract point of view, as a container for objects and object configurations (see [Figure 24](#)).

Observe that T-Server contains configurations comprised of Call Model objects (`Call`, `Party`, `Device`, and `Attached Data` objects). For instance, `Call` object **A** represents a typical two-party call with regular devices. `Call` object **B** represents a conference call with three participants and attached data. `Call` objects **C** and **D** share the same regular device, which occurs when one `Call` object, say **D**, is a consult call and the party associated with `Call` object **C** and its associated device is placed in `Held` state.

`Call` objects **E**, **F**, and **G** are waiting in an ACD queue device labeled **Q**. `Call` objects **H** and **J** wait in a queue on a Routing Point device labeled **RP**.

The *Network object* can trigger events about status of connections; namely, `EventLinkConnected`, `EventLinkDisconnected`, `EventServerConnected`, and `EventServerDisconnected`.

This figure also shows that T-Server monitors DN's that are not currently involved in calls and sends events concerning them to its clients. For instance, regular devices not participating in calls may send out agent-related events (`EventAgentReady`, `EventAgentNotReady`, `EventAgentLogin`, `EventAgentLogout`),

device-related events (EventDNDOn, EventDNDOff, EventOnHook, EventOffHook), and the special user event, EventUserEvent.

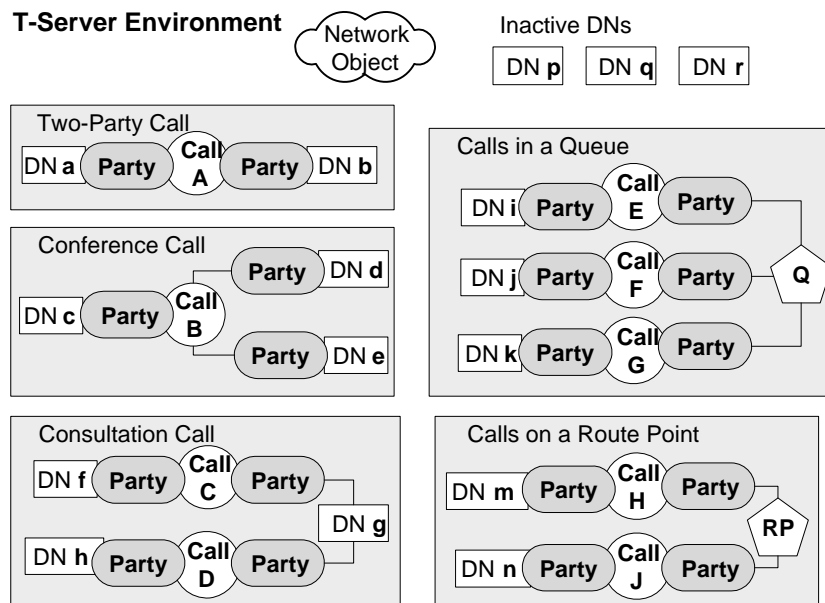


Figure 24: T-Server as a Container of Objects

Note: Any of these calls can also contain attached data, which, for simplicity, is not shown here.

Clients “see” all these call structures through events sent by T-Server. More precisely, they observe changes to the structures, but not the structures themselves. For instance, a client receiving the EventEstablished TEvent is informed that the corresponding party has changed its state from a Dialing, Ringing, or Ringing/Held state to an Established state, but the exact state change is not identified.

The following section presents some examples of these call structures in action.

Example 1 Figure 25 demonstrates how a connection is established between two devices. Suppose you have two devices (DNs), **a** and **b**. Device **b** is associated with an agent who performs a login operation. Device **a** initiates a connection to device **b**. In the initial state (1), there are only Device objects—no Call objects and no Party objects. Device **a** dials device **b**’s number. The structure transitions to state (2) where Call object **A** with Attached Data object **AD**, and Party object (**a**, **A**) have been created. The party is set in Dialing state. An EventDialing TEvent triggers this transition (i) with ThisDN equal to **a**. In the next step (3), a Party object (**b**, **A**) between call **A** and device **b** is created and set to a Ringing state. The EventRinging TEvent triggers this transition (ii) and ThisDN is now set to **b**.

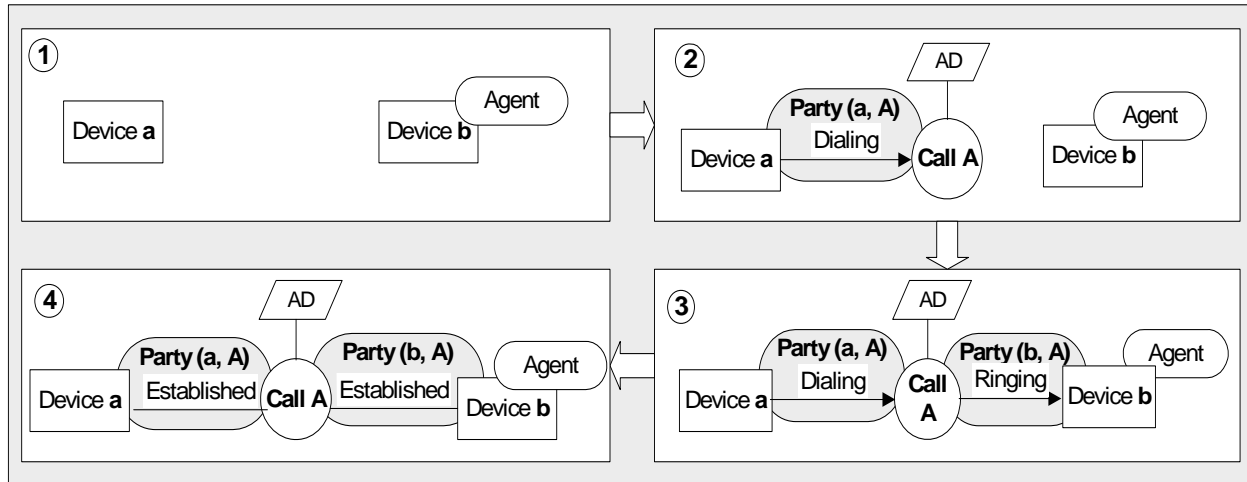


Figure 25: Connecting Two Devices

Finally, after device **b** answers, the configuration is transferred into its final state (4) representing an established connection and a voice stream between devices **a** and **b**. Two `EventEstablished` TEvents are triggered to change both parties to an `Established` state.

Example 2 Figure 26 illustrates the completion of a two-step transfer.

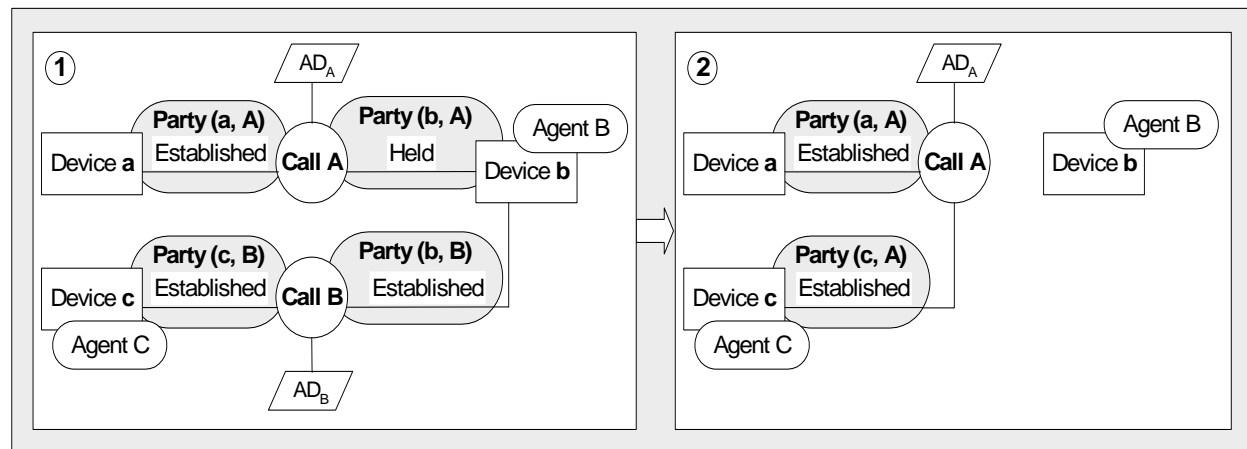


Figure 26: Completing a Two-Step Transfer

In the initial state (1), **Agent B** handles two calls—one of them a call (**A**) to a customer, the other (**B**), a consult call with **Agent C**. **Call** object **A** is on hold (its party in **Held** state) as **Agent B** is currently consulting with **Agent C**. During consultation, **Agent B** decides to connect the customer to **Agent C** and leave the conversation. To accomplish this, s/he must transfer the call. During this transition (2), **Call** object **B** is deleted along with its attached data (**AD_B**). Parties (**b, A**) and (**b, B**) are also terminated when two triggered `EventReleased` TEvents and corresponding `ThisDN` parameters are sent. The (**c, B**) party was terminated and a new party (**c, A**) was created with a new `ConnID` parameter when T-Server sent the `EventPartyChanged` TEvent.

Example 3 Figure 27 illustrates how a conference call evolves into a consulting call. It resembles the previous example except that agent **B** does not leave the call; therefore, the **(b, A)** party is not removed.

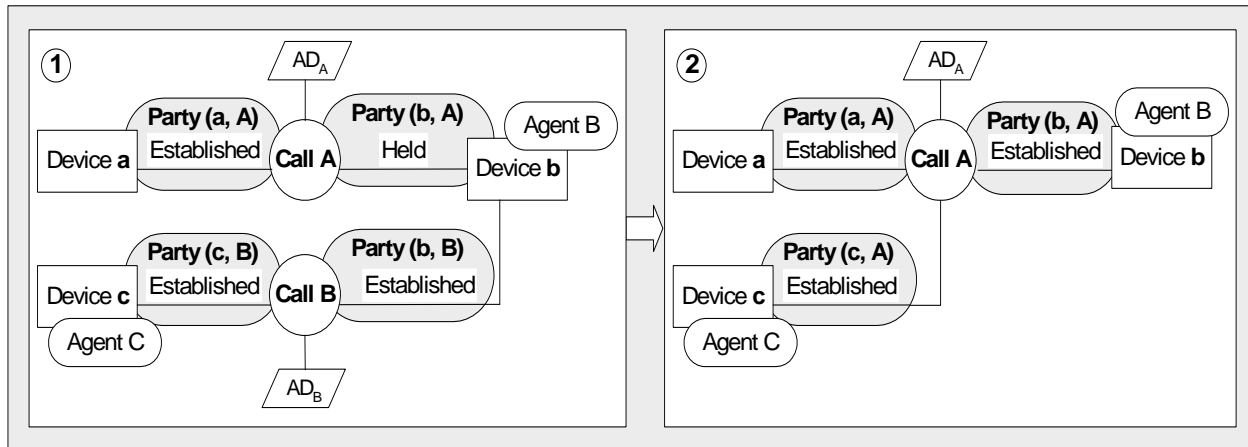


Figure 27: Evolving from a Consultation to a Conference Call

The TEEvents triggered also differ. For parties **(a, A)** and **(b, A)** an EventPartyAdded TEEvent is triggered indicating that another participant has joined the conversation.

Example 4 Figure 28 illustrates the procedure of routing a call. In the initial state (1), the call is connected to ACD queue device **b**. The **(a, A)** party is in Dialing state and the **(b, A)** party is in Queued state, waiting for distribution to an agent.

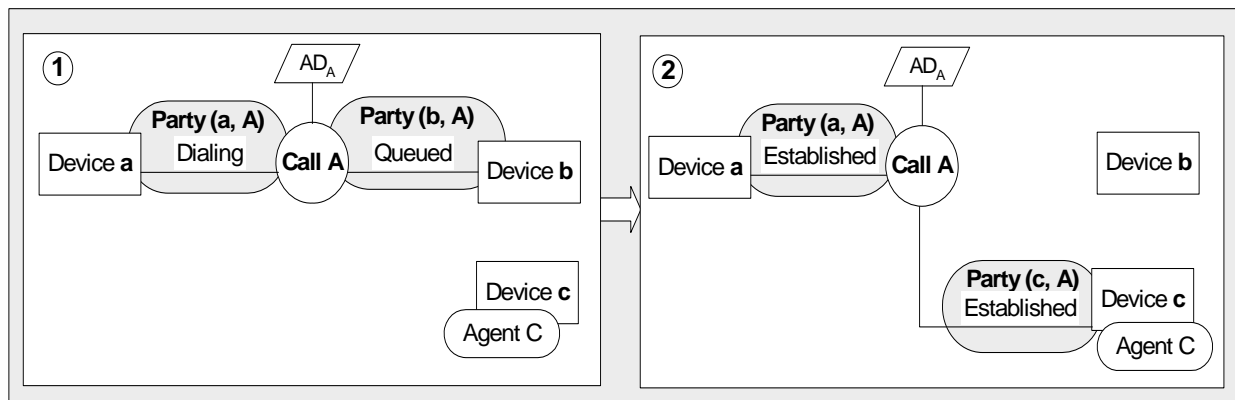


Figure 28: Call-Routing Scenario

Suppose that Agent **C** with device **c** is logged in to ACD queue device **b**. Further suppose that the ACD queue device distributes the call to device **c**. In final state (2), the call is connected to device **c** and both parties are in the Connected state. The transformation is triggered by the following events:

- The **(b, A)** party triggers an EventDiverted TEEvent and disappears.
- The **(c, A)** party is created and enters Ringing state, triggering the EventRinging TEEvent.

- After the call is answered on device **c**, parties (**a**, **A**) and (**c**, **A**) are transferred to Connected state and both trigger EventEstablished T-Events.

The routing via Routing Point device is similar to routing via ACD except that the disappearing (**b**, **A**) party triggers the EventRouteUsed TEvent.

Example 5 This section explains the stages in the process of a voice callback scenario. There are two kinds of voice callback scenarios, ASAP, in which the callback is immediately placed on a virtual queue for distribution, and Scheduled, in which the customer sets a time and callback number.

Figure 29 shows an ASAP voice callback scenario. Figure 30 shows a Scheduled callback scenario.

Note: The scenario for Web Callback is similar to that for Voice Callback except that the initial contact from the customer requesting a callback arrives in the form of a web request.

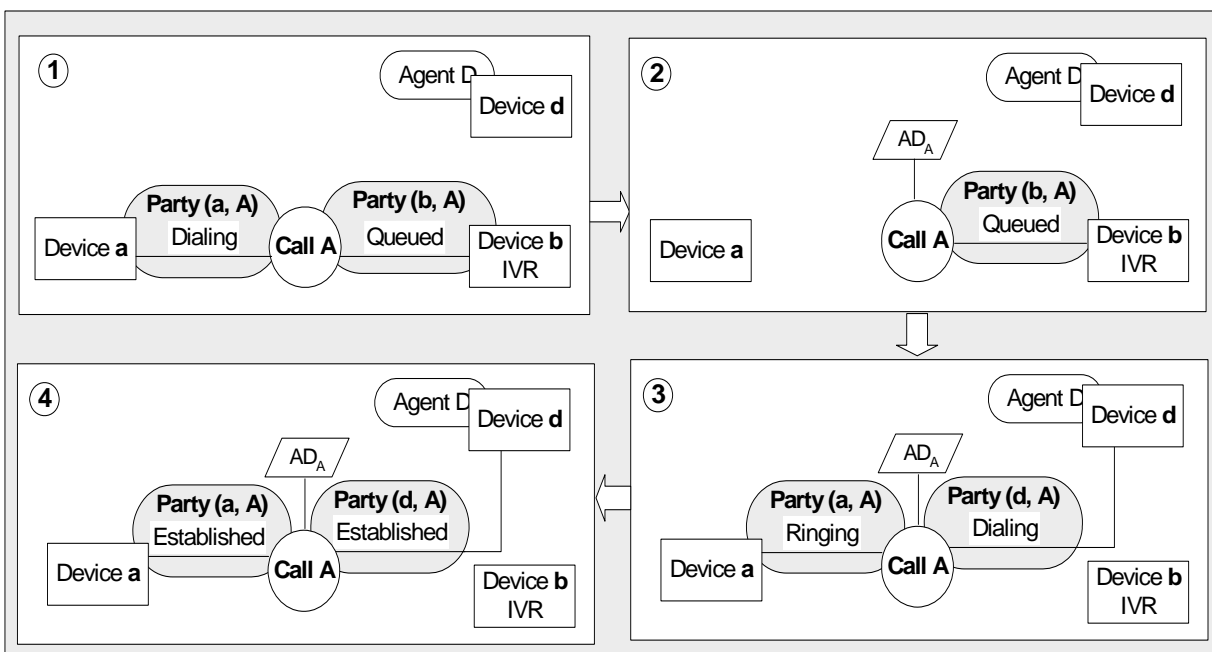


Figure 29: Scenario for ASAP Voice Callback

In the ASAP scenario, a customer calls during a period with long wait times in the queue. While the customer is in queue, the IVR plays a treatment that suggests a voice callback. The voice callback is accepted and the callback number attached as user data. The call then takes the form of a callback request, which will be submitted to virtual queue for distribution. Upon distribution of callback request, it will be delivered to an agent, here Agent **D**, as a preview record. Or, in auto-dial mode, the customer's number is dialed automatically.

In a Scheduled callback, the callback is placed in the virtual queue for distribution at the scheduled time. The Scheduled callback may be placed in the virtual queue in advance if you specify to take the Estimated Wait Time in that queue into consideration.

Figure 30 shows the call flow for a Scheduled callback.

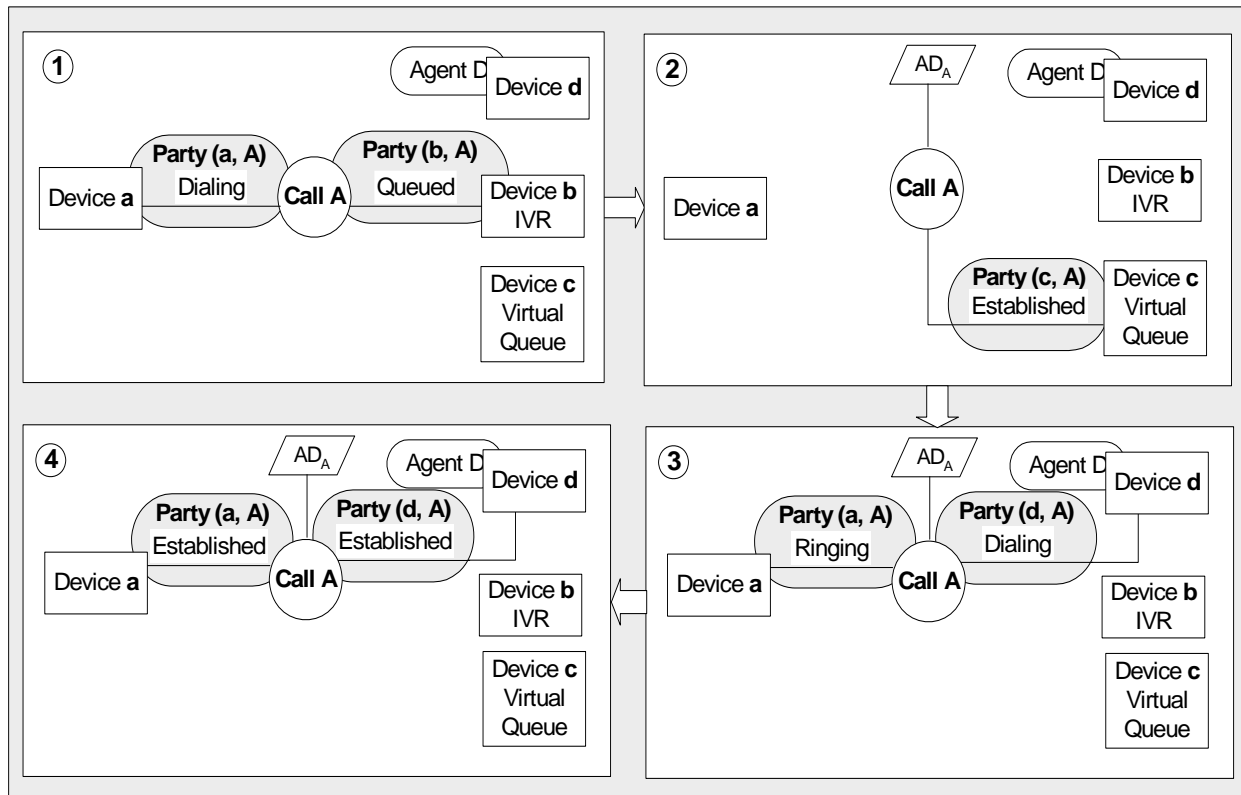


Figure 30: Scenario for a Scheduled Voice Callback

Note that the graphic for the Scheduled voice callback scenario omits one stage, the time the callback request waits before being placed in the virtual queue and routed to an agent.

Callback scenarios can become considerably more complex if the customer does not answer when the agent calls the first time. In that case, the callback request may reenter the virtual queue and be routed to an agent several times before the customer answers or the configured number of callback tries is reached.

For more information on voice callback and web callback architecture and theory, see the *Voice Callback 7.2 Deployment Guide*. Note that Voice Callback and Web Callback are provided only as options available to those using Genesys Universal Routing.

Note: You can find more call scenarios in the *T-Library SDK 7.2 C Developer's Guide*.

Are TEvents Suitable for Solution Reporting?

As you have seen, the main purpose of T-Server is to send TEvents to registered clients that make visible and controllable the processes occurring within a switching network. T-Server generates TEvents in accordance with the Call Model, an abstract representation of the switching network objects and processes that are of interest to the clients.

TEvents are an excellent data source for call-centered Solution Reporting, as done by Call Concentrator. But does this functionality provide data usable for object centered Solution Reporting? In fact, TEvents are raw material that must be refined and processed before it is suitable for Solution Reporting on objects instead of calls.

For example, T-Events themselves do not say much about processes in a switching network. One and the same TEvent may correspond to any number of different actions within a network. Moreover, an event often tells about only the part of a network action that is linked to one device or party. (Note that a party is determined and accessed by its DN.)

For example, a transfer is reported by four events related to the various parties involved. The four events can be combined to recreate the call history, as in Call Concentrator-based reporting, or they can be synthesized and interpreted to recreate the actions and statuses of the contact center objects involved.

Reporting on actions and states of objects like agents, workplaces, groups, and so forth, require such synthesized information so they can then present it in natural terms. For example, a report on agent after-call work status is more useful to understanding agent activity than a sequence of EventRelease and EventAgentReady TEvents. In addition, the synthesis required for such object-centered Solution Reporting also enables you to create reports on the number and duration of certain object actions or statuses, that is, metrics.

Clearly, there is a significant gap between what T-Server provides and what object-centered Solution Reporting applications require. Genesys Stat Server fills this gap. For a discussion of Stat Server use of TEvents, see “The Statistical Model” on [page 75](#).

The Multimedia Interaction Model

This section provides an in-depth discussion of the sources of multimedia interaction information for Solution Reporting. This section describes Genesys Multimedia (formerly MCR) from a Solution Reporting point of view. For more information on Genesys Multimedia capabilities and components, refer to your Multimedia documentation. This section covers these topics:

- [Multimedia Interaction Model Overview, page 55](#)
- [Structure of the Interaction Model, page 59](#)
- [Typical Interaction Scenarios, page 63](#)
- [E-Mail Processing Example, page 70](#)

Note: This section covers the multimedia interaction types provided by Genesys Multimedia (formerly MCR). If you are using the Open Media functionality to create custom reporting on additional media types, see Chapter 5, “Open Media Templates,” on [page 193](#).

Multimedia Interaction Model Overview

Genesys Multimedia enables users to route, track, and report on multimedia interactions, specifically e-mail and chat. Because these interactions do not arrive through a telephony switch and, notably in the case of e-mail, are not necessarily handled as they arrive, they require a different interaction model than the telephony interactions analyzed in the preceding sections.

Multimedia Interaction Environment

The environment in which Multimedia (formerly MCR) operates is shown in Figure 23 on [page 48](#). It contains several media servers connected to an IP Network. The current version of Genesys Multimedia uses the Web API Server, which sends multimedia on to one of two media servers, the E-mail Server Java or the Chat Server. E-mail also enters Multimedia through POP3 servers and is sent to E-mail Server Java. Both the E-mail Server Java and the Chat Server are connected to Interaction Server (Ixn-Server) where all interactions are processed in unified way. They are also connected, both directly and through Ixn-Server, to Universal Contact Server (UCS), which stores all working information in the Universal Contact Server database. For example, UCS and the Universal Contact Server database store all chat transcripts.

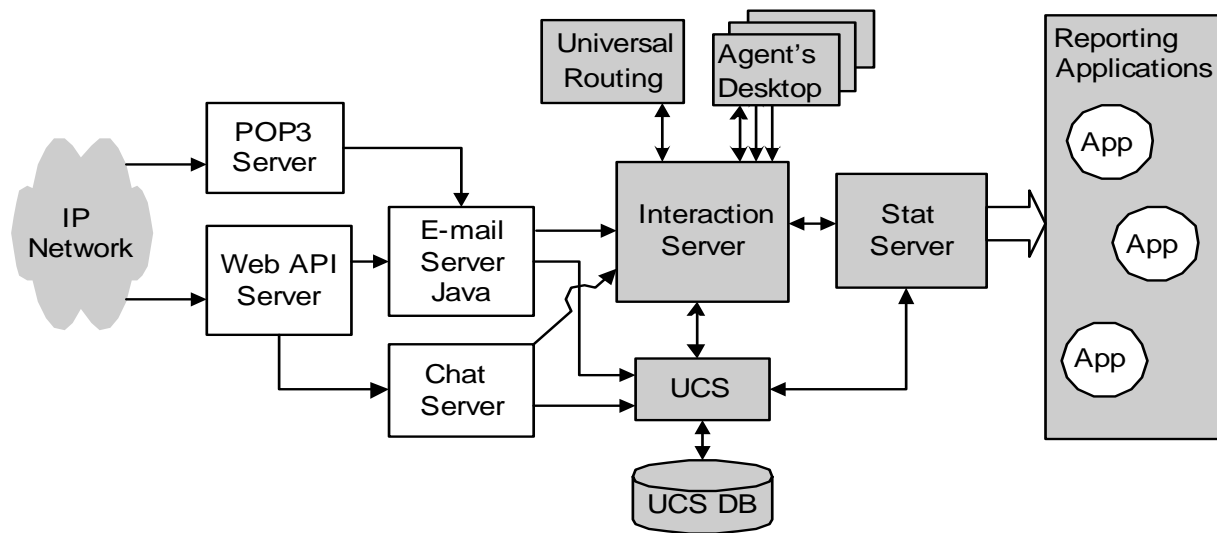


Figure 31: Genesys Multimedia Environment

Interaction Server

Ixn-Server is also connected with Universal Routing 7.0.1 or higher, which determines the destination of incoming interactions. Agents in Genesys Multimedia are represented by their desktops that are connected to Ixn-Server.

Note: Releases of Universal Routing prior to 7.0.1 are not compatible with Genesys Multimedia. For more information on using Universal Routing with Multimedia, see the *Universal Routing 7.2* documentation set.

Ixn-Server reports on all its interaction processing, in the form of Events, to Stat Server using a special reporting link. After some preprocessing, this reporting information is transferred to the Solution Reporting applications.

Universal Contact Server

The Universal Contact Server writes statistical information about multimedia interactions to the Universal Contact Server database. This data forms a basis for Historical Reporting. The data includes:

- Data about each interaction, such as the InteractionID and the various objects with which the interaction has been associated.
- What category each interaction belongs to (chat or e-mail, inbound or outbound, and so on).
- A library of possible auto response messages, suggested or previously used responses for specific situations, and so on.
- E-mail threads, chat transcripts, replay/response links, and so on.

In the next sections we consider how interactions are processed both for e-mail and chat.

Processing of E-Mail Interactions

The typical processing of inbound e-mail is illustrated in [Figure 32](#). Let us consider what is happening at each stage.

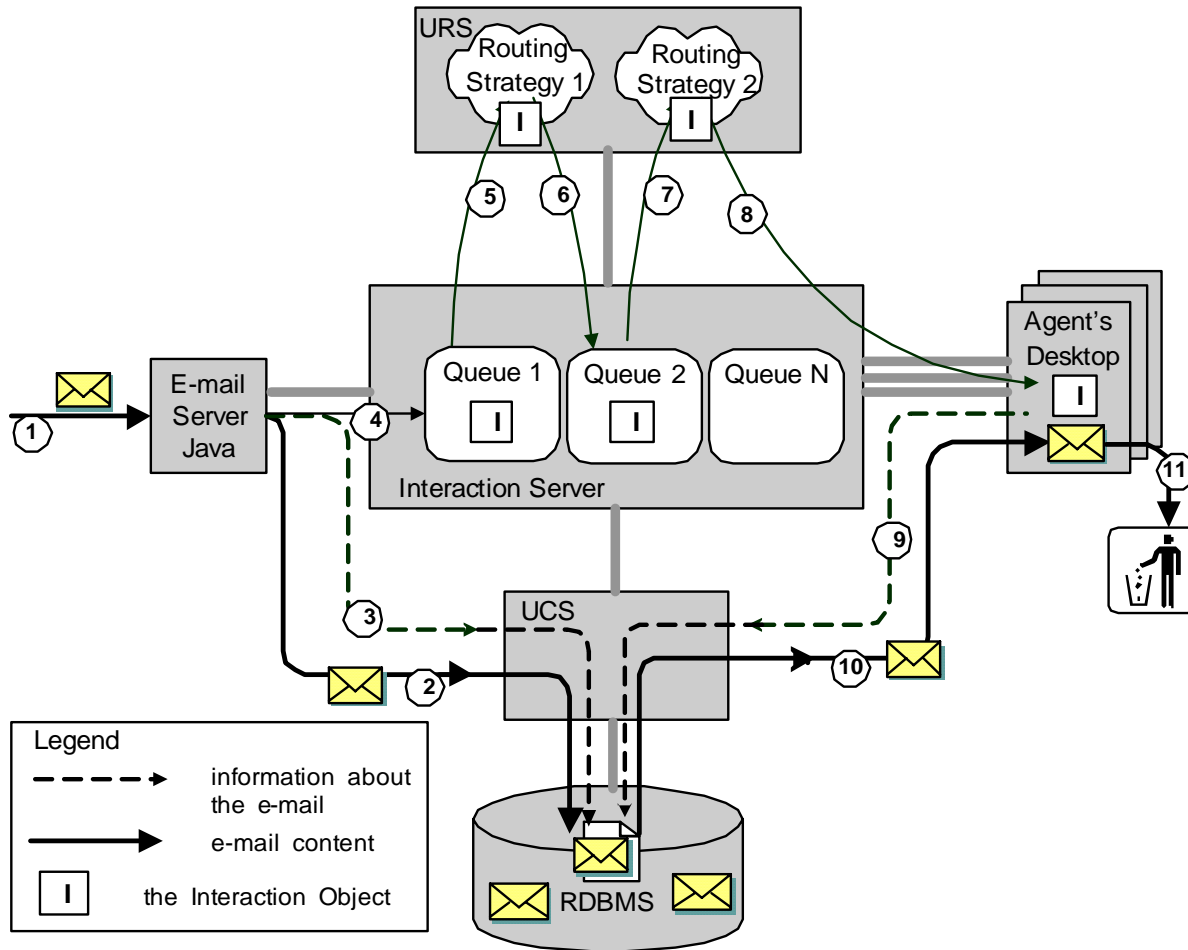


Figure 32: Processing of E-Mail Interactions

1. E-mail Server Java takes a new e-mail from the Internet POP server.
2. UCS records the e-mail in the Universal Contact Server database.
Some contact information taken from the e-mail header is stored in the database, such as names, addresses, and phone numbers. If the contact already exists in the database, this information can be matched to an already-existing contact history.
3. At the same time, Ixn-Server creates a corresponding interaction object and places it in Queue_1.

4. Universal Routing Server takes the interaction from the queue and processes it with the aid of `Routing Strategy_1`. The strategy processes the interaction. It may invoke some external processor, such as Classification Server.
5. Based on the results of the routing strategy, Universal Routing Server places the interaction into `Queue_2`.
6. Universal Routing Server takes the interaction from `Queue_2` and processes it using `Routing Strategy_2`. The processing also may involve external processing, such as sending an acknowledgement or an automatic reply or applying a screening rule.
7. Universal Routing Server, guided by `Routing Strategy_2`, transfers the call to an agent desktop.
8. The agent receives information about the incoming e-mail and requests the e-mail content from UCS.
9. UCS retrieves the e-mail content and delivers it to agent's desktop.
10. The agent works with the e-mail and after processing decides to stop processing this interaction. The interaction and the corresponding e-mail content are cleared from agent desktop.

Note: The e-mail content and corresponding control information are still kept in the Universal Contact Server database.

This is one of many possible scenarios for e-mail processing. For example, the agent may decide to return the e-mail interaction to a queue for further processing or may create an outbound e-mail interaction to reply to a customer. For a detailed example, see “E-Mail Processing Example” on [page 70](#).

You can configure some e-mail processing scenarios, such as acknowledgement and autoresponse, that do not require agent involvement. These e-mails are generated using routing strategies.

Processing of Chat Interactions

The processing of a chat interaction is similar to processing an e-mail. However, some differences exist due to nature of the chat medium. [Figure 33](#) shows a typical scenario for chat processing.

1. Chat Server receives a new chat session from the Internet.
2. Ixn-Server creates a new interaction of the chat type and places it in a queue, here `Queue_1`.
3. UCS stores control information about the interaction, such as the address of Chat Server and the chat Session ID, in the Universal Contact Server database.

4. Universal Routing Server takes the interaction from the queue and processes it using Routing Strategy_1.
5. The routing strategy determines which agent should handle the interaction and transfers the interaction to the agent's desktop.

The agent receives all information related to the interaction. The chat invitation supplies the Chat Server address and Session ID.

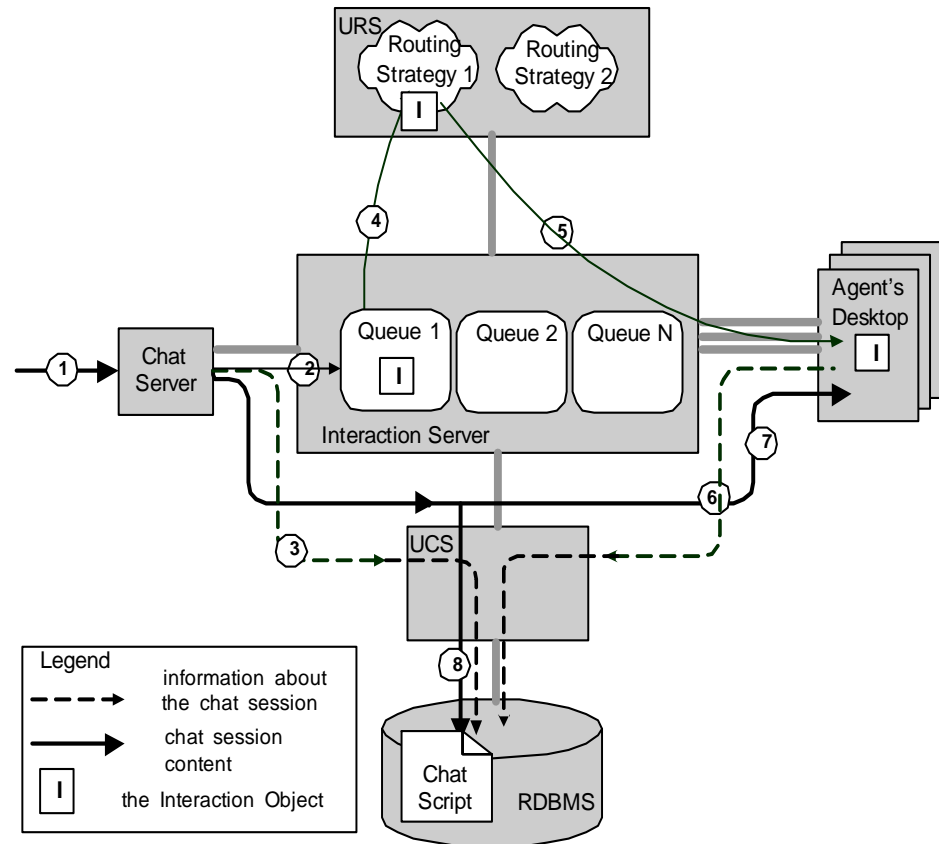


Figure 33: Processing of Chat Interactions

6. The agent accepts the interaction, which establishes a chat session with Chat Server.
7. During the chat session, information about the dialog (the chat transcript) is stored in the Universal Contact Server database.

Structure of the Interaction Model

This section contains a more abstract view of the Genesys Multimedia (formerly MCR) interaction model. Organizing Solution Reporting on the handling of interactions in Genesys Multimedia requires a clear, well-defined understanding of multimedia interactions in their most abstract form. Like a telephony call (see “Telephony Events and Their Structure” on [page 37](#)), a multimedia interaction is built from abstract objects.

There are three major object types, each of which is discussed in the following sections:

- **Endpoint Object**—An *endpoint object* is an abstract representation of a participant in the interaction, such as a customer or a routing strategy. This object is stateless in the context of the multimedia interaction model.
- **Interaction Object**—An *interaction object* is the abstract representation of the interaction as a whole. This object is stateless in the context of the multimedia interaction model.
- **Party Object**—A *party object* represents the processing of an interaction object by an endpoint object. Party objects are dynamic and can be diagrammed using state machines.

Endpoint Objects

Figure 34 shows the four major endpoint object types.

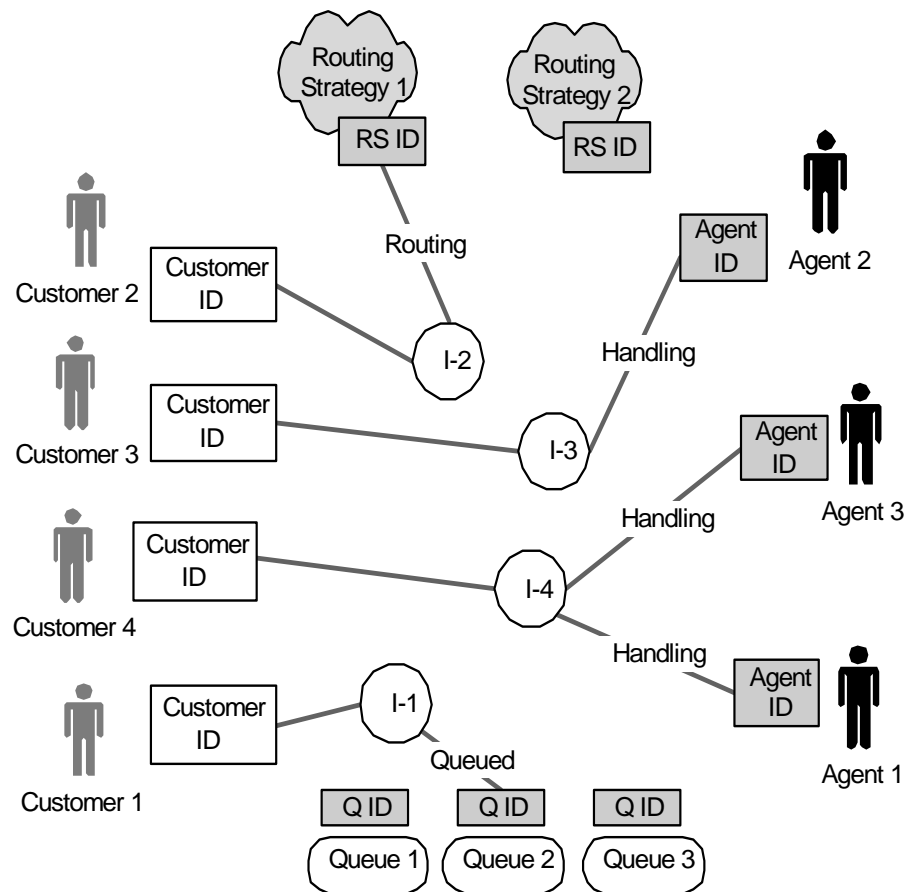


Figure 34: Multimedia Objects

The Endpoint Objects for interactions represent participants in the interactions. The Multimedia interaction model uses these four types of Endpoint Objects:

- **Customer**—Many interactions are strongly associated with a customer who initiated this interaction (in the case of inbound interactions) or to whom the interaction is directed (in the case of outbound interactions). A customer is uniquely identified by a Customer ID that can be implemented as an e-mail address or a chat address. Internal interactions may have no Customer Object associated with them.
- **Queue**—Interactions may wait in a queue for processing. A queue is identified by a Queue ID that is unique in Ixn-Server.
- **Routing Strategy**—A *routing strategy* is a processing object that determines the next endpoint in the processing of an interaction. Each routing strategy is identified by a unique Strategy ID.
- **Agent**—An *agent* can be viewed as a processing object that handles an interaction. Each agent is identified by a unique Agent ID.

Endpoint Objects are stateless. That is, an Endpoint Object has no state machine associated with it.

The Interaction Object

In addition to the objects described above, an interaction uses an Interaction Object, which associates the endpoints (that is, the participants) involved in handling the interaction. The Interaction Object is also stateless. Each interaction is identified by a unique Interaction ID.

The Party Object

A Party Object is an object that represents involvement of an Endpoint Object with an Interaction Object. That is, the Party Object connects the Endpoint Object and the Interaction Object. Party Objects that connect Customer and Interaction Objects represent only the association between the interaction and the customer. Therefore, they are stateless. Party Objects that connect the other Endpoint Objects can be in different states at different times and can therefore be represented by state machines. The state of a Party Object indicates the current nature of the involvement between the Endpoint Object and the Interaction Object.

Figure 34 shows four situations in which an interaction might be found. The first one, I-1, is an interaction in a queue waiting for processing. The state of the corresponding Party Object is *Queued*, indicating that the Party Object connects the interaction with a Queue Object and the interaction is waiting to be processed.

Situation I-2 shows a Party Object that connects an Interaction Object to the routing strategy that is determining the next Endpoint Object to which the

interaction should be sent. The state of the Party Object is `Routing`, indicating that the Router is currently handling the interaction.

Situation I-3 shows a Party Object that connects the interaction to an agent. This Party Object is in the `Handling` state. Party Objects that are connected to an agent may have other states as well, as shown in “The Party Object State Machine” on [page 62](#).

Situation I-4 shows a Party Object that connects the interaction to multiple agents (two, in this case). This arrangement is known as a conference. The interaction has two Agent Endpoint Objects, the Party Object associated with each being in the `Handling` state.

The Party Object State Machine

As mentioned in the previous section, a Party Object has states that can be represented in a state machine diagram. [Figure 35](#) shows this state machine.

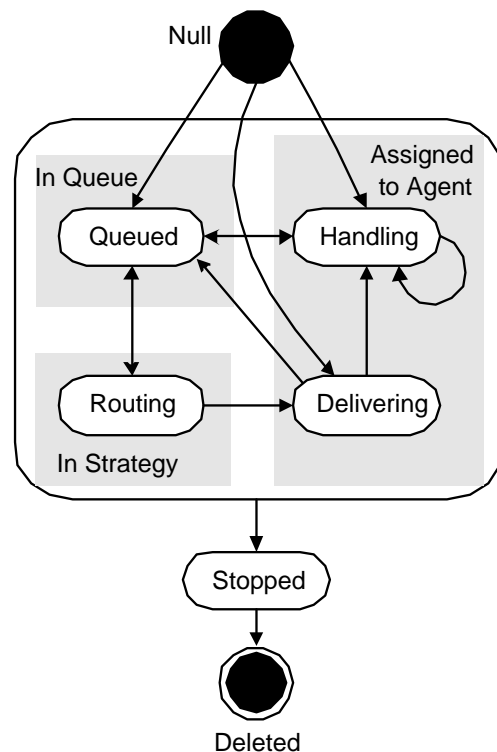


Figure 35: Party Object State Machine

This state machine contains several states and transitions between them. Ixn-Server signals each transition from state to state by generating a corresponding event that is sent to Stat Server.

The progress of an interaction can be understood as the movement of the Party Object connected to the interaction from one to another Endpoint Object. As this happens, the Party Object takes on the appropriate state, as shown in the Party Object state machine. “Typical Interaction Scenarios” on [page 63](#)

describes a number of interaction processing scenarios that follow the Party Object through different states.

The `Null` state corresponds to a case when the Party Object does not exist yet.

When the Party Object is created, it starts in the `Queued` or the `Handling` state. In the first case, the interaction is placed in a queue to wait for further processing. In the second case, the new interaction is created by an agent, such as outbound e-mail.

The `Routing` state indicates that a routing strategy is processing the interaction to determine the next endpoint, such as an agent or a queue.

An interaction that is connected to an agent is represented by a Party Object that is in one of two states, `Delivering` or `Handling`. If the Party Object is in the `Delivering` state, the interaction has been distributed to the agent but the agent has not yet accepted it for handling. If the agent accepts the interaction, the Party Object takes the `Handling` state. If the agent rejects the interaction (or the timeout period expires), the interaction returns to a queue.

When the Party Object is in a `Queued`, `Routing`, `Delivering`, or `Handling` state, the party can proceed to the `Stopped` state, which indicates that there is no more processing to be done to the interaction. After that, the Party Object takes the `Deleted` state that corresponds to elimination of the Party Object.

Transferring and Conferencing

A new Party Object created as a result of a transfer or conference behaves in accordance with the Party Object state machine shown in Figure 35 on [page 62](#).

Transferring This section describes how a transfer proceeds. Suppose that Agent A is handling an interaction, creating a Party Object with the `Handling` state. Then Agent A decides to transfer the interaction to Agent B. As a result, a new Party Object is created with Agent B as the endpoint. This corresponds a state transition from the `Null` state to the `Delivering` state. If Agent B accepts the interaction, this Party Object proceeds from the `Delivering` to the `Handling` state. At the same time, the Party Object that represents the connection between Agent A and the interaction is destroyed.

Conferencing Conferencing proceeds in similar way. The difference is that the original Party Object (or Party Objects) is not destroyed when joining new the participant. Note that no participant's Party Object can be queued until it is the only remaining Party Object in the conference.

Typical Interaction Scenarios

In this section we present a set of scenarios that illustrate typical stages of interaction processing.

Initiating an Interaction

This scenario shows what happens when someone—whether customer or, in the case of an outbound interaction, an agent—initiates an interaction (see [Figure 36](#)). When the new interaction arrives, the receiving server (E-Mail Server or Web Media Server) creates a new Interaction Object. An initial record of the interactions is written to the Universal Contact Server database and the receiving server passes control of the interaction to Interaction Server.

The new interaction is associated with a Party Object that connects the interaction with the initiator, in this case, as is most typical, a customer. In addition, the Party Object takes the `Queued` state, which indicates that Ixn-Server has placed the interaction in a queue.

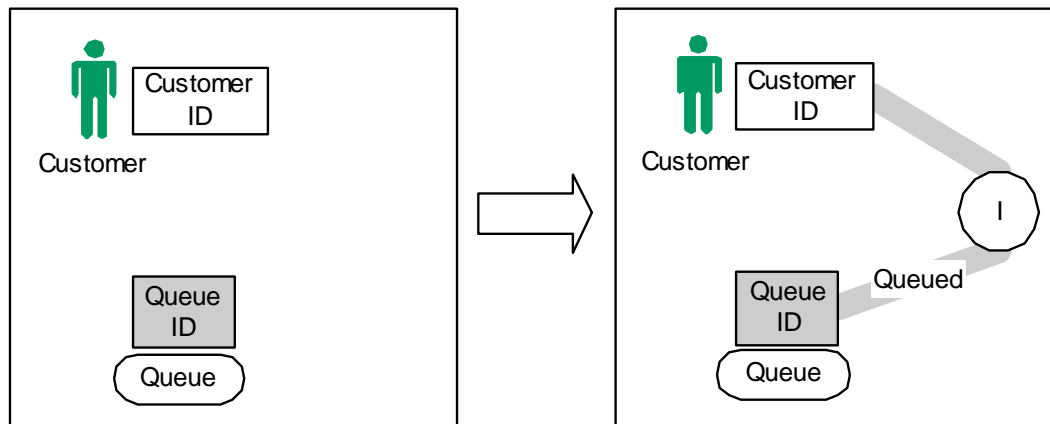


Figure 36: A Customer Initiates an Interaction

Routing of the Interaction

This scenario shows how the interaction is picked up by a routing strategy, which processes it to determine the next endpoint. See [Figure 37](#).

Note: Although it may sound as if the routing strategy removes the interaction from the queue, this is not the case. The interaction remains in queue during handling by the strategy. However, for clarity, an interaction's time in a queue and its time being processed by a routing strategy are discussed separately.

Before the routing strategy starts processing the interaction, the Party Object was in a `Queued` state and the interaction was in a queue, as shown in the left-hand pane of [Figure 37](#). This queue may be associated with some routing strategy that processes interactions waiting in this queue. When the Router is ready, it begins to process this interaction. The right-hand pane of [Figure 37](#) shows the Party Object in the `Routing` state, indicating that the interaction is being processed by the routing strategy.

Again note that, although the graphic shows the Party Object being changed from one that connects the customer to the queue to one that connects the customer to the routing strategy, the interaction is simultaneously in queue. However, the Routing state takes precedence over, and replaces, the Queued state.

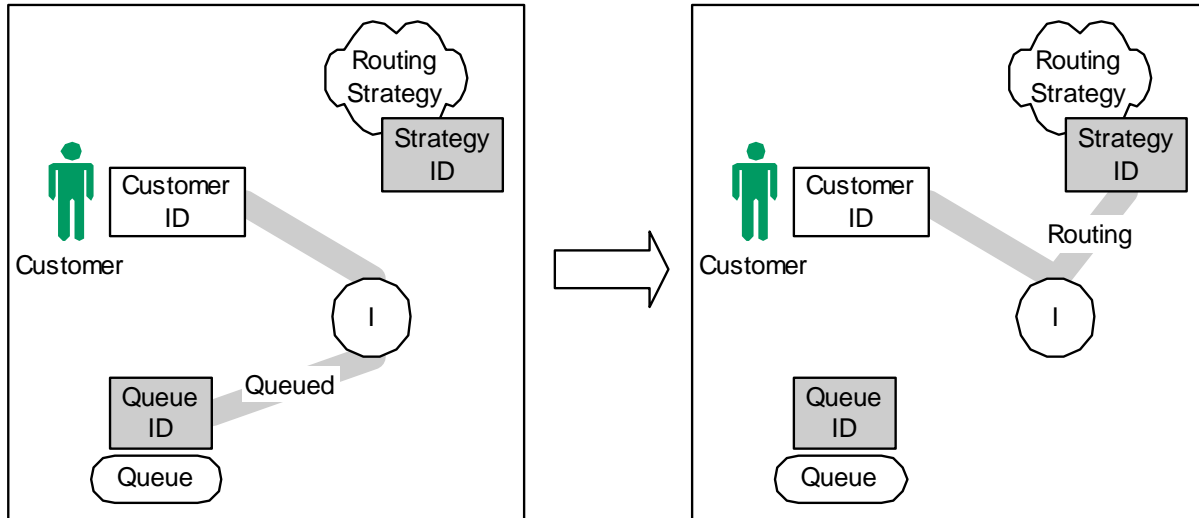


Figure 37: Routing the Interaction

The transition from the Queued state to the Routing state triggers a corresponding event, which is sent to Stat Server.

Distribution of the Interaction to an Agent

The routing strategy that processes the interaction may take any of a number of actions after completing interaction processing. One outcome is distribution of the interaction to an agent. See [Figure 38](#).

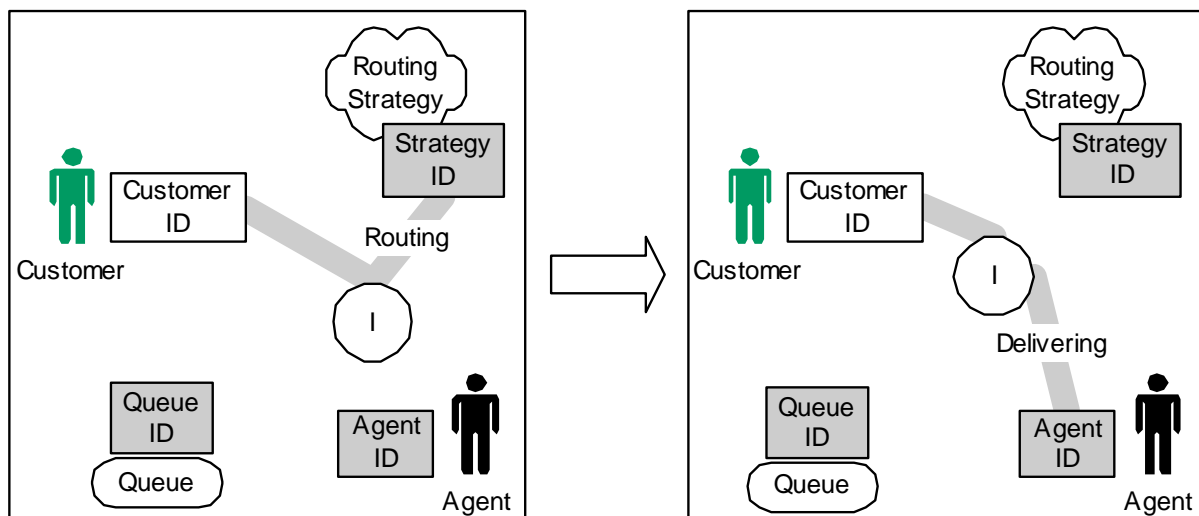


Figure 38: Distribution of the Interaction to an Agent

This results in a transition of the state of the Party Object from the `Routing` state to the `Delivering` state. This means that the interaction has been assigned to the agent.

This does not mean that the agent can now further process the interaction. To do so, the agent must first accept the interaction, which transfers the Party Object to the `Handling` state, as shown in the next section.

An Agent Accepts the Interaction

An agent to whom an interaction has been delivered may accept it for handling. See [Figure 39](#). In this case the party changes from the `Delivering` state to the `Handling` state.

If the agent not does not accept the interaction, he or she may send it back to the queue or a specified timeout period may elapse, which transfers the interaction back to the queue automatically.

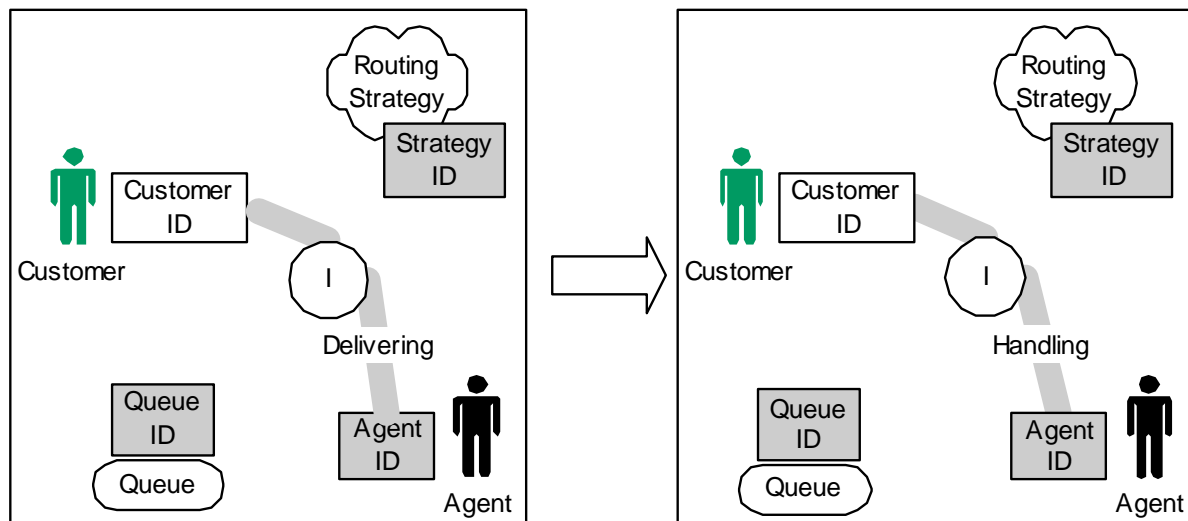


Figure 39: An Agent Accepts the Interaction

Placing Interaction into Queue by Agent

An agent handling an interaction may decide that a different agent should continue its processing. In this case, the agent returns the interaction to a queue. See [Figure 40](#).

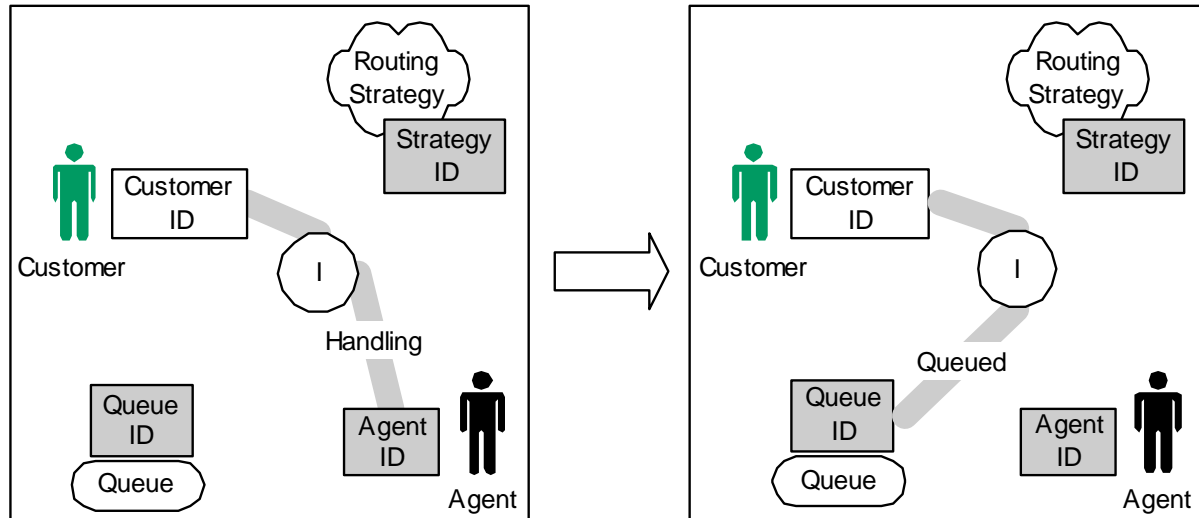


Figure 40: An Agent Placing an Interaction into a Queue

The Party Object changes state from the `Handling` state back to the `Queued` state.

Interaction Transfer: Initialization

An agent handling an interaction chooses to transfer the interaction directly to another agent without first placing it in a queue. The first stage of this interaction transfer scenario is shown in [Figure 41](#).

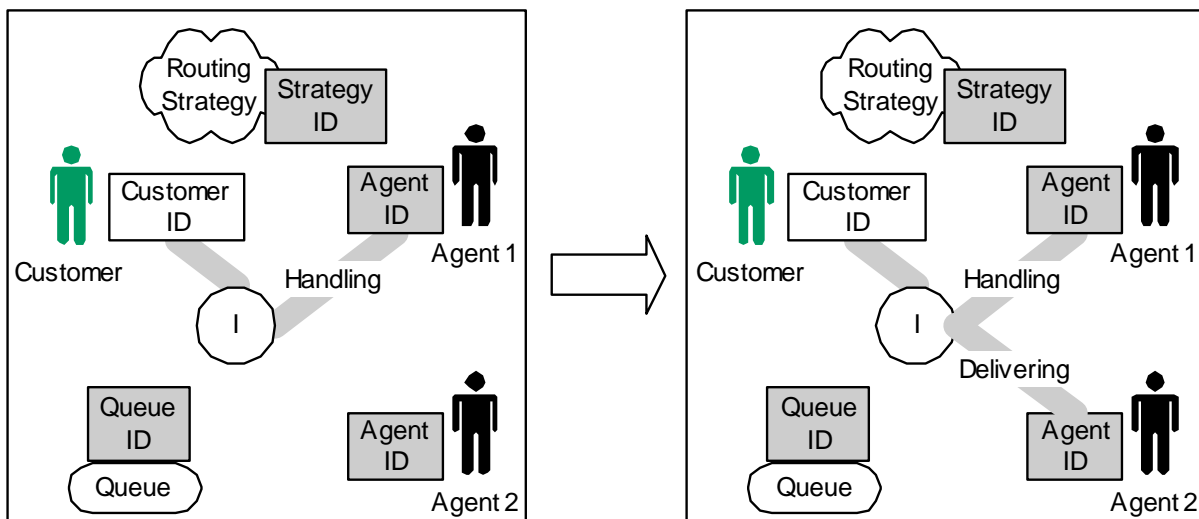


Figure 41: Transfer of an Interaction—Step One

Initiating the transfer creates a new Party Object with Agent 2 as the endpoint. The new interaction takes the `Delivering` state, indicating that Agent 2 must accept (or reject) the transfer to continue interaction processing. At this point, the original Party Object that connects to Agent 1 still exists and is in the `Handling` state.

Interaction Transfer: Acceptance

When Agent 1 has initiated the interaction transfer, there are two possible outcomes for the transfer. The normal case is when the second agent (here Agent 2) decides to accept the transferred interaction. This scenario appears in [Figure 42](#).

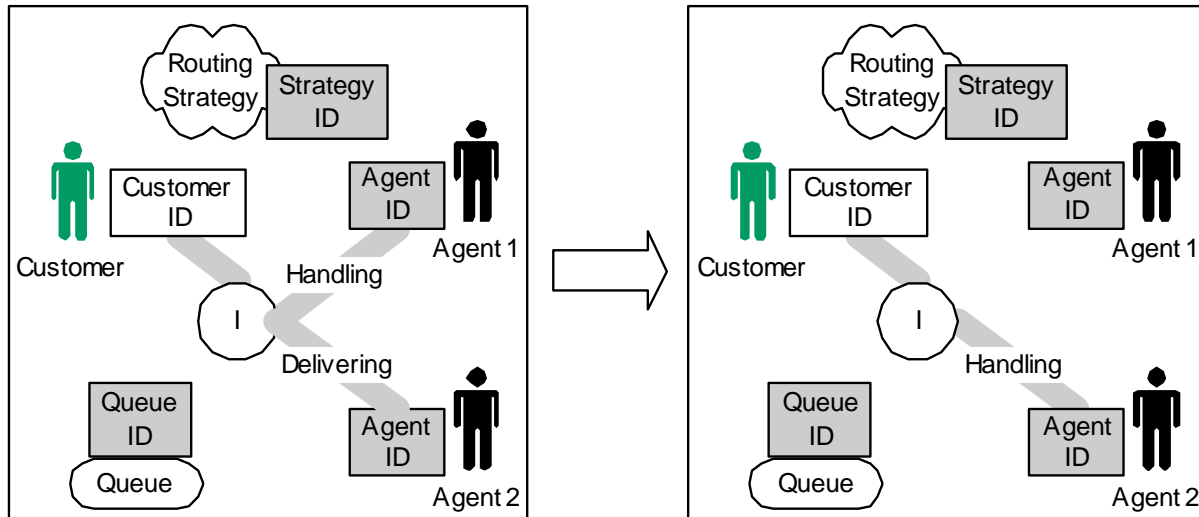


Figure 42: Interaction Transfer Accepted

After Agent 2 accepts the interaction, the Party Object connected to Agent 2 changes to the Handling state. The Party Object connected to Agent 1 is destroyed. The transfer is complete.

Interaction Transfer: Rejection

If Agent 2 does not want to participate in handling the interaction, he or she may reject it, as shown in [Figure 43](#).

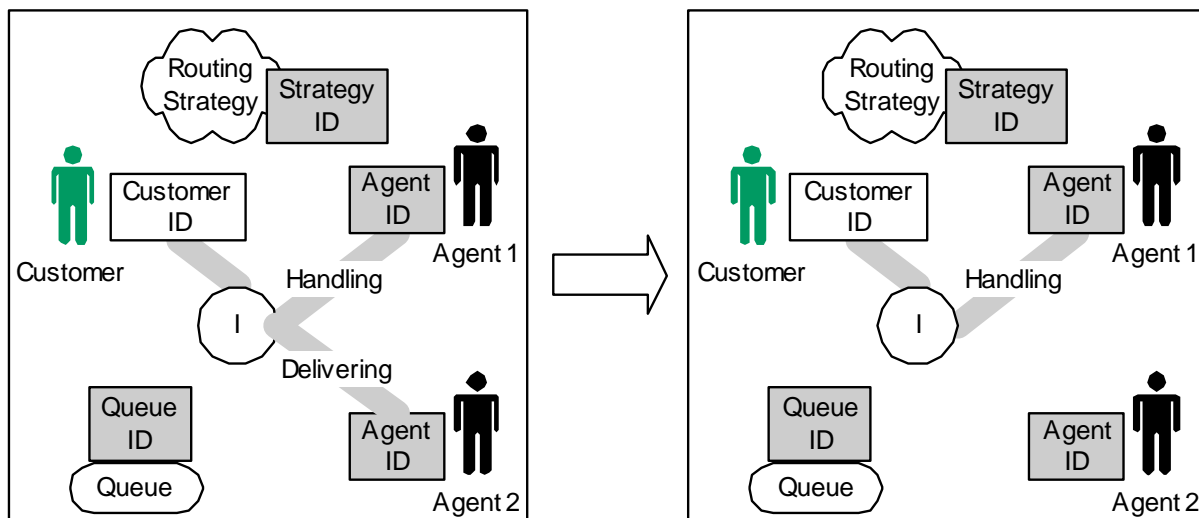


Figure 43: Interaction Transfer Rejected

In this case, the Party Object connected to Agent 2 is destroyed, while the Party Object connected to Agent 1 remains in the Handling state.

Note: An interaction transfer may be rejected automatically if a configured timeout expires before Agent 2 accepts the transfer.

Conferencing an Interaction

Some interactions, such as chat, may reasonably be handled by several agents simultaneously rather than by one. This sort of interaction processing is called conferencing (see [Figure 44](#)).

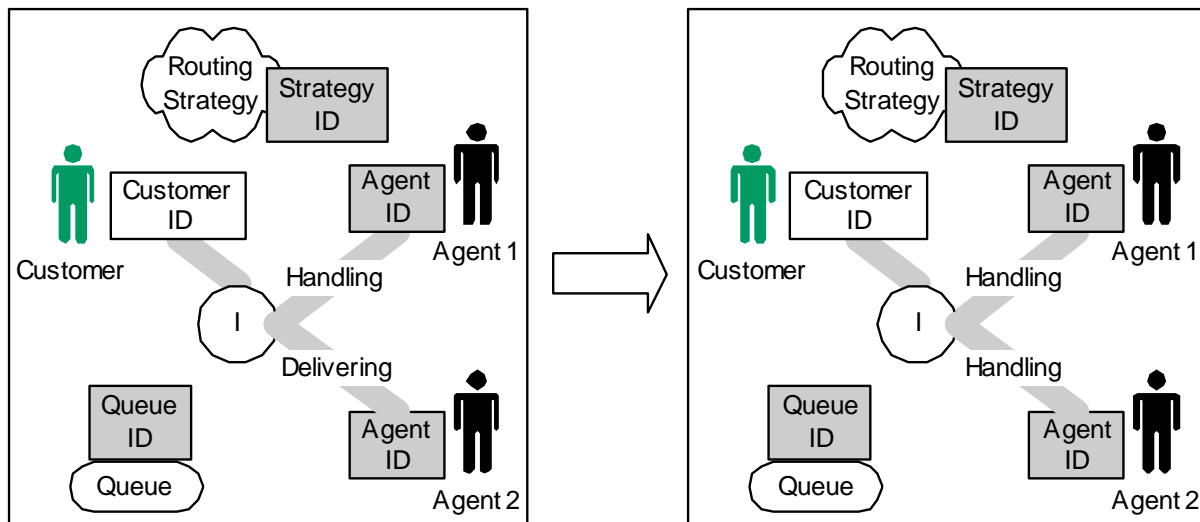


Figure 44: Conferenced Interaction

During a conference, a new Party Object is created and changes from the initial Idle state (not shown) to the Delivering state. The original Party Object remains in the Handling state and emits an event that indicates the creation of the conference. When the additional agent or agents accepts the interaction, the second Party Object enters the Handling state, as shown in the right-hand pane of [Figure 44](#). Unlike a transfer, a conference results in multiple Party Objects in the Handling state. The original Party Object is not destroyed.

Note: A conference and the resulting creation of the new Party Object may be initiated either by someone already handling the interaction or by the agent joining the conference. In either case, the conferencing procedure is the same.

Stopping the Processing of an Interaction

You can stop an interaction from being processed further in several ways. One way is for an agent to stop the processing. This scenario is shown in [Figure 45](#).

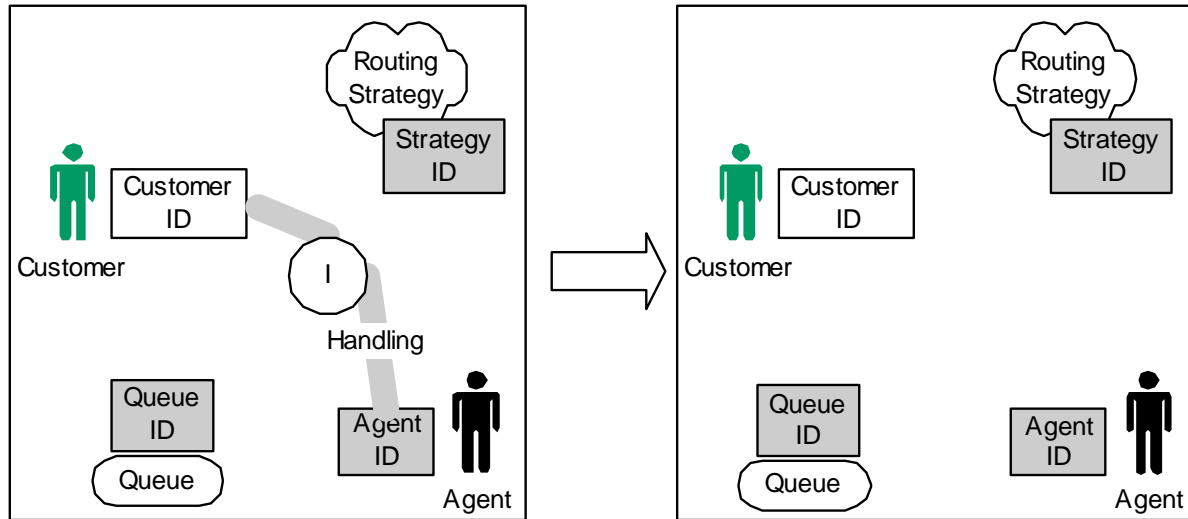


Figure 45: Stopping the Processing of an Interaction

Before the agent decided to stop the interaction, the Party Object was in the `Handling` state, as shown in the left-hand pane of [Figure 45](#). Afterwards, the Party Object changes to the `Stopped` state and then to the `Deleted` state, which corresponds to the destruction of the Party Object, as shown in the right-hand pane of [Figure 45](#).

Interaction processing may also be stopped by:

- A routing strategy, if it determines that an interaction should be sent to a `Stop` routing object.
- Chat Server, if the customer disconnects before the chat session has been distributed to an agent. If the chat session has been distributed to an agent, only a routing strategy or an agent can stop the interaction.

E-Mail Processing Example

This section puts together the various segments of interaction processing detailed in the preceding section to present an overview of a full sequence of steps that may be involved in processing an inbound e-mail.

Note: This is an example and may not reflect actual e-mail processing stages in your environment.

This example shows an e-mail arriving, sending of an acknowledgement, processing by an agent, and the agent sending a response back to the customer. The processing environment appears in [Figure 46](#). The interaction waits in Queue 1 until Strategy 1 processes it. Strategy 1 sends an acknowledgement to the customer and determines the appropriate agent. Queue 2 and Strategy 2 are used to send the outbound e-mail interactions.

[Figure 46](#) shows the initial situation, in which no interaction exists.

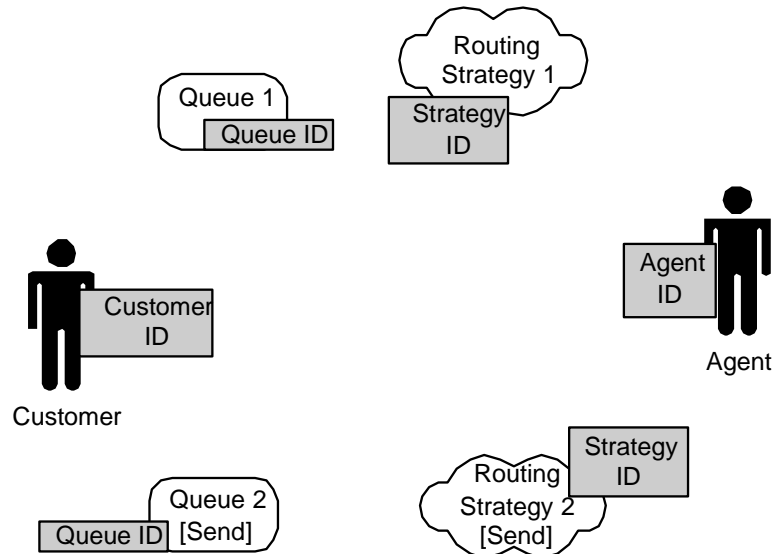


Figure 46: Initial Stage: No Interaction Exists

The customer then sends an e-mail to the contact center. An interaction of the e-mail type is created, as shown in [Figure 47](#). It is currently composed of two Party objects, one of which associates the interaction with the customer. The other one associates the interaction with Queue 1, where it waits for Strategy 1 to process it. This party is in the Queued state.

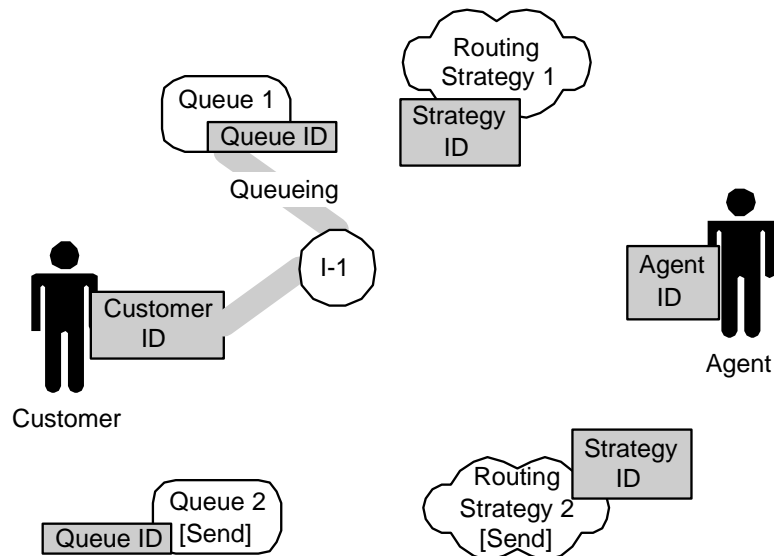


Figure 47: The New Interaction in Queue

Next, the Queued Party is transferred to Strategy 1, at which point it changes to the Routing state, as shown in [Figure 48](#). The Strategy processes the interaction, first by sending an acknowledgement that the e-mail was received and then by determining the most appropriate agent to handle the interaction.

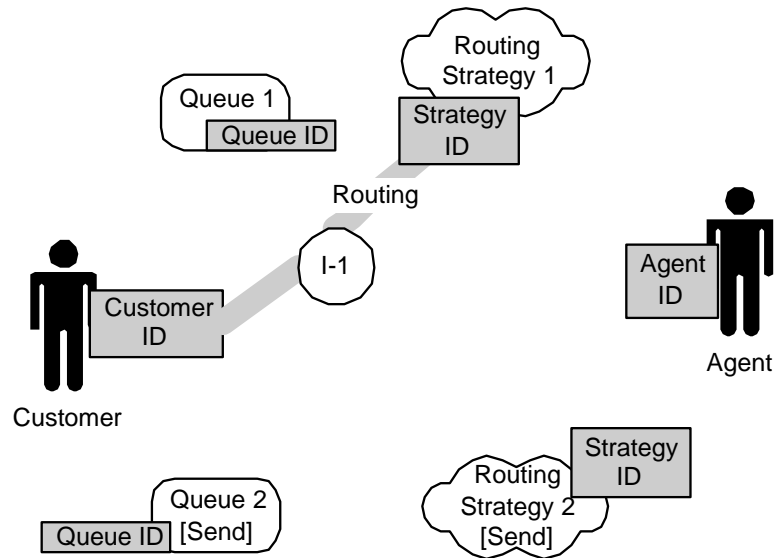


Figure 48: Routing the E-Mail

Strategy 1 initiates a new outbound interaction, I-2, for the acknowledgement. The new interaction has a Party object associated with the customer and a Party object that is associated with Queue 2 and which is in the Queued state. At this point, the interaction is waiting for Strategy 2 to process it (see [Figure 49](#)).

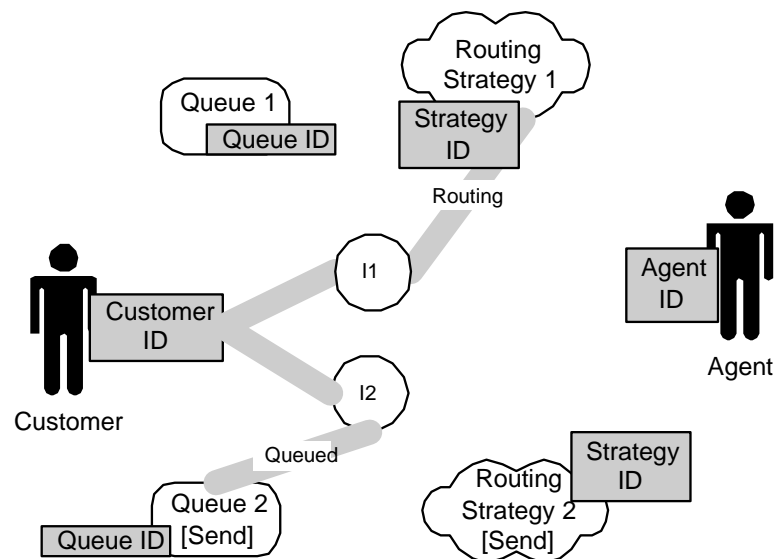


Figure 49: The Auto Response in Queue

The outbound acknowledgement interaction is processed by Strategy 2 and sent to the customer (see [Figure 50](#)). After the auto response is sent, I-2 and the associated Party Objects, disappears.

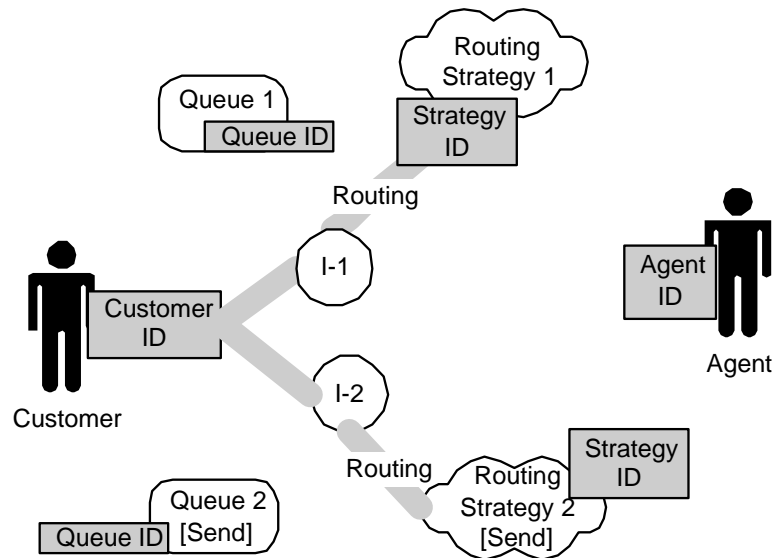


Figure 50: Strategy 2 Sends the Auto Response to the Customer

After creating the acknowledgement interaction, Routing Strategy 1 checks for an agent who can process the interaction. The interaction Party Object moves to the agent and enters the `Delivering` state. When the agent accepts the interaction the Party changes to the `Handling` state, as shown in [Figure 51](#).

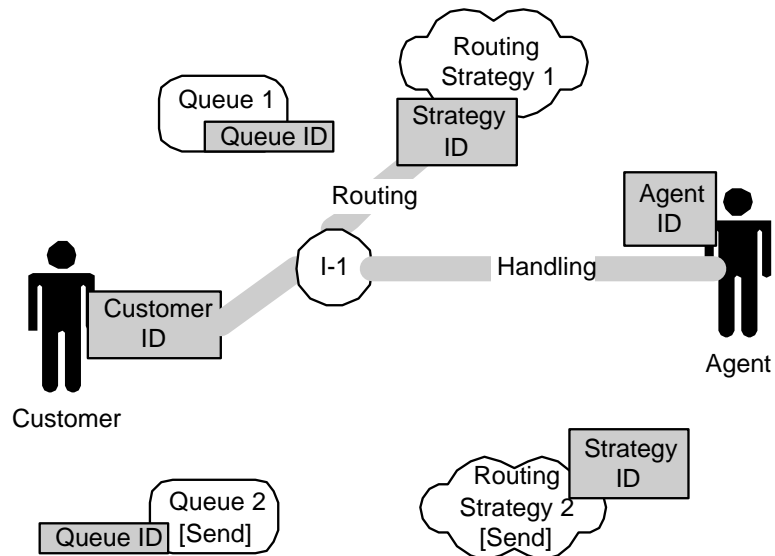


Figure 51: The Agent Accepts the Interaction

The agent handles the interaction, which includes preparation of a reply e-mail that the agent sends to the customer. The reply e-mail creates a new outbound interaction, I-3, with two Party Objects, one associated with Queue 2 and the other with the customer, as shown in [Figure 52](#).

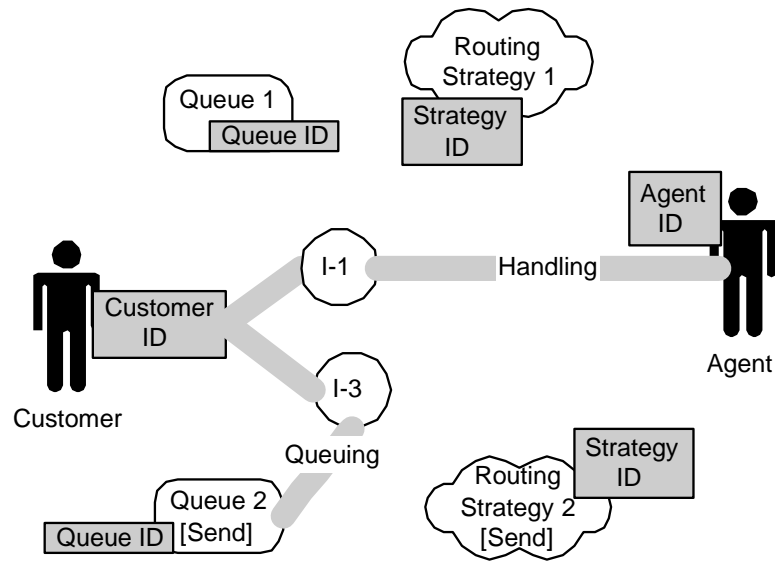


Figure 52: Interaction 3: The Reply E-Mail

In order for the reply to reach the customer, it is queued, sent to a routing strategy, and then to the customer (see [Figure 53](#)). After the interaction is sent to the customer's e-mail server, Interaction 3 disappears.

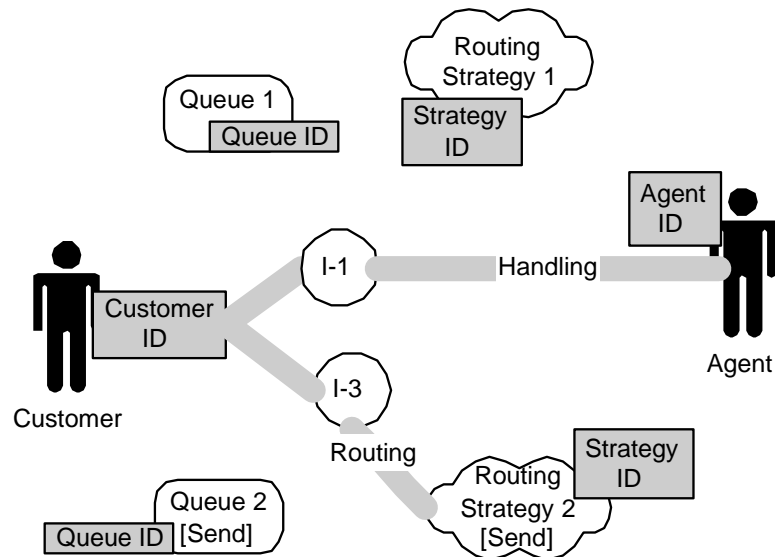


Figure 53: Routing the Reply E-Mail to the Customer

After the reply is sent, the agent stops processing Interaction 1, which then disappears as well. The situation returns to the starting point, with no interactions present, as shown in [Figure 46](#) on [page 71](#).

This example shows a typical scenario for processing inbound e-mail in terms of the Multimedia Interaction Model. Note that, in this scenario, e-mail processing involves three different interactions.

The Statistical Model

The Genesys Statistical Model embodies the main principles of Stat Server operation. This document discusses only the part of the Statistical Model relevant to Solution Reporting.

Stat Server can work with several T-Servers and/or Ixn-Servers; that is, it can be the client of several T-Servers and Ixn-Servers simultaneously. Stat Server is also a client of Configuration Server, from which it retrieves information about objects in a contact center. Stat Server uses Configuration Server information to maintain its own system of objects, which is derived from the object model in the Configuration Server. Stat Server processes raw information received from T-Server and Ixn-Server to provide its clients with more elaborated and statistically useful information. [Figure 54](#) shows a typical Stat Server environment.

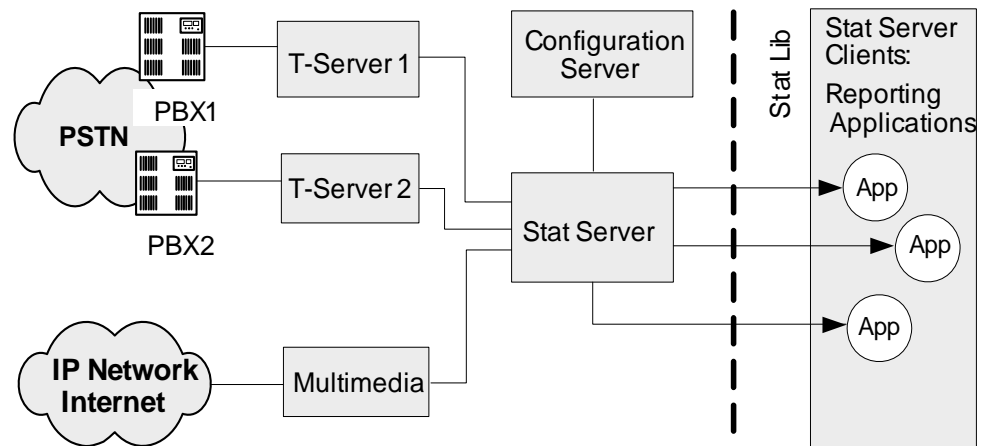


Figure 54: Stat Server Environment

To provide its clients with statistical information, Stat Server uses its internal API, the Stat Lib. This API principally supplies metrics and statistics that tell Stat Server what information clients require. Roughly speaking, the metrics specify information about what object type is needed, what data is of interest about these objects, and how to calculate information. The statistic is the application of the metric to a specific object.

Structure of a Statistic

To receive statistical information from Stat Server, its clients must specify what kind of information they need. This specification consists of a request for statistics retrieval from the Stat Server API. Stat Server collects the statistical values and sends them to the client only when requested.

The structure of the components of a statistic is shown in [Figure 55](#).

Within the Genesys Statistical Model, a *statistic* is defined as a metric applied to a specific object in a contact center. A *metric* is comprised of a statistical

type, time profile, time range, and filter. (The latter two are optional.) A *statistical type* is a collection of masks, object types, category, and subject.

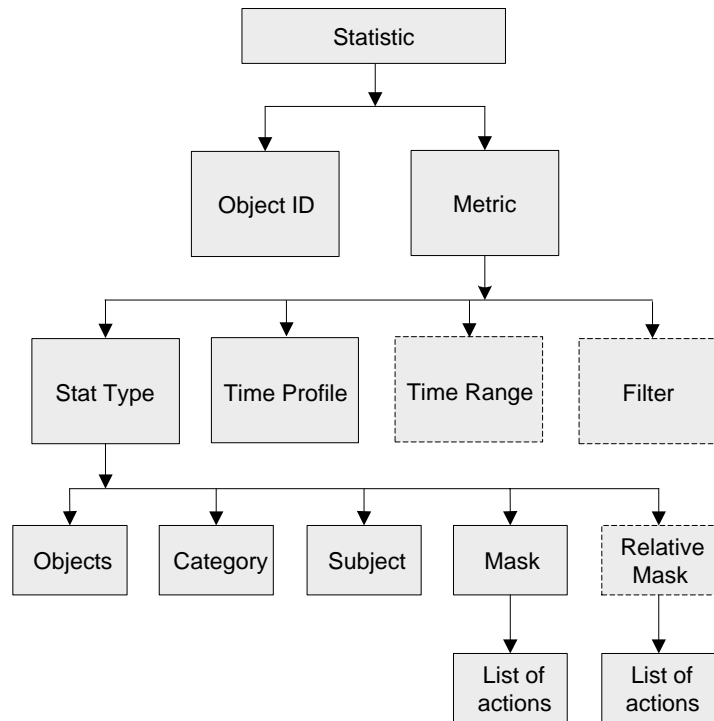


Figure 55: Structure of Request for Statistical Information

Statistical Objects

Stat Server provides applications with information about the following contact center objects:

- **Regular Directory Numbers (RegDN).** Represents regular devices in the contact center (T-Server) identified by a directory number (DN).
- **Agent.** Represents a living person (operator) registered (logged in) in a contact center as an agent.
- **Place.** Represents the agent's working place and is usually composed as a set of regular DNs.
- **Queue.** Represents an ACD queue of calls waiting for distribution. The functionality of a queue is usually implemented within PBX hardware that T-Server can access.
- **Routing Point (RoutePoint).** Represents a Routing Point device, which is a DN that can route calls to other DNs. Routing Point functionality is implemented within T-Server software.
- **Group of Agents (GroupAgents).** Represents a group of agents, usually grouped on the basis of established business rules, for example, the Sales and Help Desk groups.

- **Group of Places (GroupPlaces).** Represents a group of places, usually formed for administrative or geographical purposes such as the 10th Floor and San Francisco Office.
- **Group of Queues (GroupQueues).** Represents a group composed of Queue and/or Routing Point objects.
- **Staging Area.** Represents an interaction queue in which e-mails exist while they are being processed.
- **Tenant.** Represents an entire contact center. Used in the Genesys Multimedia e-mail and chat and VCB statistics.

Stat Server gets all its information about these objects from the Configuration Server. Refer to the *Framework 7.2 Deployment Guide* and *Framework 7.2 Configuration Manager Help* for further information.

Statistical Actions and Statuses

The notion of an action is fundamental to the Genesys Statistical Model. Actions are the building blocks for constructing metrics and ultimately for calculating statistical data. Stat Server actions function much like T-Server events (TEvents). Despite their elementary nature, actions are built on and could be strictly defined in terms of the Genesys Call Model. However, for the Statistical Model, actions are elementary notions.

Actions are associated with objects of device type: regular DN, Routing Point DN, and queue DN. An action on such an object tells what is going on with the object or activity on the object. More exactly, actions are related to parties associated with a particular object. For example, the transition of a party on a regular DN from a Ringing state to an Established state originates the Answered action for the agent logged in at the corresponding DN.

A set of rules prescribes how actions on objects of a lower level of hierarchy are propagated and aggregated to a higher level.

Actions are either *instantaneous* or *durable*. (For a more detailed classification, see “Action Classification” on [page 78](#).) An action may last on an object (if it is durable) or occur (if it is instantaneous). Several actions may affect an object simultaneously. For example, the `CallOnHold` durable action on a regular DN indicates that this DN is on hold. At the same time though, the `Monitored` durable action reveals that this DN is monitored.

Making sense of any Statistical Model metric requires an understanding of how all actions used in that statistic’s computation are generated. All actions are generated on the basis of TEvents or Ixn-Server Events. Each instantaneous action is triggered by one event while a durable action is triggered by two.

The current version of Stat Server predefines the set of all actions, which cannot be extended.

Note: The following discussion of actions, although it is based on the telephony call model, applies to multimedia actions as well unless otherwise specified. The multimedia interaction model of Genesys Multimedia uses a separate set of actions, some of which are parallel to telephony actions, other of which are unique to multimedia. For a discussion of multimedia actions, refer to the *Framework Stat Server User's Guide*.

Action Classification

All Stat Server actions can be divided into two groups: durable actions and instantaneous actions as depicted in [Figure 56](#). It is convenient to associate durable actions with the state of a state machine having a starting and ending moment and lasting some duration. Therefore, a durable action can be associated with its duration time.

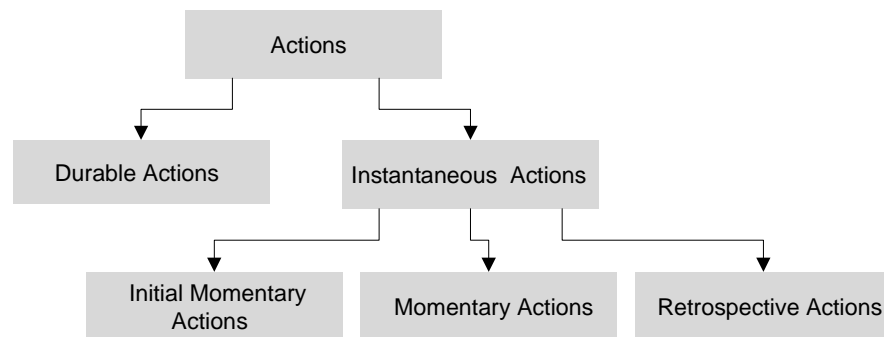


Figure 56: Types of Actions

Instantaneous actions can be naturally associated with the transition of a state machine corresponding to transition from one state to another. Therefore, these actions are indivisible and occur at a single moment of time. Instantaneous actions, in turn, can be further divided into initial momentary actions, momentary actions, and retrospective actions. [Figure 57](#) illustrates the interrelationship between action types.

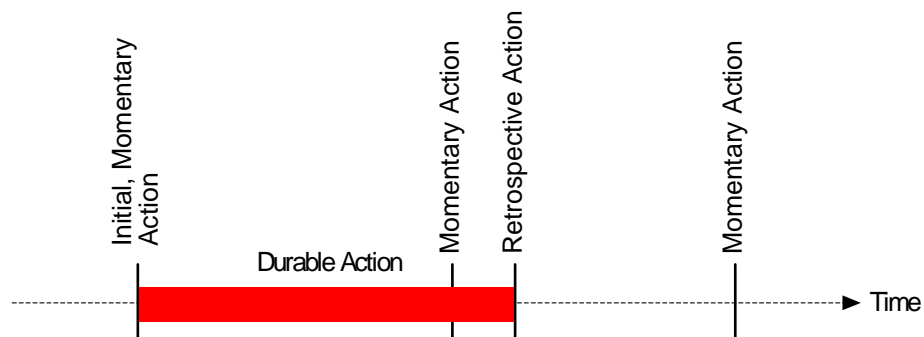


Figure 57: Interrelationship Between Actions

The durable action is depicted as the bold horizontal bar along the timeline clearly showing a duration in time. The onset of a durable action is an initial, momentary action, which is instantaneous and has a duration equal to zero. A retrospective action terminates the durable action. Despite the fact that retrospective actions, too, are instantaneous in nature, Stat Server assigns to them the duration of their corresponding durable action. Momentary actions have no relation to durable actions and endure only for the moment (duration equals zero).

Figure 58 illustrates the relationship between several Stat Server actions. This simplified example shows a sequence of actions related to a regular DN. In layperson's terms, a phone rings; an agent answers the phone and places the call on hold; the agent then releases the call from hold.

The initial momentary action, `CallRingingStarted`, causes the start of the `CallRinging` durable action. The `CallRinging` action ends normally (for example, the phone is answered) as signaled by the `CallAnswered` retrospective action. At the same time, the `CallInboundStarted` momentary action occurs marking the beginning of the `CallInbound` durable action. During this action, the call may be placed on hold, triggered by the `CallHeld` initial, momentary action that marks the start of the `CallOnHold` durable action. Now, two durable actions, `CallInbound` and `CallOnHold`, coexist. When the `CallOnHold` action terminates, the `CallRetrievedFromHold` retrospective action occurs. At any time, a `UserEvent` momentary action can occur without influencing any of the durable actions.

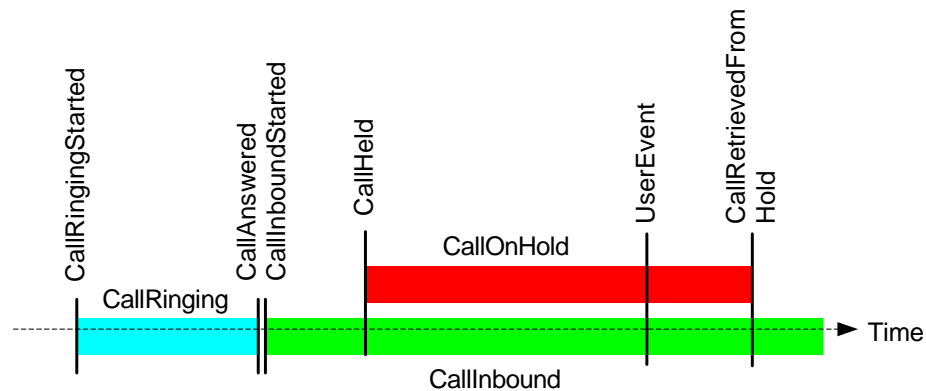


Figure 58: Example of Actions

Note that not every durable action is triggered by momentary initial and retrospective actions. For example, the two complementary actions, `Monitored` and `NotMonitored`, fall into this category.

Interrelationships Among Multimedia Actions

Multimedia actions function similarly to telephony actions. For example, a customer may initiate a chat session that is routed to an agent. The agent requests coaching and then, when the customer issue has been resolved, the agent stops the session. This interaction produces this sequence of actions:

The initial momentary action, `InteractionDeliveringStarted`, coincides with the start of the `InteractionDelivering` durable action. The `InteractionDelivering` action ends normally (for example, the agent accepts the interaction) as signaled by the `InteractionAccepted` retrospective action. At the same time, the `InteractionHandlingStarted` momentary action occurs marking the beginning of the `InteractionHandling` durable action. During this action, the agent may decide to conference in another agent. This triggers the `InteractionConferenceMade` instantaneous momentary action, followed by the `InteractionDeliveringStarted` initial, momentary action, which marks the start of the `InteractionDelivering` durable action. This `InteractionDelivering` action applies to a Party Object associating the current Interaction Object with a new agent. The Party Object associating the Interaction Object with the first agent continues to exist in the `Handling` state. When the second agent accepts the conference, it is marked first by the `InteractionAccepted` retrospective action, which ends the `Delivering` state, then by the `InteractionConferenceJoined` instantaneous momentary action, followed by the `InteractionHandlingStarted` initial, momentary action, which marks the start of the `InteractionHandling` durable action for the new Party Object. Now the interaction has two coexisting instances of the `InteractionHandling` durable actions. When the conference terminates, the `InteractionStopped` retrospective action occurs for the agent that has left the conference. When the chat session is complete, the remaining agent triggers the `InteractionStopped` retrospective action, ending the chat session.

Relation of Actions to Events

Occurrences of instantaneous and durable actions in the Statistical Model are triggered by events T-Server or Ixn-Server sends. To understand what the action really means, it is useful to see a correlation between receiving events and the occurrence of actions.

Note: Multimedia interaction actions and events can be analyzed in an analogous way to the telephony event/action relationship described in the following sections.

[Figure 59](#) shows an example of a `CallRing` durable action and related instantaneous actions influenced by TEvents. As before, this is diagrammed using a state machine.

This state machine describes all actions related to ringing. The `CallRing` durable action is represented by state **s1**. This action follows the `CallRingStarted` initial momentary action to the left, which, in turn, is triggered upon receiving the `EventRinging` TEvent (or `EventPartyChanged` TEvent for a consulting call).

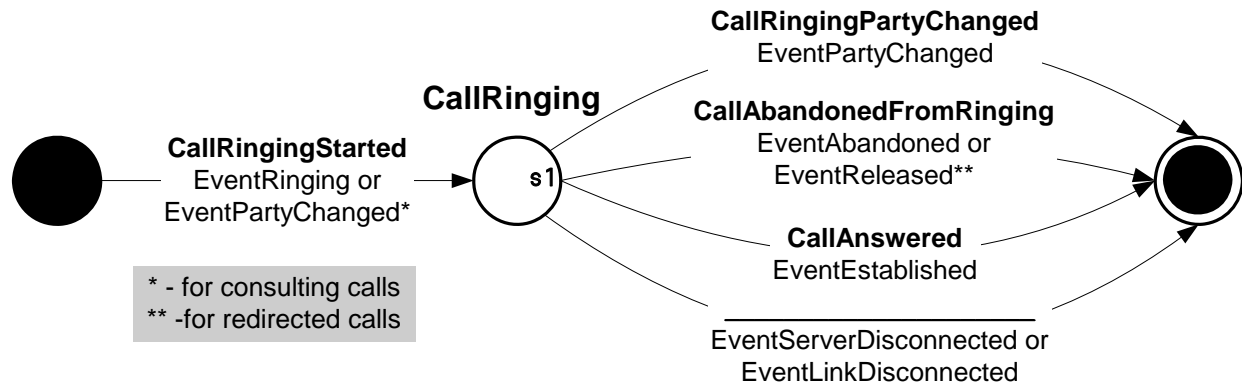


Figure 59: CallRinging Action

The `CallRinging` durable action endures until one of three instantaneous actions occurs: `CallAnswered`, `CallAbandonedFromRinging`, or `CallRingingPartyChanged`, which correspond to the three of the four possible state transitions to the right of `s1`. The fourth state transition indicates some kind system failure that forced a disconnect. These actions report about the possible end of the `CallRinging` action.

The `CallAnswered` action relates to answering the call and is triggered by the `EventEstablished` TEvent. The `CallAbandonedFromRinging` action indicates an abnormal end where the call was released before being answered (triggered by `EventAbandoned`) or as a result of redirection (triggered by `EventReleased`). Another exit from the `CallRinging` action, `CallRingingPartyChanged`, may be triggered by the `EventPartyChanged` TEvent and tells about completing a transfer of the call.

Note: Upon detecting a stuck call, T-Server distributes an `EventAbandoned` or `EventReleased` event coupled with a `AttributeReliability` attribute other than `TReliabilityOk`.

Stat Server distinguishes stuck calls, which are caused by a missynchronization between two or more interdependent contact center components (such as T-Server and the switch, Stat Server and T-Server, the Genesys Router and Stat Server), from those calls that are abandoned for other reasons (the customer hanging up, for example).

All of these instantaneous actions are retrospective actions.

The `CallRinging` durable action may also terminate when the `NotMonitored` action starts triggered either by the `EventServerDisconnected` or `EventLinkDisconnected` T-Events. These events indicate disconnection with T-Server or the breaking of the CTI link, respectively. Note that in this case there are no corresponding retrospective actions.

Comparison of Call Model and Statistical Model

Now compare the state machine in [Figure 59](#) with the state machine for a Regular Party in [Figure 20](#) on [page 44](#). In [Figure 60](#), the fragment of the state machine relating to the Ringing state is reproduced.

Note that from the Call Model point of view, there is only one way to enter the Ringing state, that is via the EventRinging TEvent, and but three ways to exit (via EventEstablished, EventReleased, and EventAbandoned transitions). The EventPartyChanged TEvent does not change the Ringing state but can change the Call object of the party. The Statistical Model interprets this situation slightly differently.

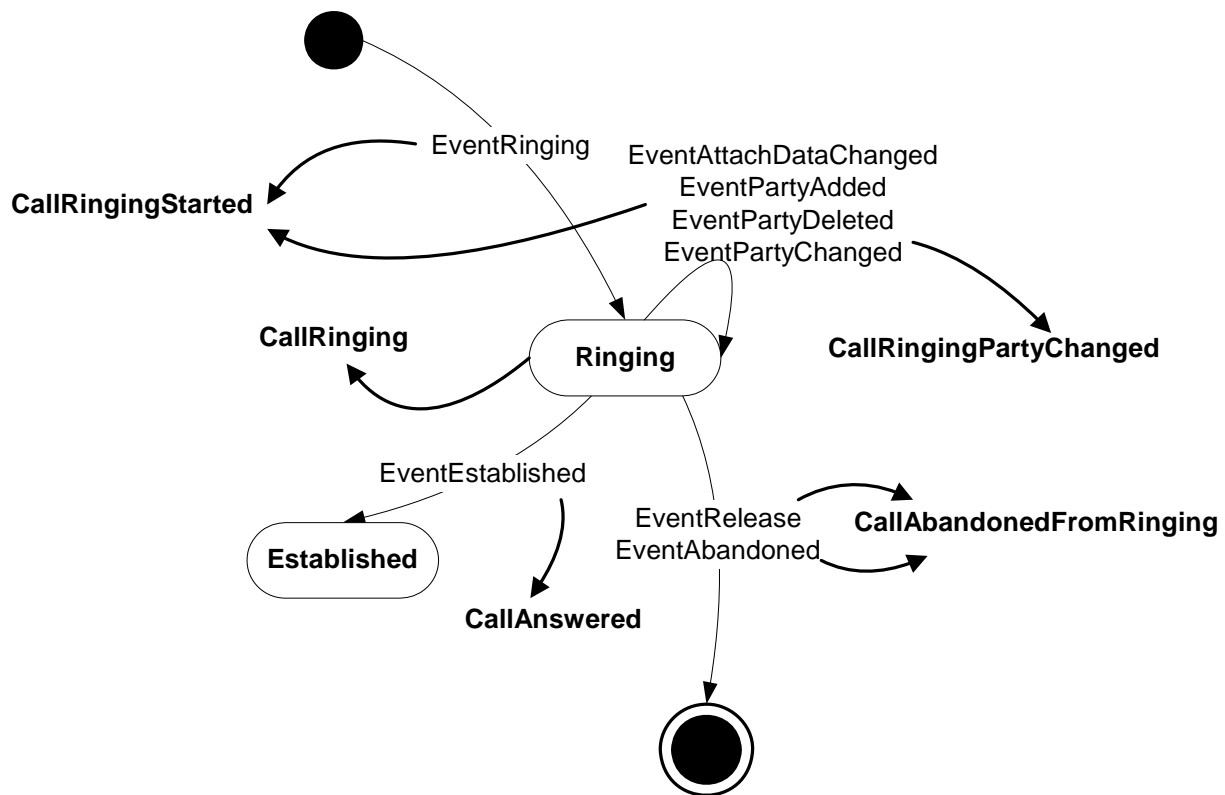


Figure 60: Fragment of Call Model State Machine

First, the EventPartyChanged T-Event with changed ConnID is treated as the end of one CallRinging durable action and the start of a new one. Second, the EventPartyChanged and EventRinging T-Events cause one initial momentary action: CallRingingStarted. Third, there may be three possible ends of the CallRinging action: retrospective action CallAnswered triggered by Event Established, CallAbandonedFromRinging triggered by EventRelease or Event Abandoned, and CallRingingPartyChanged triggered by EventPartyChanged.

The momentary action is illustrated by the state machine depicted in [Figure 61](#). This machine has one state and one transition. The transition corresponds to a UserEvent momentary action and is triggered by the EventUserEvent TEvent. The transition can trigger at any time and does not change.

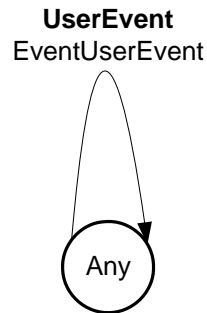


Figure 61: Momentary Action UserEvent

Action Generation and Propagation

The generation of actions starts when Stat Server receives events from T-Server and Ixn-Server. [Figure 62](#) illustrates the schema of action generation. Each T-Server event is identified by its DN (event parameter `ThisDN`). Therefore, it initially causes occurrence of DN action(s) according to action definition. Simultaneously, the status of each DN object is determined.

Ixn-Server events are identified by the `InteractionID` parameter. The actions generated, such as `InteractionDelivering`, are related to the interaction.

Actions may propagate to other objects associated with this DN where they contribute to determining statuses of these objects. (The determining procedure will be explained later.)

For example, receiving an `EventRinging TEvent` for a regular DN with an inbound call type invokes:

- Initial, momentary actions—`CallRingingStarted` and `CallRingingStartedInbound`.
- Durable actions—`CallRinging` and `CallRingingInbound`.

DN status changes to `CallRinging`, and at the same time, these actions propagate to the corresponding Place, Agent, and Groups objects where the `CallRinging` status is assigned to each.

This propagation also true of multimedia interactions. In the multimedia equivalent to the preceding example, the Place, Agent, and/or Groups objects would take on the `InteractionDelivering` status.

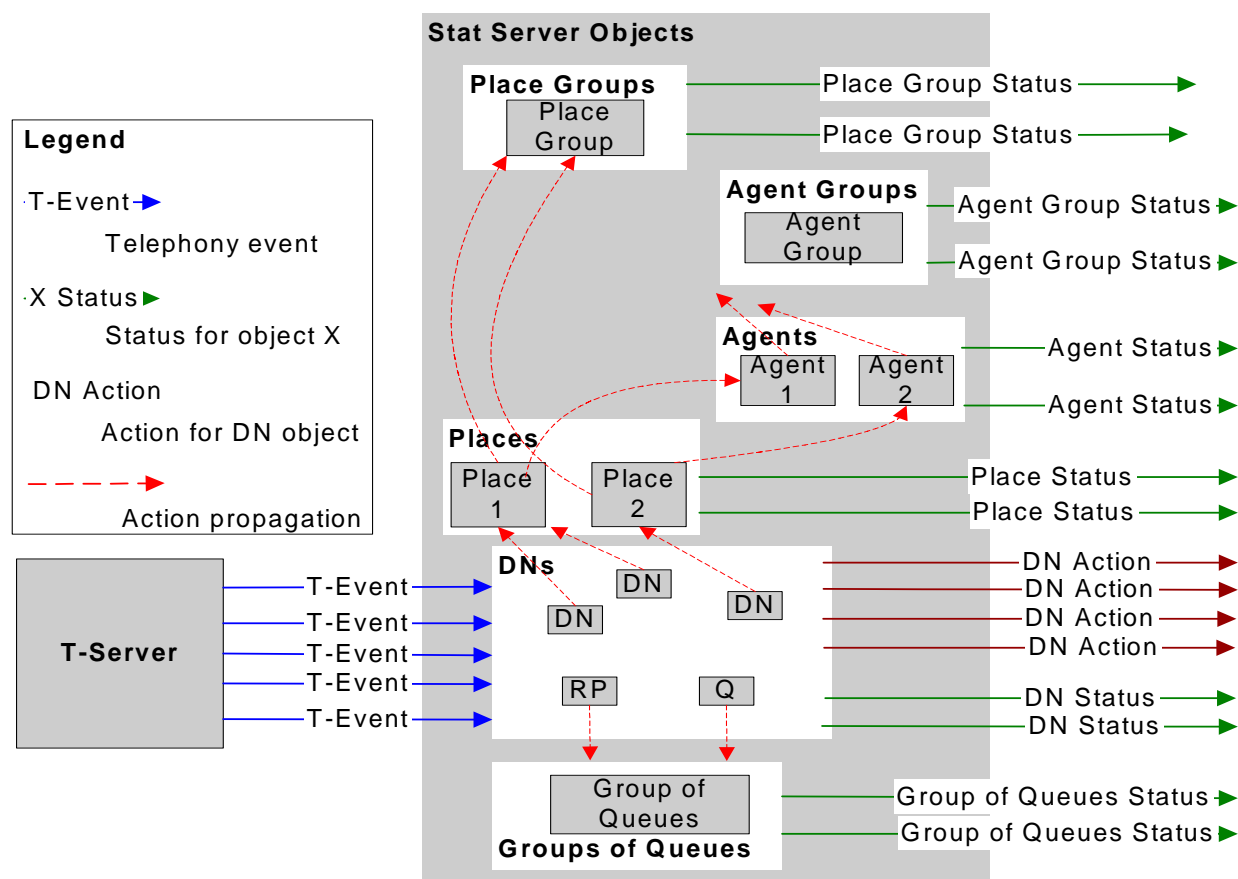


Figure 62: Action Propagation Among Objects

Telephony Actions and Events

The Statistical Model telephony actions are comprised of attributes generated on the basis of underlying TEvents. These attributes are described in [Table 2](#).

Table 2: Stat Server Action Attributes

Attributes	Description
ANI	The Automatic Number Identification indicating all or part of the caller's telephone number. For durable actions, this attribute is inherited from the first TEvent and does not change during the action's life. For instantaneous actions, ANI directly transfers from the corresponding TEvent.
DNIS	The Dialed Number Identification Service indicating all or part of the telephone number that was dialed to make a call. For durable actions, this attribute is inherited from the first TEvent and does not change during the action's life. For instantaneous actions, DNIS directly transfers from the corresponding TEvent.
CustomerID	The attribute indicating the tenant ID in a multitenant environment.

Table 2: Stat Server Action Attributes (Continued)

Attributes	Description
MediaType	The attribute indicating the kind of environment through which the interaction is distributed. The predefined media types include voice, e-mail, and chat.
ThisQueue	The number of the queue.
Treatment	The type of the treatment applied to a call, such as silence, music, busy, and so forth.
UserData	Calculated on the basis of attached data to TEvents. For instantaneous actions, UserData is directly inherited from its corresponding TEvent. For durable actions, this attribute may vary. This attribute is initially set based on the first triggering TEvent. If triggered during an action, other TEvents with attached data can arrive to update this attribute. For instance, receiving an EventAttachedDataChanged TEvent updates this attribute. A final update is made following the ending TEvent. UserData uses TKV-List format with a list of TKV pairs.

Statistical Model Telephony Actions

The current version of Stat Server offers a large set of actions, which are described in the *Framework 7.5 Stat Server User's Guide*.

Actions can be separated into two groups:

- Interaction-related actions, reflecting events arising from particular interactions, such as TEvents that carry a ConnID.
- Non-interaction-related actions, caused by events not stemming from any particular interaction.

Note that Stat Server remembers the connection ID of a call because the connection ID provides the criterion for distinguishing between such actions. More than one interaction-related action of the same kind can occur simultaneously at the same DN.

Telephony Object Statuses

Stat Server defines a special sort of durable action to characterize an object's status. Contrary to actions, objects can hold only one status at any point in time. Object statuses cannot overlap.

At any moment, object status is determined based on its ongoing durable actions and ranking in the Status Priority tables. The Status Priority tables list durable actions in order of priority. For example, the Regular DN Status Priority table (for instance, a priority table for Regular DN object) looks as follows:

```
NotMonitored<Monitored<OnHook<WaitForNextCall<OffHook
<CallDialing<CallRinging<NotReadyForNextCall<AfterCallWork
```

```

<CallOnHold<CallUnknown<CallConsult<CallInternal
<CallOutbound<CallInbound<ASM_Engaged<ASM_Outbound

```

Note: The Regular DN Status Priority table is the default priority table. Your system administrator may modify the table; see the *Framework 7.5 Stat Server User's Guide* for details.

Here, actions are listed in order of increasing priority. For example, the `CallInbound` action has higher priority than the `OffHook` action.

The status of a Regular DN object is determined by its highest-priority, ongoing durable action (illustrated in Figure 63). It shows an action flow for a Regular DN object. The object participates in several actions simultaneously, which are graphically depicted in the top four bars. The fifth bar shows the object's status and how it changes over time. Clearly, Status Priority tables are necessary tools.

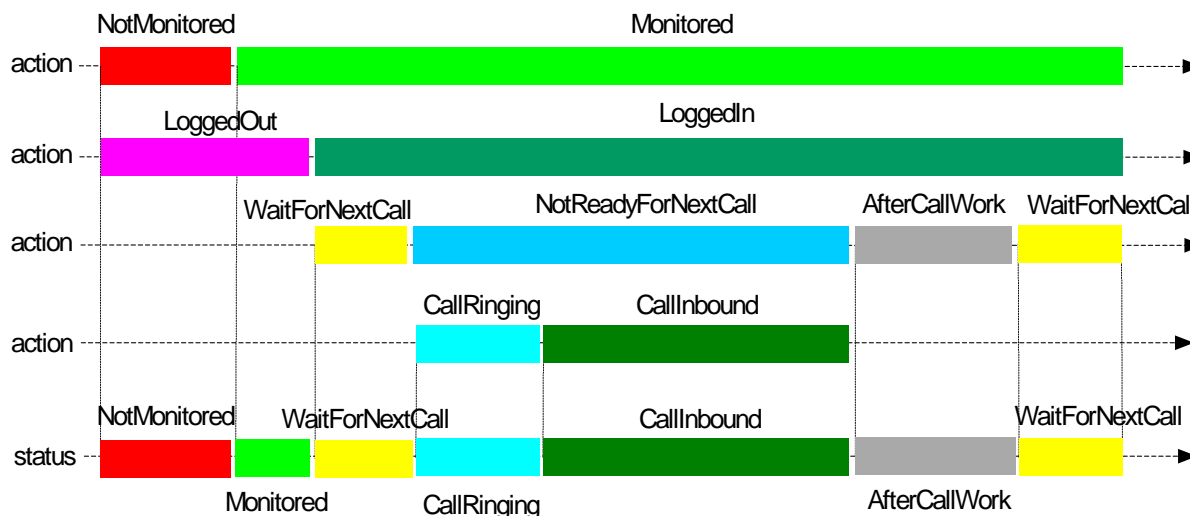


Figure 63: Actions and Status for Regular DN Object

Durable actions that do not appear in the Status Priority table have no effect on an object's status. For example, the `LoggedIn` and `LoggedOut` actions in Figure 63 do not affect the status of the Regular DN object.

Notice also that the duration of an action and its status need not coincide. In the figure above, the `Monitored` action and the `Monitored` status have different durations.

The Status Priority table for a Mediation DN object is simpler and could be written as follows:

```
NotMonitored < Monitored < CallWait
```

Figure 64 illustrates how the status of a Mediation DN object is determined.

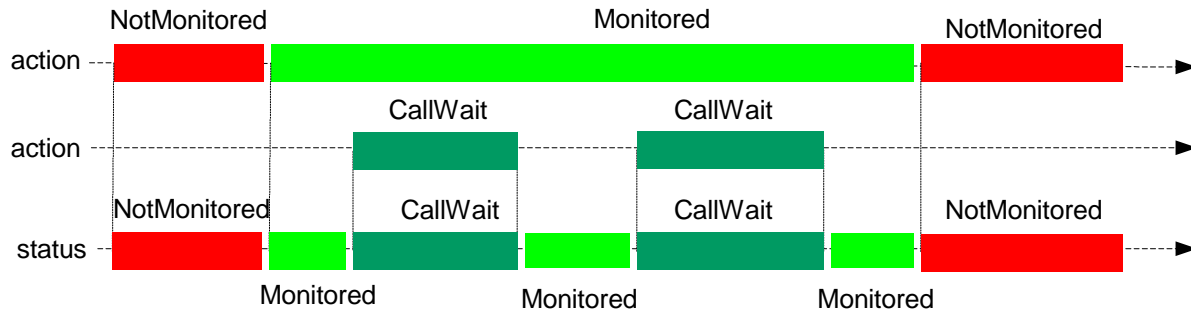


Figure 64: Actions and Status for a Mediation DN Object

The statuses of a `Place` object and related `Agent` objects are determined from the status of the DN associated with the place. If a `Place` object has only one DN, then its status assumes that DN's status. If the `Place` object is associated with several DNs, then status is determined by the `Regular DN Status Priority` table. For example, if the `Place` object has two DNs, and one is in `WaitForNextCall` status, the other in `CallInbound` status, then the place assumes the `CallInbound` status, which ranks higher in the `Status Priority` table than `WaitForNextCall`. The statuses of agents registered to that place are the same.

The statuses of place groups and agent groups are determined in a simpler and more intuitive manner. A place group can have but one of the following statuses:

- `Monitored`
- `WaitForNextCall`
- `NotMonitored`
- `NotReadyForNextCall`

A group of places is assigned the `NotMonitored` status if all its places have `NotMonitored` statuses. But if even one place reaches `Monitored` status, then the group is assigned the `Monitored` status. If at least one place reaches the `WaitForNextCall` status, then the group has `WaitForNextCall` status. If all places in the group reach `NotReadyForNextCall` status, then the group has `NotReadyForNextCall` status.

Therefore, the group is in `WaitForNextCall` status if it can receive a new call and it has a `NotReadyForNextCall` status if all of its places are busy (that is, all have `NotReadyForNextCall` or `NotMonitored` statuses).

The status of a group of agents is determined in a similar fashion based on the places where agents log in. A group of agents may have the following statuses:

- `Monitored`
- `WaitForNextCall`
- `LoggedOut`
- `NotMonitored`
- `NotReadyForNextCall`

If not one agent of a group is logged in to a place, then the group is said to have `LoggedOut` status.

Tracking Agent Status in a Multimedia Environment

Besides interaction processing, the multimedia interaction model of Genesys Multimedia tracks agent status. [Figure 65](#) shows all the conditions that affect agent status.

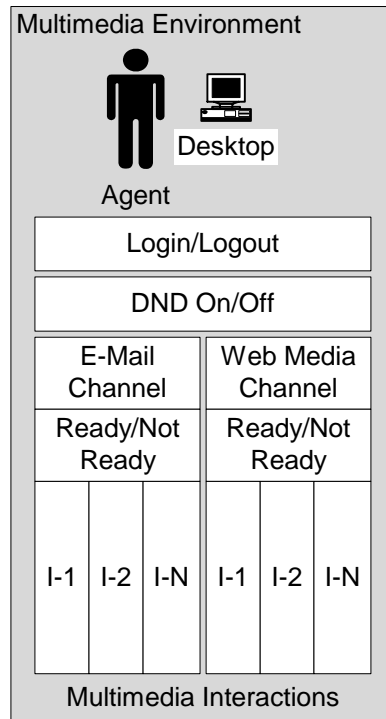


Figure 65: Agent Status Conditions

An agent may access to several media channels. [Figure 65](#) shows two channels, e-mail and web media (chat). Each channel may have several active interactions. Moreover each channel has a Ready/NotReady status indicating whether the agent can accept more interactions for this channel.

Besides the media channels and their conditions, agent status is characterized by Login/Logout and Do Not Disturb On/Off states.

Agent Status State Machine

The state machine representing agent status is presented in [Figure 66](#). It includes four controlling factors, Login/Logout, Add/Remove Media Channel, Channel Ready/Not Ready, Do Not Disturb On/Off, and depicts their interrelationships.

This state machine shows only two media types e-mail and web media (chat). However, you can construct a similar machine for other sets of media types.

This state machine represents the behavior of a monitored agent. This means that transitions from state to state are triggered by events received from Interaction Server.

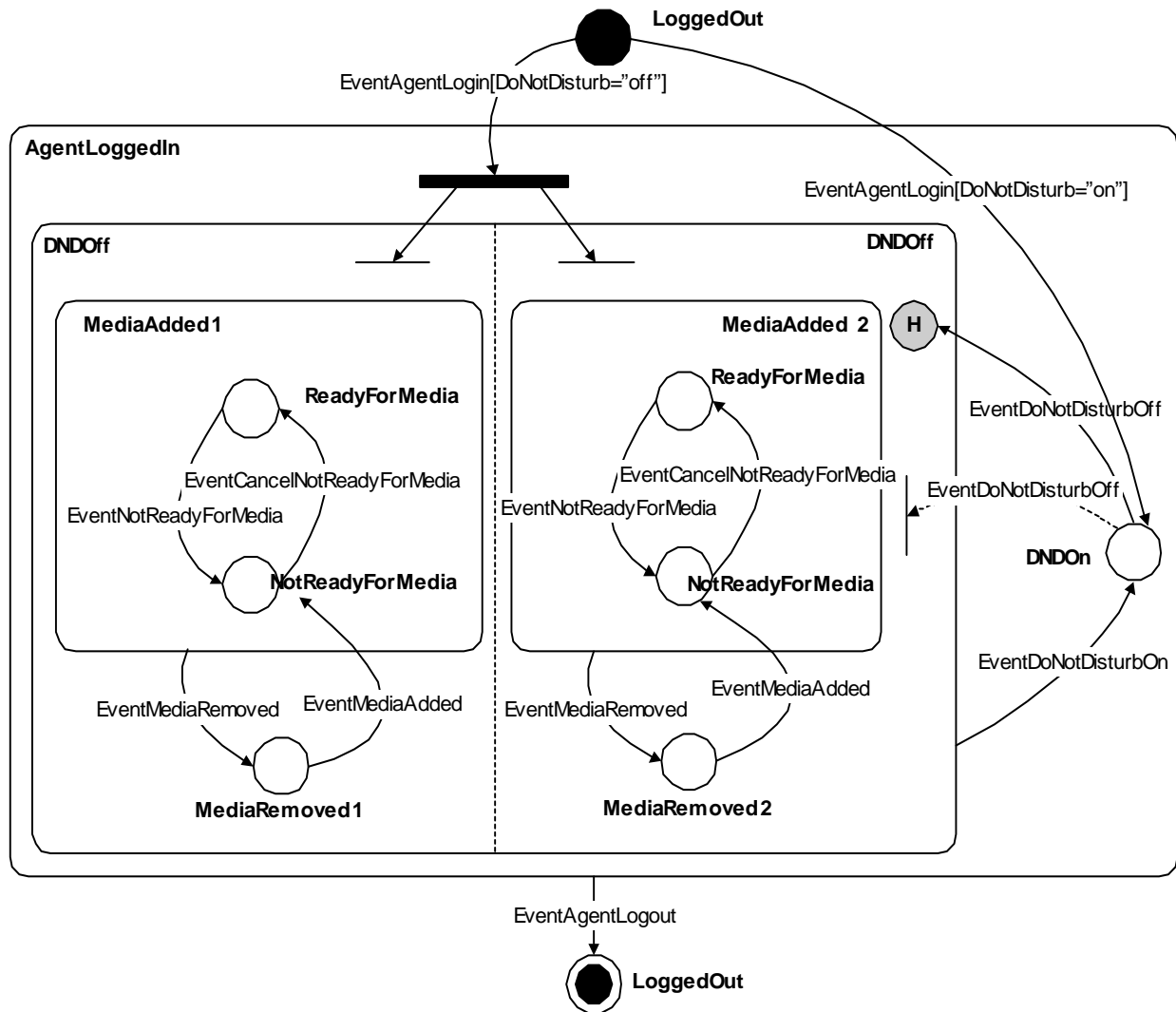


Figure 66: Multimedia Agent State Machine

Let us explain behavior of the state machine and interpret it in terms of agent status behavior.

Initial and Final States

The initial and final states, represented by a solid black dot and a black dot surrounded by circle respectively, correspond to the Logout agent state. The only possible activity in this state is a login procedure.

The AgentLoggedIn State

When Stat Server receives an `EventAgentLogin` event from Interaction Server, the machine proceeds to the `AgentLoggedIn` state. `AgentLoggedIn` is a super state that contains two states `DNDOff` and `DNDOn`. The state machine enters one of the states depending on the setting for the `DoNotDisturb` parameter contained in the `EventAgentLogin` event.

The Media Channels

DNDOff is also a super state, which contains parallel sequences, one for each media channel. Each sequence consists of a state machine representing the status of the media channel. For example, the state `MediaAdded_1` indicates that the specified media channel is in an active media list and can be used for receiving new interactions. The `MediaRemoved_1` state indicates that the media channel does not exist in an active media list. The agent state machine can enter the `MediaRemoved_1` state via an `EventMediaRemove` event or via an `EventAgentLogin` event that does not contain the particular media channel in its `MediaTypeId` parameter.

The MediaAdded and MediaRemoved States

The `MediaAdded_N` ($N=1, 2$) state is a super state which represents the availability of the specified channel or channels for receiving interactions. The state changes are triggered by the `EventNotReadyForMedia` and `EventCancelNotReadyForMedia` events.

Note: Note that the initial states of super states, represented by arcs that end at a thick bar, are not specified. The actual states depend upon parameters in `EventAgentLogin` event. This event contains `MediaTypeId` parameter that contains a list of media types that will be activated after login. If, for example, both media types are present, the initial states will be `MediaAdded_1` and `MediaAdded_2`. If, however, the list will contain only second media then initial states will be `MediaRemoved_1` and `MediaAdded_2`.

If some media channel, for example a channel called `Media 1`, is active (that is, the state machine indicates its condition with the `MediaAdded_1` state) then at any time it may become inactive after receiving an `EventMediaRemoved` event. If, after receiving the `EventMediaRemoved` event, Stat Server receives an `EventMediaAdded` event, the state machine changes to the `MediaAdded_1` super state with the `NotReadyForMedia` substate within it.

For each media type presented in `MediaTypeId` parameter the `EventAgentLogin` contains its initial state `ReadyForMedia` or `NotReadyForMedia` that point out corresponding initial states within super states `MediaAdded_N` ($N=1, 2$).

Note: The `EventRemoveMedia` event does not influence the state of interactions currently being processed.

Do Not Disturb Events

If agent has active channels and is in the `DNDOff` super state, a `EventDoNotDisturbOn` event effectively means that the agent cannot receive a new interaction by any channel. Note that a `EventDoNotDisturbOn` event freezes the

activity that was happening when the agent was in the `DNDOff` state. These become active again after reception of an `EventDoNotDisturbOff` event. In this case, the internal `DNDOff` super state is restored, indicated in Figure 66 on page 89 by the H symbol.

If the `EventAgentLogin` event has the `DoNotDisturb` parameter set to on, then the state machine enters the `DNDOn` state, where all media channels are inactive. They become active after receiving `EventDoNotDisturbOff` event. In this case, the initial states of the `DNDOff` super state are set according to the other parameters contained in the event. This case is indicated in Figure 66 by a dotted arc that ends in a vertical bar.

The EventAgentLogout Event

Receiving `EventAgentLogout` event at any time results in termination of all activities, which corresponds to the clearing all states within the `AgentLoggedIn` super state.

Metrics: Their Composition and Definition

A *metric* defines what and how Stat Server is to measure certain interactions within a contact center. A metric is defined by four elements:

- Statistical type
- Time range
- Time profile
- Filter

Each is described in the following subsections.

Statistical Type

A *statistical type* (*stat type*) is comprised of one or more of the following statistical parameters:

- [Objects](#)
- [Category](#)
- [Subject](#)
- [MainMask](#)
- [RelMask](#) (optional)
- [Description](#) (optional)
- [MediaType](#) (optional)
- [Formula](#) (optional)

“Stat Server Stat Type Definitions” on page 563 offers all of the predefined statistical types used in the Genesys-provide reports to define metrics. In addition, you can create your own stat types. The “[Creating a New Stat Type](#)” section on page 156 shows you how.

Note: When loaded, Java Stat Server Extensions (SSJE) pass their own stat type definitions for all inherent statistical types to Stat Server, making them available to Stat Server clients. These stat types can be real-time

or historical and, unlike regular stat types, are dynamic in nature. This means that they are enabled only if the corresponding SSJE is loaded.

These are the parameters for Java stat types:

- JavaSubCategory
- Category
- AggregationType
- Objects

Objects

The *object types* assigned to a stat type are formed from the list of object types Stat Server supports, namely:

- Agent
- Agent Group
- Calling List
- Campaign
- Staging Area
- Campaign Calling List
- Campaign Group
- Place
- Place Group
- Tenant
- Regular DN
- Routing Point
- Queue
- Queue Group

A stat type is typically defined for several compatible object types, rather than just one, which allows one stat type to serve several metrics. However, a stat type can only be applied to object types within the same *compatibility group*. The group of object types is said to be compatible if objects within the group are reachable during the propagation of actions (see “Action Generation and Propagation” on [page 83](#)). For example, the RegDN, Place, Agent, GroupAgents, and GroupPlaces object types all belong to the same compatibility group because all of them are reachable during propagation of an action started at the RegDN object.

[Figure 67](#) shows the partitioning of object types into the Agent, Queue, and Campaign compatibility groups. Staging Area (an e-mail “queue”) and Tenant are each the sole member of their group.

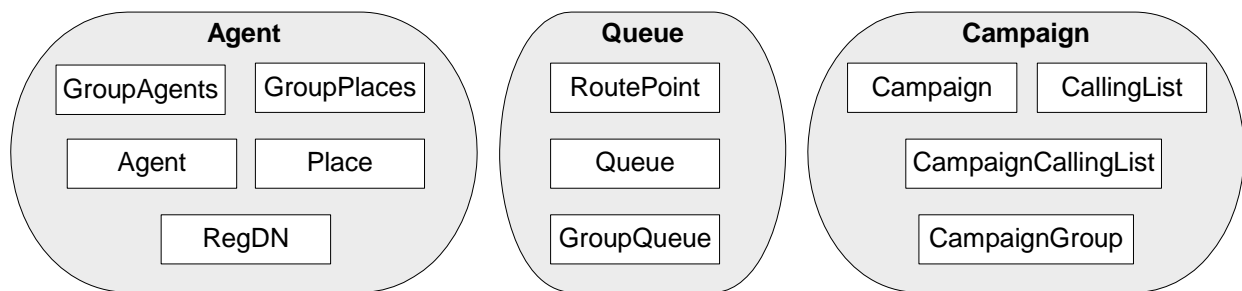


Figure 67: Partitioning Objects into Compatibility Groups

For example, assigning the RegDN, Place, and Agent object types to one stat type is valid, but assigning the RegDN, Place, and GroupQueue object types to one stat type is not. The GroupQueue object falls in a different compatibility group than RegDN and Place objects.

MainMask

A *main mask* specifies the set of actions or statuses Stat Server considers when calculating a statistic (see also “RelMask” on [page 93](#)). In the simplest case, the main mask may specify only one action or status. For example, a main mask specifying the `CallInbound` action provides a statistic related to this one action. If you need a total number of inbound calls on some DN, then the statistic calculates the number of occurrences of the `CallInbound` action within a specified time interval. If you need total duration of inbound calls on some DN, the metric sums the duration of all `CallInbound` actions within the specified time interval.

The main mask may be constructed from several actions (or statuses). If so, the statistic considers all specified actions without differentiating between them. For example, suppose the main mask is constituted of two actions: `CallInbound` and `CallOutbound`. To calculate total time of external (inbound and outbound) calls, use this mask. The metric sums the time duration of all these actions.

Genesys does not recommend assigning overlapping actions to one mask. For example, an assignment of the `Monitored` and `LoggedIn` actions results in the return of senseless data because, by definition, statuses cannot overlap.

Specify a main mask by a list of comma-separated action (or status) names. Use the asterisk (*) symbol to specify all actions (or statuses); use the tilde (~) symbol to exclude a particular action (or status). The following examples are valid main-mask specifications:

```
MainMask = CallInbound
MainMask = CallInbound, CallOutbound
MainMask = *, ~LoggedOut
```

In the last line, the main mask is specified as all statuses except `LoggedOut`.

It is very important to specify masks correctly. For example, these two main masks are not equivalent:

```
MainMask = LoggedOut
MainMask = *, ~LoggedIn
```

Indeed, despite the fact that `LoggedIn` and `LoggedOut` actions are complementary, calculations of duration time based on these two masks may report different results because the first mask indicates the duration when an agent was logged out and monitored, while the value of the second mask indicates the duration an agent was not logged in, which is equal to the time when agent was logged out and monitored plus the time s/he was not monitored. The latter value may be greater than the former.

RelMask

You specify a *relative mask* for calculating statistics reflecting relative values, such as percentages and averages. For example, a metric defining the percentage of inbound calls in all external calls (inbound and outbound) requires a relative mask. But assign the superset to the relative mask; otherwise the end result makes no sense:

MainMask=Inbound

RelativeMask=CallInbound, CallOutbound

The syntax is the same as for a main mask.

Subject

The *subject* of a stat type specifies the object type that will be considered as a source of statistical data. A subject may be one of the following:

- DNAction
- PlaceStatus
- DNStatus
- GroupStatus
- Action
- CampaignAction
- AgentStatus

The first part of each compound name indicates the object type: DN, Agent, Place, Group, or Campaign. The second part indicates whether to consider actions or statuses. Hence, a *DNAction* subject assignment reveals that the source of statistics for all objects is the *actions* of a regular DN. The *AgentStatus* subject reveals that statistics will be gathered from the *statuses* of Agent objects.

The *Action* subject is used for multimedia statistics. It is analogous to the *DNAction* subject for telephony interactions.

To clarify the subject's role, consider the following example:

MainMask=CallOnHold

Object=GroupAgent

Subject=DNAction

This definition tells us that metrics should be calculated for the *GroupAgent* object. The data source is Regular DN objects, which is where the *CallOnHold* action is tracked. This action will be propagated from the DN object to the *GroupAgent* object (according to the action propagation process, as discussed on [Page 83](#)) and collected for this object. As a result, you receive a calculation of *CallOnHold* actions for the *GroupAgent* object.

If, however, you select *GroupStatus* as the subject, then you must redefine the main mask to track statuses pertaining to a group and you will receive a different statistical value.

Category

The *statistical category* element of a stat type determines how to calculate a statistical value. Think of a statistical category as the algorithm used to calculate a value. The calculation uses one or more masks as input parameters. [Table 3](#) describes some of the statistical categories used for Historical Solution Reporting.

Note: Refer to the *Framework 7.2 Stat Server User's Guide* for complete information about statistical categories.

Table 3: Statistical Categories for Historical Solution Reporting

Statistical Category	Description
TotalNumber	For subject DN action, the total number of actions listed in the mask that ended (for durable actions) or occurred (for instantaneous actions) during the interval from which the statistic is calculated. For subject DN status (and, respectively, agent status and place status), this is the total number of statuses listed in the mask that either started or are in progress during the interval from which the statistic is calculated.
TotalTime	<p>The sum of all durations of durable and retrospective, instantaneous actions or of statuses listed in the mask that:</p> <ul style="list-style-type: none"> • Ended (for durable actions) • Occurred (for retrospective, instantaneous actions) • Either started or are in progress (for statuses) <p>during the interval from which the statistic is calculated. Momentary actions listed in the mask are ignored since they do not have a duration. If a statistic is requested for statuses, Stat Server uses the status duration within the statistical interval for calculation; otherwise Stat Server uses the entire action duration.</p>
TotalTimeInTime Range	Represents the total duration of all durable and retrospective, instantaneous actions or of statuses listed in the mask that ended (for durable actions or for statuses) or occurred (for retrospective, instantaneous actions) during the interval from which the statistic is calculated and whose duration is within the specified time range. Unlike other historical aggregated values, these values depend not only on the mask and the interval from which the statistic is computed, but on the time range as well.
MaxTime	<p>The maximum duration among all durations of durable and retrospective, instantaneous actions or statuses listed in the mask that:</p> <ul style="list-style-type: none"> • Ended (for durable actions) • Occurred (for retrospective, instantaneous actions) • Either started or are in progress (for statuses) <p>during the interval from which the statistic is calculated. Momentary actions listed in the mask are ignored since they do not have a duration. If a statistic is requested for statuses, Stat Server uses the status duration within the statistical interval for calculation; otherwise Stat Server uses the entire action duration.</p>

Table 3: Statistical Categories for Historical Solution Reporting (Continued)

Statistical Category	Description
MinTime	<p>The minimum duration among all durations of durable and retrospective, instantaneous actions or of statuses listed in the mask that:</p> <ul style="list-style-type: none"> • Ended (for durable actions) • Occurred (for retrospective, instantaneous actions) or • Either started or are in progress (for statuses) <p>during the interval from which the statistic is calculated. Momentary actions listed in the mask are ignored since they do not have a duration. If a statistic is requested for statuses, Stat Server uses the status duration within the statistical interval for calculation; otherwise Stat Server uses the entire action duration.</p>
TotalAdjustedNumber	<p>Sums the total number of occurrences of actions or statuses listed in the main mask that are ended during the interval from which the statistic is calculated.</p> <ul style="list-style-type: none"> • The TotalAdjustedNumber category differs from TotalNumber only if reset-based notification is used for the statistic. For all other notification modes, TotalAdjustedNumber values are the same as TotalNumber.
TotalAdjustedTime	<p>If a statistic is requested with DN action specified, TotalAdjustedTime is the sum of all durations of durable and retrospective, instantaneous actions listed in the mask that:</p> <ul style="list-style-type: none"> • Either ended or are in progress (for durable actions) • Occurred (for retrospective, instantaneous actions) <p>during the interval from which the statistic is calculated. Momentary actions listed in the mask are ignored since they do not have a duration. Only the duration time that is within the interval is used in this calculation. For status-based statistics, TotalAdjustedTime is the sum of all durations of durable and retrospective, instantaneous actions listed in the mask that ended or occurred (for retrospective, instantaneous actions) during the interval from which the statistic is calculated. Stat Server uses the overall status duration in this calculation. A statistic of this category must be requested with the reset-based notification; that is, a statistic is reset to zero when a new interval starts.</p> <ul style="list-style-type: none"> • The TotalAdjustedTime category differs from TotalTime only if reset-based notification is used for the statistic. For all other notification modes, TotalAdjustedTime values are the same as TotalTime values.

Using Statistical Categories: Examples

How does the choice of different statistical categories and subjects influence the calculation method? [Figure 68](#) presents a simple example of the `CallInbound` action and status on a single regular DN. Let us consider two stat types formulated for the same statistical category, one with `Subject=DNAction`, the other with `Subject=DNStatus`.

For simplicity, there is no more than one action at a time and each occurrence of the action changes the status to the same type, `CallInbound`, as the action.

Suppose you observe these actions and statuses during two time intervals: 10:00-10:15 and 10:15-10:30. During these periods, a `CallInbound` durable action occurs on the DN several times. Each occurrence is preceded by a `CallInboundStarted` initial momentary action (not shown).

Note: For graphical simplicity, [Figure 68](#) shows calls in minutes. However, because Stat Server tracks seconds, the results for each statistical category in the following discussion are given in seconds (where appropriate) rather than minutes.

These stat types have different meanings that are reflected in the statistical calculations. In the examples that follow, the choice of subject for the stat type is shown in bold typeface.

- **Subject is Action Based**—The number and duration of actions during a time interval are not calculated until the action has been completed. Therefore, an action that starts in one interval and ends in the next is only counted in the second interval. However, the duration time given in the second interval includes the entire duration of the action, even the part that occurred during the first interval.
- **Subject is Status Based**—The number and duration of each occurrence of a status during an interval is calculated for that interval, even if the status continues past the end of the interval. Only the time that falls within the interval is calculated, even for actions that start or end outside of the interval.

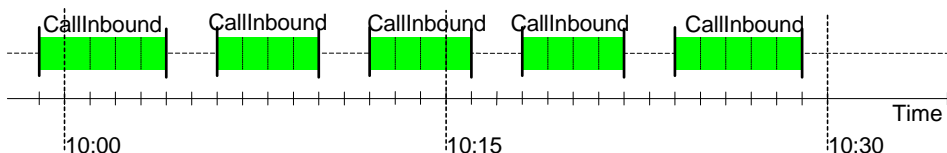


Figure 68: Example of CallInbound Action and Status

**TotalNumber
Statistical
Category**

First consider the `TotalNumber` statistical category and the values it yields in the example when applied to the `CallInbound`:

Action—For the first interval 10:00-10:15, `TotalNumber` returns a value of 2 because only two actions ended within this interval. For the second interval, 10:15–10:30, `TotalNumber` yields 3 since three `CallInbound` actions ended during this interval.

Status—Both intervals yield 3 because there were 3 occurrences of the status during each interval.

Initial Momentary Action—If you apply the `TotalNumber` category to the `CallInboundStarted` initial momentary action, then you obtain a value of 2 for each interval, because the action occurred two times within each interval.

**TotalTime
Statistical
Category**

Now consider the `TotalTime` statistical category and the values it yields in the same example when applied to the `CallInbound`:

Action—The first interval yields 540 seconds, representing the total duration of the two actions that ended within the interval. The third action that occurs at 10:12 does not contribute to the final result as it does not end within the interval. For the second interval, you obtain 780 seconds since all three actions end within the interval.

Status—The first interval yields 660 seconds; the second interval yields 600 seconds. These values include the duration of each occurrence of the `CallInbound` status during the interval.

Initial Momentary Actions—Applying the `TotalTime` category to the `CallInboundStarted` momentary action results in a value of 0 because initial momentary actions have no duration.

**MaxTime
Statistical
Category**

Now apply the `MaxTime` statistical category to the `CallInbound`:

Action—You obtain a value of 300 seconds for the first interval. Two actions (the first and second) ended during the interval. The total duration of each action that ended in the interval is counted, so the longer first action provides the value. For the second interval, you obtain a value of 300 because the longest action in the interval lasts 300 seconds.

Status—You receive values of 240 and 300 for first and second intervals respectively.

**MinTime
Statistical
Category**

The `MinTime` statistical category returns:

Action—A value of 240 for both intervals when applied to the `CallInbound` action.

Status—A value of 240 for both intervals when applied to the `CallInbound` status.

**TotalAdjusted
Time Statistical
Category**

Action—Returns values of 660 seconds and 600 seconds, respectively, for the `CallInbound` action.

Status—Returns values of 540 and 780 for the first and second interval, respectively, for the `CallInbound` status.

**TotalAdjusted
Number Statistical
Category**

The `TotalAdjustedNumber` category returns the values 2 and 3 for the first and second interval, respectively, for both `CallInbound` action and status.

Calculation Rules for Statistical Categories

The standard Genesys Historical Reporting reports statistical data for a particular time interval; each reported number is calculated only for that time interval (whether it be 15 minutes, 1 hour, 1 day, or other). Because the specified time interval and the corresponding interactions may overlap in different ways, you must understand how each metric is calculated.

There are four possible scenarios for how interactions may overlap during a reporting time interval, namely:

- Scenario 1—The interaction starts and ends within the time interval.

- Scenario 2—The interaction starts before the time interval and ends within the time interval.
- Scenario 3—The interaction starts during the time interval and ends after the time interval.
- Scenario 4—The interaction starts before the time interval and ends after the time interval.

For each scenario, the following calculation rules clarify how the statistical categories function:

- **TotalNumber** calculates the total number of interactions finished during the time interval.
- **TotalTime** calculates the total number of interactions existing during the time interval.
- **AverageTime** calculates the average duration of all completed interactions within the time interval.

Scenario 1 The first and simplest scenario occurs when a particular interaction both starts and ends within a time interval. [Figure 69](#) depicts this scenario.

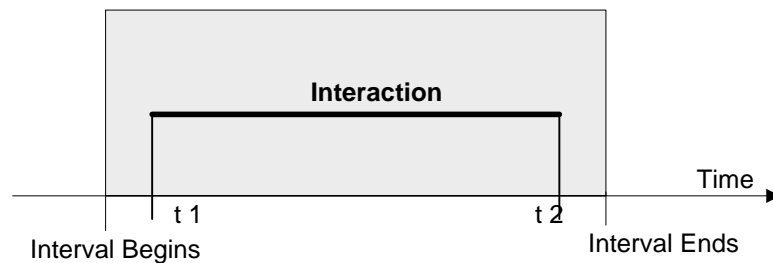


Figure 69: Entire Interaction Occurs Within Interval

The **TotalNumber** statistical category yields a value of 1 because the interaction ends within the time interval. **TotalTime** yields the time indicated by $t_2 - t_1$. **AverageTime** yields the result of $(t_2 - t_1)/1$.

Scenario 2 Scenario 2 occurs when the interaction starts before the time interval and ends within the time interval (see [Figure 70](#)).

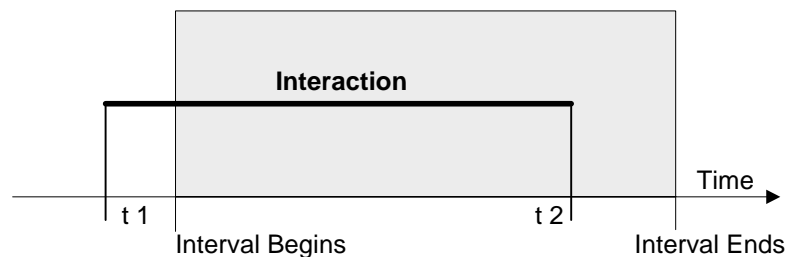


Figure 70: Interaction Begins Before but Ends Within Interval

The **TotalNumber** statistical category yields a value of 1 because the interaction ends within the time interval. **TotalTime** yields the time indicated by $t_2 - [\text{Interval Begins}]$. **AverageTime** yields the result of $(t_2 - t_1)/1$.

Two `TotalTime` metrics are calculated for this scenario:

- The total duration of all interactions occurring within the time interval, counting only the time that falls within the specified time interval, that is, $t_2 - [\text{Interval Begins}]$.
- The total duration of all interactions ending within this time interval, counting the entire duration of interactions including even duration that falls outside of the time interval. In this case it is the result of $(t_2 - t_1)$.

A second stat type is necessary to calculate the average interaction time for the aggregated time intervals.

Scenario 3 Scenario 3 (see [Figure 71](#)) occurs when the interaction starts within the time interval, but ends following the time interval.

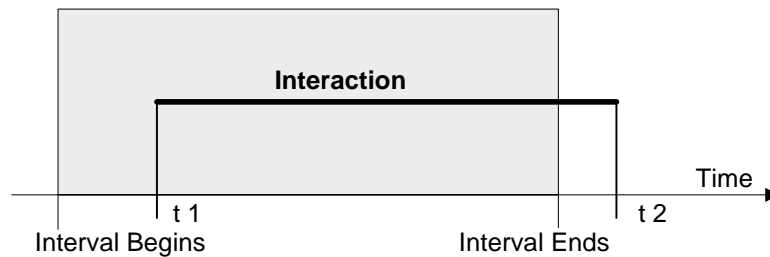


Figure 71: Interaction Begins During but Ends Outside Interval

The `TotalNumber` statistical category yields a value of 0 because the interaction does not end within the time interval. `TotalTime` yields the time indicated by $[\text{Interval Ends}] - t_1$. `AverageTime` yields 0 because no interactions ended within the time interval.

Two `TotalTime` metrics are calculated for this scenario:

- The total duration of all interactions occurring within the time interval, counting only the time falling within the specified time interval ($< \text{Interval Ends} > - t_1$).
- The total duration of all interactions ending within the time interval including the entire interaction time, even the duration falling outside the time interval. In this case, the result is 0 because no interaction ends within the interval.

Scenario 4 Scenario 4 (see [Figure 72](#)) occurs when the interaction starts before the time interval and ends following it.

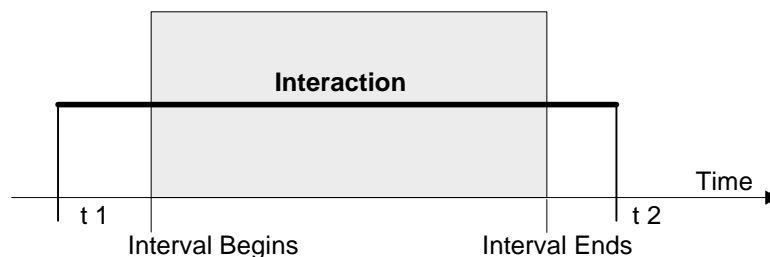


Figure 72: Interaction Begins Before but Ends After Interval

The `TotalNumber` statistical category yields a value of 0 because the interaction does not end within the time interval. `TotalTime` yields the time indicated by `[Interval Ends]–[Interval Begins]`. `AverageTime` yields 0 because no interactions ended within the interval.

Two `TotalTime` statistical categories are calculated for this scenario:

- The total adjusted duration of all interactions happening within the time interval, counting only the duration within the specified time interval, namely: `[Interval Ends]–[Interval Begins]`, the length of the interval.
- The total duration of all interactions ending within time interval. This does not apply to this scenario, so the result is 0.

**Statistical
Category
Summary Example**

The `TotalAdjustedTime` statistical category is applicable to reset-based time profiles and behaves as follows:

- For a `DNAction` or `Action` subject, `TotalAdjustedTime` reports finished and unfinished actions for the current interval. This is necessary for reports where you want to see that an agent has performed work, even if it is not yet finished.
- For the `DNStatus` and `AgentStatus` subjects, however, `TotalAdjustedTime` causes Stat Server to report the entire time a DN or Agent status occurs only if it ends within the time interval. This is necessary to correctly calculate averages after daily, weekly, monthly, quarterly, and yearly aggregations.

For example, an agent performs an action that spans two 15-minute intervals. The action endures 14 minutes, consuming 7 minutes in each interval (see [Figure 73](#)).



Figure 73: Statistical Category Summary Example

Historical statistical categories would report the following:

	TotalTime		TotalAdjustedTime		TotalNumber		TotalAdjustedNumber	
	1st Interval	2nd Interval	1st Interval	2nd Interval	1st Interval	2nd Interval	1st Interval	2nd Interval
Action	0	14	7	7	0	1	0	1
Status	7	7	0	14	1	1	0	1

Formula

Custom formula is an element of a statistical type. This formula may contain a component called `DistByConnID` (or `DCID` for short) to distinguish actions related to the same call (that is, having the same `ConnID`). When used, this qualifier brings the call identifier into the equation when determining statistical values.

Suppose, for example, the six durable `CallOnHold` actions illustrated in [Figure 74](#) are observed on a regular `DN` within a 15-minute period. If you calculate the total number of occurrences of this action without using the `DistByConnID` qualifier, you get a value of 6, which could be interpreted as the number of times the `DN` was on hold. If, however, you want to know how many *calls* were on hold during the interval, you must apply the `DistByConnID` qualifier. In this case, the metric calculates only first, third, and fourth actions. The second action is not considered because it has the same connection ID as the first action. The fifth and sixth actions are also dropped from the calculation for the same reason. As a result, you get a value of 3—exactly the number of calls held during the interval.

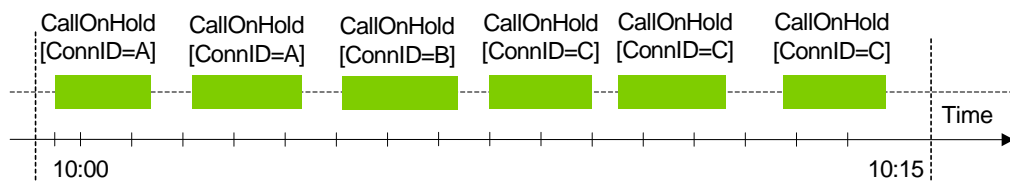


Figure 74: Using `DistByConnID` Qualifier

The `DistByConnID` component affects only number-related, percentage, and average metrics. Time-related metrics are not affected and, in fact, ignore this qualification. This means that the total time of `CallOnHold` in the previous example will be summed as normal.

Description

An optional description of the stat type. Stat Server does not use this parameter.

MediaType

MediaType is the business attribute that you can use to distinguish the type of media for which Stat Server is collecting data using the associated stat type.

You can configure a single core stat type and use it to collect statistics for multiple media types, using filters to distinguish the media types. However, statistics that derive from the Stat Server Java extension are distinguished by the value of the `MediaType` parameter. You cannot use filters to distinguish media for these statistics. Therefore, you must configure separate stat types for each media type using extension statistics.

Note: You can use only one business attribute when defining a stat type.

JavaSubCategory

This parameter is used only in Java stat types; that is statistics drawn from the Stat Server Java Extension. It is the name of the java subclass that implements statistic calculation.

AggregationType

This parameter is only used in Java stat types. It indicates the kind of aggregation that the client application is to perform on the data sent by Stat Server.

Stat Type Examples

Now apply these concepts to a couple of stat types.

Stat Type: <i>TotalHandleStatusTime</i>
Objects = Agent, Place, GroupAgents, GroupPlaces Category = TotalTime MainMask = CallInbound, CallOutbound, AfterCallWork Subject = AgentStatus

Use the *TotalHandleStatusTime* stat type to calculate the total call-handling time by agents. You can apply to this stat type four objects:

- Agent
- GroupAgents
- Place
- GroupPlaces

If the object is Agent, then the calculation sums the duration (category *TotalTime*) of times that the agent spends processing inbound and outbound calls along with after-call-work times. This calculation is defined by a list of actions in the main mask of the type. The calculation yields an identical result for the Place object.

If the object type is group of agents (or group of places), then the value is calculated as a sum of all total times for all agents (places) of the group.

Stat Type: <i>TotalNumberInboundCalls</i>
Objects = RegDN, Agent, Place, GroupAgents, GroupPlaces Category = TotalNumber MainMask = CallInbound Subject = DNAction

The *TotalNumberInboundCalls* stat type defines the parameters for calculation of the total number of inbound calls for objects like Regular DN, Agent, Place, Group of Agents, and Group of Places. If the object is a Regular DN, then Stat Server sums all inbound calls occurring on this DN. If the object is an agent who has only one DN, then the calculated value is identical to its DN. If, however, the agent has two or more DNs, then the value is a sum of the values

of all its DNs. A similar summation is performed for the Place and Group object types.

Time Profile

The *time profile* parameter defines the time intervals used for calculating historical aggregate values for statistics. Historical Reporting uses the `CollectorDefault` time profile which has a `Growing` interval type. This time profile defines moments of time when Stat Server returns statistical values to a client and resets statistics to zero to start collecting data for the next time period.

Note: You can find other time profile types described in the *Framework 7.2 Stat Servers User's Guide*.

Time profile is defined in the form `<time> +<increment>` where `<time>` is the time for the initial resetting of the statistics and `<increment>` defines a series of times for resetting statistics. For example, the time profile expressed as `08:00 +00:15` says that the initial reset procedure is performed daily at 8 AM and is reset every 15 minutes, at which point the statistical data is sent to Stat Server clients.

Thus, the time profile simultaneously defines intervals for collecting statistical values and a schedule for delivering these values to clients.

The time profile may have a more complicated form with several expressions separated with commas. For example, a time profile defined as `"08:00 +00:15; 17:00 +00:30"` says that the first reset will be at 8 AM. Resets will occur every 15 minutes until 5 PM. At 5 PM, resets will occur every 30 minutes until 8 AM of the next day, and so on.

Time Range

This statistical parameter defines the time range for collecting data for several stat types that calculate values occurring within the time range interval.

The time range is specified as two digits separated by a hyphen. The first digit corresponds to the starting point and the second to the end point, in seconds. Thus, the `0-30` time range defines a range between 0 and 30 seconds.

[Figure 75](#) illustrates a time range applied to five calls within a queue. Suppose you wish to calculate the total number of calls distributed from a queue within 2 minutes (120 seconds). The time range is `0-120`. Further, suppose that five `CallWait` durable actions occur within the 15-minute interval illustrated in [Figure 75](#). Notice that four actions end with `CallDistributed` retrospective actions and one of them ends with `CallAbandoned`.

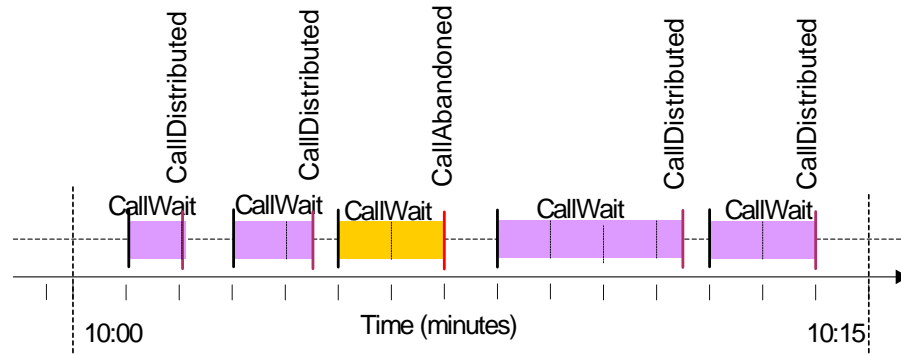


Figure 75: Using the Time Range Parameter

Now assign the `CallDistributed` retrospective action to the main mask of your stat type. Select the `TotalNumberInTimeRange` statistical category. A metric defined as such yields a value of 3. Indeed, the first, second, and fifth actions play into the calculation because these actions were distributed from the queue within 120 seconds. The third action does not because it does not meet the main mask specification; the call was abandoned, not distributed. Nor does the fourth action play into the calculation because its duration, exceeding 120 seconds, falls outside the time range.

Filters

A *filter* is the part of a metric that refines calculations of aggregated values. More specifically, filters exclude certain actions based on criteria specified in a logical condition. Filters are based on action attributes, such as `DNIS`, `ANI`, `CustomerID`, `MediaType`, `ThisQueue`, and `Treatment`.

Note: You cannot apply filters to Java-category statistical types.

You specify a filter by a text string containing a logical condition, which must be evaluated for each action. If the result is true, then the action is included in the calculation. Otherwise, the action is excluded.

These are examples of valid filters:

```
PairExist("CS", "Gold")
ANI="1347"
(MediaType!=EMail)&(PairExist("CS", "Platinum"))
```

The first filter determines if the action has user data with a TKV pair ("CS", "Gold"). The second filter checks to see if the action's ANI attribute is equal to 1347. The third filter exacts a complex logical condition. The condition is true only if the action contains a `MediaType` attribute not equal to e-mail and if the TKV pair ("CS", "Platinum") exists in the user's data.



Chapter

3

Historical Reporting

This chapter describes the Genesys approach to Historical Reporting and includes these sections:

- [Introduction, page 107](#)
- [Data Collection Services, page 110](#)
- [Data Mart Services, page 120](#)
- [Information Delivery Services, page 124](#)
- [Sizing and Scalability, page 128](#)

Introduction

Historical Reporting collects and presents information about contact center activities over long periods of time—weeks, months, and years.

The Historical Reporting architecture is presented in [Figure 76](#). The primary sources of historical information are Stat Server and Configuration Server.

- Stat Server tracks statistics for contact center objects such as Agents, Agent Groups, Places, Group of Places, and so on. It gathers information on interactions from T-Server and (for Genesys Multimedia) Ixn-Server.
- Configuration Server tracks contact center configuration information, dynamically updating data such as agents, their groups, and their skills.

Note: This architecture is different if you are using Internet Contact Solution (ICS). If so, see the *Genesys Technical Reporting Guide for the 6.5 Release*. The version of the *Technical Reference Guide* that you are reading discusses Genesys Multimedia (formerly MCR), not ICS.

Data from these sources goes through three stages: collection, transformation and aggregation, and delivery. Three subsystems support these activities:

- The Data Collection Services
- The Data Mart Services
- The Information Delivery Services

Data Collection Services

The three components of Data Collection Services gather raw information about objects and data generated by Stat Server:

- **Data Sourcer**—Obtains object statistics from Stat Server at each collection time interval and writes them to ODS.
- **Data Modeling Assistant (DMA)**—A graphical user interface (GUI) application with which contact center administrators define report layouts and set time intervals for data retrieval from Stat Server.
- **Operational Data Storage (ODS)**—Temporarily holds raw statistical data about objects sourced from Stat Server.

Data Mart Services

After collection in ODS, data enters the Data Mart Services, which organizes, summarizes, and optimizes data for Solution Reporting using these components:

- **ETL Runtime**—Maps ODS tables to Data Mart tables, which are used for Solution Reporting and analysis. At each time interval, ETL Runtime extracts raw statistics from ODS, applies transformation and summarization rules, and loads the data into the Data Mart.
- **Data Mart**—The target database for static and ad-hoc reporting.
- **ETL Assistant**—A GUI tool enabling contact center managers to specify the Data Mart loading interval, ODS, and purging rules—the ETL time profiles—and browse available aggregation levels.

Information Delivery Services

Finally, Information Delivery Services provide report development and distribution. Both CCPulse+ and CC Analyzer draw on the Data Collection Services and Data Mart Services components to present historical information.

- **CCPulse+**—Generates real-time views as well as historical and query based views.
- **CC Analyzer**—Uses Hyperion Intelligence tools, which are redistributed by Genesys, to generate historical reports.

The following sections describe these data-processing stages in more detail.

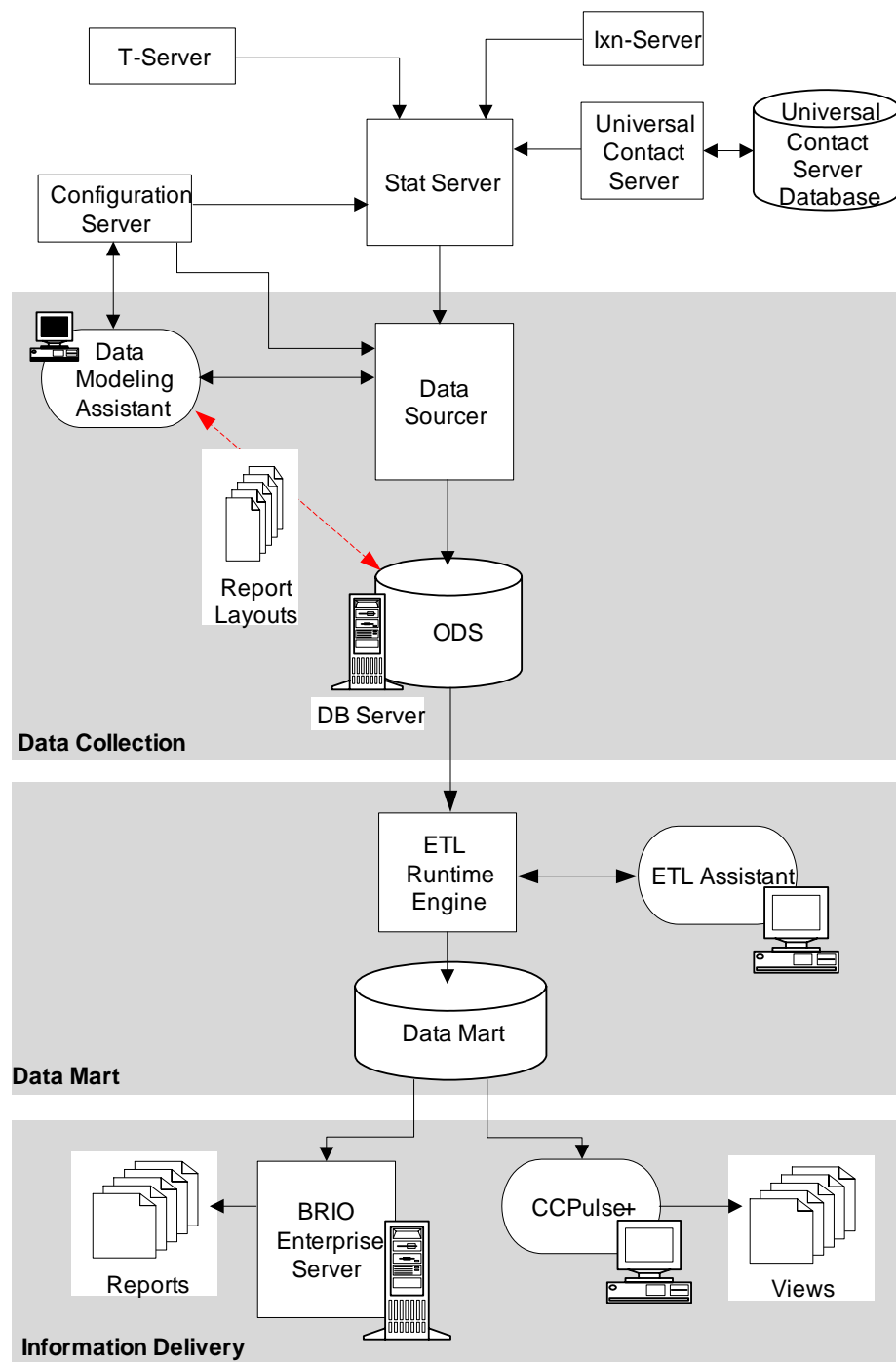


Figure 76: Historical Reporting Architecture

Data Collection Services

The Data Collection Services capture statistics from Stat Server and loads them into ODS for further processing.

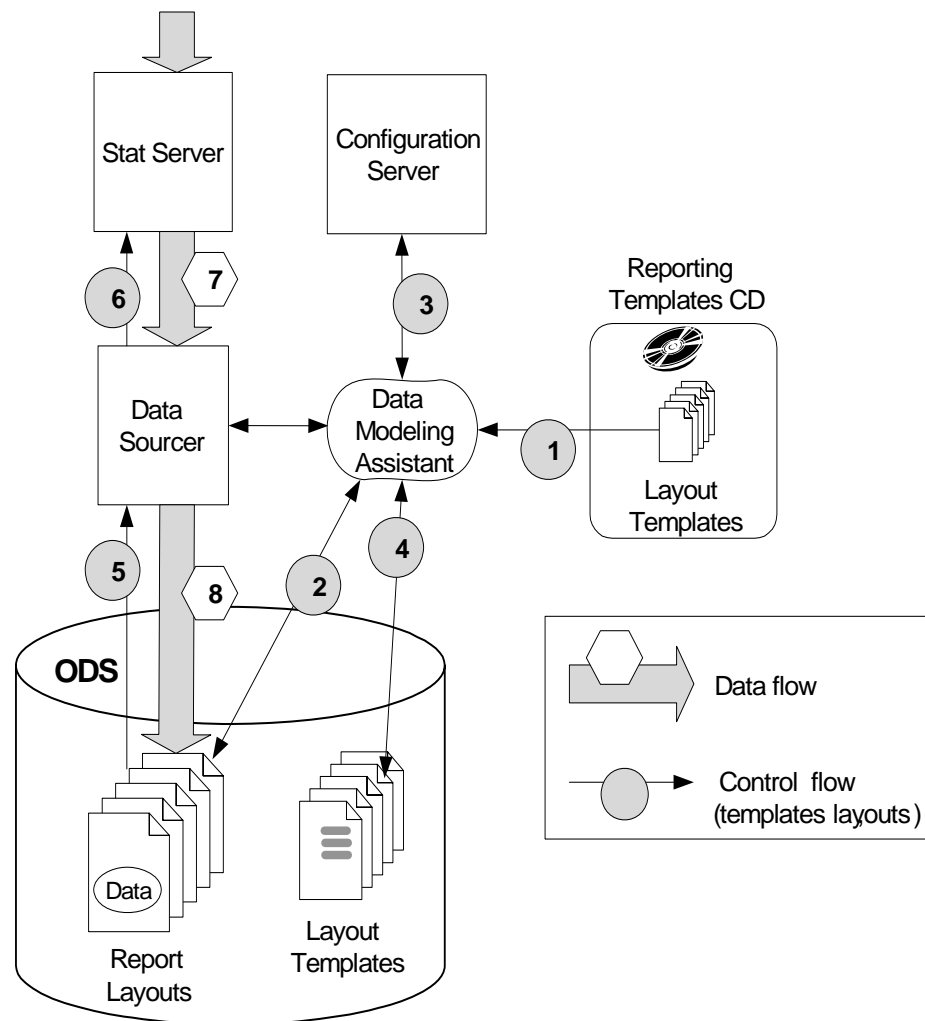


Figure 77: Data Collection Data Flow

The detailed data flow of Data Collection Services shown in [Figure 77](#) depicts a typical scenario using layout templates.

Typically a contact center administrator configures data collection using DMA. Here is the process.

- 1 The administrator identifies the appropriate predefined solution layout template(s) to use. These layout templates are part of the canned (predefined) templates provided for some Genesys solutions. (“Layout Template Structure” on [page 112](#) discusses layout template structure in detail.)

Note: You can create new layout templates from scratch or based on the provided templates. In addition, you can design custom statistical parameters to use in your templates. “Creating a Layout Template” on [page 164](#) describes how.

- 2 The administrator imports the chosen templates into ODS using DMA.
- 3 From the Configuration Server, DMA gathers information about the statistical parameters specified in the imported layout templates and writes this information to ODS.
- 4 The administrator then creates report layouts based on these layout templates, creating an association between the layout template and the actual object in the contact center. The administrator next activates the report layout.

Note: You also have the option of creating report layouts from scratch, not based on any particular template.

- 5 Data Sourcer loads the active report layout from ODS to begin data collection.
- 6 From Stat Server, Data Sourcer requests the statistics specified in the report layout.
- 7 Stat Server sends the requested information to Data Sourcer.
- 8 Data Sourcer writes this information to ODS into data fields of the corresponding report layout for further processing.
- 9 Configuration Server dynamically updates stat types, filters, and time ranges as they are changed in Configuration Server.

Layout Template and Report Layout

To generate a report about contact center behavior using the Genesys Historical Reporting tools, an administrator must precisely specify the information needed. As with other documents, you can distinguish the content of a report from its presentation. The content is the information gathered. The report presentation indicates how that content looks on the screen or page.

Administrators must specify both the report’s content and its presentation. They create the presentation either in CCPulse+ views or, in CC Analyzer, with the aid of third-party tools created by Hyperion Solutions Corporation. Presentation options are discussed in the “[Information Delivery Services](#)” section on [Page 124](#). To specify report content, the administrator either creates a report layout containing all desired information or uses an existing one. More specifically, the report layout defines which contact center objects and what data about those objects are of interest.

Report layout content includes information about contact center objects, the objects' statistics, time frames in which the statistics should be gathered, and so forth. To simplify report layout creation, Genesys Solution Reporting uses layout templates. Layout templates define the content of a report layout but do not relate to any actual contact center object.

The relationship between a layout template and a report layout is similar the relation between a document template and a document in word-processing applications.

To understand how Genesys Historical Reporting functions, you must be able to distinguish between report layouts and layout templates. These topics are covered in the next subsections.

Note: The discussion in the following sections applies to layout templates for all media types, including custom media types you create using Genesys Open Media. However, you must perform some preliminary configuration before you can create custom media layout templates. See [Chapter 5](#) for more information.

Layout Template Structure

[Figure 78](#) shows the structure of a layout template.

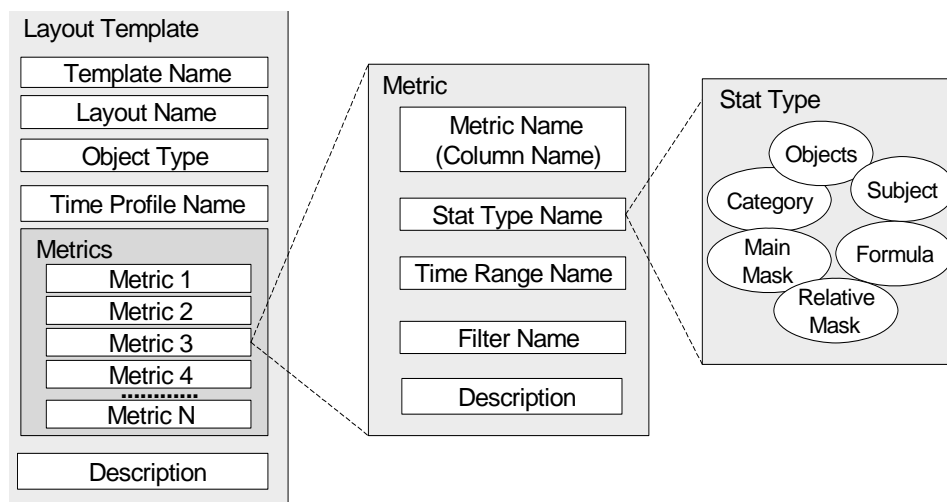


Figure 78: Structure of a Layout Template

Template Name

Each layout template has a unique name (`Template Name` field). The layout template may specify a report layout name (`Layout Name` field) to be used when a report layout is created from the template and activated automatically (see “Report Layout Data” on [page 117](#)).

Template Names and Data Mart View Names

Your template name is the source for the Data Mart view name. The view names are created in the format `dimension_tname_agglevel`.

- *Dimension* is one of [S | O | T | V] (stat, object, time, or value dimension).
- *Tname* is the name of the layout template as defined in DMA
- *Agglevel* is one of [DAY | HOUR | MONTH | WEEK | QUARTER | YEAR | NO_AGG].

The advantages of this naming system are these:

- You can use the same queries and Hyperion Intelligence report layouts in a multi-tenant environment. Each account uses aliases—or views depending on the database engine—that point to the aliased tables containing report data. As a tenant, you see and use the same table names as other tenants, but the content of generated reports describes your own tenant-specific activity. Tenants can view the report layouts and folders of other tenants but cannot access the tables or the data on which these report layouts and report folders are based.
- You know the table names without having to run ETL Assistant.

Template Object Type

The `Object Type` field indicates the type of contact center object to which you can apply this layout template. For example, you can apply a layout template specifying the Agent object type to an actual Agent object in a contact center.

Template Time Profile

The `Time Profile Name` field defines the time profile to be used for collecting all statistical data.

Layout Template Metric Definitions

The layout template defines a set of metrics to be collected for a specified object. Each metric is described by its own structure.

Note: Strictly speaking, in terms of Stat Server, the layout template's metrics are not *metrics*, but rather *statistics*. They become metrics when they are applied to capture behavior of an object within a configured time profile. By design, one, and only one, time profile can be applied to all of the statistics in a layout template.

Each metric is identified by its unique name or its column name. A metric is comprised of a stat type, a time range (if appropriate), a filter (if appropriate), and a description.

Custom media metrics require specially configured stat types, as explained in “Creating Custom Stat Types” on [page 197](#).

The stat type name indicates the statistical type employed during statistic calculation. Stat types here hold exactly the same principle as they do in Stat Server. Each stat type contains a list of one or more objects, statistical category, subject, one or more main masks, and, optionally, a custom formula.

Figure 79 shows the layout template structure for an Agent object type within DMA. Note the template name—AGENT—and its layout name—Agent Layout. The time profile associated with the layout template is CollectorDefault. The template contains 28 statistics that measure agent activity. For example, the N_INBOUND statistic is used to calculate the total number of inbound calls.

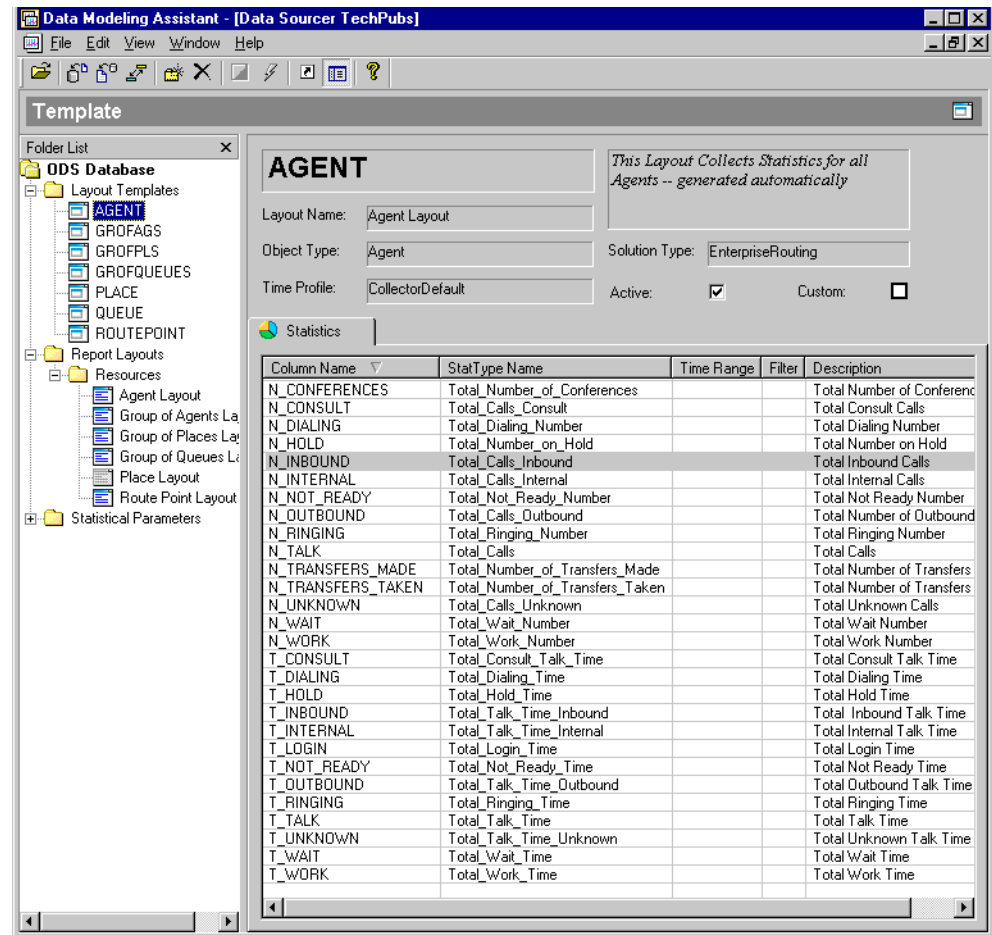


Figure 79: Layout Template Structure, Shown in DMA

If the Active check box is selected, the layout template is active. Active layout templates cause Data Sourcer to automatically create and activate report layouts when the new tenant appears in the system.

Under the Statistics tab, the layout template displays the definitions of all of its statistics. Each statistic is identified by its column name. The tab also displays the stat type definition each statistic follows and the time range and filter if appropriate. These statistical parameters are retrieved from ODS's statistic parameters section.

Figure 80 shows the stat type definition for the N_INBOUND metric within DMA.

Here, when the `Total_Calls_Inbound` stat type is highlighted in the left pane, the stat type's properties are displayed to the right.

Report Layout Structure

A report layout is a structure that defines report content. It has much in common with layout template structure. The main difference is that the report layout identifies the specific object(s) of a contact center for which Solution Reporting information should be collected and processed.

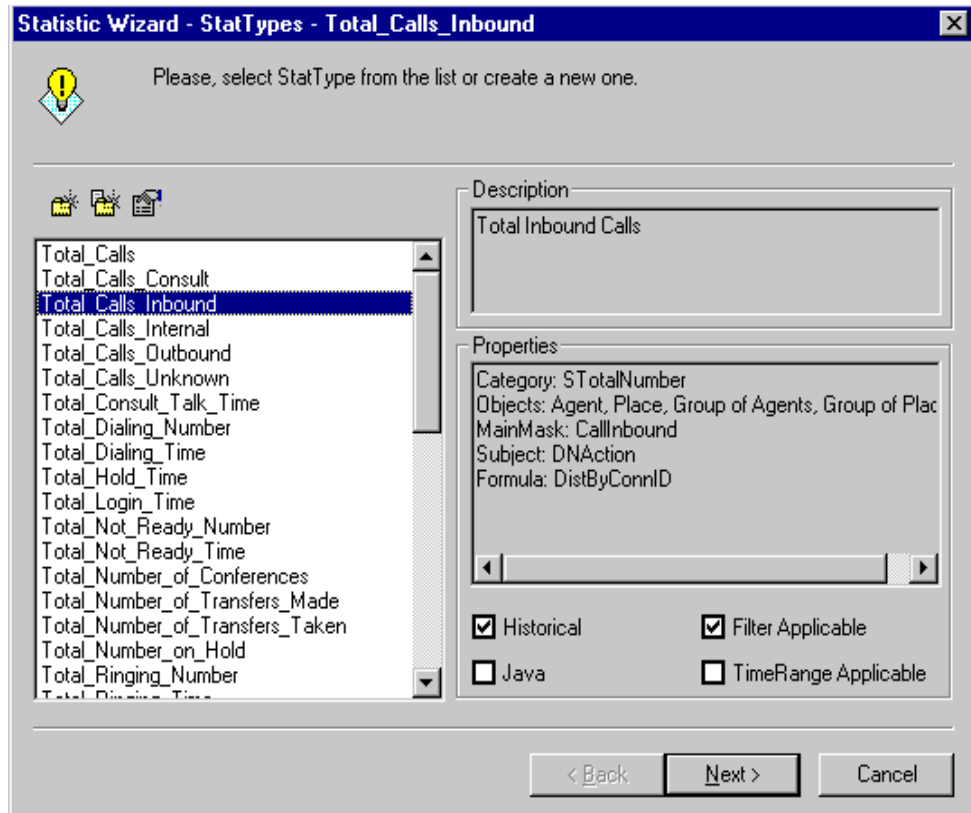


Figure 80: Stat Type Structure (DMA Snapshot)

Report layout structure is illustrated in Figure 81 on [page 117](#). If a report layout is built upon an existing layout template, the report layout inherits the layout template's object type and statistical set. If you build the report layout from scratch, you must specify this information within DMA and associate it with the report layout:

- Layout Name
- Tenant Name
- Metagroup Name
- Template
- Description

In a multitenant environment, the report layout has reference to a specific Tenant object in the contact center.

The reference to the object itself is organized with the aid of metagroups. The report layout cannot refer to a specific object itself but rather to its metagroup. For some objects, the metagroup is defined as the group to which they belong. For example, if you are interested in the activities of a particular agent, then you should select one of the agent groups to which the agent belongs. (Remember, the agent may simultaneously belong to several agent groups.) You can find an example of assigning a metagroup to a report layout in Chapter 4 under “Creating a Report Layout” on [page 169](#).

For each object, the default metagroup, `All Objects`, defines all objects of the same type. Therefore, for a particular agent you can select one of the agent groups to which the agent belongs or the `All Agents` default group.

For those objects having no outer group object, use the `all objects` group default. For example, the `AgentGroup` object has no outer group object and therefore `All Agent Groups` is used.

The default metagroups are:

- All Agents
- All Place Groups
- All Places
- All Agent Groups
- All Queue Groups
- All Queues
- All Calling Lists
- All Campaign Groups
- All Regular DNs
- All Campaigns
- All Campaign Calling Lists
- All Routing Points
- All Tenants
- All Staging Areas

Note: You cannot create a report layout that monitors the performance of any specific agent. To track the agent’s performance, select one of the groups to which the agent belongs or select the `All Agents` metagroup. In both cases, you will receive information about all agents of the metagroup. Then at the next stage (Information Delivery Services) you can extract Solution Reporting information about that specific agent.

Use DMA to observe report layout structure. [Figure 81](#), for example, shows the structure of the Group of Agents report layout based on the `AgentGroup` object type.

A report layout contains all templatelike information, including its metrics. The layout also has some additional information such as activation and deactivation time.

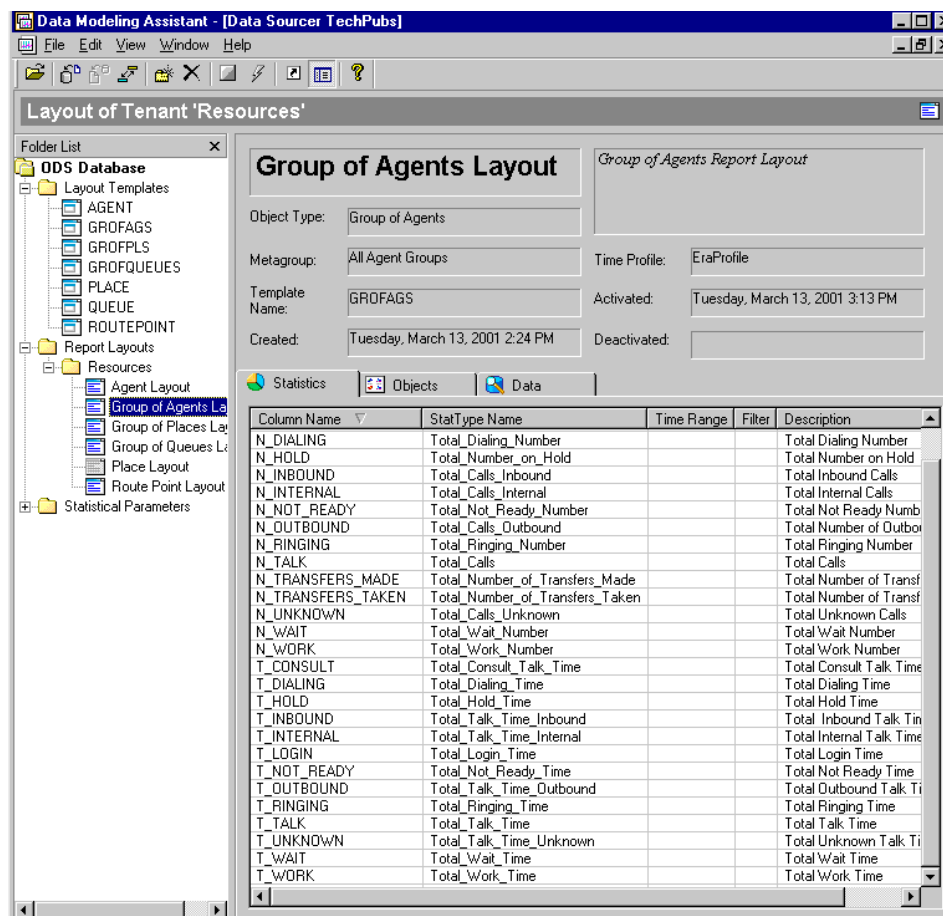


Figure 81: Report Layout Structure, Shown in DMA

Figure 82 shows the relationship between layout templates and report layouts. As you can see, a report layout can refer to only one layout template. At the same time, a layout template may be used by several report layouts. Report layouts need not refer to any layout template (Agent Group Layout 3 in the figure) as they can be created from scratch.

Report Layout Data

When a report layout is activated, Data Sourcer begins collecting Solution Reporting information from Stat Server as specified by this layout. More specifically, Data Sourcer, based on report layout data, forms requests for needed metrics and then sends the requests to Stat Server. Stat Server calculates the requested data and returns it to Data Sourcer according to the time profile specified by the report layout. Data Sourcer gathers the information in special tables associated with the report layout.

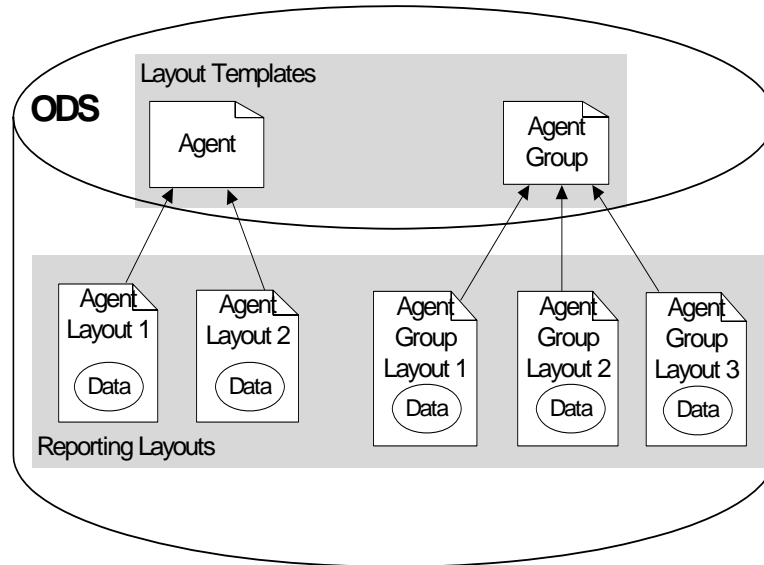


Figure 82: Layouts and Templates

Logically, this data is organized as a three-dimensional array with objects, metrics, and time each claiming a dimension. (Remember, data is collected only from metagroups of objects.) [Figure 83](#) illustrates this concept.

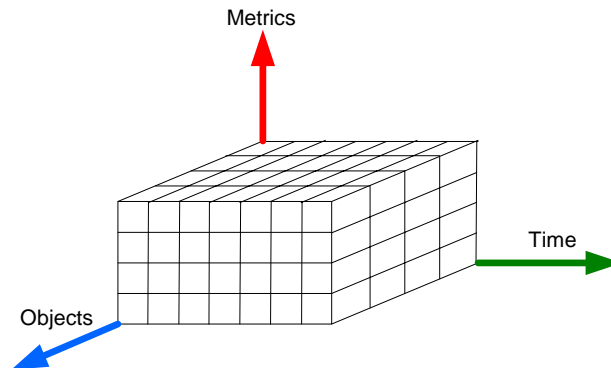


Figure 83: Layout Data Structure

Statistical data is dropped periodically according to layout time profile. For example, the layout may request statistical information every 15 minutes. Statistical data collected and stored for such a period is called a *data chunk*. The new data chunk fills a new layer of the array.

Notice that the data cube may vary in object dimension because objects may appear or leave the contact center at any time during the reporting period. For example, an agent may log in (or log out). This action has a corresponding data stream that is either turned on or off.

The data cube cannot change in the metrics dimension because the set of statistics cannot change (except in custom report layouts).

Using Data Modeling Assistant

Data Modeling Assistant (DMA) is a GUI application that contact center administrators use to define report layouts. These report layouts define the relationships between objects and statistics. This tool also enables administrators to define a *collection time profile*, the interval at which data is drawn from Stat Server.

More specifically, DMA offers the following functionality:

- Import, export, and creation of layout templates
- Import and creation of metrics
- Creation of statistical types
- Creation of custom formulas for statistical categories
- Creation of time profile and time range parameters
- Creation of filters for metrics
- Creation and activation of report layouts based on existing templates or from scratch
- Monitoring of a collection of data in real time

Figure 78 on [page 112](#) shows a sample DMA window.

Collecting Data from Multimedia

Historical Reporting for Multimedia draws statistical data from Stat Server. Stat Server receives the data, which is stored in the Universal Contact Server database, from Universal Contact Server and Ixn-Server. In addition to the objects about which you can also collect telephony data, multimedia data also includes information about Tenant and Staging Area objects.

The Tenant Object

The Tenant object represents the whole contact center and comprises both the e-mail and web media (chat) channels. The information reported about this object includes interactions for each media type; for example, the number of e-mail messages, response times, and so forth. The Tenant object is also used in Solution Reporting for the VCB option.

The Staging Area Object

The Staging Area object is currently used only for e-mail. It represents an interaction queue in which the e-mail resides during processing. Typical information about the Staging Area object may include e-mail interactions such as the total number of e-mail messages, e-mail messages waiting for handling, and so forth.

Data Mart Services

The general configuration of the Data Mart Services and data flow are depicted in [Figure 84](#).

The core component of the Data Mart Services is ETL Runtime—the data-organizing component of Genesys Historical Reporting. ETL Runtime comprises several processes including transformation and loading, aggregation, purging, object tracking, and tenant tracking. ETL Runtime can work with several ODSs simultaneously transferring data from each of them into one Data Mart.

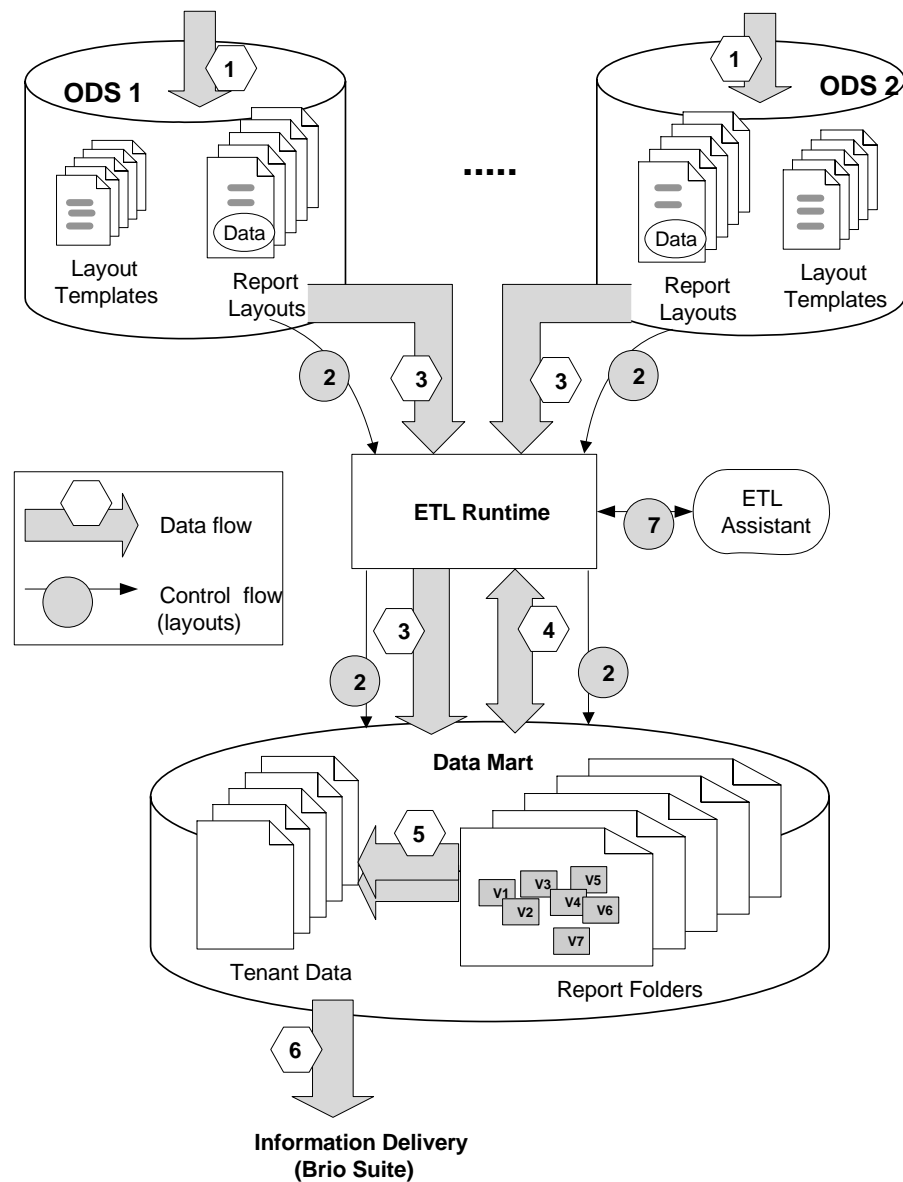


Figure 84: Data Aggregation

The typical data flow scenario illustrated in [Figure 84](#) comprises the following steps:

- 1 Data Sourcer collects raw statistical data and writes it to ODS.
 - 2 Based on active report layouts that ETL Runtime reads from ODSs, ETL Runtime creates report folders in Data Mart. For each report layout, ETL Assistant creates one report folder. Sometimes this process is referred to as loading metadata.
 - 3 ETL Runtime's data-loading process detects data generated after it performed its last load and writes the new data into the appropriate report folders. Raw statistical data is transformed from its initial format into a format suitable for further processing within the Data Mart without manipulating data content. Data is written to a low-level, 15-minute (by default) view. Once data has transferred successfully, ETL's transformation process deletes the data from ODS (if the `dropTransferredTables` parameter is set).
 - 4 ETL Runtime's aggregation process aggregates the data from 15-minute views to higher aggregation levels. Each new level is written as a view to the report folder. By default, the 15-minute level is aggregated to the hour level. Hour-level data is aggregated to the day level and so forth. The aggregation process may run in parallel with the loading and transformation processes.
-
- Note: The default time profiles for multimedia data are hourly and daily.
-
- 5 ETL Runtime's tenant-tracking process searches report folders related to the same tenant and consolidates data from them into one place—Tenant data views. Usually according to predefined purging rules, ETL Runtime purges Data Mart of unneeded data and frees up space for further processing.
 - 6 Information Delivery Services can then retrieve the aggregated and tenant-tracked data.
 - 7 The contact center administrator can monitor Data Mart using ETL Assistant.

Data Loading and Transformation

ETL Runtime uses its loading and transformation process to copy data from ODS sources defined using ETL Assistant to the Data Mart.

The ETL Runtime data-loading process detects new data generated after it performed its last load, creates tables associated with the corresponding report folder, and writes the data into this report folder.

[Figure 85](#) illustrates ETL's process of reading and deleting data from ODS. Here, you see portions of data before (left side) and after (right side) the loading and deleting procedure. On the left side you can see three portions (implemented as tables) of statistical data for one object and one metric. The first two portions are completed; the third portion is incomplete. The ETL Runtime loading process reads the data and deletes only the two first

completed portions, leaving the incomplete one in ODS. If the loading and transformation processes are successful, the completed portions are deleted (when the `dropTransferredTables` parameter has been set).

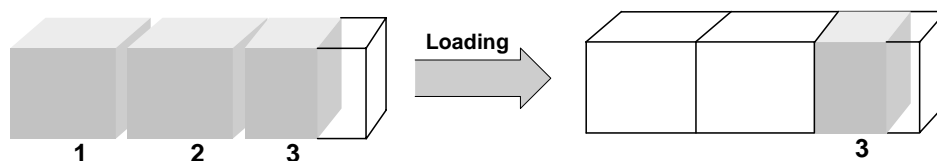


Figure 85: Reading and Deleting Data from ODS

The transformation procedure converts the format of loaded data to a format more suitable for aggregation and retrieval.

Data Aggregation

ETL Runtime's aggregation process derives the data for different aggregation levels. The aggregation levels are presummarized data tables containing data of different aggregation levels. There are seven default aggregation levels:

- 15 minute • 1 day • 1 month • 1 year
- 1 hour • 1 week • 1 quarter

Note: Historical Reporting allows partial period aggregations. For example, you can build reports on a partial day. For more detail, refer to the *Reporting 7.2 Reference Manual*.

Figure 86 shows the order in which ETL Runtime aggregates data. Note that day data is used for calculating both month-level and week-level data. Similarly, month-level data is used for building year-level and quarter-level data.

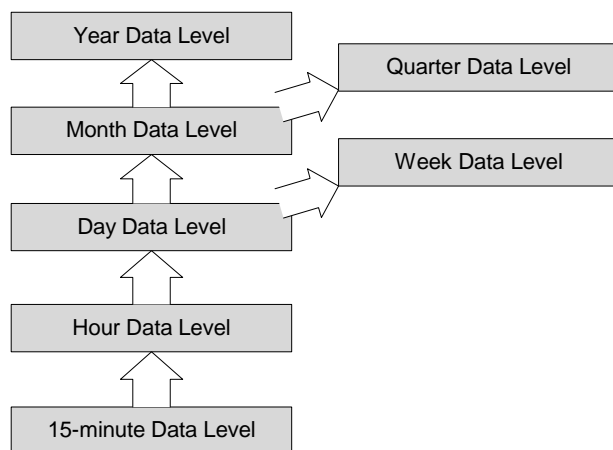


Figure 86: Data Aggregation Levels

Data for each aggregation level is stored in report views within the corresponding report folder. Therefore, by default, a report folder contains seven views corresponding to seven levels of aggregation.

The aggregation procedure uses the corresponding report layout to define the method of calculating aggregated data. [Figure 87](#) illustrates the aggregation of hour-level data from the 15-minute level to the hour level. The calculation is performed for one object and one metric. The four 15-minute data items shown at the left are 18, 5, 10, and 6. Suppose that a report layout uses a stat type with the `TotalTime` statistical category. The aggregation procedure sums all four numbers to yield 39. As a result, for hour-level aggregation, a new data item equal to 39 is created.

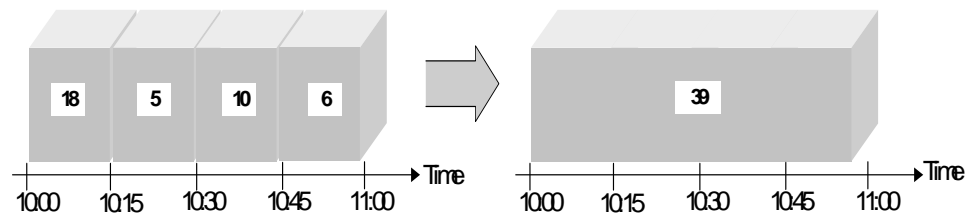


Figure 87: Example of Data Aggregation

If, for example, the stat type uses the `MaxTime` statistical category, then the result yields 18 since 18 is the maximum of the four numbers.

Working with ETL Assistant

ETL Assistant is a GUI tool that enables contact center managers to observe Data Mart configuration information and browse the available aggregation levels. More specifically, ETL Assistant displays the following configuration parameters:

- Information about configuration servers that have been set up for the Data Mart to collect information from. For instance, for each Configuration Server, you can view the server's ID, name, host name, and port number.
- Information about ODS sources such as their name, database information, user information (username and encrypted password), time zone in which data is to be aggregated, and so forth.

Using ETL Assistant, you can see information about all report folders. For each report folder, you can view the information about its Data Sourcer; corresponding report layout including the name of the report layout; tenant name; time profile; objects (metagroups); and its set of metrics.

Using ETL Assistant, you can browse the report views for all data levels. For each report view, you can view information about database tables, purging parameters, time records comprising the report view, and so forth.

[Figure 88](#) shows an ETL Assistant report view of the hour-level aggregation.

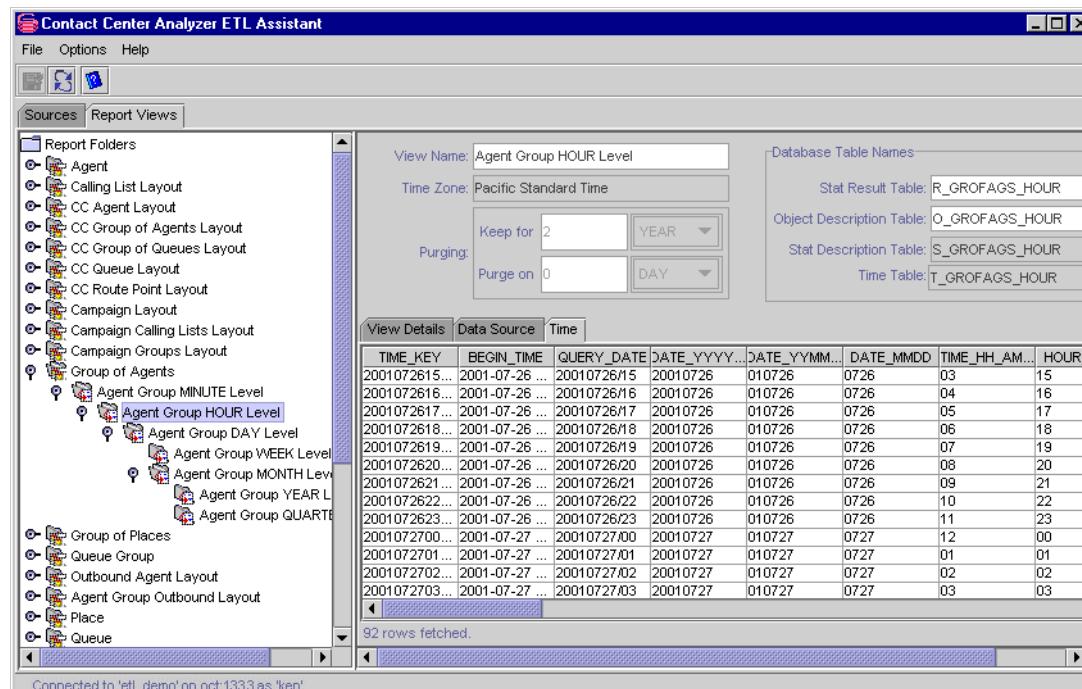


Figure 88: ETL Assistant Report View

Information Delivery Services

Genesys Historical Reporting uses two information delivery methods, CCPulse+ and CC Analyzer, both of which obtain historical data from the Data Collection and Data Mart services.

CCPulse+ With CCPulse+, you can associate real-time and historical statistics and of both create real-time, historical and query based views for most statistics (except Current Status statistics, which have no historical counterpart).

Note: For information on generating and customizing historical and query based views in CCPulse+, refer to the *Reporting 7.2 CCPulse+ Help*.

CC Analyzer CC Analyzer generates only historical reports. For these, Genesys provides Hyperion Intelligence reporting tools to provide report development and distribution functionality. In addition, you can access a set of out-of-box (canned) reports through the Hyperion Intelligence client reporting tools. These templates are solution-specific for the Genesys Outbound Contact, Genesys Multimedia (formerly MCR)—MCR E-Mail and MCR Web Media (chat)—and Universal Routing solutions, and for Universal Routing's Voice Callback option. [Chapter 6](#) covers just about every aspect of the solution-provided templates.

Hyperion Intelligence—CC Analyzer Report Generation

The Hyperion Performance Suite, integrates query, analysis, and reporting client tools and an enterprise server solution in a secure, flexible, and scalable environment. The product suite consists of several components, which enable design and delivery of reports via client/server and the Web.

You can find a fully detailed description of the Hyperion Performance Suite in the Hyperion Solutions Corporation documentation. The sections below briefly introduce Hyperion Intelligence reporting tools and their functionality within Genesys Historical Reporting.

Report Creation and Administration

Hyperion Intelligence Explorer delivers query, analysis, and reporting capabilities for power users who need to directly access data sources—or to explore the information organized in pre-built data models stored in the repository. Explorer users can use distributed predefined data models or create new data models from database tables for their own or distributed use. They can also create custom, Web-enabled dashboards.

Hyperion Query Designer delivers query, analysis, and reporting capabilities and centralized solution administration for developers, database administrators, and system administrators. Designer users manage the Hyperion Intelligence Client environment by building data, which they distribute to other Hyperion Intelligence Client users. They also create and administer job repositories, and build custom, Web-enabled dashboards using the Hyperion Intelligence Client open application development environment.

Hyperion Intelligence Server delivers query, analysis, and reporting capabilities for expert users who need to access data sources directly—or explore the information organized in prebuilt data models stored in the repository (see [Figure 89](#)).

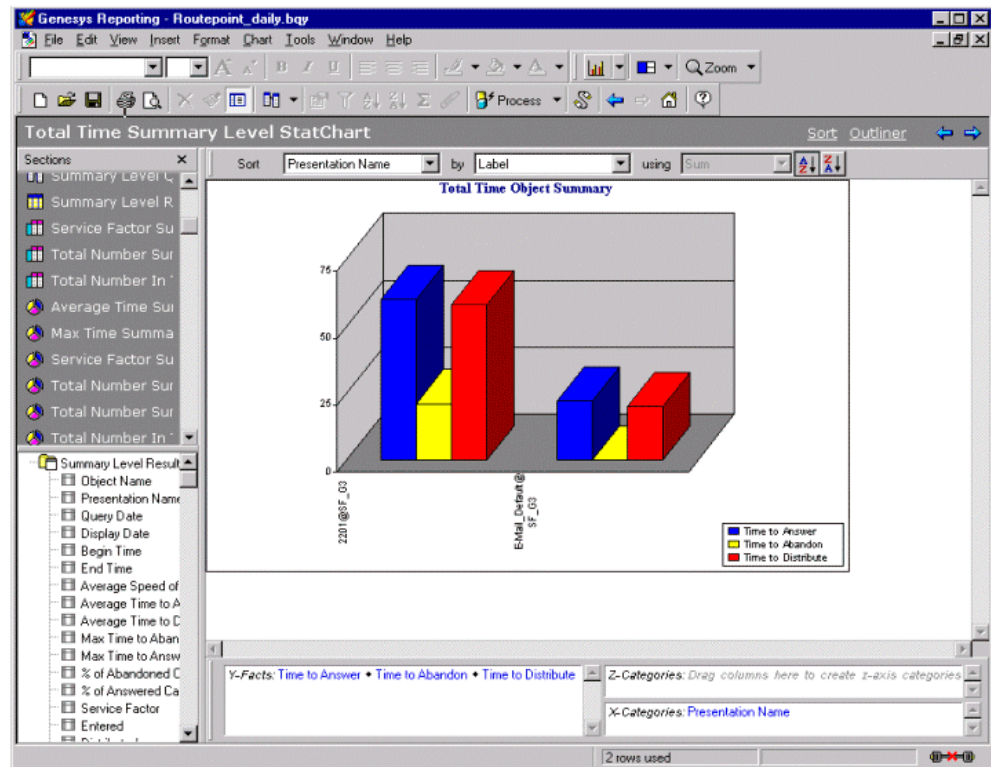


Figure 89: Hyperion Intelligence Interface

Web-Based, End-User Components

Hyperion Intelligence Web Client Viewer is a read-only web plug-in that allows users to view Hyperion Intelligence Client reports.

Hyperion Intelligence Web Client Dynamic Viewer is a web plug-in that offers simplified report viewing and data refresh for users who need to view published, formatted reports within their browser – a perfect way to publish analysis results for up-to-the-minute communication.

Hyperion Intelligence Web Client Analyzer is a web-based tool that delivers query, analysis, and reporting functionality for intranet, Internet, or extranet access to information. Based on user profiles or report-level security, the client environment adapts in six stages from full query, analysis, and reporting with data refresh to static report viewing. Web client users can use distributed predefined data models to create their own queries or to create new data models. Web Client Analyzer users can use all the Hyperion Intelligence Client reporting and analysis features to analyze the data from their own queries and work with resulting datasets (see [Figure 90](#)).

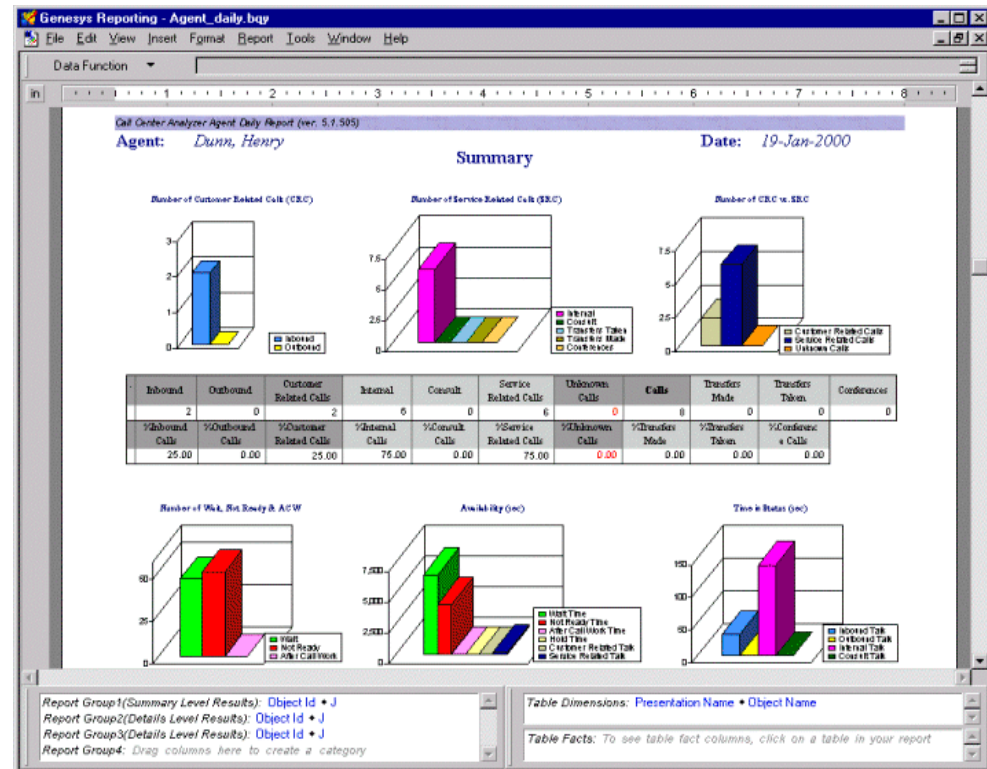


Figure 90: Quickview User Interface

Hyperion Intelligence Server

The Hyperion Intelligence Server delivers automated query processing and report distribution via e-mail, the Web, printers, and networks. You can build queries and reports and schedule them for processing based on date, time, or event, such as a database update. You can publish reports—with or without saved result sets—to specified users or groups of users who can then perform additional analysis without ever accessing the database.

Hyperion Intelligence Web Client users can use Hyperion Intelligence Server to issue queries from the Web in an adaptive client environment. With zero-administration technology, users are alerted when the latest version of Hyperion Intelligence is available for installation, keeping every user up-to-date without IT intervention. The Hyperion Intelligence Server fully supports load balancing and failover across a cluster of servers.

The Standard Report Repository includes out-of-box reports for analyzing agent, place, group, queue, and Routing Point status and performance, aggregated over 15-minute, hourly, daily, weekly, monthly, quarterly, and yearly periods.

Standard Report Repository Reports

Agents Status and Performance—Displays the number and type of interactions handled by agents, agent efficiency over time, average number of interactions handled for each communication channel, interaction response

time, hold time, after interaction work time, and ratio of customer interactions handled to number of consult or conference calls.

Queue Management—Indicates the reason calls failed to connect, network flow for capacity planning, network efficiency over time, downtime trends, and time waiting in queue vs. definable thresholds and metrics.

Routing and IVR Performance—Displays calls handled by an IVR vs. calls directed to agents via Interaction Router.

Sizing and Scalability

The Data Collection and Data Mart Services make CC Analyzer and CCPulse+ scalable applications for large-volume, multi-site, multi-tenant contact center environments. The Services achieve scalability by relying on industry-standard database management systems and by enabling the distribution of multiple Collection Services. A large contact center may require installation of multiple data collection units. This section discusses how to calculate the size database you require for ODS and Data Mart. It also provides guidelines for distributing data collection processing.

Estimating ODS Size

Genesys recommends reserving enough space in the ODS database for at least two additional days of data collection in the event data is not removed from the ODS as anticipated. An appropriate ODS size depends on the number of requests, time profiles, request record size, and how often the database is cleared.

Use the following formula to estimate minimum ODS size:

$$ODSSize = NRequests \times NTimesPerDay \times RequestsRecordSize \times (NDays + 2)$$

where:

ODSSize is the size of the Operational Data Storage in bytes.

NRequests is the number of requests made to Stat Server.

NTimesPerDay is the number of Collection Time Profiles per day.

RequestsRecordSize is the request record length in bytes.

NDays is the number of days data is stored in the ODS.

Data Sourcer stores the data it requests from Stat Server in OL_DATA*n* tables in ODS. This table's record length depends on your relational database management system and its storage parameters. [Table 4](#) provides record length estimates for the supported RDBMSs. The actual record length in your OL_DATA*n* tables may differ.

Table 4: Estimated Length of Request Records by RDBMS

	Microsoft SQL	Oracle	DB2	Sybase
Record length	66 bytes	42 bytes	58 bytes	83 bytes

You can calculate the number of requests made to Stat Server as follows:

$$NRequests = \sum_{i=1}^{NLayouts} NObjects_i \times NStatistics_i$$

where:

NObjects is the number of objects in your report layout.

NStatistics is the number of statistics collected by each report layout.

NLayouts is the number of active report layouts in Data Sourcer.

Note: DMA shows the number of requests for all active report layouts in the status bar when the topmost report folder (the default name is Report Layouts) is selected in the folder pane. DMA displays the total number of statistics for a particular report layout when that report layout is selected in the folder pane.

Example

Assume the following: 100,000 requests, a 15-minute time profile, an Oracle RDBMS, and ODS is cleared once daily.

- $NRequests = 100,000$
- $NTimesPerDay = 4 \text{ collections/1 hr} \times 24 \text{ hrs/day} = 96 \text{ collections/day}$
- $NDays = 1$

An appropriate database size for this scenario is ~1.2 GB (100,000 x 96 x 42 x [1+2]). And it would be a good idea to factor in some extra space.

Calculating the Number of Requests

Genesys Outbound Contact, Enterprise Routing (Inbound), and Multimedia use the solution-specific layout templates listed in [Table 5](#). You can use these templates as starting points for creating report layouts that measure the status and performance of certain object types. The table also shows the number of statistics collected.

Refer to “ODS Layout Templates” on [page 326](#) for more information about the statistics gathered.

Table 5: Solution Layout Templates

Outbound Contact Layout Templates		Enterprise Routing Layout Templates		Multimedia Layout Templates	
Template Name	Number of Statistics Collected	Template Name	Number of Statistics Collected	Template Name	Number of Statistics Collected
CALL_LS	24	AGENT	28	ERMS	
CMP	25	GROFAGS	28	EMAIL_AGENT	11
CMP_CALL_L	24	GROFPLS	28	EMAIL_GAGENT	11
CMP_GR	7	GROQUEUE	11	EMAIL_GPLACE	11
GROFPLS	28	PLACE	28	EMAIL_IQUEUE*	5
GROFQUEUE	11	QUEUE	11	EMAIL_PLACE	11
O_AGENT	32	ROUTEPOINT	11	EMAIL_TENANT*	11
O_AGENT_GR	32			Web Media	
PLACE	28			CHAT_A	6**
QUEUE	11			CHAT_GA	6**
ROUTEPOINT	11			CHAT_GH*	7
VCB Layout Templates				CHAT_GP	6**
				CHAT_P	6**
Template Name	Number of Statistics Collected			Voice	
VCB_GQ_EV	9			VOICE_A	22
VCB_GQUEUE	12			VOICE_AG	22
VCB_Q_EV	9			VOICE_GQ	12
VCB_QUEUE	12			VOICE_P	22
VCB_RP	12			VOICE_PG	22
VCB_TENANT*	21			VOICE_Q	12
				VOICE_RP	12

Note: The layout template names followed by an asterisk (*) contain metrics which are sourced from a Stat Server Java Extension.

The number of statistics for some web media (chat) layout templates is followed by two asterisks (**). This indicates that the template includes additional metrics that are reserved for future use. The number listed in the table represents the number of active statistics.

Use the following formula to calculate the number of requests generated for an ODS containing all seven layout templates for Enterprise Routing:

$$NRequests = (NAGENTS \times 28) + (NGROFAGSs \times 28) + (NPLACEs \times 28) + (NGROFPLS \times 28) + (NQUEUEs \times 11) + (NROUTEPOINTS \times 11) + (NGROFQUEUES \times 11)$$

Example

Consider the following sample environment:

Tenant 1

1,000 Agents
50 Agent Groups
500 Places
25 Place Groups
10 Queues
20 Routing Points

5 Queue Groups
15-min Time Profile
(NTimesPerDay=96)
Oracle RDBMS
ODS cleared once daily

Tenant 2

2,000 Agents
100 Agent Groups
500 Places
25 Place Groups
10 Queues
100 Routing Points

5 Queue Groups
15-min Time Profile
(NTimesPerDay=96)
Oracle RDBMS
ODS cleared once daily

Using these figures in the equations above, you calculate *NRequests* and *ODSSize* as follows:

$$\begin{aligned} NRequests &= [(1000 \times 28) + (50 \times 28) + (500 \times 28) + (25 \times 28) + (10 \times 11) \\ &\quad + (20 \times 11) + (5 \times 11)] + \\ &\quad [(2000 \times 28) + (100 \times 28) + (500 \times 28) + (25 \times 28) + (10 \times 11) \\ &\quad + (100 \times 11) + (5 \times 11)] \\ &= 44,485 + 74,765 \\ &= 119,250 \\ ODSSize &= 119,250 \times 96 \times 42 \times (1 + 2) \\ &= \sim 1.4 \text{ GB} \end{aligned}$$

Estimating Data Mart Size

The appropriate size for Data Mart depends on the number of objects stored, number of statistics gathered, and how long data is kept. This database is much larger than ODS because:

- It maintains a much longer history of contact center statistics; typically, it stores statistics for one year.
- Presummarized data is generated for several aggregation levels to improve reporting performance.

To calculate the Data Mart size, you must find the raw data size and then factor in whatever amount of overhead is appropriate for your enterprise. Steps for calculating the minimum size for the Data Mart appear in the next section.

Note: The size Data Mart you require depends on how much overhead—space required for such things as indexes and metadata—your enterprise chooses to add to the basic raw data size. The overhead size is a highly variable parameter.

As a guideline, note that in addition to storage requirements for raw data, you must also store three default indexes:

- One composite index for the Fact table on the Object and Time foreign keys.
- Two indexes, one each on the primary key indexes for the Dimension tables.

These three indexes and the two Dimension tables consume approximately one-third again as much space, so the total minimum space required for the Data Mart is calculated as follows:

$$DMSize = RawDataSize \times 1.33$$

Note: If you are using Genesys Info Mart, refer to the “Genesys Info Mart” section of the *Genesys 7 Hardware Sizing Guide* for information on sizing estimates for your Info Mart.

Calculating Data Mart Size

Calculating the raw data size requires that you first calculate the number of aggregations you are using, and then use this figure in the equation for raw data size.

Calculating Number of Aggregations

Each report layout star schema contains two Dimension tables (Object and Time) and one Fact table for each aggregation level. Fact tables affect database size more than do Dimension tables. All Fact tables hold the number of aggregation periods maintained for each aggregation level.

For example, at the 15-minute level Data Mart maintains 35,040 aggregation periods for a one-year period (365 days x 24 hours/day x 4 aggregations/hour), while at the one-year level, it maintains just one aggregation period.

The total of the aggregation periods can be represented as follows:

$$TotalAggs = \sum_{i=1}^{NLevels} NAggregations_i$$

Calculate the total number of aggregations for the seven default aggregation levels as follows:

$$TotalAggs = 35040 + 8760 + 365 + 52 + 12 + 4 + 1 = 44234$$

Calculating Raw Data Size

For each report layout schema:

- The number of objects multiplied by the total number of aggregation periods translates into the number of rows.
- The number of statistics translates into the number of columns.

In addition, two keys in each row, the `Object` and `Time` foreign keys, point to the `Dimension` tables. Each statistic and the two keys take 4 bytes of space.

To calculate the total size of the raw data in the Data Mart, sum the star schema sizes for each report layout:

$$RawDataSize = TotalAggs \sum_{j=1}^{NLayouts} NObjects_j \times (\langle NStatistics_j \times 4 \rangle + \eta)$$

where η is the size of the row key (size of the `TIME_KEY` and `OBJECT_ID` fields).

Example

To calculate Data Mart size, assume the following:

- The Data Mart is loaded daily.
- You are using the default aggregation levels.
- You are maintaining a one-year history in the Data Mart.

Tenant characteristics are as follows:

Tenant 1	Tenant 2
1,000 agents	2,000 agents
50 agent groups	100 agent groups
500 places	500 places
25 place groups	25 place groups
10 queues	10 queues
20 Routing Points	100 Routing Points
5 queue groups	5 queue groups
Oracle row-key size = 30	Oracle row-key size = 30

As shown above, the equation is as follows:

$$RawDataSize = TotalAggs \sum_{j=1}^{NLayouts} NObjects_j \times (\langle NStatistics_j \times 4 \rangle + \eta)$$

You must perform the calculation separately for each layout, using the correct number of objects and number of statistics for each layout. Add these results together to obtain the raw data size.

<i>Total Aggs</i>	= 44234 (See the calculation in “Calculating Number of Aggregations” on page 132 .)
<i>NLayouts</i>	= 7 (Agent, Agent Group, Place, Place Group, Queue, Queue Group, Routing Point)
<i>NObjects;</i>	3000 agents, 150 agent groups, 1000 places, 50 place groups 20 queues, 120 Routing Points, and 10 queue groups.
<i>NStatistics;</i>	The number of statistics for each layout as shown in Table 5 on page 130 .)
η	= 30 (Row key size)

Using these figures, the raw data size comes to 25.02664458 GB.

Minimum recommended Data Mart size is as follows:

$$\text{Raw Data Size} \times 1.33 = 25.02664458 \times 1.33 = 33.28543729 \text{ GB}$$

Example—Alternative Calculation of Data Mart Size

You can also calculate the minimum Data Mart size as follows:

$$DMSize = (NRequests \times NTimesPerDay \times NDays \times 8) + 20,000$$

where:

- *DMSize* is the size of the Data Mart in bytes.
- *NRequests* is the total number of requests from all Data Sourcers connected to the Data Mart.
- *NTimesPerDay* is the number of Collection Time Profiles per day.
- *NDays* is the number of days data is stored in the Data Mart.

Using the same number and types of objects as in the previous example, this is calculated as:

$$DMSize = (119,250 \times 96 \times 365 \times 8) + 20,000 = 33,428,180,000 \text{ bytes}$$

To convert the answer to GB, divide by 1073741824. This gives an appropriate database size for this scenario of ~32 GB. And it would be a good idea to factor in some extra space.

Note: $NRequests = [(1,000 \times 28) + (50 \times 28) + (500 \times 28) + (25 \times 28) + (10 \times 11) + (20 \times 11) + (5 \times 11)] + [(2,000 \times 28) + (100 \times 28) + (500 \times 28) + (25 \times 28) + (10 \times 11) + (100 \times 11) + (5 \times 11)]$
 $= 44,485 + 74,765$
 $= 119,250$

Distributed Architecture

In estimating database- and hardware-sizing requirements, first determine the implementation architecture for the Data Collection Services. In most cases, a centralized configuration easily accommodates interaction volume. For large volumes—more than 30 interactions per second—Genesys recommends a distributed configuration.

Note: If you are using Genesys Multimedia (formerly MCR), contact Genesys Technical Support for assistance in determining the correct number of multimedia collection units.

Calculating Number of Collection Units

Because Stat Server tracks and maintains statistics in memory, it can only handle a certain number of statistics. This limitation depends on interaction volume, DBMS throughput, CPU speed, and available memory. To scale beyond these limitations, distribute the monitoring and collection of statistics across multiple collection units.

Determining how many collection units to configure requires site-specific information on contact center volume, interaction complexity, and hardware and software environments. In general, configure one collection unit for every contact center or every tenant in a multi-contact center or multi-tenant environment. For a more precise determination of initial distribution, use the following procedure.

Note: The following procedure is only a guideline because accurate scaling of collection units requires ongoing monitoring and tuning.

1. Determine the number of calls per second each T-Server handles in the virtual contact center.
2. Organize the T-Servers into groups whose total volume adds up to approximately 30 contacts per second:

$$\text{GroupCV} \leq 30$$
3. For each group of T-Servers, calculate the number of requests for all report layouts associated with each T-Server:

$$\text{NRequests} = \sum_{i=1}^{\text{NLayouts}} \text{NObjects}_i \times \text{NStatistics}_i$$

4. Calculate the number of collection units for each T-Server Group by multiplying its number of requests by its total call volume. Then divide the result by the product of the tested limits for call volume per second and requests for the hardware on which the collection unit will run:

$$NCollectionUnits = \frac{NRequests_T \times GroupCV}{CVM_{\max} \times NRequests_H}$$

5. Add the sum of collection units for each T-Server group to get the total number of collection units:

$$TotalCollectionUnits = \sum_{i=1}^{NGroups} NCollectionUnits_i$$

6. In case of fractional results, round up the number of collection units as a cushion for increasing volumes.

Note: The `MaxRequestsPerCollUnit` figure is based on both the performance of Stat Server and Data Sourcer, which, in turn, is based on a number of factors including disk space, memory, and whether binding is used (for Oracle) to mention a few. Refer to “Stat Server Performance” and “Data Sourcer Performance” in the “Performance Measurements” chapter of the *Reporting 7.2 Reference Manual* for more information.

Example

Adding to the previous example (see “Example” on [page 129](#)), Tenant 1 is serviced out of two equal-sized contact centers, each with a T-Server handling contact volume of approximately 10 contacts per second. Tenant 2 is also serviced out of two equal-sized sites, each with a T-Server handling 20 contacts per second. The total contact volume is 60 contacts per second, which would overload a single collection unit.

This example assumes Windows NT Servers with Pentium 400 processors and 256 MB RAM, which tests have shown to handle:

- Approximately 30 contacts per second.
- Approximately 50,000 requests.

These numbers depend heavily on call complexity, which can vary widely. The tests used contacts of average complexity (for example, few transfers, conferences, typical amounts of attached data, and so forth).

Tenant 1 (each Contact Center)

500 Agents	5 Queue Groups
25 Agent Groups	15-min Time Profile
250 Places	70-bit record size
12 Place Groups	2 T-Servers
5 Queues	10 contacts per
10 Routing Points	second

Tenant 2 (each Contact Center)

1,000 Agents	5 Queue Groups
50 Agent Groups	15-min Time Profile
250 Places	70-bit record size
12 Place Groups	2 T-Servers
25 Queues	20 contacts per second
50 Routing Points	

In making the collection unit calculation, you could distribute four collection units, one each to the four sites. However, you can optimize the distribution by following the process just described:

1. The T-Server contact volumes are:
 - T-Server1, 10 contacts per second.
 - T-Server2, 10 contacts per second.
 - T-Server3, 20 contacts per second.
 - T-Server4, 20 contacts per second.
2. You can pair each Tenant 1 site with a Tenant 2 site:
 - T-Server1 + T-Server3, 30 contacts per second
 - T-Server2 + T-Server4, 30 contacts per second
3. Since each of the paired sites has the same characteristics, the number of requests is the same for each:
 - NRequests

$$\begin{aligned}
 &= [(500 \times 28) + (25 \times 28) + (250 \times 28) + (12 \times 28) + (5 \times 11) + \\
 &\quad (10 \times 11) + (5 \times 11)] + \\
 &\quad [(1000 \times 28) + (50 \times 28) + (250 \times 28) + (12 \times 28) + (25 \times 11) \\
 &\quad + (50 \times 11) + (5 \times 11)] \\
 &= 22,256 + 37,616 = 59,872
 \end{aligned}$$
4. The number of collection units for each T-Server group is:

$$NCollectionUnits = \frac{59872 \times 30}{1500000} = 1.2$$
5. The total number of collection units for the two T-Server groups is:

$$TotalCollectionUnits = 1.2 + 1.2 = 2.4$$

If 2.4 is rounded up, you would distribute three collection units. In this case, instead of the two pairs of sites above, you could, alternatively, configure one collection unit for Tenant 1's two sites and one each for Tenant 2's two sites.



Chapter

4

Customizing Solution Reporting

In Chapter 3, you learned that Genesys Solution Reporting provides a sophisticated and flexible way for building reports about the performance of contact centers. In Chapter 6, “Understanding the Out-of-Box Templates,” on [page 247](#), you will see that Genesys Solution Reporting supplies several pre-made reports suitable for presenting a wide range of commonly used report types. But more importantly, Genesys Solution Reporting offers sophisticated tools for customizing reports to suit your business requirements.

This chapter includes an introduction to customization and a series of examples showing how to customize at various stages of the data collection, transformation, and delivery process:

- [What Can You Customize?, page 140](#)
- [Customization Guidelines, page 142](#)
- [Bringing a New Template into Production, page 142](#)
- [Adding a New Metric to Your Report, page 143](#)
- [Selecting Data for Your Report, page 149](#)
- [Creating New Stat Types, Filters, and Custom Formulas, page 155](#)
- [Creating a Layout Template, page 164](#)
- [Creating a New Metric, page 165](#)
- [Creating a Report Layout, page 169](#)

Note: These examples are independent of each other—though the overall theme is the same. They are not presented in the order that you would necessarily use to build your own custom reports.

In addition to the customization examples, this chapter describes the steps that conclude the production of reports:

- [Loading and Aggregating Data](#), page 173
- [Generating a Report](#), page 173
- [Analyzing Historical Reporting Results—CCPulse+ vs. CC Analyzer](#), page 179

Finally, the options for Virtual Queue-based reporting are discussed:

- [Reporting on Virtual Queues](#), page 181

Note: This chapter discusses customization of out-of-the box templates. It does not cover the use of Genesys Open Media to create custom media servers and then report on the custom media interactions. For a complete explanation of how to report on custom media interactions, see [Chapter 5](#).

What Can You Customize?

[Figure 91](#) illustrates the most general scheme of report creation in Genesys Solution Reporting. The figure also shows the main points where you, the report designer, can effect a change or create an entirely new element.

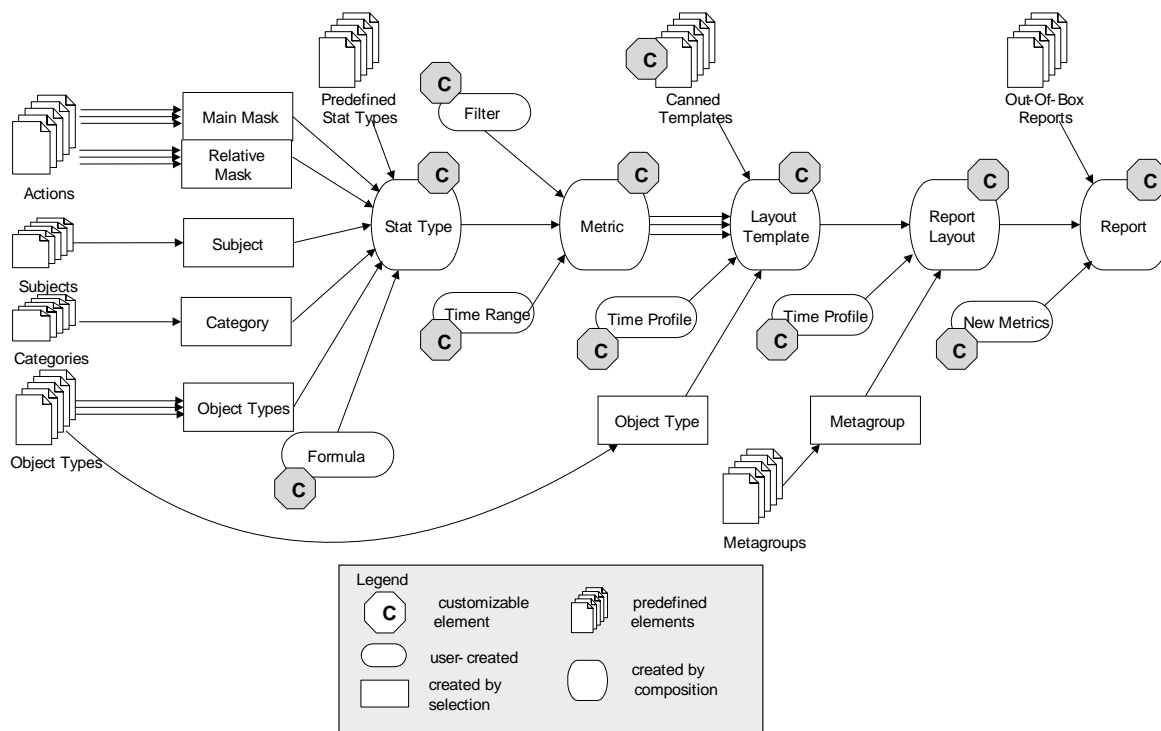


Figure 91: Points of Customization in Genesys Historical Solution Reporting

Now review the scheme from right to left. At the report stage, you can select which data from Data Mart to use in CC Analyzer's Hyperion Intelligence reports or CCPulse+ views. Usually the Data Mart contains a significant quantity of data for different objects, times periods, and levels of aggregation. If, for example, you want to generate a report about a specific agent for a specific day, you have to know how to select this information from all other data in the Data Mart. "Selecting Data for Your Report" on [page 149](#) demonstrates how to accomplish this.

Another customization possibility at the report stage is to create new custom metrics from existing metrics. You will see how to accomplish this using Hyperion Intelligence in "Adding a New Metric to Your Report" on [page 143](#). For comparable CCPulse+ customization, refer to the "Defining Statistical Views" section of *Reporting 7.2 CCPulse+ Help*.

Consider the report layout stage where you can create a new layout from an existing layout template or from scratch. In the former case, report layout creation consists of combining an existing layout template with a metagroup or individual selection of objects. This process is illustrated in "Creating a Report Layout" on [page 169](#). In the latter case, you can import all elements from a layout template or create them manually.

To create a layout template, you have the option of basing it on one of the Genesys-provided layout templates or of creating it from scratch. "Creating a Layout Template" on [page 164](#) describes the latter. In creating a layout template from scratch, you have the option to create your own set of metrics or import them from existing layout templates. "Creating a New Metric" on [page 165](#) describes the former. Likewise, you can select or create your own time profile as shown in the "Specifying a Time Profile" section on [page 168](#).

You can design your own metric by selecting a predefined stat type or creating a new stat type. "Creating a New Stat Type" on [page 156](#) shows the latter. Likewise, you can select or create your own time range and filter (if applicable) for this metric. The "Creating Filters" example on [page 161](#) walks you through this customization process.

Finally, you can create your own stat type from scratch. To create a stat type, you must specify a set of actions or statuses for masks, subjects, categories, and object types from predefined sets. You can also specify a custom formula to evaluate custom values. "Building a Custom Formula" on [page 157](#) demonstrates how.

Customization Guidelines

Defining custom metrics correctly before any report based on them goes into the production environment is a critical task. Therefore, Genesys recommends that you do your staging in your lab first, using only Data Sourcer and Stat Server. Create a layout that is *not* based on any template and use it to verify that values generated using the new metric are correct. You can view the calculated values using the Data Modeling Assistant (DMA).

If the values are different from those you expected

- Adjust the StatType definition.
- Apply a filter.
- Review the call flow.

After you have reviewed and verified the metrics, a process which may take several days, create a template containing all the required metrics.

Note: Review the content carefully because you cannot later add a new metric to the template. Instead, you can create a placeholder (dummy) metric for the future use in case you need it. You can assign a StatType and Filter to the placeholder metric later.

Bringing a New Template into Production

To bring the new template into production:

Export the template into an XML document that you can then import into a production environment.

Note: When you use custom metrics, you may need to adjust your routing strategy to attach the data required by the new metric.

Adding a New Metric to Your Report

Note: This section describes how to add a new metric to CC Analyzer reports generated with Hyperion Intelligence reporting tools. To learn about adding metrics to CCPulse+ views, see *Reporting 7.2 CCPulse+ Help*.

Start this process with a report based on the Queue Daily Hyperion Intelligence report template. Figure 92 shows the statistical values corresponding to this template's metrics. The page shows statistical values for the 2000@g3_tcp2000_101 Queue object in both table and chart formats.

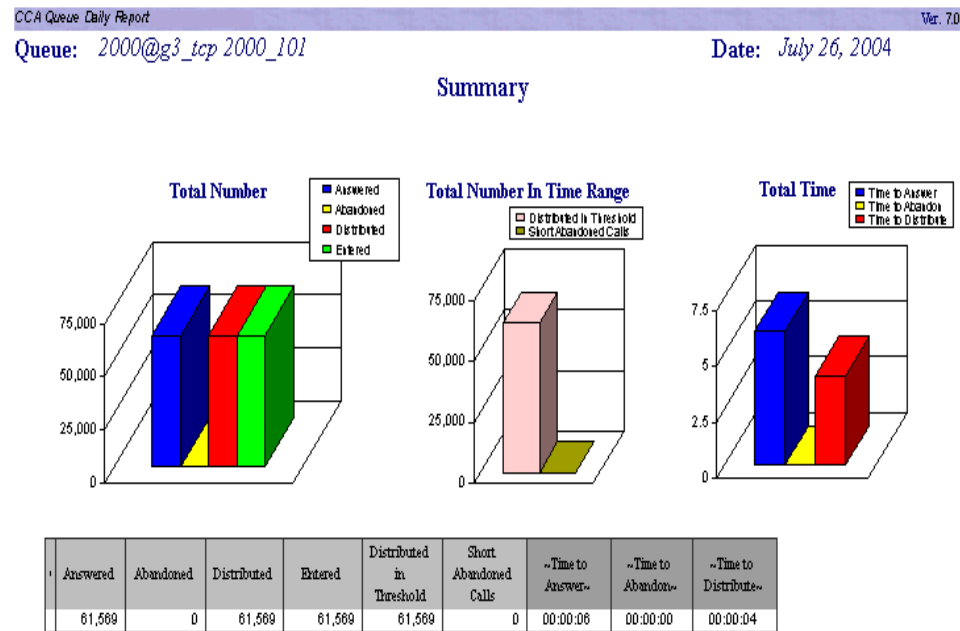


Figure 92: Original Report

Suppose you want to add service-level metrics to this report. You can perform this customization using the CC Analyzer–Hyperion reporting tools without interrupting data collection or Data Mart Services.

Here is the definition of the service-level metrics you want to add:

$$\frac{100 \times \text{TotalNumCallsDistributedInThresholdWithinPeriod}}{\text{TotalNumCallsLeftInQueueWithinPeriod}}$$

Note that the total number of calls left in queue within the period is equivalent to the total number of calls distributed from queue within the period plus the total number of calls abandoned from queue within the period. (Abandoned from queue means that the customer released the call.) Therefore, the final formula for calculating a new statistic is as follows:

$$\frac{100 \times \text{TotalNumCallsDistributedInFirstNSecsWithinPeriod}}{\text{TotalNumCallsDistributedFromQueueWithinPeriod} + \text{TotalNumCallsAbandonedFromQueueWithinPeriod}}$$

Notice that all three metrics already exist in the report. Therefore, you can use Hyperion Intelligence capabilities to define the new metric and calculate its statistical value.

To add a new metric, you must open the Summary Level Results section of the report by selecting it from the menu on the left-hand side of the Report Generation Assistant (RGA) window. Select Add Computed Item from the context menu.

	Entered	Distributed	Abandoned	Answered	Distributed in Threshold	Short Abandoned Calls
1	61569	61569	0	61569	61569	0
2	172714	172714	0	172714	172714	0
3	172660	172660	0	172660	172660	0
4	173024	173024	0	173024	173024	0
5	77346	77346	0	77346	77346	0
6	10282	10282	0	10282	10282	0
7	28839	28839	0	28839	28839	0
8	28834	28835	0	28835	28835	0
9	28890	28890	0	28890	28890	0
10	12915	12914	0	12914	12914	0
11	51287	51286	0	51286	51286	0
12	143875	143878	0	143878	143878	0
13	143826	143825	0	143825	143825	0
14	144134	144133	0	144133	144133	0
15	64431	64431	0	64431	64431	0
16	0	0	0	0	0	0
17	0	0	0	0	0	0
18	0	0	0	0	0	0
19	0	0	0	0	0	0
20	0	0	0	0	0	0

Figure 93: Existing Summary-Level Results

The Computed Item dialog box opens. Here you can enter the formula for calculating the statistical value (see [Figure 94](#)).

Computed Item

Name:

Definition:

```
100*Distributed_in_Threshold/
(Distributed+Abandoned)
```

Buttons: OK, Cancel, Functions..., Reference..., Options, Help

Calculator interface with operators: +, -, *, /, (,), ==, !=, and, or, if, else, mod, <, <=, >, >=, not

Figure 94: Building a New Formula

In the Name field, enter Service Level. In the Definition window, enter the metric's formula, and then click OK. The Summary Level window (see [Figure 95](#)) shows the updated information.

Genesys Reporting - Queue_daily.bqy

File Edit View Insert Format Results Tools Window Help

Summary Level Results Limits(0) Sort(1) Outliner

Sections

- Report Assistant
- Queue Daily Report
- Summary Level Query
- Summary Level Results
- Service Factor Summary Le
- Total Number Summary Lev
- Total Number In Time Rang
- Average Time Summary Lev
- New Time Summary Level Q

Summary Level Query

- Object Name
- Object Id
- Presentation Name
- Tenant Name
- Query Date
- Display Date
- Begin Time
- End Time

	@Ave Time to Distribute	Tenant Name	Name	Queue Id	Service Level
1	00:00:00	Touch Point Communications	2000@g3_tep 2000_101	2000@g3_tep	100
2	00:00:01	Touch Point Communications	2002@g3_tep 2002_101	2002@g3_tep	100
3	00:00:01	Touch Point Communications	2002@g3_tep 2002_101	2002@g3_tep	100
4	00:00:01	Touch Point Communications	2001@g3_tep 2001_101	2001@g3_tep	100
5	00:00:01	Touch Point Communications	2001@g3_tep 2001_101	2001@g3_tep	100
6	00:00:00	Touch Point Communications	2000@g3_tep 2000_101	2000@g3_tep	100
7	00:00:01	Touch Point Communications	2002@g3_tep 2002_101	2002@g3_tep	99.993
8	00:00:01	Touch Point Communications	2001@g3_tep 2001_101	2001@g3_tep	99.958
9	00:00:00.91	Touch Point Communications	2001@g3_tep 2001_101	2001@g3_tep	99.951
10	00:00:01	Touch Point Communications	2002@g3_tep 2002_101	2002@g3_tep	99.947
11	00:00:00	Touch Point Communications	2000@g3_tep 2000_101	2000@g3_tep	99.935
12	00:00:00	Touch Point Communications	2000@g3_tep 2000_101	2000@g3_tep	99.878
13	00:00:00	Touch Point Communications	2000@g3_tep 2000_101	2000@g3_tep	99.82
14	00:00:00.91	Touch Point Communications	2002@g3_tep 2002_101	2002@g3_tep	99.805
15	00:00:01	Touch Point Communications	2001@g3_tep 2001_101	2001@g3_tep	98.252
16	00:00:00	Touch Point Communications	2003@g3_tep 2003_101	2003@g3_tep	
17	00:00:00	Touch Point Communications	2003@g3_tep 2003_101	2003@g3_tep	
18	00:00:00	Touch Point Communications	2003@g3_tep 2003_101	2003@g3_tep	
19	00:00:00	Touch Point Communications	2003@g3_tep 2003_101	2003@g3_tep	
20	00:00:00	Touch Point Communications	2003@g3_tep 2003_101	2003@g3_tep	

Figure 95: New Column “Service Level” Appears

Notice that the new Service-Level column has been added along with its calculated statistical values.

To add a new column to the table of the report, drag and drop “Service Level” from the Summary-Level Query list in the lower left-hand corner of the window to the Table Facts window (see Figure 96).

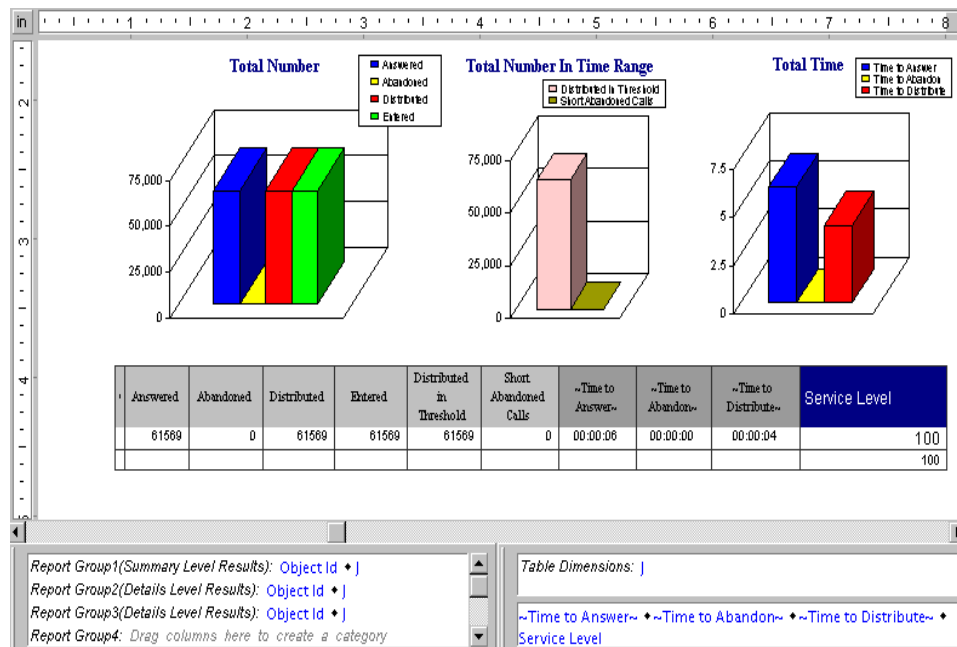


Figure 96: Adding Service Level to the Report Summary

Now add the new metric and calculate its corresponding statistical values to the Details Level view. Open the Details-Level Results section and repeat the process of adding the new formula to this level (see [Figure 97](#)).

Note: “CC Analyzer Report Templates” on [page 315](#) of Chapter 6 discusses the relationship between summary-level and detail-level results.

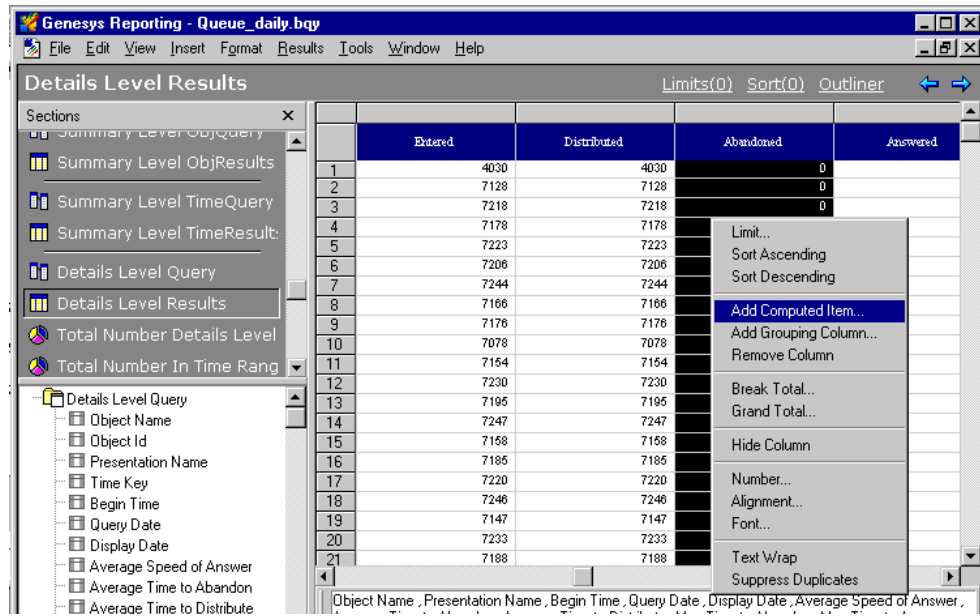


Figure 97: Adding Service Level to the Details Level Section

Your table now contains an additional column for the service-level metric (see [Figure 98](#)).

Begin Time	Answered	Abandoned	Distributed	Entered	Distributed in Threshold	Short Abandoned Calls	~Time to Answer~	~Time to Abandon~	Service Level	~Time to Distribute~	~Max Time Answer~
12am	7190	0	7190	7190	7190	0	00:00:00	00:00:00	100	00:00:00	00:00:00
01am	7083	0	7083	7083	7083	0	00:00:00	00:00:00	100	00:00:00	00:00:00
02am	7221	0	7221	7221	7221	0	00:00:00	00:00:00	100	00:00:00	00:00:00
03am	7227	0	7227	7227	7227	0	00:00:00	00:00:00	100	00:00:00	00:00:00
04am	7183	0	7183	7183	7183	0	00:00:00	00:00:00	100	00:00:00	00:00:00
05am	7168	0	7168	7168	7168	0	00:00:00	00:00:00	100	00:00:00	00:00:00
06am	7216	0	7216	7216	7216	0	00:00:00	00:00:00	100	00:00:00	00:00:00
07am	7227	0	7227	7227	7227	0	00:00:00	00:00:00	100	00:00:00	00:00:00
08am	7177	0	7177	7177	7177	0	00:00:00	00:00:00	100	00:00:00	00:00:00
09am	7270	0	7270	7270	7270	0	00:00:00	00:00:00	100	00:00:00	00:00:00

Report Group1(Summary Level Results): Object Id + J

Report Group2(Details Level Results): Object Id + J

Report Group3(Details Level Results): Object Id + J

Report Group4: Drag columns here to create a category

Table Dimensions: Begin Time

~Time to Abandon~ ♦ Service Level ♦ ~Time to Distribute~

~Max Time to Answer~ ♦ ~Max Time to Abandon~

Figure 98: Inserting Service-Level Metric into Details-Level Table

To add this new data in chart form, build a chart for the data as shown in [Figure 99](#).

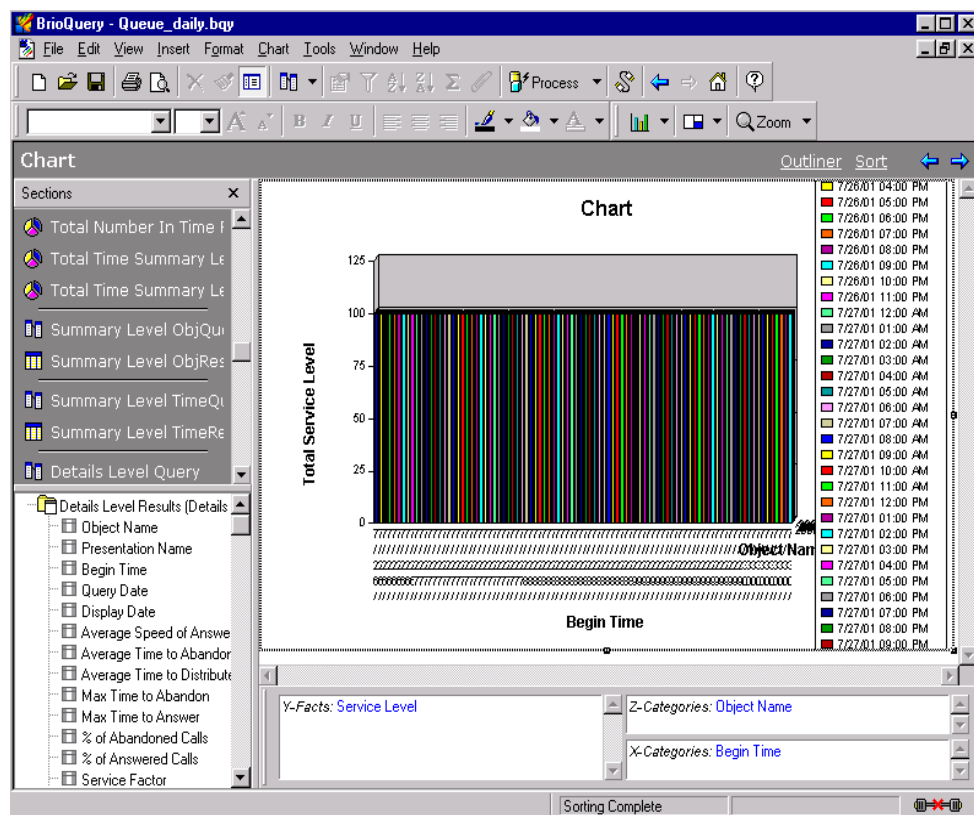
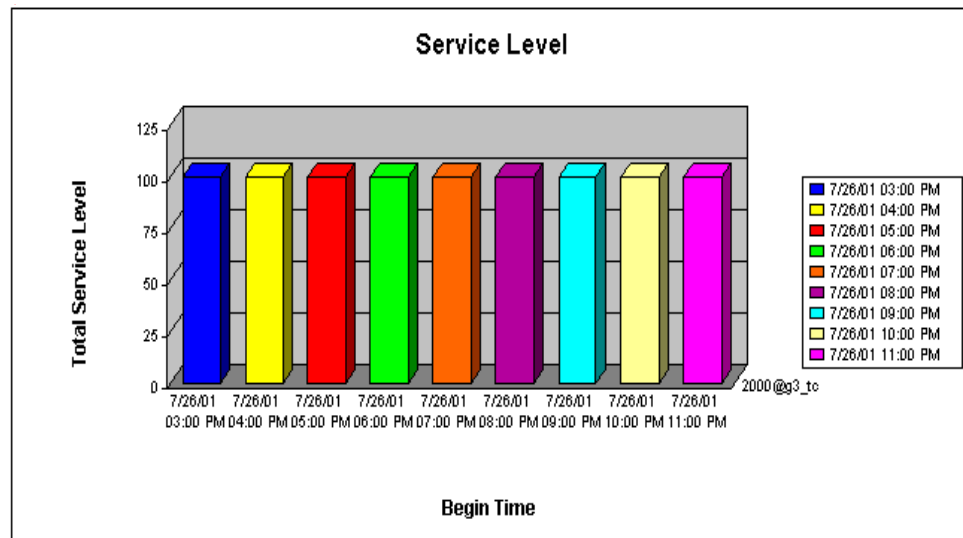


Figure 99: Creating an Hour Diagram

Then drag and drop the chart into the report and Service Level into the report table (see [Figure 100](#)).



Begin Time	@Ave Speed of Answer	@Ave Time to Abandon	@Ave Time to Distribute	Service Factor	% of Answered Calls	Service Level	% of Abandoned Calls
03pm	00:00:00	00:00:00	00:00:00	100.00	100.00	100	0
04pm	00:00:00	00:00:00	00:00:00	100.00	100.00	100	0

Figure 100: Inserting Diagram into the Report

Notice that the new metric has been added and that the corresponding statistical data has been calculated and presented in both table and chart formats in the report. You performed all this customization at the Information Delivery stage exclusively, using CC Analyzer, and without interacting with the RDBMS.

Selecting Data for Your Report

In this section, you learn how to select data from a Data Mart and use it in Hyperion-based reports. Start with agent-related data in the Data Mart. Because data is collected for metagroups rather than for particular agents, you have data for all agents in the group. Also, data is stored for the seven default aggregation levels. Finally, the 28 metrics collected for the metagroup are directly related to the metrics contained in the AGENT ODS layout template (28 by default).

Your task is to extract data from the Data Mart for one day—July 30, 2004—and only for three agents: Don Adam, Dave Clark, and Kate Jackson. Plus, you want to focus only on two Inbound call metrics: total number of inbound calls and total duration of inbound calls.

Data Selection

Start Hyperion Query Designer and connect to the Data Mart as shown in [Figure 101](#).

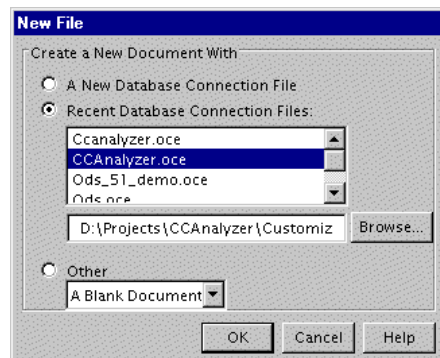


Figure 101: Connecting to the Data Mart

Select the CCAnalyzer.ode connection file, which contains information about the Data Mart data tables.

To find out the names of the Data Mart data tables containing your target, open ETL Assistant (see [Figure 102](#)).

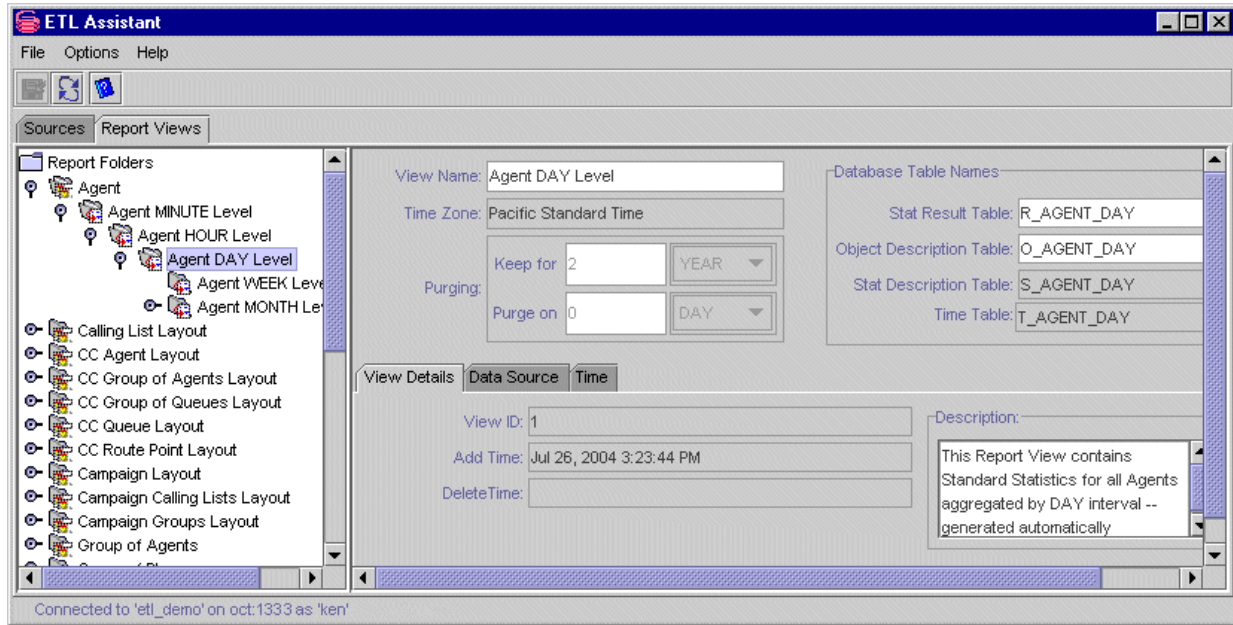


Figure 102: Finding Table Names in the Data Mart

Select Agent Day Level in the Agent Report folder on the left pane. The names of the target tables appear in the Database Table Names box (the upper-right corner of the right pane). The table names are R_AGENT_DAY, O_AGENT_DAY, and T_AGENT_DAY. (Hyperion report templates do not use the S_AGENT_DAY stat description table.)

Now, return to Hyperion Query Designer and load the tables, which appear at the bottom of the left-hand window, by double-clicking the table names (see [Figure 103](#)).

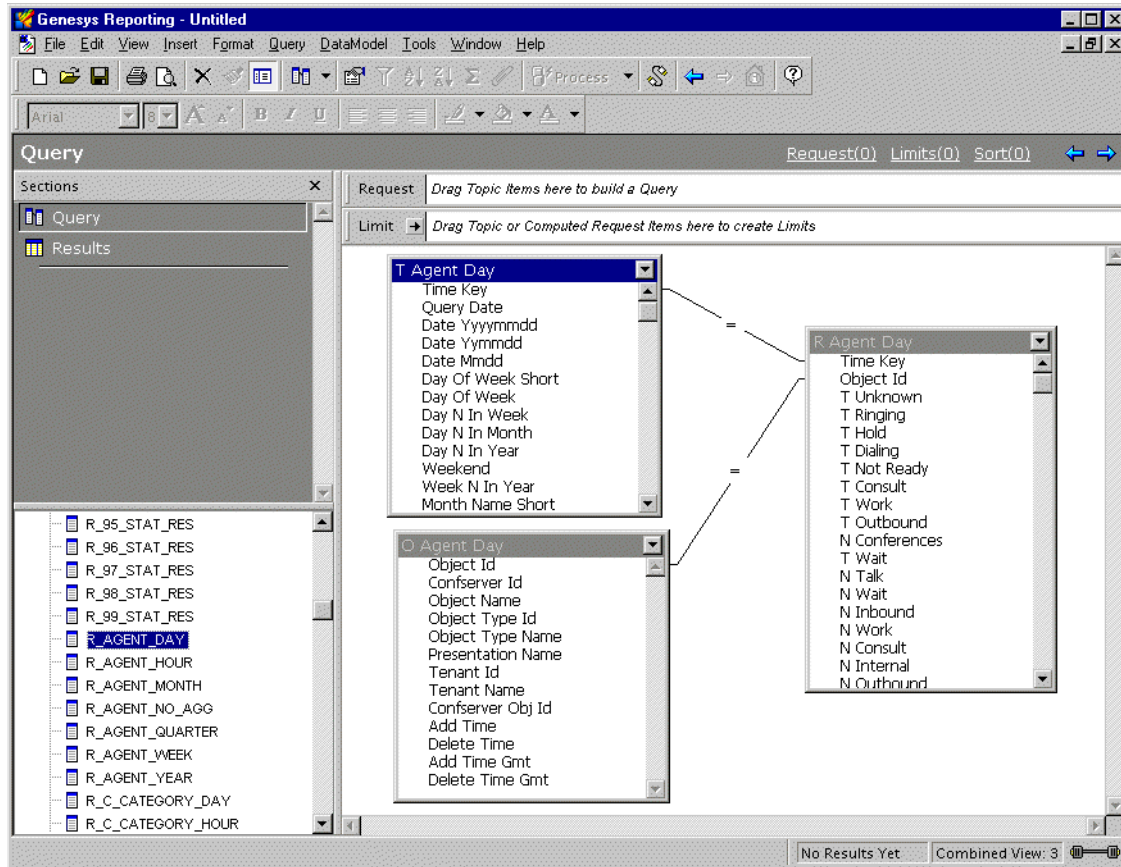


Figure 103: Loading Tables from the Data Mart

All three tables are then loaded in the right pane.

Now, define the Request field by dragging and dropping Date Yyyymmdd (from the T_AGENT_DAY table), Presentation Name (from the O_AGENT_DAY table), and N Inbound and T Inbound (from the R_AGENT_DAY table) onto the Request line (see [Figure 104](#)).

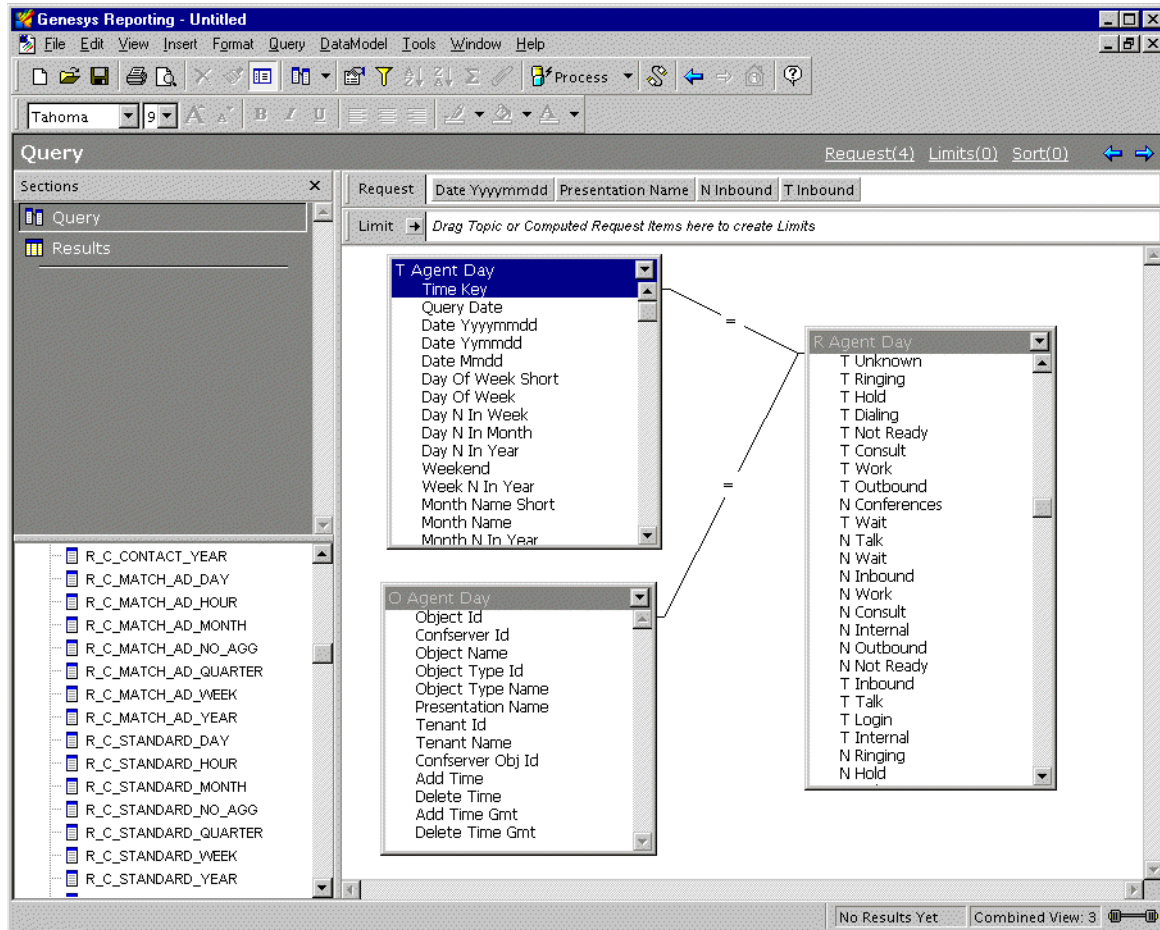


Figure 104: Creating a Request

Now, complete the `Limit` field, setting the actual values of your request (see [Figure 105](#)).

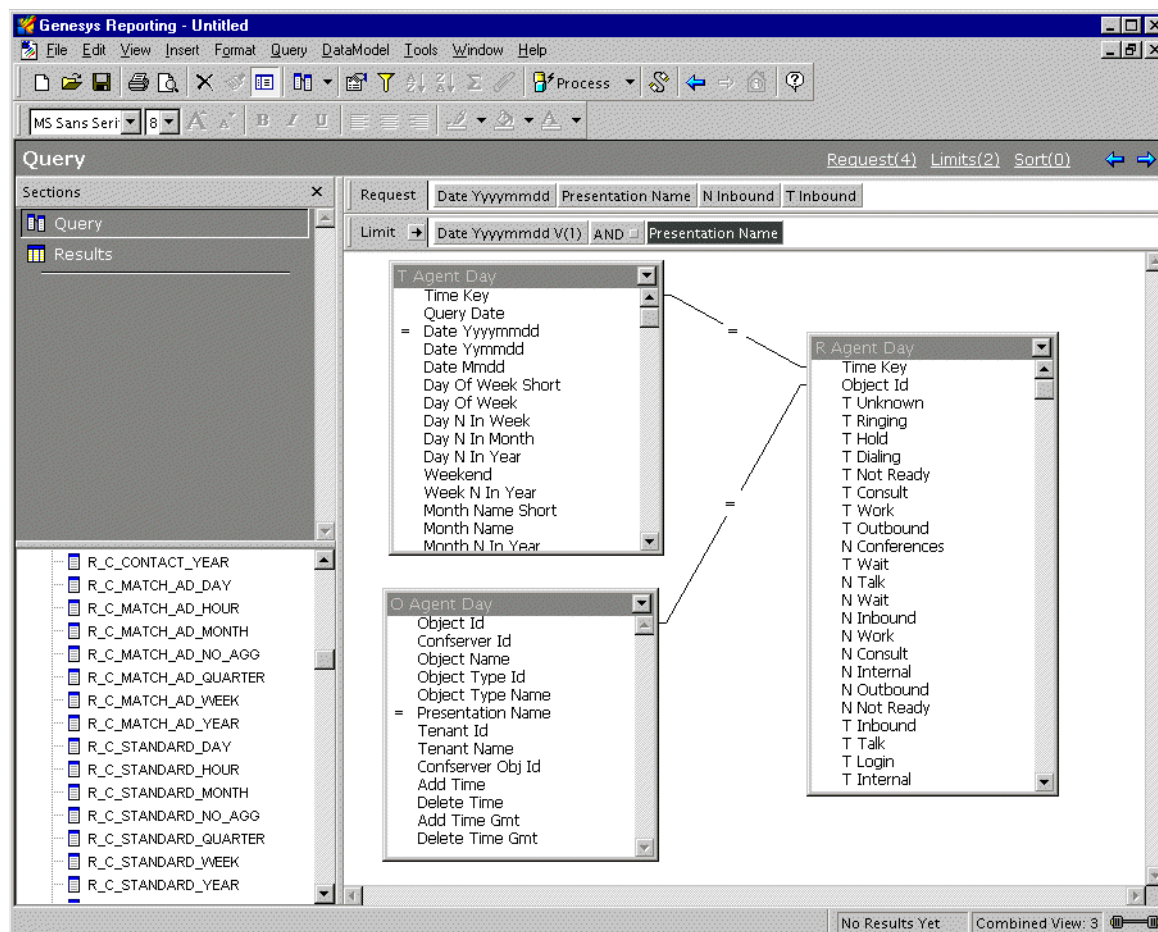


Figure 105: Specifying Limits

Drag the Yyyymmdd and Presentation Name fields to the Limit field. Assign a variable limit to the first field that will be set during the report generation process. Set the second attribute by specifying the names of the three agents: Don Adam, Dave Clark, and Kate Jackson. Click the Process button. See the results shown in [Figure 106](#).

	Date Yyyymmdd	Presentation Name	N Inbound	T Inbound
1	20010730	Adams, Don	258	0
2	20010730	Clark, Dave	33	1848
3	20010730	Jackson, Kate	215	12040

Figure 106: Results

Now, build a chart view of the result, using standard Hyperion Intelligence techniques (see [Figure 107](#)).

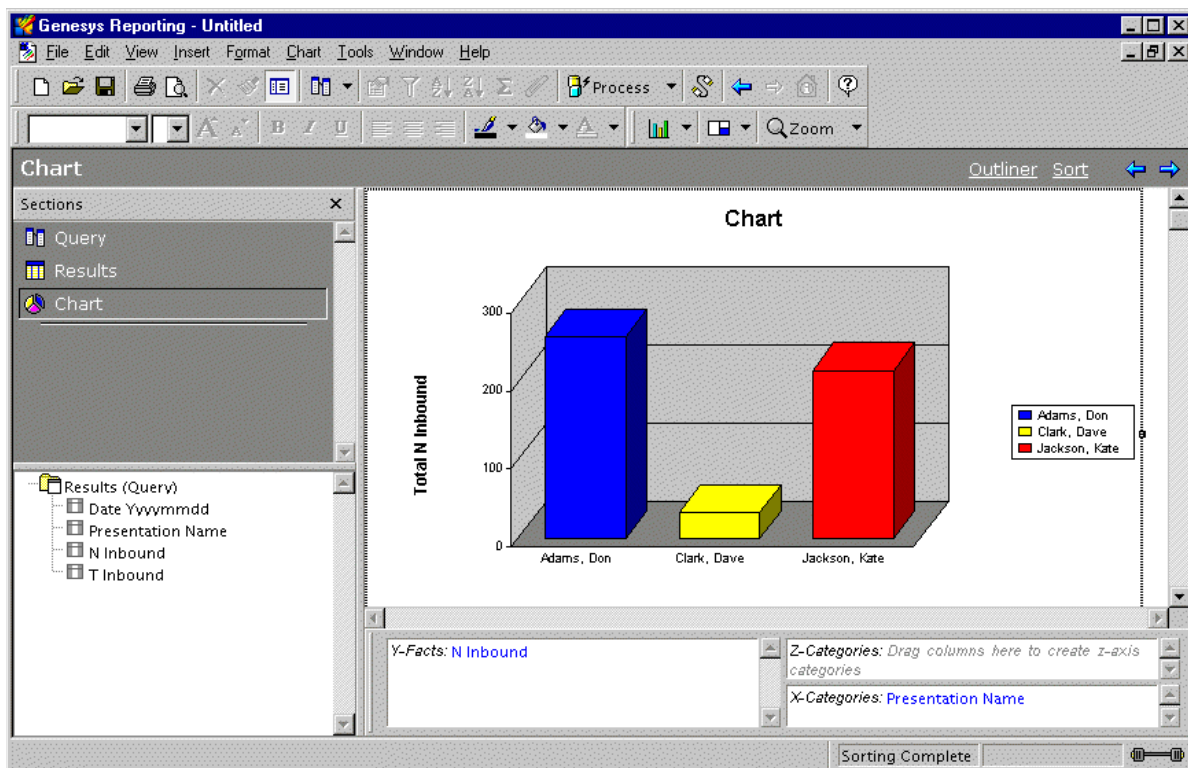


Figure 107: Chart Section

Using these three tables, you can extract historical data—using very simple SQL queries—from the Data Mart with any RDBMS-enabled tool. (As a hint, you can view the Hyperion generated query and copy it to your database tool.)

Creating New Stat Types, Filters, and Custom Formulas

The example used in this section is more complicated as it requires customization of many Historical Reporting components. You customize the data prior to the Information Delivery Services stage, which means you can display your data using either CCPulse+ or CC Analyzer and its Hyperion Intelligence report-creation tool.

Note: For information on generating and customizing historical views in CCPulse+, refer to *Reporting 7.2 CCPulse+ Help*.

The following example is used to demonstrate basic customization tasks described in this and a few subsequent sections.

Agent Revenue Calculation Example

First consider the environment for this example:

- A contact center is working as a service provider in a multi-tenant environment; one of the tenants is Touch Point Communications, Inc.
- This tenant is comprised of agents organized into four groups: Accounting, Receptionists, Sales, and Support.
- Agents from the Sales group process inbound calls and may generate revenue during the calls.
- The contact center application is designed as follows:
 - When an inbound call arrives at the contact center, an application determines the type of calling customer. It does this by extracting the customer number (from the ANI attribute) from the call and checking the customer database. If the customer exists in the database, the application determines the customer type by the dollar amount associated with the customer's account. Based on this dollar amount, customers are labeled Platinum, Gold, or Regular. If the customer does not exist in the database, the type defaults to Regular. Customer type is manifested by attaching a TKV pair to the call ("CS", "Value"). An example of such a TKV pair is ("CS", "Gold").
 - Next Genesys Router routes the call to the desktop of the available agent who is most appropriate for the customer type.
 - The agent processes the call, trying to sell goods and/or services to the customer. In other words, the agent generates revenue during the call. The agent desktop application codes the amount of revenue that the agent generates as a TKV pair ("Revenue", "Value") attached to the call. An example of a TKV pair is ("Revenue", 278.05), which means that the agent generated \$278.05 during the call.

Your objective is to prepare a report containing the following information:

How much revenue did each of the three agents in the Sales group—Joseph Cotten, Cindy Crawford, and Jeanne Crain—generate for specified days for each customer type, and for all customers.

Determining Report Generation Schema

To generate a such a report, use the schema in [Figure 108](#). The canned templates do not yield revenue-based reports, so you must design your own.

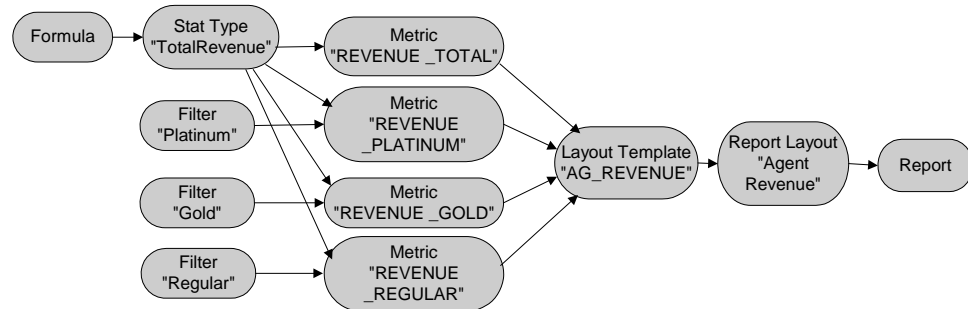


Figure 108: Schema for Generating Report

The cornerstone of this design is a new layout template, AG_REVENUE. This template must contain four metrics, one each for the three customer types and a fourth for all customers. Name the metrics REVENUE_PLATINUM, REVENUE_GOLD, REVENUE_REGULAR, and REVENUE_TOTAL respectively.

To create the metrics, you must first create a new stat type—TotalRevenue—that calculates total revenue. That requires a custom formula for calculating revenue.

In addition, you must create a filter for each customer type: Platinum, Gold, and Regular, one for each metric. The REVENUE_TOTAL metric does not filter any calls.

First create the TotalRevenue stat type.

Creating a New Stat Type

To create the TotalRevenue stat type, open DMA. Right-click in the stat types folder list and select New from the context menu that appears to open the StatType Constructor dialog box. Enter the parameters as shown in [Figure 109](#).

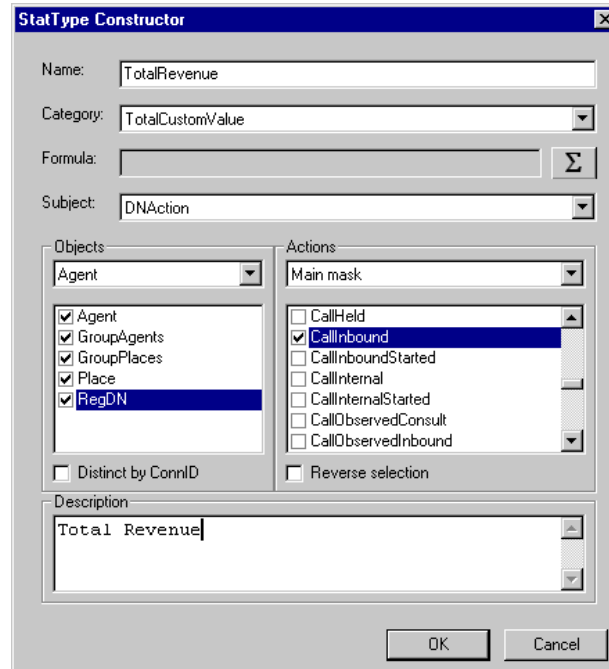



Figure 109: Creating a New Stat Type

More specifically, you must:

- Name the new stat type `TotalRevenue`.
- Select `TotalCustomValue` from the Category list box, because you want to calculate a sum of the customer values.
- Select `DNAction` from the Subject list box to monitor actions related to agents' directory numbers.
- On the Objects pane, select `Agent` from the list box and select all objects in the `RegDN` compatibility group: `Agent`, `GroupAgent`, `GroupPlaces`, `Place`, `RegDN`. Even though you're only interested only in the `Agent` object, such a specification makes this stat type reusable and applicable for other Solution Reporting applications, such as `CCPulse+`.
- On the Actions pane, select `CallInbound` as the main mask for the stat type. `CallInbound` is a durable action; you want to calculate total revenue of all inbound calls.
- Enter `Total Revenue` on the Description pane.

Building a Custom Formula

As part of the stat type creation for the [Agent Revenue Calculation Example](#), you must build a custom formula for calculating total revenue. Click the Summation button  from the StatType Constructor dialog box to open the Custom Formula Constructor dialog box, as shown in [Figure 109](#).

You must construct your custom formula as a composition of its atomic operands. You define atomic operands in the Operand field at the bottom of the Custom Formula Constructor dialog box, propagate them to Operands' Pool (in the middle), and then move the resulting formula to the Custom Formula pane at the top. Fortunately, your customer formula is simple, consisting of only one atomic operand. The formula extracts the revenue value from the TKV pair ("Revenue", "Value") of the CallInbound durable action, which represents the revenue generated during this action.

To create the atomic formula, click the Summation button. The Compound Operand dialog box overlays the Custom Formula Constructor dialog box (shown in Figure 110).

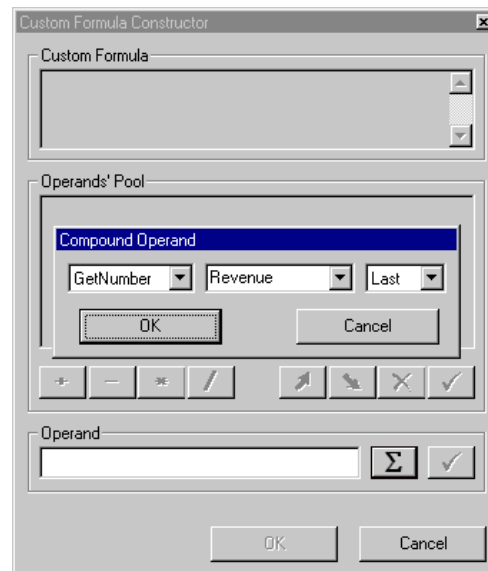


Figure 110: Creating a Custom Formula

From the first list box in the Compound Operand dialog box, select the binary function, GetNumber. In the second list box, which corresponds to the first operand of the function, type the TKV name Revenue. In the third list box, select Last. This function returns the numeric value of the Revenue key in its last occurrence.

Note: The TKV List can have several pairs with the same key. The Last (or 1) operand points out that only the last occurrence of the pair with the same key should be considered. Note that theoretically revenue may be generated several times during the call (for example, by different agents). In this case, the Revenue TKV pair may occur several times within a TKV List. In this case your formula would use the `GetSum("Revenue")` function to sum all the values of such pairs.

Click OK to move the atomic formula to the Operands' Pool pane. Then click the button with the check mark icon to move the formula to the Custom Formula pane, as shown in Figure 111. You have now completed your custom formula.

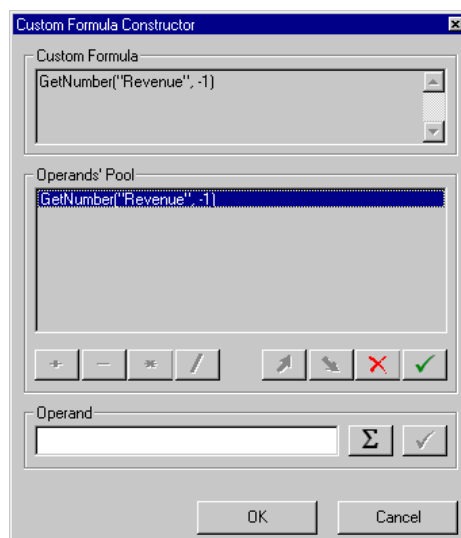
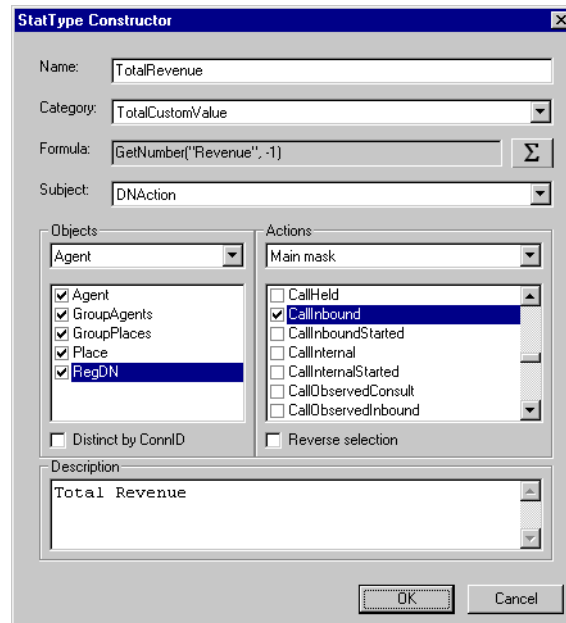


Figure 111: Finishing the Custom Formula

Click OK to return to the StatType Constructor dialog box, shown in [Figure 112](#). Your custom formula appears in the Formula box.

Note: Do not select the `Distinct by ConnID` check box; this ensures that the value from the Revenue TKV pair is collected for each `CallInbound` durable action. Several `CallInbound` durable actions can occur during one inbound call, so the formula extracts the revenue value several times during the call. This behavior is correct. As you know, the revenue value is generated at the end of the call and therefore the first occurrence of each `CallInbound` action yields a zero value; only the last occurrence may yield a nonzero value. If you distinguish `CallInbound` actions by ID, only the first occurrence of a `CallInbound` action is considered, which would yield an incorrect result.



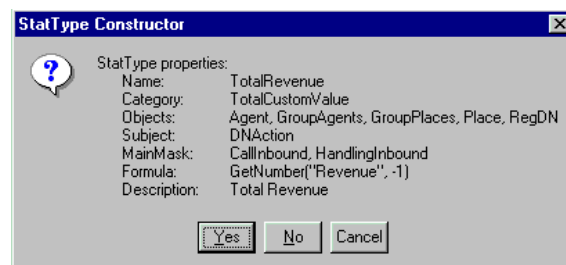
The **StatType Constructor** dialog box is shown with the following settings:

- Name:** TotalRevenue
- Category:** TotalCustomValue
- Formula:** GetNumber("Revenue", -1)
- Subject:** DNAction
- Objects:** Agent (selected), GroupAgents, GroupPlaces, Place, RegDN (all checked)
- Actions:** Main mask (selected), CallHeld, CallInbound (checked), CallInboundStarted, CallInternal, CallInternalStarted, CallObservedConsult, CallObservedInbound
- Distinct by ConnID:** (unchecked)
- Reverse selection:** (unchecked)
- Description:** Total Revenue

Buttons: OK, Cancel

Figure 112: Finishing the TotalRevenue Statistical Type

Click OK, and see the results as shown in [Figure 113](#).



The **StatType Constructor** dialog box displays the following properties:

- Name:** TotalRevenue
- Category:** TotalCustomValue
- Objects:** Agent, GroupAgents, GroupPlaces, Place, RegDN
- Subject:** DNAction
- MainMask:** CallInbound, HandlingInbound
- Formula:** GetNumber("Revenue", -1)
- Description:** Total Revenue

Buttons: Yes, No, Cancel

Figure 113: New Statistical Type

Click Yes to return to the DMA main menu (see [Figure 114](#)) where the new TotalRevenue stat type now appears.

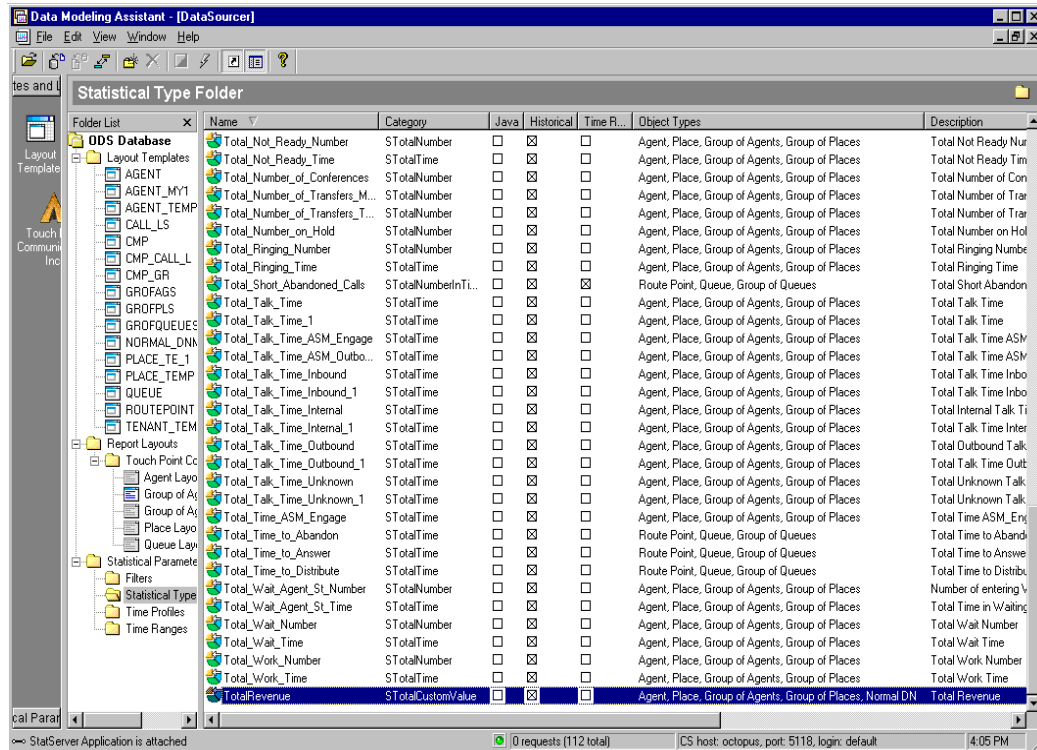
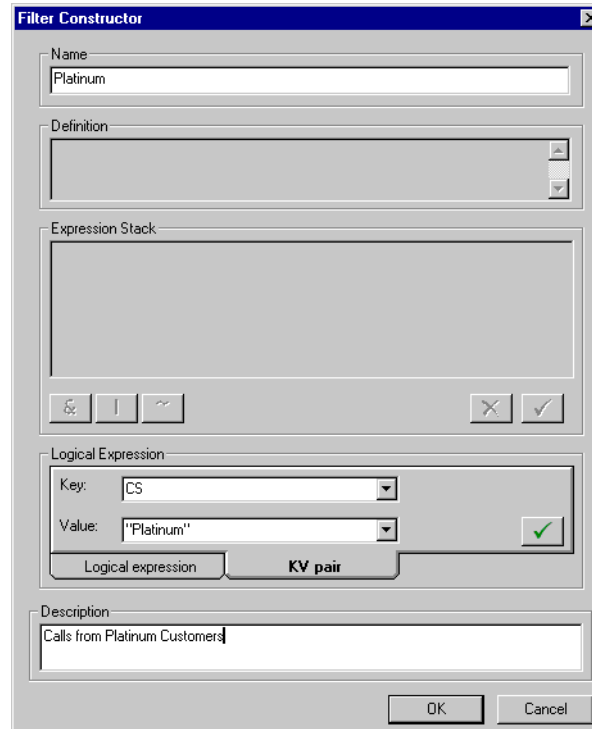


Figure 114: New Stat Type Added

Creating Filters

Now you must construct three filters, one each for Platinum, Gold, and Regular customers.

Open the **Filter Constructor** dialog box (shown in [Figure 115](#)) by right-clicking the list of filters in DMA's folder list and selecting **New** from the context menu that appears.

The image shows a 'Filter Constructor' dialog box with several sections. The 'Name' section has a text box containing 'Platinum'. The 'Definition' section is an empty text box. The 'Expression Stack' section is an empty list area with buttons for adding, removing, and clearing expressions. The 'Logical Expression' section has a 'Key' dropdown set to 'CS' and a 'Value' dropdown set to '"Platinum"', with a green checkmark button to the right. Below these are two tabs: 'Logical expression' and 'KV pair'. The 'Description' section has a text box containing 'Calls from Platinum Customers'. At the bottom are 'OK' and 'Cancel' buttons.**Figure 115: Filter Creation**

First create a filter for Platinum customers. Enter `Platinum` in the Name box. Platinum customers are identified by the TKV pair with the CS key; therefore, your filter should select only those actions that have the TKV pair ("CS", "Platinum"). To accomplish this, enter CS in the Logical Expression pane Key field and "Platinum" in the Value field, as shown in [Figure 115](#). Note that you must enter double-quotes around the value but not around the key.

Click the check mark icon on the Logical Expression pane to move the function to the Expression Stack pane, where it appears as a `UserData PairExists` function. Then click the check mark icon on the Expression Stack pane to move the formula to the Definition pane. [Figure 116](#) shows a properly constructed filter.

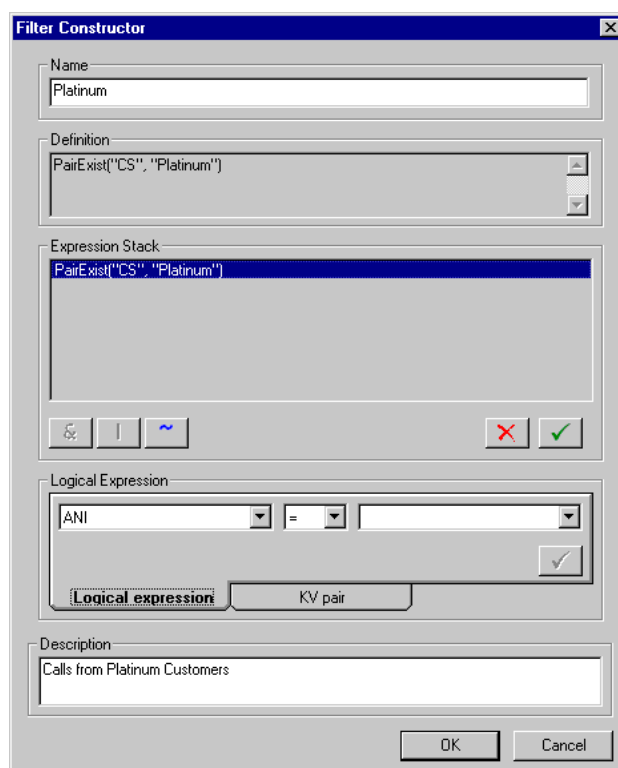


Figure 116: Finishing the Platinum Filter

Click OK to confirm the final definition of the new filter (see [Figure 117](#)).

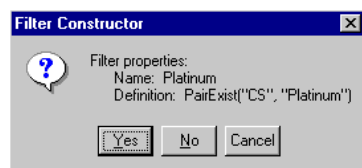


Figure 117: New Filter

Next, construct filters for Gold and Regular customers in a similar way. When you are finished, return to the DMA main menu. All three filters now appear in the Filter folder (see [Figure 118](#)).

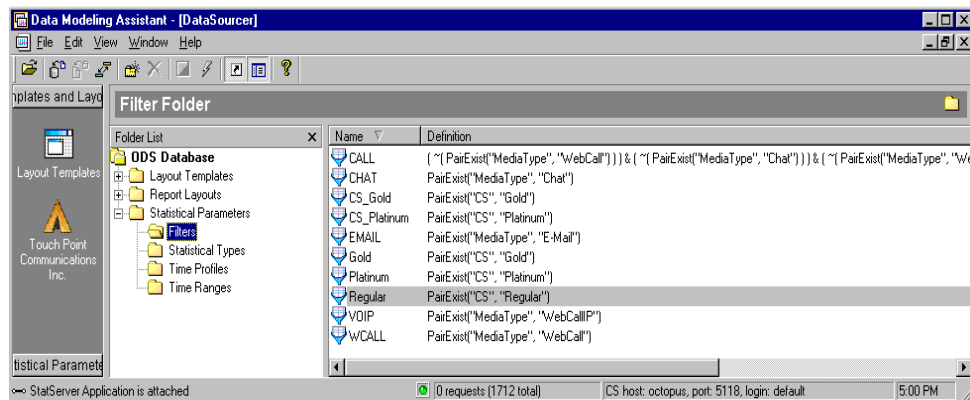


Figure 118: New Filters Added

Creating a Layout Template

To continue with the tasks involved in the [Agent Revenue Calculation Example](#), you now must create a new layout template using the DMA Template Creation Wizard. To open this wizard, right-click the Layout Templates folder in the folder list and then select New from the context menu that appears. The wizard opens at the Layout Template - Common Info dialog box, shown in [Figure 119](#).

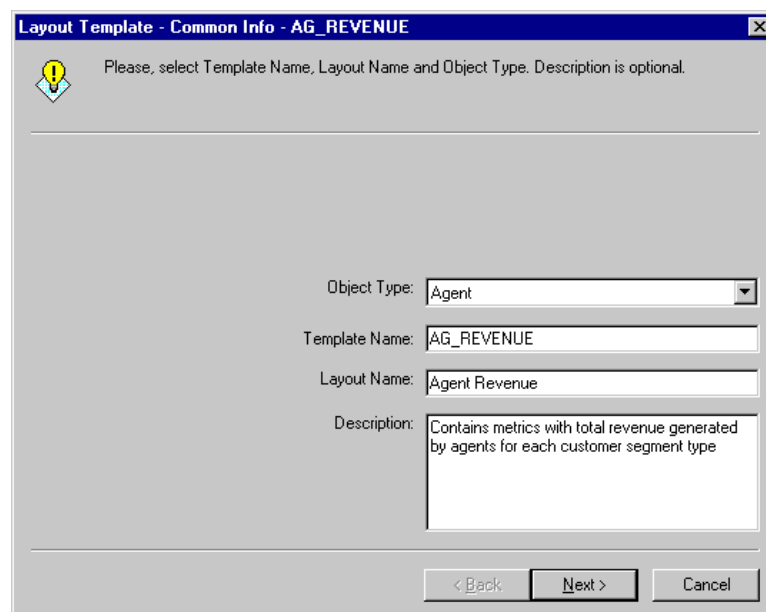


Figure 119: Creating a New Layout Template

Specify basic information to identify your layout template:

- In the Object Type list box, select Agent.
- In the Template Name box, enter AG_REVENUE.

- In the Layout Name box, enter Agent Revenue.
- Add a short description to the Description box.

Click Next to proceed to the Layout Template – Statistics – AG_REVENUE dialog box where you add and/or create metrics for your layout template.

Creating a New Metric

The [Agent Revenue Calculation Example](#) also involves creation of new metrics.

First, construct a metric for Platinum customers. Use the DMA Statistic Wizard, shown in [Figure 120](#), to accomplish this.

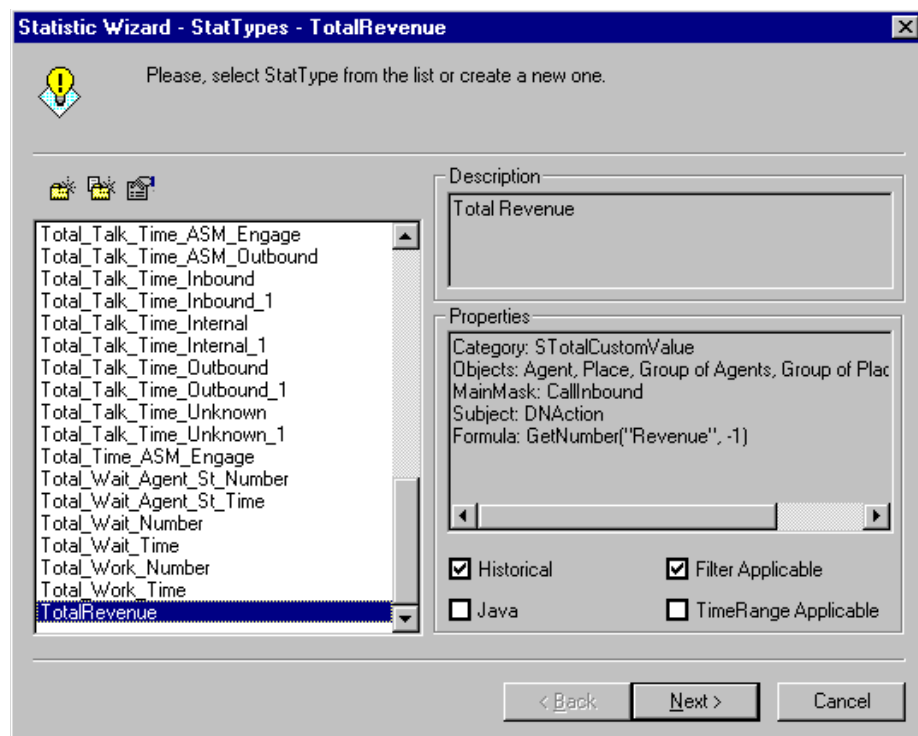


Figure 120: Adding a Stat Type to the Layout Template

On the first window of the Statistic Wizard, specify the stat type by selecting your newly created TotalRevenue stat type. The properties of the selected stat type appear on the Properties pane. Click Next to proceed to the second window of the Statistics Wizard, shown in [Figure 121](#).

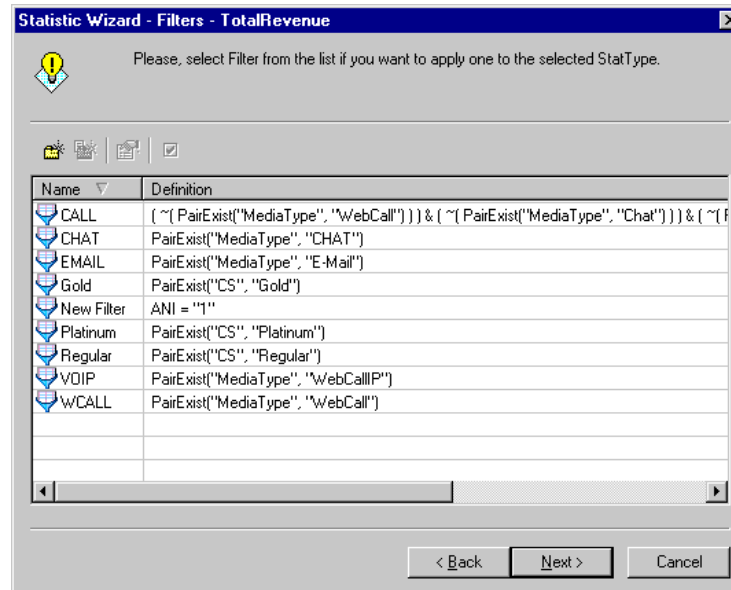


Figure 121: Selecting a Filter

Select the **Platinum** filter and click **Next** (see [Figure 122](#)).

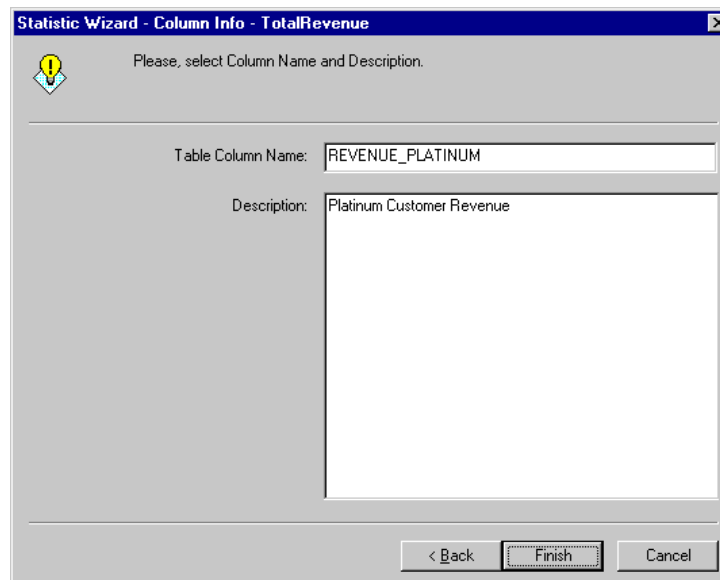


Figure 122: Selecting a Column Name

On this window, enter the column name **REVENUE_PLATINUM** in the **Table Column Name** box and enter a short description in the **Description** box. Your new metric is complete. Click **Finish**, which returns you to the **Layout Template - Statistics** window (see [Figure 123](#)).

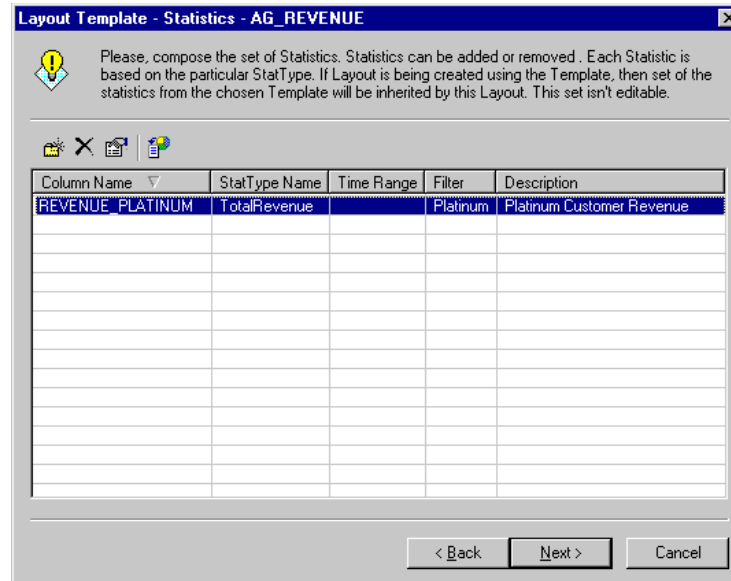


Figure 123: Finished Metric for Platinum Customers

The newly created statistic has been added to your layout template. In a similar fashion, create metrics for Gold and Regular customers, named `REVENUE_GOLD` and `REVENUE_REGULAR` respectively (see [Figure 124](#)).

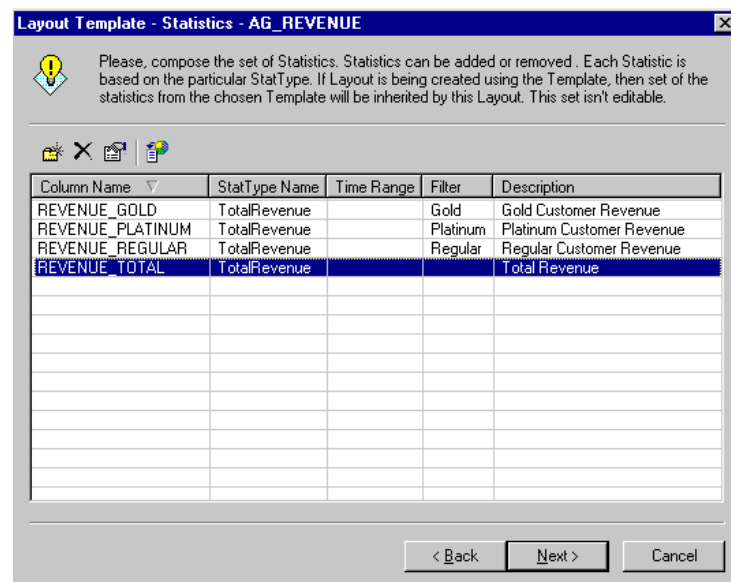


Figure 124: Inserting All Metrics

Notice the fourth metric, `REVENUE_TOTAL`, which has been added to track all types of customers. This metric was created without applying a filter. Therefore, all actions related to all customers are considered. Click Next to open the `Layout Template - Time Profile` dialog box of the wizard (see [Figure 125](#)).

Specifying a Time Profile

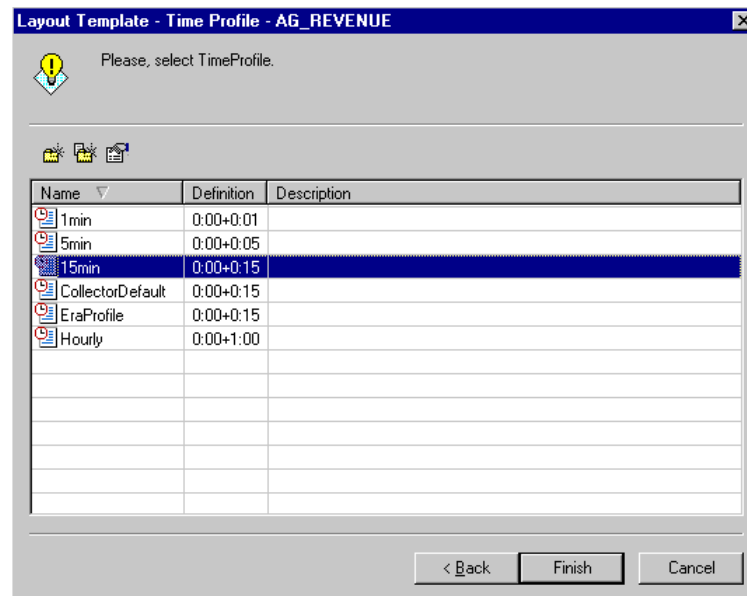


Figure 125: Selecting a Time Profile

Select the 15min time profile, defined as 0:00+0:15. This means that metrics will be retrieved and reset to zero every 15 minutes. For example, if at 9:20 AM you activate a report layout based on this time profile, the first statistical data arrives at 9:30, then 9:45, 10:00, 10:15, 10:30, and so on.

Click Finish to return to the DMA main menu. Notice that the AG_REVENUE layout template has been added to the Layout Templates folder (see [Figure 126](#)).

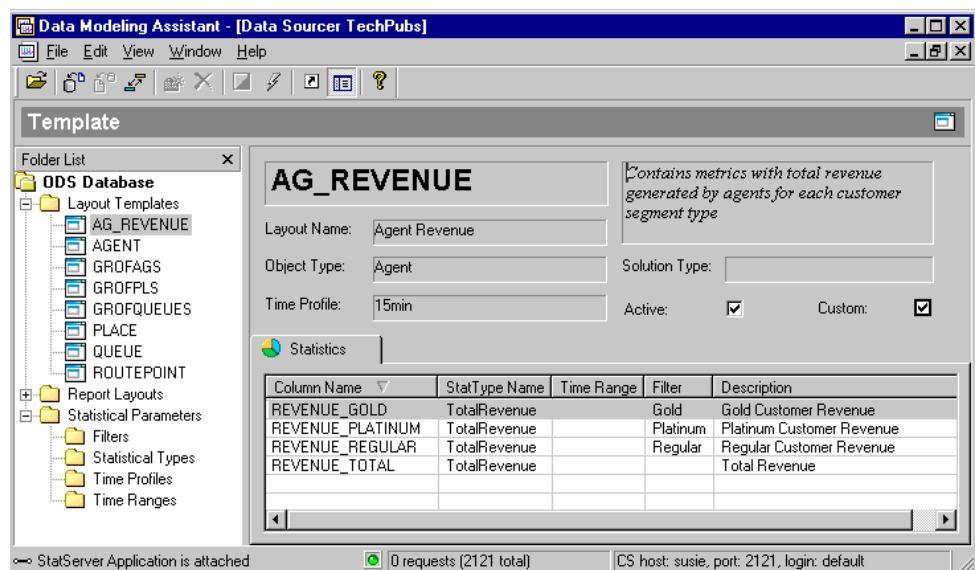


Figure 126: Finishing Template Creation

The AG_REVENUE layout template has also been stored in ODS.

Creating a Report Layout

As the last step required for the [Agent Revenue Calculation Example](#), you must create a report layout based on the AG_REVENUE layout template.

To do this, right-click the Report Layouts folder from the folder list in DMA and select New from the context menu that appears. This opens the Layout Creation Wizard, shown in [Figure 127](#).

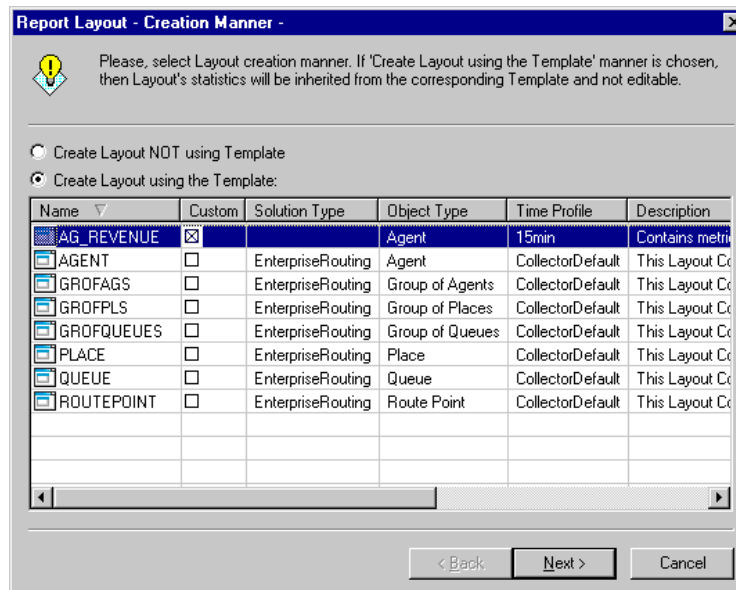
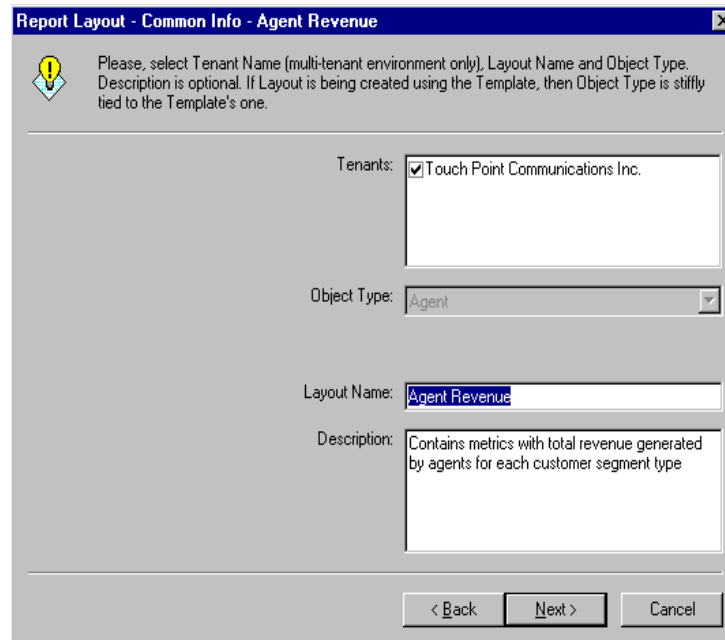


Figure 127: The Report Layout Wizard

The wizard prompts you to choose between:

- Creating a report layout without using a layout template.
- Creating a report layout based on one of the layout templates listed below.

Select the Create Layout Using the Template radio button and then select the AG_REVENUE layout template you just created. Click Next to advance to the next window (see [Figure 128](#)).



Report Layout - Common Info - Agent Revenue

Please, select Tenant Name (multi-tenant environment only), Layout Name and Object Type. Description is optional. If Layout is being created using the Template, then Object Type is still tied to the Template's one.

Tenants: ☒ Touch Point Communications Inc.

Object Type: Agent

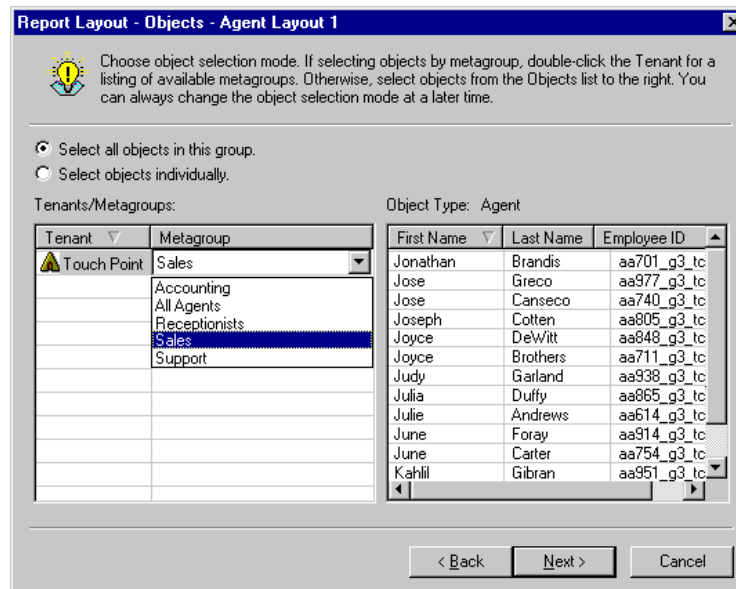
Layout Name: Agent Revenue

Description: Contains metrics with total revenue generated by agents for each customer segment type

< Back Next > Cancel

Figure 128: Creating a New Report Layout

Note that the report layout displays common information from your layout template. Click Next to open the next window, shown in [Figure 129](#).



Report Layout - Objects - Agent Layout 1

Choose object selection mode. If selecting objects by metagroup, double-click the Tenant for a listing of available metagroups. Otherwise, select objects from the Objects list to the right. You can always change the object selection mode at a later time.

☒ Select all objects in this group.
☐ Select objects individually.

Tenants/Metagroups: Object Type: Agent

Tenant	Metagroup	First Name	Last Name	Employee ID
Touch Point	Sales	Jonathan	Brandis	aa701_g3_tc
	Accounting	Jose	Greco	aa977_g3_tc
	All Agents	Jose	Canseco	aa740_g3_tc
	Receptionists	Joseph	Cotten	aa805_g3_tc
	Sales	Joyce	DeWitt	aa848_g3_tc
	Support	Joyce	Brothers	aa711_g3_tc
		Judy	Garland	aa938_g3_tc
		Julia	Duffy	aa865_g3_tc
		Julie	Andrews	aa614_g3_tc
		June	Foray	aa914_g3_tc
		June	Carter	aa754_g3_tc
		Kahlil	Gibran	aa951_g3_tc

< Back Next > Cancel

Figure 129: Selecting a Metagroup

On this window, select the Sales metagroup for this report layout. The Sales agent group generates revenue, so you want information about all members of this group. Click Next to open the next window (see [Figure 130](#)).

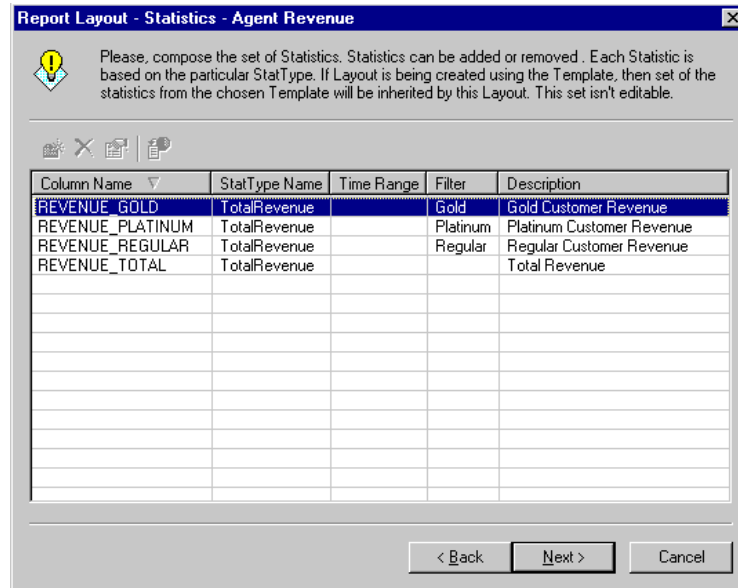


Figure 130: Viewing Metrics in Report Layout

On this window you see the metrics drawn from the layout template. Note that you cannot edit the metrics on this window. Click **Next** to open the next window (see [Figure 131](#)).

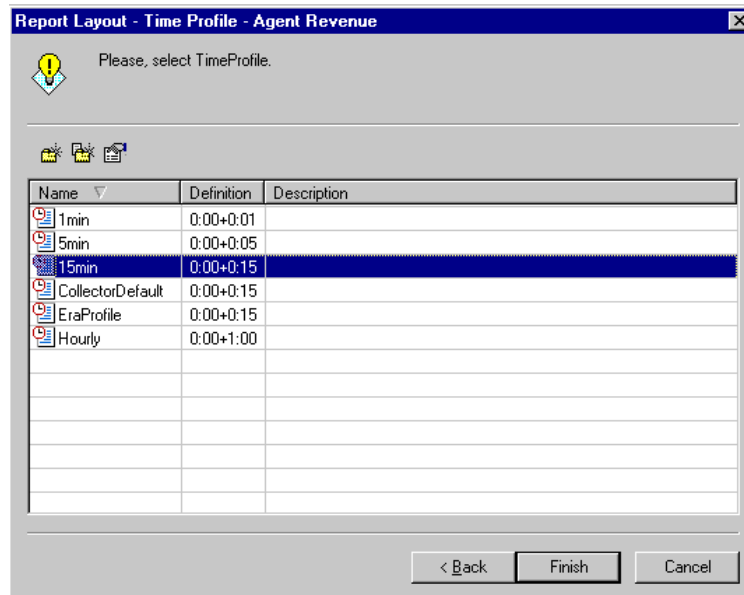


Figure 131: Viewing the Time Profile in the Report Layout

On this window, select the **15min** Time Profile to complete report layout creation. Then click **Finish** to return to the main DMA menu.

Activating the Report Layout

After you create the report layout, you must activate so it starts to gather statistical data. From the DMA main menu, right-click the Agent Revenue report layout and then select **Activate** from the context menu that appears (see [Figure 132](#)).

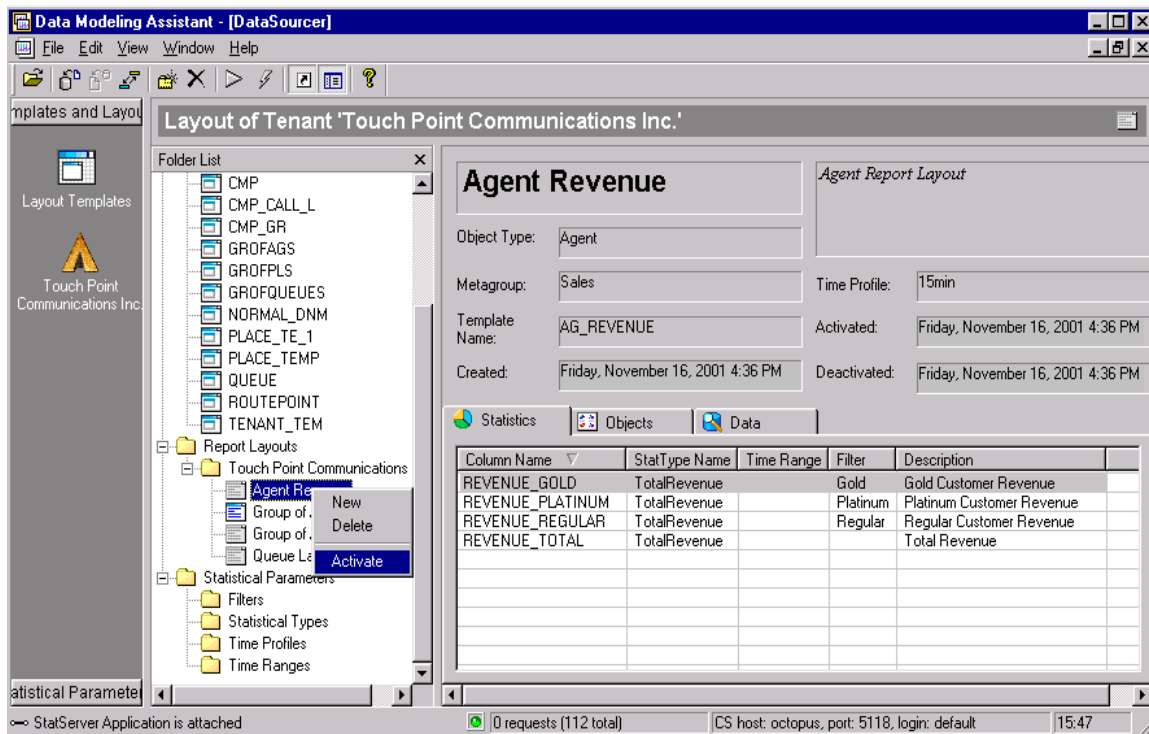


Figure 132: Activating the Agent Revenue Report Layout

Loading and Aggregating Data

After activating the Agent Revenue report layout, Data Sourcer starts collecting statistical data in accordance with layout instructions and stores it in ODS.

ETL Runtime starts loading, transforming, and aggregating the raw data on its usual schedule and stores the result in the Data Mart. ETL Assistant (shown in [Figure 133](#)) allows you to monitor the transformation and aggregation process.

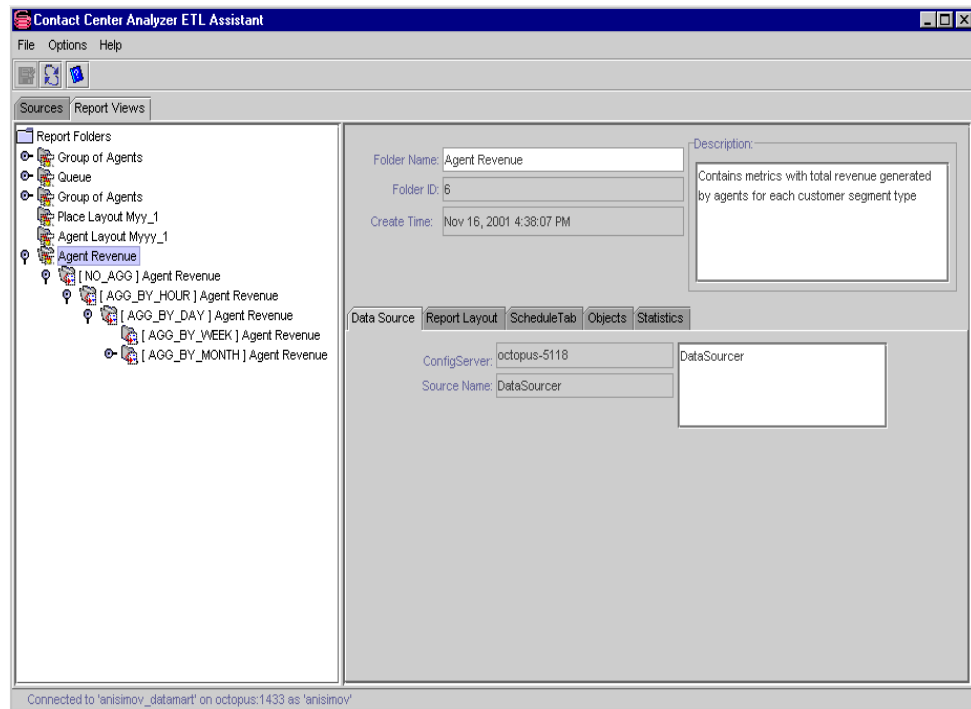


Figure 133: ETL Assistant View

Select the Agent Revenue folder and expand it to see all its views displayed on the right-hand pane. Note that the ID assigned to this folder is 6.

Generating a Report

Now, you can create a report using Report Generation Assistant in the standard way. [Figures 134](#) through [136](#) on the following pages demonstrate how.

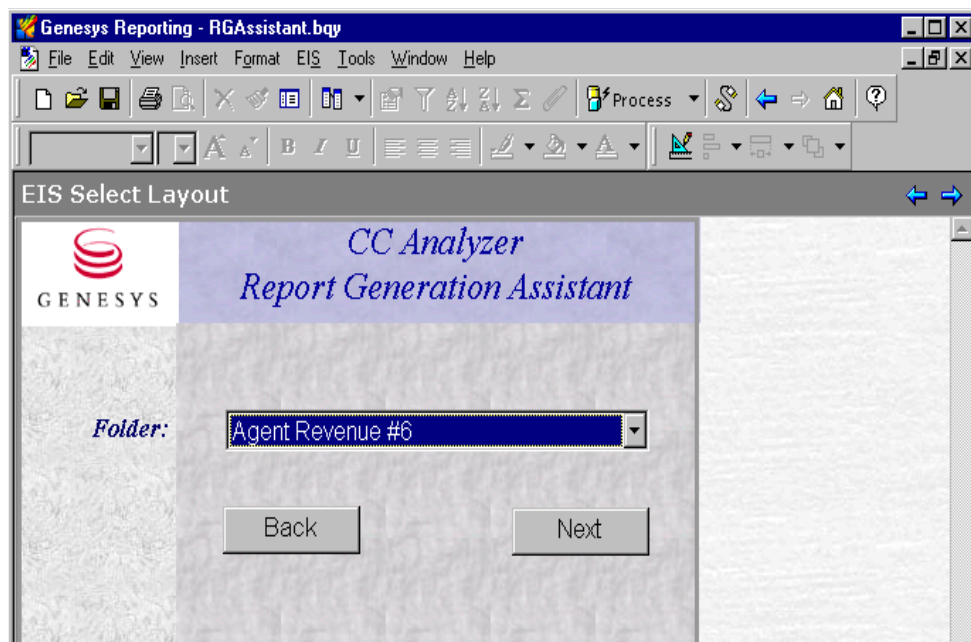


Figure 134: Select a Report Layout

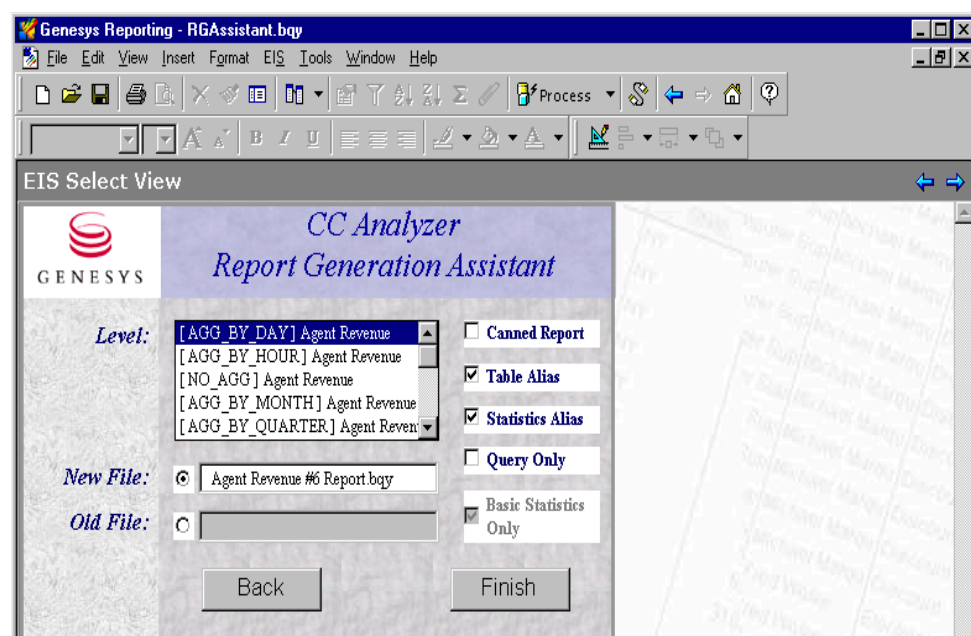


Figure 135: Select Aggregation Level

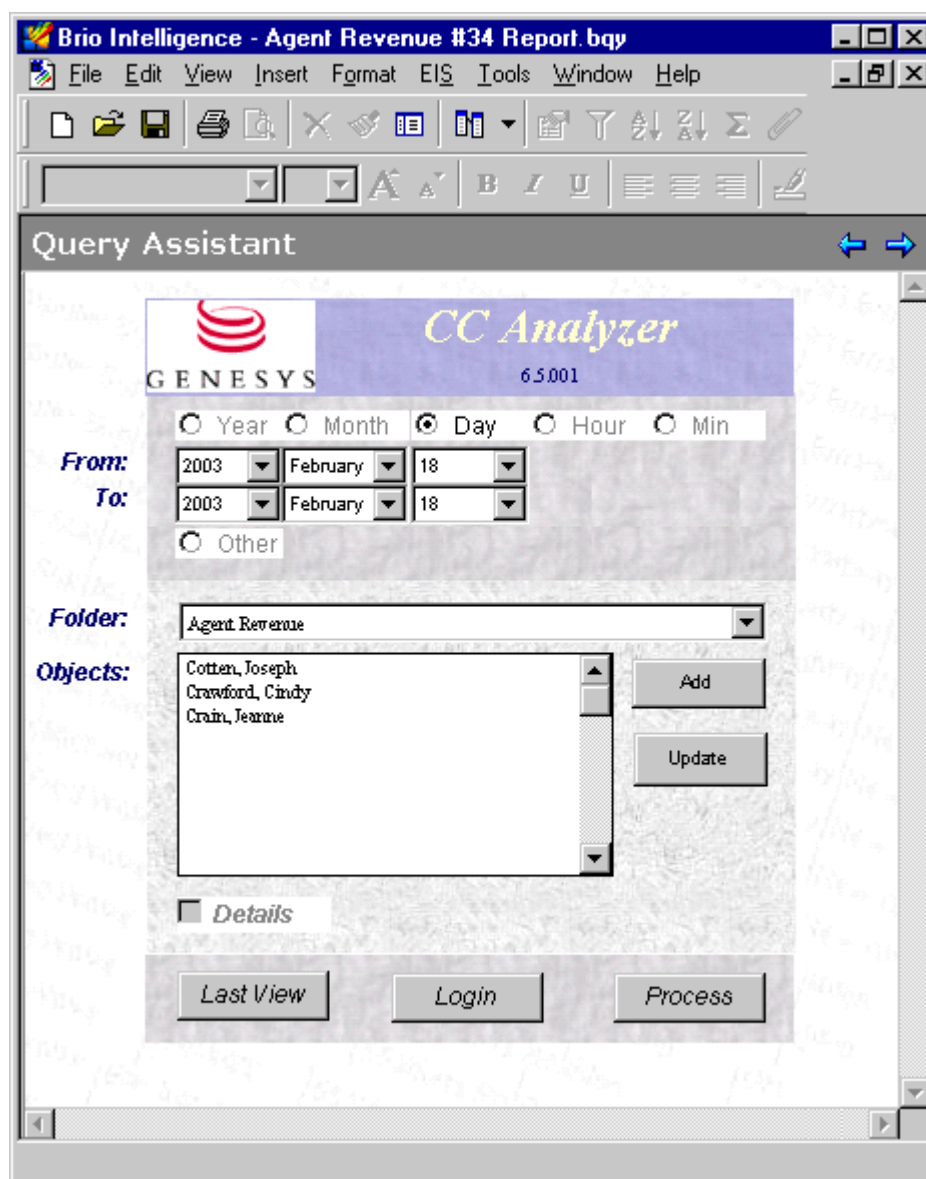


Figure 136: Specify Time Period and Objects

To add objects, click Add and select the objects you want to see from the list that appears. When you have added all necessary objects, click Process. The Navigation Assistant window appears (shown in [Figure 137](#)).

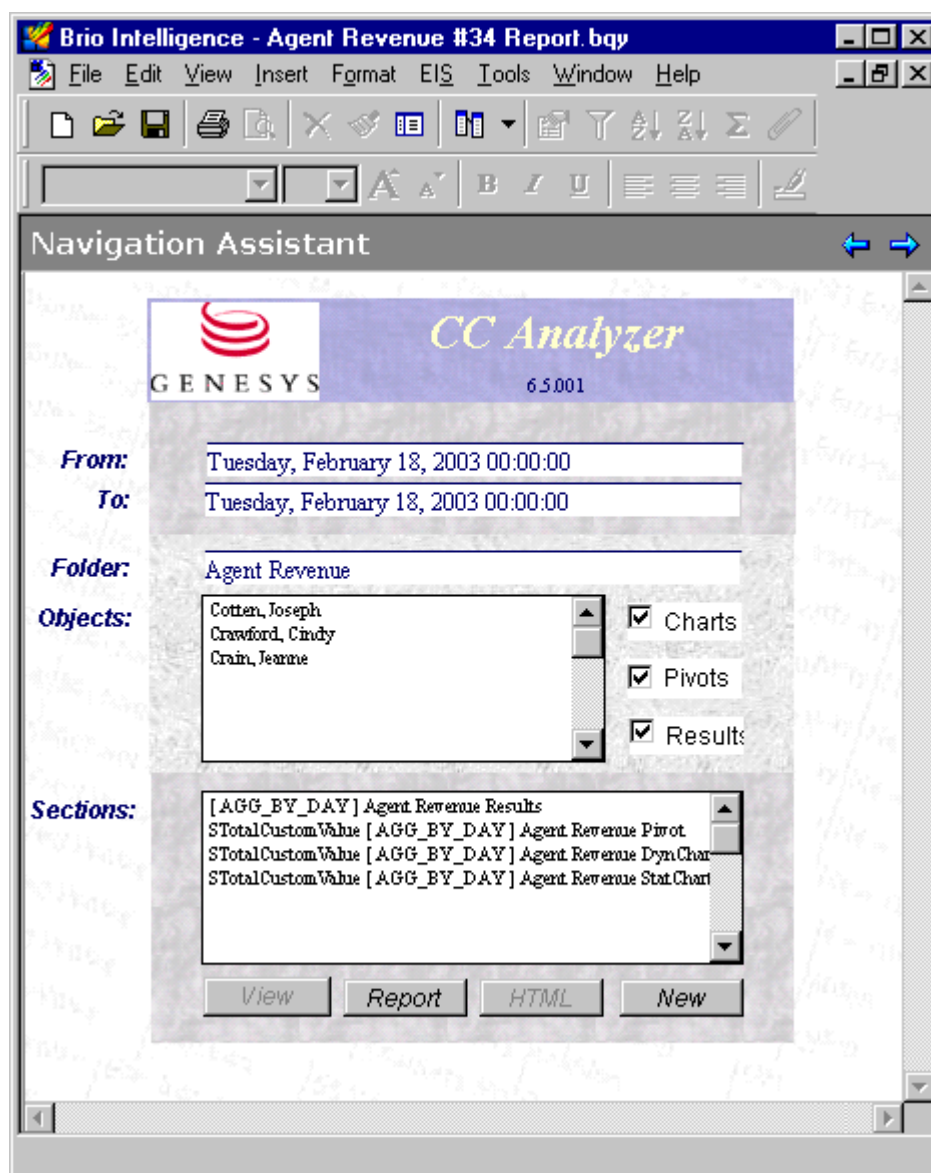


Figure 137: The Navigation Assistant

After selecting what you want to be displayed, Charts, Pivots, and/or Results, click Report to view the results.

Figure 138 shows the 'Viewing the Resulting Table' in the Genesys Reporting application. The window title is 'Genesys Reporting - Agent revenue #6 report.bqy'. The main area displays a table titled '[AGG_BY_DAY | Agent Revenue Results' with columns: Object Name, Presentation Name, Tenant Name, Query Date, Display Date, Begin Time, End Time, Gold Customer Revenue, Platinum Customer Revenue, and Regular Customer Revenue. The table contains three rows of data for agents Cotten, Joseph; Crain, Jeanne; and Crawford, Cindy. The status bar at the bottom indicates '3 of 3 Rows' and the date/time '11/16/01 17:54:1'.

Object Name	Presentation Name	Tenant Name	Query Date	Display Date	Begin Time	End Time	Gold Customer Revenue	Platinum Customer Revenue	Regular Customer Revenue
aa805_g3_tcp	Cotten, Joseph	Touch Pl	2001111	16-Nov-2001	11/16/01 12:00 AM	11/17/01 12:00 AM	0	62	0
aa808_g3_tcp	Crain, Jeanne	Touch Pl	2001111	16-Nov-2001	11/16/01 12:00 AM	11/17/01 12:00 AM	0	0	47
aa809_g3_tcp	Crawford, Cindy	Touch Pl	2001111	16-Nov-2001	11/16/01 12:00 AM	11/17/01 12:00 AM	64	0	0

Figure 138: Viewing the Resulting Table

Figure 139 shows the 'The Final Report' in the Genesys Reporting application. The window title is 'Genesys Reporting - Agent revenue #6 report.bqy'. The main area displays a report titled 'Agent Revenue Report'. The report contains a table with columns: Presentation Name, Platinum Customer Revenue, Gold Customer Revenue, Regular Customer Revenue, and Total Revenue. The data is summarized for three agents: Cotten, Joseph; Crain, Jeanne; and Crawford, Cindy. The status bar at the bottom indicates 'Not Connected' and 'Zoom: 100%'.

Presentation Name	Platinum Customer Revenue	Gold Customer Revenue	Regular Customer Revenue	Total Revenue
Cotten, Joseph	62	0	0	62
Crain, Jeanne	0	0	47	47
Crawford, Cindy	0	64	0	64
	62	64	47	173

Figure 139: The Final Report

In the Calculation of Agent Revenue scenario just completed, you worked with all the customizable processes in Genesys Historical Reporting (except the Information Delivery Services provided by CC Analyzer's Hyperion Intelligence reporting tools).

Additional Customization Ideas

To calculate total revenue for all Sales groups, you can customize a layout template that monitors an Agent Group object.

Using Hyperion Query Designer's report customization features, you can add a row to your final Agent Revenue report that shows the revenue generated by only three of your agents.

Using Hyperion Query Designer, you can calculate complex custom metrics based on the revenue data collected using the Agent Revenue report layout. For example, you can calculate the Return on Investment (ROI) for each agent in the Sales group by dividing the revenue each agent generates yearly by the agent's yearly salary.

Analyzing Historical Reporting Results—CCPulse+ vs. CC Analyzer

Although both CC Analyzer and CCPulse+ fully support Historical Reporting, certain differences occur in the ways that default statistics are defined that result in somewhat different results for analogous statistics. Also, CCPulse+ and CC Analyzer use different GUIs. With the Hyperion Intelligence reporting tools used to display CC Analyzer reporting data, you can produce certain types of reports, especially those involving compound statistics, that are extremely complex to reproduce in CCPulse+.

This section provides examples that demonstrate the kind of differences you might experience between CC Analyzer/Hyperion Intelligence and CCPulse+ historical data for a commonly requested metric, Total Number of Inbound Calls, and indicates how to interpret the results.

CC Analyzer Total_Calls_Inbound

In CC Analyzer, this is the default configuration for Total_Calls_Inbound:

- Category: TotalAdjustedNumber
- MainMask: CallInbound
- Object: Agent, Place, GroupAgent, GroupPlace
- Subject: AgentStatus

CCPulse+ TotalNumber InboundCalls

CCPulse+ uses TotalNumberInboundCalls, which has the following default parameters:

- Category: TotalNumber
- MainMask: CallInbound
- Object: RegDN, Agent, Place, GroupAgent, GroupPlace
- Subject: DNAction
- Formula: DCID (Distinguish by ConnID)

A comparison immediately reveals some differences. The CCPulse+ TotalNumberInboundCalls includes the DCID formula, which is absent from the Total_Calls_Inbound metric. Total_Calls_Inbound uses the TotalAdjustedNumber category rather than the TotalNumber category. And the subjects are different, AgentStatus for Total_Calls_Inbound and DNAction for TotalNumberInboundCalls. Let's take a look at how each difference affects reporting.

Statistical Category

Adjusted statistics categories—TotalAdjustedNumber and TotalAdjustedTime—differ from TotalNumber and TotalTime only if the notification mode is

ResetBased. The adjusted category affects how data appears for the `DNAction` subject as opposed to the `AgentStatus` or `DNStatus` subjects. For `DNAction`, an adjusted metric includes unfinished actions as well as finished ones, so that work done by an agent appears even if the action is not completed. In the case of status subjects, adjusted categories report only when an action is complete.

Note: Refer to the “Statistical Category Summary Example” on [page 101](#) for a table comparing `Action` and `Status` subjects with adjusted and nonadjusted categories applied.

Subject

As you can see in the explanation of adjusted statistical categories, subjects of type status and of type action are handled differently. Specifically, they affect whether interactions that are continuing past the end of a time period are counted in the metric.

The CC Analyzer inbound calls metric uses the `AgentStatus` subject. An agent can only be at one status at the same moment in time. That is, if the agent is in state `CallInbound` and she/he puts the call on hold, the status `CallInbound` is finished and the statistic will be pegged first time. When the agent retrieves the call, the `CallInbound` status starts again and `CallInbound` is pegged a second time. If an agent puts the call on hold and retrieves it several times, `CallInbound` is pegged several times.

The CCPulse+ inbound calls metric, which uses the `DNAction` subject, pegs each call once.

Again, the “Statistical Category Summary Example” on [page 101](#) provides a valuable comparison of action- and status-based subjects.

Formula

The `Distinguish by ConnID (DCID)` formula applies only to metrics with the `DNAction` subject. It does not affect statistical calculations when applied to other subjects.

`[TotalNumberInbound]`, which is a CCPulse+ metric, uses the `DCID` formula. As a result, each call is pegged once.

`[Total_Number_Calls]`, which is a CC Analyzer metric (also used in CCPulse+ historical views), does not include the `DCID` formula. In this case, each call is pegged once plus pegged again each time the call is put on hold and retrieved.

Reporting on Virtual Queues

A Virtual Queue (VQ) is a queue that is used when a call is waiting for an agent but is not sitting in a standard queue in a Routing Point. It is a kind of imaginary queue that you can create by specially configuring a DN to provide otherwise inaccessible information for use in customizing real-time and Historical Reporting. You can use a virtual queue for both statistical purposes and for real-time monitoring of your contact center.

Note: You can use virtual queues only in conjunction with a routing strategy provided through the Genesys Universal Routing Server.

Why Use Virtual Queues?

With no virtual queue, a call routed to an IVR to listen to music or announcements while waiting for an agent to become available is no longer displayed as being queued in the Routing Point because this call has been routed away and is now established on the IVR port. However, the caller is still waiting to speak to an agent.

To tell that this call is still actually queued for an agent, you can create a virtual queue to which waiting calls that are no longer on the Routing Point are assigned. The stages of the process are given below. In this example our VQ is called Derek.

1. An inbound call comes into the Routing Point.
2. When Universal Routing Server receives the `EventRouteRequest` for this call, it immediately has T-Server distribute an `EventQueued` message for VQ Derek.
3. Stat Server receives this `EventQueued` message and updates CCPulse+ to indicate that a call is now queued in VQ Derek.
4. Universal Routing Server looks for an agent to whom to route this call, but none are currently available. It then sends the call to IVR Server, which routes this call to an IVR port so that the caller can listen to music while waiting for an agent.
5. At this point this call may be bounced back and forth between the IVR and the Routing Point several times depending on the strategy running on this Routing Point. Stat Server and CCPulse continue to show this call as queued because Universal Routing Server has not yet told T-Server to distribute an `EventDiverted` for VQ Derek.
6. An agent becomes available. Universal Routing Server routes this call to this newly available agent and tells the T-Server to distribute an `EventDiverted` for VQ Derek.
7. Stat Server receives this `EventDiverted` and updates CCPulse+. CCPulse+ no longer displays this call as queued.

The events distributed for the virtual queue in this example enable the correct calculation of the entire length of time that this call waited for an agent to

become available, even if this call has been bounced between the Routing Point and IVR many times. This, in turn, allows you to accumulate accurate statistical information for this contact center, which then can be used for many purposes, such as making routing decisions in strategies or determining staffing requirements.

Skills-Based Reporting Using Virtual Queues

In addition to calculating waiting time statistics, virtual queues can be used for many other different purposes. The next sections show how virtual queues can be used for skill-based Reporting.

There are two ways of using skill-based virtual queues. The first approach uses one virtual queue per skill and supports reporting by skill, but not by skill level. This is the easiest to configure and use. The second approach uses two or more virtual queues and supports reporting down to specific skill levels. First we discuss the statistics that are available with virtual queues and their definitions.

Virtual Queue Statistics

The following base statistics are available for measuring the activity in virtual queues:

- **CallsEntered**—number of calls entering or being offered to the queue.
- **CallsDistributed**—number of calls being routed to an agent phone or IVR port; this statistic does not indicate whether the call was answered.
- **CallsAnswered**—number of calls answered by an agent or IVR port from the queue.
- **CallsAbandonedRingin**—number of calls distributed to an agent but that were then abandoned by the caller while ringing.
- **CallsAbandoned**—number of calls that were abandoned while still in the queue.
- **CallsCleared**—number of calls diverted from one virtual queue to another.
- **CallReleased**—number of calls answered from the queue; you can use this statistic to measure the talk time of calls from the queue but it requires special configuration.
- **ACWCompleted**—number of calls entering after-call work mode upon release; you can use this statistic to measure ACW time but this also requires special configuration.

The preceding set of statistics above covers almost every possible outcome of a call entering a virtual queue with two exceptions:

- First, it does not cover calls to a phone but then forwarded by the ACD or the desktop application back into the original or another queue or to voicemail. The **CallForwarded** statistic is currently available only at the

agent and agent group level. Thus, if agents are forwarding calls from their phones, it will be impossible to make the sum of `CallsAnswered` and `CallsAbandonedRinging` add up to the total `CallsDistributed`.

- Second, it does not account for calls that are distributed to an unmonitored DN. In multi-site configurations, this could be a DN at another site or it could simply be a number that is outside the Genesys domain. In this case also the `CallsDistributed` statistic will be incremented but not the `CallsAnswered`.

Using One Virtual Queue per Skill

If one virtual queue is assigned to each skill, then skill-specific queuing statistics can be generated.

If you select `Clear Target` during target configuration, the call leaves the virtual queue completely when the target (a group of agents who happen to have the specified skill) associated with the virtual queue has a timeout parameter that expires. In this case, agents with the specified skill no longer can answer the call if they become available after the timeout period.

Note: Genesys recommends that you do not select the `Clear Target` checkbox during target configuration if you are using skill-based reporting with one skill per virtual queue.

Using One Virtual Queue per Skill Level

Another approach to skill-based Reporting is to use different virtual queues for each target list in the routing strategy. For example, a strategy could specify that the first target list includes billing agents with a high skill level, the target list following a timeout includes medium level agents, and a third list includes all billing agents. By using a different virtual queue for each target list, the client can measure how many calls waited in each queue and how long they waited.

However, this type of configuration can make the interpretation of the data quite difficult in CCPulse+. The remainder of this chapter attempts to clarify the issues with a series of hypothetical calls and the resulting statistics for each of three virtual queues, `BillingHigh`, `BillingMed`, and `BillingAll`. All scenarios assume that a distributed call rings for 3 seconds before being answered.

Also, whether you select or clear the `Clear Target` checkbox in the `Target Selection` dialog box in `Interaction Routing Designer` significantly affects how `Stat Server` measures calls. The next two sections compare the reporting of various calls with this setting both selected and cleared.

Sample Calls Using Clear Target

The tables in this section present the results of this routing strategy for billing calls.

Table 6: Routing Strategy for Billing Calls with Clear Target Selected

Targets (Skill Expressions)	Virtual Queue	Timeout	Clear Target
Billing > 7	BillingHigh	30	Selected
Billing > 4	BillingMed	60	Selected
Billing > 0	BillingAll	9999	Does Not Matter

Call Scenario 1 The call is distributed in 5 seconds and answered in 8 seconds.

Table 7: Call Scenario 1–Clear Target Selected

Virtual Queue	n_enter	n_distrib	n_answer	n_clear	t_distrib	t_answer	t_clear
BillingHigh	1	1	1	0	5	8	0

Call Scenario 2 The call is distributed in 35 seconds and answered in 38 seconds. The statistics are not affected by which agent answers the call.

Table 8: Call Scenario 2–Clear Target Selected

Virtual Queue	n_enter	n_distrib	n_answer	n_clear	t_distrib	t_answer	t_clear
BillingHigh	1	0	0	1	0	0	30
BillingMed	1	1	1	0	5	8	0

Call Scenario 3 The call is distributed in 95 seconds and answered in 98 seconds. The statistics are not affected by which agent answers the call.

Table 9: Call Scenario 3–Clear Target Selected

Virtual Queue	n_enter	n_distrib	n_answer	n_clear	t_distrib	t_answer	t_clear
BillingHigh	1	0	0	1	0	0	30
BillingMed	1	0	0	1	0	0	60
BillingAll	1	1	1	0	5	8	0

Call Scenario 4 The call is abandoned in 5 seconds.

Table 10: Call Scenario 4–Clear Target Selected

Virtual Queue	n_enter	n_aband	n_clear	t_aband	t_clear
BillingHigh	1	1	0	5	0

Call Scenario 5 The call is abandoned in 35 seconds.

Table 11: Call Scenario 5–Clear Target Selected

Virtual Queue	n_enter	n_aband	n_clear	t_aband	t_clear
BillingHigh	1	0	1	0	30
BillingMed	1	1	0	5	0

Call Scenario 6 The call is abandoned in 95 seconds.

Table 12: Call Scenario 6–Clear Target Selected

Virtual Queue	n_enter	n_aband	n_clear	t_aband	t_clear
BillingHigh	1	0	1	0	30
BillingMed	1	0	1	0	60
BillingAll	1	1	0	5	0

Sample Calls with the Clear Target Checkbox Cleared

These examples illustrate the outcome of a routing strategy billing calls with Clear Target cleared.

Note: With Clear Target cleared, in all “in threshold” statistics for the BillingMed virtual queue the time range must equal the service level threshold minus the timeout on BillingHigh. In this case, the timeout on BillingHigh is 30 seconds. So if the service level threshold is 40 seconds, then the time range for BillingMed is 10 seconds.

Table 13: Routing Strategy for Billing Calls with Clear Target Cleared

Targets (Skill Expressions)	Virtual Queue	Timeout	Clear Target
Billing > 7	BillingHigh	30	Cleared
Billing > 4	BillingMed	60	Cleared
Billing > 0	BillingAll	9999	Does Not Matter

Call Scenario 7 The call is distributed in 5 seconds and answered in 8 seconds.

Table 14: Call Scenario 7–Clear Target Cleared

Virtual Queue	n_enter	n_distrib	n_answer	n_clear	t_distrib	t_answer	t_clear
BillingHigh	1	1	1	0	5	8	0

Call Scenario 8 The call is distributed in 35 seconds and answered in 38 seconds by a highly-skilled agent, such as Billing = 10).

Table 15: Call Scenario 8–Clear Target Cleared

Virtual Queue	n_enter	n_distrib	n_answer	n_clear	t_distrib	t_answer	t_clear
BillingHigh	1	1	1	0	35	38	0
BillingMed	1	0	0	1	0	0	5

Call Scenario 9 The call is distributed in 35 seconds and answered in 38 seconds by a medium-skilled agent, such as Billing = 5.

Table 16: Call Scenario 9–Clear Target Cleared

Virtual Queue	n_enter	n_distrib	n_answer	n_clear	t_distrib	t_answer	t_clear
BillingHigh	1	0	0	1	0	0	35
BillingMed	1	1	1	0	5	8	0

Call Scenario 10 The call is distributed in 95 seconds and answered in 98 seconds by a high-skilled agent, such as Billing = 10.

Table 17: Call Scenario 10–Clear Target Cleared

Virtual Queue	n_enter	n_distrib	n_answer	n_clear	t_distrib	t_answer	t_clear
BillingHigh	1	1	1	0	95	98	0
BillingMed	1	0	0	1	0	0	65
BillingAll	1	0	0	1	0	0	5

Call Scenario 11 The call is distributed in 95 seconds and answered in 98 seconds by a medium-skilled agent, such as Billing = 5.

Table 18: Call Scenario 11–Clear Target Cleared

Virtual Queue	n_enter	n_distrib	n_answer	n_clear	t_distrib	t_answer	t_clear
BillingHigh	1	0	0	1	0	0	95
BillingMed	1	1	1	0	65	68	0
BillingAll	1	0	0	1	0	0	5

Call Scenario 12 The call is distributed in 95 seconds and answered in 98 seconds by a low-skilled agent, such as Billing = 5.

Table 19: Call Scenario 12–Clear Target Cleared

Virtual Queue	n_enter	n_distrib	n_answer	n_clear	t_distrib	t_answer	t_clear
BillingHigh	1	0	0	1	0	0	95
BillingMed	1	0	0	1	0	0	65
BillingAll	1	1	1	0	5	8	0

Call Scenario 13 The call is abandoned in 5 seconds.

Table 20: Call Scenario 13–Clear Target Cleared

Virtual Queue	n_enter	n_aband	n_clear	t_aband	t_clear
BillingHigh	1	1	0	5	0

Call Scenario 14 The call is abandoned in 35 seconds.

Table 21: Call Scenario 14–Clear Target Cleared

Virtual Queue	n_enter	n_aband	n_clear	t_aband	t_clear
BillingHigh	1	1	0	35	0
BillingMed	1	1	0	5	0

Call Scenario 15 The call is abandoned in 95 seconds.

Table 22: Call Scenario 15–Clear Target Cleared

Virtual Queue	n_enter	n_aband	n_clear	t_aband	t_clear
BillingHigh	1	1	0	95	0
BillingMed	1	1	0	65	0
BillingAll	1	1	0	5	0

Solution Reporting Implications

Solution Reporting in both CC Analyzer and CCPulse+ is straightforward when one virtual queue is used for each skill or equivalent business dimension. However, when you use multiple virtual queues you must consider a number of issues. The usual reason for using multiple virtual queues is to measure how many calls agents with different skill levels answered. This helps you see how the routing strategy is balancing the need to answer calls quickly with the need to have them answered by skilled agents. So when you want to see how many calls were answered by each of the groups—highly-skilled, medium-skilled and low-skilled agents—you must use data from three virtual queues.

Interpreting Virtual Queue Results

This section contains the suggested formulae for measuring calls with CC Analyzer given the Clear Target Selected configuration scenarios presented in “Sample Calls Using Clear Target” on [page 184](#) followed by the scenarios presented for Clear Target Cleared, given in “Sample Calls with the Clear Target Checkbox Cleared” on [page 186](#).

Results with Clear Target Selected

[Table 23](#) shows the typical statistics required for queues and how they should be calculated for each skill level when the Clear Target checkbox is selected.

Table 23: Formulae for Scenarios Using Clear Target On

Statistic	Formula
Calls Entered	BillingHigh.n_enter
Calls Distributed	BillingHigh.n_distrib + BillingMed.n_distrib + BillingAll.n_distrib
Calls Answered	BillingHigh.n_answer + BillingMed.n_answer + BillingAll.n_answer
Calls Abandoned	BillingHigh.n_aband + BillingMed.n_aband + BillingAll.n_aband
Calls Cleared	BillingAll.n_clear
Calls Distributed in Threshold	BillingHigh.n_distribTR + BillingMed.n_distribTR2
Calls Answered in Threshold	BillingHigh.n_answerTR + BillingMed.n_answerTR2
Calls Answered While Waiting for High-Skilled Agents	BillingHigh.n_answer
Calls Answered While Waiting for Medium-Skilled Agents	BillingMed.n_answer

Table 23: Formulae for Scenarios Using Clear Target On (Continued)

Statistic	Formula
Calls Answered While Waiting for Any Agent	BillingAny.n_answer
Average Speed of Answer	$(\text{BillingHigh.t_answer} + \text{BillingMed.t_answer} + \text{BillingAll.t_answer} + \text{BillingHigh.t_clear} + \text{BillingMed.t_clear}) / (\text{BillingHigh.n_answer} + \text{BillingMed.n_answer} + \text{BillingAll.n_answer})$

Results with Clear Target Cleared

Table 24 shows the typical statistics required for queues and how they should be calculated at the skill level when the `Clear Target` option is cleared.

Table 24: Formulae for Scenarios Using Clear Target Cleared

Statistic	Formula
Calls Entered	BillingHigh.n_enter
Calls Distributed	BillingHigh.n_distrib + BillingMed.n_distrib + BillingAll.n_distrib
Calls Answered	BillingHigh.n_answer + BillingMed.n_answer + BillingAll.n_answer
Calls Abandoned	BillingHigh.n_aband
Calls Cleared	BillingAll.n_clear
Calls Distributed in Threshold	BillingHigh.n_distribTR + BillingMed.n_distribTR2
Calls Answered in Threshold	BillingHigh.n_answerTR + BillingMed.n_answerTR2
Calls Answered While Waiting for High-Skilled Agents	BillingHigh.n_answer
Calls Answered While Waiting for Medium-Skilled Agents	BillingMed.n_answer
Calls Answered While Waiting for Any Agent	BillingAny.n_answer
Average Speed of Answer	$(\text{BillingHigh.t_answer} + \text{BillingMed.t_answer} + \text{BillingAll.t_answer}) + (\text{BillingMed.n_answer} * 30) + (\text{BillingAll.n_answer} * 90) / (\text{BillingHigh.n_answer} + \text{BillingMed.n_answer} + \text{BillingAll.n_answer})$

Using Virtual Queues with CCPulse+

As you have seen in the discussion above, when you are using multiple virtual queues with each skill, you must derive some statistics using mathematical formulas. In some cases, this requires combining the statistics from multiple `Virtual Queue` objects. In other cases, such as `ASA`, the formula can be quite complex, which poses a serious challenge for the person designing CCPulse+ templates.

Possible solutions include:

- Use of a DN Group, also known as a Queue Group, that includes all virtual queues within a skill. However, this solution cannot be used in every case.
- Use of custom statistic types with multiple actions in the main and/or relative mask. But again, this is only a partial solution.

As a result, if you are using both `CC Analyzer` and `CCPulse+` to report on virtual queues, you may have to stick with the single-queue-per-skill configuration.



Chapter

5 Open Media Templates

This chapter provides Genesys' recommendation for how to create open media templates and the metrics that constitute them, for any custom media type that your environment might support.

This chapter assumes that you have already completed the steps required to set up your custom media environment, including:

- Creating the custom media servers that will process interactions, using the Genesys Interaction SDK.
- Propagating all custom media types that your custom media server will handle to the Configuration Layer, using the Configuration SDK.
- Designing the strategies to route interactions from your custom media server to the appropriate Genesys resource, using the Genesys Universal Routing.

Refer to the *Genesys SDK* documentation set, 7.2, for information about how to use the software developer kits that Genesys provides.

In addition, you must appropriately configure your Stat Server Application object to recognize your Java Runtime Environment and to load the `eServiceInteractionStat` jar archive of the MCR Extension (release 7.1, or later). The “Java Sections” section of the *Framework 7.2 Stat Server Deployment Guide* describes how to configure a Java section and its configuration options. Then, you must add this application to the connection properties of your Interaction server.

Finally, you must configure and install Reporting components. Refer to the *Reporting 7.2 Deployment Guide* for this information.

After your environment is set up, you can create the elements that will ultimately be used in reports that summarize the interaction-handling activities of your custom media server. This chapter describes the steps for creating open media templates, divided into the following stages:

- [Stage 1: Create Statistical Parameters, page 195](#)
- [Stage 2: Create CCPulse+ Templates, page 203](#)
- [Stage 3: Create ODS Layout Templates, page 207](#)
- [Stage 4: Create Report Layouts, page 209](#)
- [Stage 5: Run the Transformation Module, page 210](#)
- [Stage 6: Associate Historical Metrics to Real-Time Metrics, page 211](#)

In addition, the following sections provide the definitions for all of the components you will need to create the recommended custom-media reports:

- [Open Media Statistical Parameters, page 212](#)
- [Open Media Stat Types, page 213](#)
- [Open Media CCPulse+ Templates, page 225](#)
- [Open Media Real-Time Metrics, page 227](#)
- [Open Media ODS Layout Templates, page 234](#)
- [Open Media Historical Metrics/Data Mart Metrics, page 237](#)

Each of these latter six sections describes one aspect or set of related elements of an open media template, using a series of miniature forms—one form for each element. Each form within a section collects the same information as the next form—only its values change from element to element. These forms also contain hyperlinks to other pages in this chapter, where that aspect of the template is defined in greater detail. The introductory material to each of these sections describes form content.

Throughout this chapter, we provide examples of how to create the various elements of nine custom reports—*CM1/2/3 Queue Handling*, *CM1/2/3 Agent Handling*, and *CM1/2/3 General Handling*—that summarize the interaction-handling activities of the *CMIXn Server*. We use the *CMIXn Server* as an example of a custom media server that is designed to monitor the interactions received and sent from a group of DNs that are configured within Configuration Server to handle *CM1*, *CM2*, and *CM3* media types.

Finally, the last section of this chapter explains how to modify sample templates for open media provided in Genesys release 7.2:

- [Customizing Sample Templates, page 241](#)

Stage 1: Create Statistical Parameters

Before you build reports and views based on the custom historical and real-time templates that you create for your custom media environment, Genesys recommends that you first create the necessary parameters on which the statistics in those reports will be based. These parameters include:

- Filters.
- Custom-media stat types.
- Time profiles

This section describes how to create each of these parameters in turn. As you create these statistical parameters, be sure to check the Stat Server log to ensure no errors in parameter definition. The Stat Server `debug-level` log option should include `Init` and the `verbose` option should be set to `all`.

Creating Custom Filters

If your custom media server will process more than one type of interaction, you should create filters to enable the separation of interactions according to their media type. If your custom media server will process more than one media type, and you want your reports to reflect media-driven activity, create the filters that are appropriate for your environment. If your custom media server will process only one type of media (or if you do not care that all media types will be grouped together in your reports), you can skip this activity altogether.

Note: Although you can also define filters directly within Configuration Manager, Genesys recommends that you use DMA to create them. See “How Statistical Parameter Changes Are Handled Within Reporting” on [page 201](#) for more information.

To create filters:

1. In DMA, open the `Statistical Parameters` folder.
2. Right-click the `Filters` folder and select `New` from the shortcut menu that appears.
3. In the `Filter Constructor` dialog box, define your filter. The following steps describe how to create one filter for our sample CMIxn server.
 - a. In the `Name` field, type a unique name for your filter. For our sample environment, we name this filter `CM1`.
 - b. On the `KV pair` tab of the `Logical Expression` frame, type `MediaType` in the `Key` box and `"CM1"` in the `Value` box. The value must include the quotation marks.
 - c. Click the green check mark button to the right of the `Value` box to move the key and its value up to the `Expression Stack`.

Figure 140 illustrates how the dialog box appears after you complete these steps.

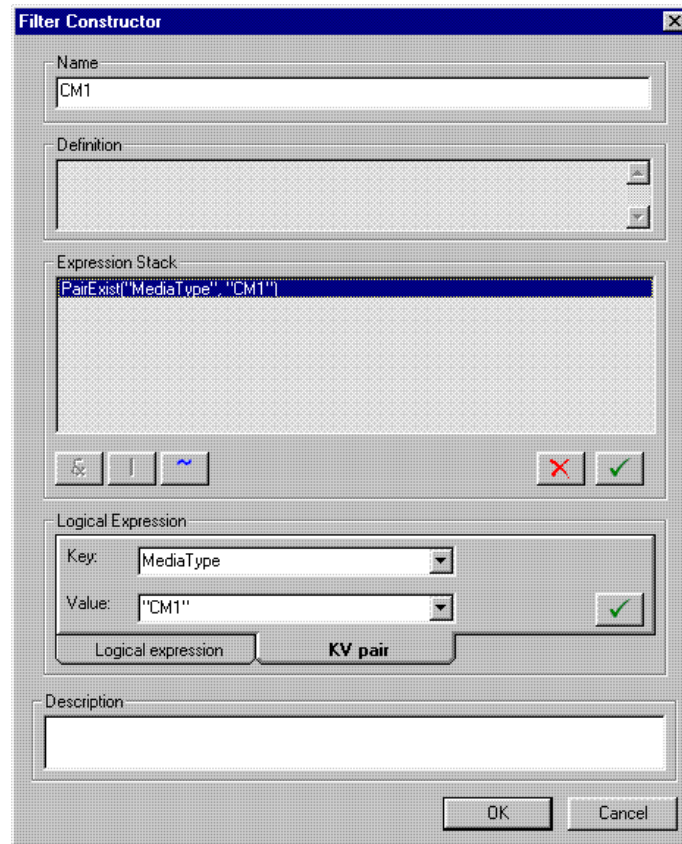


Figure 140: Creating the CM1 Filter

- d. With the expression selected in the Expression Stack, click the second green check mark button to move the expression to the Definition frame.
 - e. Click OK.
4. Repeat Steps 2 and 3 to create filters for the other custom media types to be handled in your environment. (CM2 and CM3 in our example).

Note: Do not use the Logical expression tab of the Logical Expression frame to define filters that are based on business attributes. Instead, you must use Configuration Server.

To create complex filters, you can define log expressions and/or key-value pairs using the & (and), | (or), and ~ (not) logical connectives. Refer to the “Filter Constructor Dialog Box” topic in *Reporting 7.2 Data Modeling Assistant Help* for more information about creating filters.

Creating Custom Stat Types

Stat Server 7.1 introduced a new statistical type attribute, `MediaType`, in order to further refine the values that Stat Server returns for a particular metric. This attribute functions in a similar manner to a Genesys filter based on key-value pairs. See the “[Statistical Type](#)” section on [page 91](#) for a more detailed description of this attribute.

The recommended templates in our sample environment contain statistics that are based on the following two types of custom-media stat types:

- Core stat types—For metrics that are derived directly within Stat Server.
- Extension stat types—For metrics whose values are supplied to Stat Server by a custom media server.

In this release, Genesys recommends that you use Configuration Manager to create and manage all stat types used in open media templates. The procedure for creating either type of stat type is the same.

Creating Stat Types

The definitions for the recommended open media stat types you should create begin on [page 213](#). There are 8 core stat types and 15 extension stat types.

Core Stat Types

You can apply filters to metrics based on core stat types.

<code>Current_Interactions_In_Processing</code>	<code>Interactions_Processed</code>
<code>Inbound_Interactions_Stopped</code>	<code>Interactions_Processing_Time</code>
<code>Interactions_Accepted</code>	<code>Interactions_Rejected</code>
<code>Interactions_Offered</code>	<code>Interactions_Timed_Out</code>

Extension Stat Types

Unlike core stat types, you cannot apply filters to metrics based on extension stat types. Instead, to imitate filter behavior, you can design your stat type to

include a `MediaType` attribute. Such is the case for all of the extension stat types below:

<code><MD>_Current_In_Processing</code>	<code><MD>_Minimum_Interactions_In_Queue</code>
<code><MD>_Current_In_Processing_In_Queue</code>	<code><MD>_Stopped_Processing_Queue</code>
<code><MD>_Current_In_Queue</code>	<code><MD>_Total_Entered</code>
<code><MD>_Current_Waiting_Processing</code>	<code><MD>_Total_Entered_Queue</code>
<code><MD>_Current_Waiting_Processing_In_Queue</code>	<code><MD>_Total_Moved_From_Queue</code>
<code><MD>_Maximum_Interactions</code>	<code>Total_Number_Transfers_Made</code>
<code><MD>_Maximum_Interactions_In_Queue</code>	<code><MD>_Total_Transfers</code>
<code><MD>_Minimum_Interactions</code>	

These extension stat types rely on the data generated by the following 14 Java functions, which are included in the `eServiceInteractionStat` archive of the MCR Stat Server Java Extension (SSJE):

- `OMG Current In Processing`
- `OMQ Current In Processing`
- `OMQ Current in Queue`
- `OMG Current Waiting Processing`
- `OMQ Current Waiting Processing`
- `OMG Maximum Interactions`
- `OMQ Maximum Interactions`
- `OMG Minimum Interactions`
- `OMQ Minimum Interactions`
- `OMQ Total Stopped Processing`
- `OMG Total Entered`
- `OMQ Total Entered`
- `OMQ Total Moved`
- `OMG Total Transfers`

In these function names, `OMQ` stands for *Open Media Queue* which counts open media interactions occurring at interaction queues. `OMG` stands for *Open Media General*, which counts open media interactions occurring at one or more switches.

You must have the `eServiceInteractionStat` SSJE loaded within your Stat Server application, and you must configure your Interaction server connections to include your Stat Server application. Furthermore, there are several configuration options that you must set in order to load the extension. Refer to the *Framework 7.2 Stat Server Deployment Guide* for specific instructions.

To create these stat types:

1. In Configuration Manager, open the properties of your Stat Server Application object.
2. On the Options tab, create and name a new section and click OK.

For our sample environment, we start with the first stat type listed on [page 215](#), which is `Current_Interactions_In_Processing`, a core stat type. We name this section `Current_Interactions_In_Processing`.

3. Open the section you just created; add the appropriate options and values, as specified in the definition of this stat type; and apply your changes.

Name	Value
MainMask	InteractionHandling
Category	CurrentNumber
Subject	Action
Objects	Agent, GroupAgents, GroupPlaces, Place
Description	<i>[add your own description]</i>

Genesys recommends that you always add a Description attribute to your stat type definition with an appropriate statement describing the stat type's purpose.

[Figure 141](#) illustrates how the dialog appears after you complete this step.

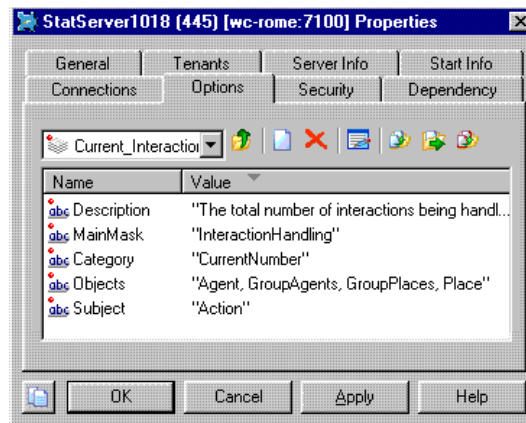


Figure 141: Creating Stat Types Within Configuration Manager

4. Repeat [Steps 2](#) and [3](#) for the remaining stat types.
5. Click OK to close the application's properties.

Figure 142 illustrates the creation of the first extension stat type from the listing, <MD>_Current_In_Processing, which is described on [page 217](#). In this example, the CM1 filter is assigned as the value for the MediaType attribute to filter the values returned from the OMG Current In Processing class of the eService InteractionStat.jar Java Extension. The stat type is aptly named CM1_Current_ Interactions_In_Processing.

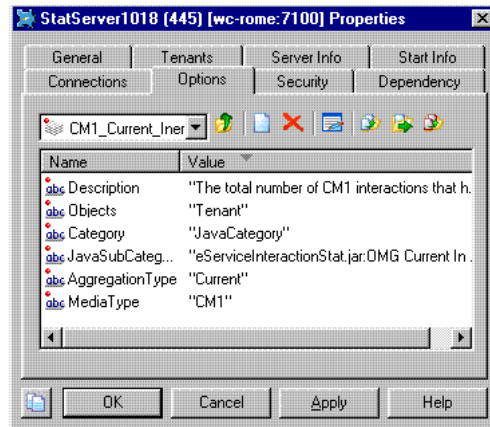


Figure 142: An Extension Stat Type

For the extension stat types, you will need to repeat steps [Steps 2](#) through [4](#) above for each media type that your custom media server processes.

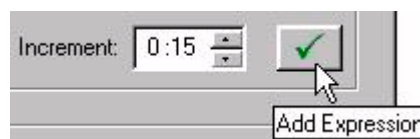
Creating Time Profiles

Historical Time Profile

All of the Genesys-provided historical Solution reports use the CollectorDefault time profile, which is set up in your environment when you deploy the reports. This parameter instructs Stat Server to send data to Data Sourcer every 15 minutes, beginning every night at midnight. In your custom-media environment, however, this parameter might not pre-exist if you have not previously deployed the Genesys-provided reports.

To create the CollectorDefault time profile:

1. In DMA, open the Statistical Parameters folder.
2. Right-click the Time Profile folder and select New from the shortcut menu that appears.
3. In the Time Profile Constructor dialog box, name the time profile. For our sample environment, we name this profile CollectorDefault.



4. In the Increment list box, type 15 minutes as shown in the figure to the left. Leave the Reset Time at 0:00 (midnight).

5. Click the green check mark button to the right of the Increment box, to move the expression to the Operand Pool.
6. Click the second green check mark button, above the Increment box, to move the expression to the Definition box.
7. Click OK.

Data Sourcer adds this definition to both Configuration Server and ODS. You can specify a different time profile if you want Stat Server to feed data to Data Sourcer at intervals other than 15 minutes, but make sure the time profile you set up represents an integral fraction of an hour. Refer to “How ETL Runtime Aggregates Data” in the *Reporting 7.2 ETL Runtime User’s Guide* for further information.

Real-Time Time Profile

The Genesys-provided, real-time reports use different time profiles for some metrics. For most, however, they use Stat Server’s internally defined Default time profile, which uses a Growing interval type that resets statistics every night at midnight. Genesys recommends that you use this time profile for real-time, custom-media metrics, but if you wish to use one or more different profiles, complete the following steps:

1. In Configuration Manager, open the properties of your Stat Server Application object.
2. On the Options tab, create a new section, name it TimeProfiles, and click OK.
3. Open the section, and provide a name and value for each time profile that you want to create.

How Statistical Parameter Changes Are Handled Within Reporting

Creating New Parameters. Each time Data Sourcer starts, it scans Configuration Server for new statistical parameters found in the corresponding Stat Server application, and writes their definitions to ODS. If you create new statistical parameters within DMA, DMA writes their definitions to both Configuration Server and ODS. For immediate availability, Genesys generally recommends that you use the constructor dialog boxes within DMA to create statistical parameters; however, for the Open Media–related stat types that are based on Stat Server Java Extensions, Genesys recommends that you use Configuration Server.

For real-time metrics, CCPulse+ uses the definitions directly within Configuration Server.

Editing Existing Parameters. If you edit a statistical parameter within DMA, DMA writes the changed definitions to both ODS and Configuration Server. Data Sourcer then uses the new definition when requesting a relevant statistic from Stat Server. If, however, you edit a statistical parameter within Configuration Server and if that parameter is being used in a currently open

statistic, Data Sourcer stores the altered definition to ODS, but does not update its request for the statistic with the new definition—and for good reason. This behavior is designed to maintain control within DMA/Data Sourcer as the single source of change for Historical Reporting parameters and to maintain the integrity of the data already collected with data to be collected in the future.

After Data Sourcer initially reads configuration data and requests a certain statistic to be opened by Stat Server, Data Sourcer *never* picks up the definitions of statistical parameters that are currently used in calculations and that you have changed within Configuration Server—even if you invoke DMA's Synchronize feature. If it is necessary to edit a statistical parameter within Configuration Server, restart Data Sourcer so that it re-reads configuration data and sends a new request to Stat Server for a statistic that includes the edited parameter.

In the case you edit a statistical parameter included in a statistic that is not being calculated at the moment, Data Sourcer picks up the new definitions of statistical parameters and uses them when sending a request to Stat Server to open this statistic. When you change a statistical parameter *before* the statistic is opened, no restart of Data Sourcer is necessary.

For Real-Time Reporting, you cannot edit statistical parameters within CCPulse+. You must use Configuration Server.

Synchronizing Parameters. If you use the Synchronize feature within DMA, Data Sourcer overwrites the statistical parameter definitions within Configuration Server with all of the definitions stored in ODS. DMA does not enable you to specify which parameter definitions to overwrite. Furthermore, you cannot synchronize parameters in the opposite direction, in order to overwrite ODS definitions with Configuration Server's definitions for the same parameters. Because DMA does not provide a parameter-by-parameter confirmation, Genesys recommends that you carefully analyze whether to perform synchronization at all.

Because Data Sourcer reads *new* parameters from Configuration Server, but not *changed* parameters, keep the following in mind if you need to edit the definition of an extension stat type that you created in Configuration Server *after* Data Sourcer has already read its definition:

- Data Sourcer will not recognize any change that you make to the stat type within Configuration Server;
- You cannot edit this stat type definition within DMA (because the `MediaType` and Java-related attributes are not accessible in DMA in this release);
- If you perform a synchronization, Data Sourcer overwrites Configuration Server's definition of the stat type with ODS's definition.

If you needed to edit an extension stat type after Data Sourcer has read its definition, you would have to delete the stat type definition, both from Configuration Server and manually within ODS. Contact Genesys Technical Support for assistance should this event occur.

CCPulse+ provides no synchronization feature, because this application takes its parameter values directly from Configuration Server.

Deleting Parameters. Deleting a parameter such as a stat type within DMA is only possible when this parameter is not used in any report layouts or layout templates. If you delete a parameter within DMA, DMA immediately deletes that parameter from both Configuration Server and ODS. If, however, you delete a parameter within Configuration Server, the parameter remains in the ODS, but Data Sourcer is unable to use a relevant statistic. Furthermore, upon using DMA's synchronization feature, DMA rewrites the parameter and its definition to Configuration Server, using the definition stored in ODS. For this reason, Genesys recommends that you use DMA to delete parameters used in Historical Reporting—if you must delete them at all.

Stage 2: Create CCPulse+ Templates

After you create the statistical parameters as described in the previous section, you can create real-time templates within CCPulse+. (You must create those parameters first, because you cannot create them within CCPulse+.)

To continue with our CMIXn example, we will create the CM1 Queue Handling template:

1. Restart your CCPulse+ session if it is already running.
Restarting CCPulse+ will pick up any recent parameter additions and changes made in Configuration Server.
2. In CCPulse+, open the Template Wizard. This Wizard contains three screens:
 - Template Definition
 - Pre-defined Statistics
 - Graph
3. On the Template Definition screen:
 - a. Select the appropriate object type from the Available Object Types frame. For our example, we use the Interaction Queue object type.
Note: Interaction Queue is CCPulse+'s alias for the StagingArea object type.
 - b. In the Options frame, select Create new template and click Next.
4. On the Pre-defined Statistics screen:
 - a. In the Template Name box, type a unique name. For our example, we name the template CM1 Queue Handling, based on the <MD> Queue Handling template (defined on [page 226](#).)
 - b. For each logical grouping of statistics, click New Group under the Requested Statistics frame and name the group appropriately. Our example adds two statistical groups, Total Number and Current Number.

- c. In the Available Statistics frame, select the desired stat type and move it under the appropriate statistical group in the Requested Statistics frame.

Note: The desired stat type might not be available if you did not previously add it to the configuration of your Stat Server Application object in Configuration Server. Furthermore, Genesys recommends that you do not directly use the 14 native Java classes provided in the Java extension (such as `eServiceInteractionStat.jar:OMQ Current in Queue`) to build metrics.

For our example, we move the `CM1_Total_Entered_Queue`, `CM1_Total_Moved_From_Queue`, and `CM1_Stopped_Processing_Queue` stat types to the Total Number statistical group and rename them Entered, Moved, and Stopped Processing, respectively.

Under the Current Number statistical group, we move and rename the following five stat types:

- `CM1_Current_In_Queue`, (renamed In Queue)
- `CM1_Current_Waiting_Processing_In_Queue` (renamed Waiting Processing)
- `CM1_Current_In_Processing` (renamed In Processing)
- `CM1_Maximum_Interactions_In_Queue` (renamed Maximum Interactions)
- `CM1_Minimum_Interactions_In_Queue` (renamed Minimum Interactions)

Figure 143 illustrates how this Wizard screen appears after you complete this step. We see that the `CM1_Minimum_interactions_In_Queue` metric is in the processing of being renamed Minimum Interactions.

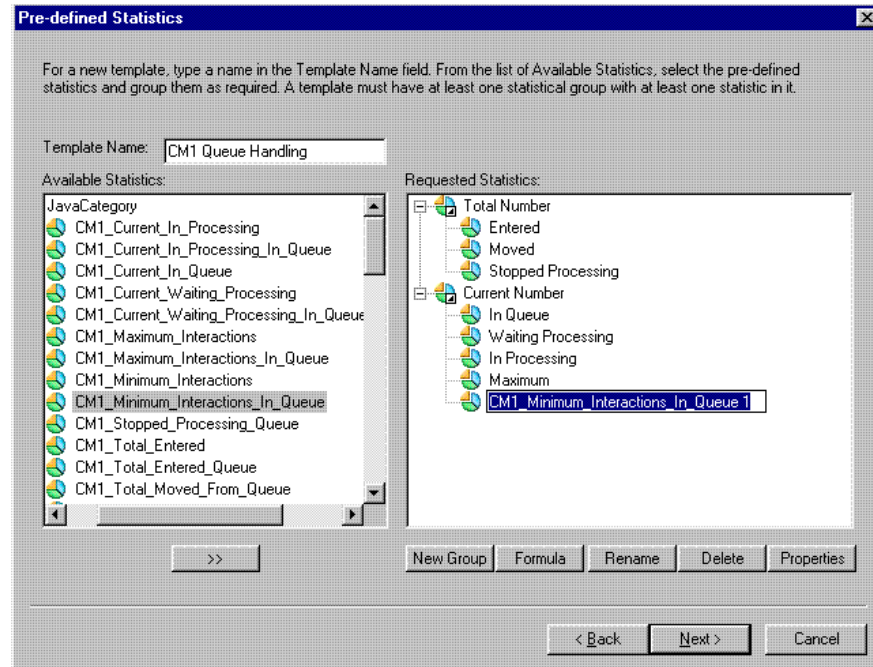


Figure 143: Creating the CM1 Queue Handling CCPulse+ Template

- d. For each metric in the Requested Statistics frame, open its properties and set them as defined in “Open Media Real-Time Metrics” on [page 227](#). Click OK to commit your changes. Do not yet specify an historical association, because you have not yet created historical metrics.

[Figure 144](#) illustrates the properties of the [Entered](#) metric in our sample environment.

- e. Click Next to advance to the final screen of the Template Wizard.
5. On the Graph screen, configure how graphs are to appear in the CCPulse+ views that you created based on this template, and then click Finish.
6. At the message prompt, click OK.
7. Repeat [Steps 2](#) through [6](#) to create the CM2 Queue Handling and CM3 Queue Handling templates for our sample environment.

Tip: On the Template Definition screen ([Step 3b](#)), select the CM1 template that you just created, and click Create from selected template. Then, on the Pre-defined Statistics screen, wherever CM1 appears, change this to CM2 (or CM3). This method avoids having to repeat many of the time-consuming steps in this procedure.

Figure 144: The Entered Metric

8. Repeat [Steps 2](#) through [7](#) for the two remaining CCPulse+ templates, <Media> Agent Handling (described on [page 226](#)) and <Media> General Handling (described on [page 226](#)).

For our sample environment, you should end up with the following nine templates:

CM1 Queue Handling	CM1 Agent Handling	CM1 General Handling
CM2 Queue Handling	CM2 Agent Handling	CM2 General Handling
CM3 Queue Handling	CM3 Agent Handling	CM3 General Handling

Note: The <Media> Agent Handling template contains one metric for which you must specify a formula rather than metric properties. On the Pre-defined Statistics Wizard screen, for the Average Processing Time metric, select the appropriate statistical group (Average Time in our example), click **Formula**, and then type the formula shown in the description of this metric on [page 228](#).

Refer to *Reporting 7.2 CCPulse+ Help* for additional information about operating the Template Wizard.

Stage 3: Create ODS Layout Templates

You use DMA to create layout templates and the historical metrics that constitute them. Layout templates provide the structure for report layouts, which collect the data for specified contact center objects over a specified interval of time. For the Genesys-recommended open media reports, build the following six layout templates:

- AG_<MD>
- PL_<MD>
- Stage_<MD>
- GA_<MD>
- GP_<MD>
- CC_<MD>

These layout templates are described on [pages 235 and 236](#).

Before you create these layout templates, you must first start (or restart) Data Sourcer after building the stat types appropriate to your media type(s). Starting Data Sourcer copies new statistical parameters to ODS, making them available for you to select when defining the layout templates.

To create a layout template:

1. In DMA, open the Template Creation Wizard. This Wizard contains the following three screens:
 - Common Info
 - Statistics
 - Time Profile
2. On the Common Info screen, define the following high-level template attributes, and then click Next:
 - a. From the Object Type list box, select the appropriate object type. For our sample environment, we will first build a layout template whose object type is Staging Area.
 - b. In the Template Name box, type a unique name that is ten characters in length, or less. For our sample environment, we name this template Stage_CM1.

Note: There are numerous restrictions on the name that you can use for a template. Refer to *Reporting 7.2 Data Modeling Assistant Help* for more information.

- c. In the Layout Name box, type a default name for report layouts that use this layout template as their basis. DMA automatically appends a number to this default report layout name in order to keep report layouts unique. For our sample environment, we use Stage_CM1 as the default name for report layouts that we will create at “Stage 4: Create Report Layouts” on [page 209](#).
- d. (Optional) In the Description box, type a description of this layout template.

3. In the **Statistics** dialog box, define all of the statistics associated with this layout template, and then click **Next**:
 - a. Click **New** to invoke the **Statistics Wizard**. You must invoke the **Statistics Wizard** for each statistic in the layout template.
 - b. On the **StatTypes** screen of the **Statistics Wizard**, select the appropriate stat type from the list and click **Next**.
To define the `N_ENTER_CM1` metric for our example, select `CM1_Total_Entered_Queue` from the list. Metric definitions for the recommended open-media layout templates begin on [page 238](#).
 - c. If the **FilterApplicable** check box was checked on the preceding screen, from the **Filters** screen, select a filter from the list box, if desired, and click **Next**.
 - d. On the **Column Info** screen, type a unique column name for this metric and click **Finish**. ETL Runtime assigns this name to a column in the Data Mart's `R_N_STAT_RES` table, and this column name appears in your final reports that use this statistic.

Warning! Data Sourcer cannot validate whether the column name that you specify here already exists in your Data Mart. You yourself must verify its uniqueness. If you do inadvertently designate an already existing name, ETL Runtime will combine this statistic's values with the other's. The column names recommended on [pages 238 through 240](#) do not conflict with the column names reserved for the Genesys-provided reports.

- e. Repeat [Steps a through d](#) for each statistic that must be added to the layout template. Our `STAGE_CM1` layout template contains the following three statistics, which are based on three statistics in the `STAGE_<MD>` layout template (described on [page 236](#)):
 - `N_ENTER_CM1`
 - `N_MOVED_CM1`
 - `N_FINPROC_CM1`
4. On the **Time Profile** screen, select the time profile that you created on [page 200](#)—`CollectorDefault` for our sample environment. Then, click **Finish**.
5. Repeat [Steps 2 through 4](#) for the remaining layout templates for one of your custom open media types (`CM1`, in our example).
6. Repeat [Steps 2 through 5](#) for the remaining custom open media types in your environment (`CM2` and `CM3` in our sample environment).

In our sample environment, after you complete these steps, you should have 18 layout templates—6 for each custom open media type. Refer to *Reporting 7.2*

Data Modeling Assistant Help for additional information about using DMA's Template and Statistics Wizards.

Stage 4: Create Report Layouts

Next, you must create and activate report layouts for the new layout templates that you created so that Data Sourcer can begin collecting data.

Creating Report Layouts

1. In DMA, open the Layout Creation Wizard. This Wizard contains five screens:
 - Creation Manner
 - Common Info
 - Objects
 - Statistics
 - Time Profile
2. On the Creation Manner screen, click **Create Layout** using the template, select the desired layout template from the list box, and click **Next**.
3. On the Common Info screen, do the following, and then click **Next**.
 - a. From the **Tenants** list, select the tenant(s) from which the report layout is to collect data.
 - b. (Optional) In the **Layout Name** box, change the report layout name that DMA provides. This name must be unique.
 - c. (Optional) In the **Description** box, provide a description of this report layout.

Note: You cannot edit the value in the **Object Types** box, because this report layout is based on a layout template.

4. On the **Objects** screen, specify the objects that Data Sourcer will collect, and then click **Next**:
 - a. Indicate whether Data Sourcer is to use all objects in a metagroup you will select or whether you will select objects individually by selecting the appropriate radio button.
 - b. In the **Tenants/Metagroups** list box, select the desired metagroup.
 - c. If you chose to select objects individually, in the **Object Type** list box, select the specific objects.
5. On the **Statistics** screen, click **Import** to import statistics from the layout template to the report layout.
6. On the **Time Profile** screen, select the time profile that you created on [page 200](#), and click **Finish**.

Activating Report Layouts

An inactive report layout appears grayed (dimmed) in the DMA interface. To activate it:

1. Right-click the desired inactive report layout from the folder list.
2. Select **Activate** from the shortcut menu that appears.

As soon as the report layout is activated, Data Sourcer begins data collection.

Refer to *Reporting 7.2 Data Modeling Assistant Help* for additional information.

Stage 5: Run the Transformation Module

As you create the layout templates for your environment, DMA writes their definitions to ODS, which is a temporary storage area for historical data. However, this information must be propagated to the Data Mart before it can be available for use in the historical views that you set up in CCPulse+. Running ETL Runtime's Transformation module accomplishes this. If you configured your Data Mart application using all of the default values, the Transformation module automatically starts every minute after every hour—but, you can manually start this module any time you wish.

To manually run ETL Runtime's Transformation module, issue the following command from the directory in which ETL Runtime is installed:

```
java -jar transform.jar -conf [properties]
```

where:

[properties] is the name of the file containing a listing of runtime parameters that you can use to effect data transformation (etl.properties, by default).

Note: There are many runtime parameters that you can set to effect data transformation. Refer to the *Reporting 7.2 ETL Runtime User's Guide* for additional information.

Stage 6: Associate Historical Metrics to Real-Time Metrics

The historical statistics that you created must be propagated to the Data Mart before you can associate them to their real-time equivalents within CCPulse+. You can perform a cursory check of whether this propagation has occurred by restarting CCPulse+, visiting the **Historical Association** tab of any statistic, and scanning the **Statistic** drop list for any of historical column names that you created.

To assign a historical metric to its real-time equivalent:

1. Restart CCPulse+, if it is currently running.
2. In CCPulse+, invoke the Template Wizard and, on the **Template Definition** screen, select one of the CCPulse+ templates you that you created in Stage 2 ([page 203](#)). Click **Next**.
3. On the **Predefined Statistics** screen, open the properties of one statistic in the **Requested Statistics** frame.
4. On the **Historical Association** tab, select the corresponding historical statistic from the **Statistic** list box, and click **OK**. Refer to the historical assignments listed for each metric beginning on [page 228](#). To continue with our example, we assign **N_ENTERED_CM1** to the **Entered** metric of the **CM1 Queue Handling** CCPulse+ template as illustrated in [Figure 145](#).

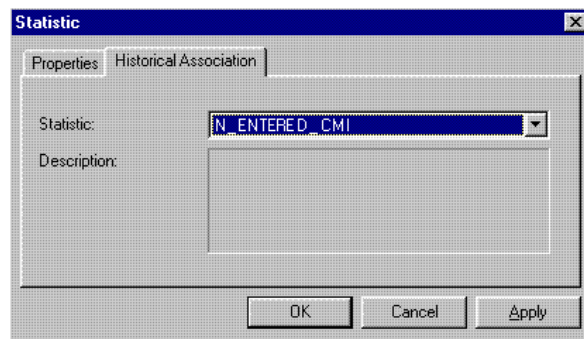


Figure 145: Associating Historical to Real-Time Metrics

5. Repeat [Steps 3](#) and [4](#) for each metric that can be used for Historical Reporting, and then click **Next**.
- Our *CM1 Queue Handling* CCPulse+ template contains eight metrics, however, only three of them are historical in nature. That is:
- Total Entered
 - Total Moved
 - Stopped Processing
6. On the **Graph** screen, click **Finish**.
 7. Repeat [Steps 2](#) through [6](#), for each CCPulse+ template that you created.

Open Media Statistical Parameters

The forms in this section describe the filters and time profiles that you should create for your open media environment.

Form Title The name of the statistical parameter. This name provides the key for parameters using key-value pairs. The <Media> filter, below, represents the short name of your custom media type.

Parameter Type One of two values:

- Filter
- TimeProfile

Stat type parameters used for Historical and Real-Time Reporting are described on [page 563](#).

Definition The definition of the parameter, as stored in Stat Server and ODS.

Description A brief description of the parameter.

CollectorDefault

PARAMETER TYPE TimeProfile	DEFINITION 0:00+0:15
DESCRIPTION This time profile uses a Growing interval type that resets statistics to 0 every 15 minutes. Real-Time Reporting does not use this time profile.	

Default

PARAMETER TYPE TimeProfile	DEFINITION 0:00
DESCRIPTION This time profile uses a Growing interval type that resets statistics every night at midnight. This time profile is hard-coded in Stat Server and does not appear in any of the Reporting configuration files, such as StatProfile.cfg (used most prominently by the solutions that offer CCPulse+ templates). You can override this definition by creating a time profile named Default within your Stat Server application. By default, Historical Reporting does not use this time profile.	

<Media>

PARAMETER TYPE Filter	DEFINITION PairExist(MediaType="MediaTypeName") For example, the definition of the CM1 filter could be PairExist(MediaType="CM1")
DESCRIPTION This filter returns values only when the MediaType parameter matches what you have defined for the particular media filter.	

Open Media Stat Types

The forms in this section describe the core and extension stat types that you should create for your open media environment.

Form Title	The name of the statistical type. <MD> is used to represent the abbreviated name of your custom media type.
Main Mask	Lists the actions or statuses that Stat Server uses in this statistic's calculation. For example, the <code>CallAnswered</code> mask, in concert with the <code>DNAction</code> subject instructs Stat Server to measure answered voice (DN) interactions. One or more main masks must be specified for each stat type.
Relative Mask	Provides an additional list of actions to calculate the statistic (a variable in the statistic category formula). Relative mask specification is optional. Refer to "RelMask" on page 93 for a more detailed explanation.
Aggregation Type	Applicable only if the <code>JavaSubCategory</code> field points to a Java Extension. The Java aggregation types employed in Reporting include: <ul style="list-style-type: none"> • <code>Current</code> • <code>Maximum</code> • <code>Minimum</code> • <code>Total</code>
Category	Specifies the rule Stat Server uses to aggregate statistics. For instance, for the <code>Interactions_Processed</code> stat type, Stat Server is to sum the number of calls processed to arrive at a total number (<code>TotalNumber</code>). One, and only one, category must be specified for each stat type. Valid values for open media stat types include: <ul style="list-style-type: none"> • <code>CurrentNumber</code> • <code>TotalNumber</code> • <code>TotalTime</code> • <code>JavaCategory</code>
Subject	All open media core stat types use the <code>Action</code> subject.
JavaSubCategory	Applicable only if the value specified in the <code>Category</code> field is <code>JavaCategory</code> . The value in the <code>JavaSubCategory</code> field indicates the name of a Java extension (<code>eServiceInteractionStat.jar</code>) and the Java class used therein—for example, <code>OMQ Current in Queue</code> . If no Java extension is indicated, this value reads N/A, for "not applicable".
Object Type(s)	Lists the device objects to which Stat Server actions (main masks) can be applied. For example, the <code>Accepted</code> action can be applied to the <code>Agent</code> , <code>GroupAgents</code> , <code>GroupPlaces</code> , and <code>Place</code> objects for the <code>Interactions_Accepted</code> stat type in order to measure the calls accepted by a specified agent, a specified place, a specified group of agents, or a specified group of places. One or more object types must be specified for each stat type.

MediaType	The name of the custom media type that you create for your custom-media environment.
Similarly Named Stat Types	Lists stat types that are used by the Genesys-provided sample templates for Open Media and Genesys-provided reports, and that have the same or similar names as suggested to use for the Open Media custom stat types.
Description	Provides a general description of what a statistic defined using this stat type measures. This section also lists differences in definitions throughout the releases.
Introduced In	Identifies the GA release in which this stat type was first introduced.
Discontinued In	Identifies the first GA release in which this stat type was no longer used in Genesys-provided solution reports. This does not necessarily mean that the stat type is no longer available. If a stat type is still available, this value reads N/A, for “not applicable”.
Formula	Indicates whether the stat type is distinguishable by connection ID. If so, DCID appears. If not, N/A denotes “not applicable”.
Used in Which Reporting Application	One or both of the following: <ul style="list-style-type: none">• Historical Reporting• Real-Time Reporting

Current_Interactions_In_Processing

MAINMASK InteractionHandling		DESCRIPTION The total number of interactions being handled by this resource at the moment of measurement. Use this stat type only for real-time metrics.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
MEDIATYPE N/A	SIMILARLY NAMED STAT TYPES Current_Interactions_In_Processing		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Inbound_Interactions_Stopped

MAINMASK InteractionStoppedInbound		DESCRIPTION The total number of inbound interactions that were terminated by this resource during the specified period.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
MEDIATYPE N/A	SIMILARLY NAMED STAT TYPES Inbound_Interactions_Stopped		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

Interactions_Accepted

MAINMASK InteractionAccepted		DESCRIPTION The total number of interactions that were offered for processing to the resource, and that were accepted during the specified period.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
MEDIATYPE N/A	SIMILARLY NAMED STAT TYPES Interactions_Accepted		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

Interactions_Offered

MAINMASK InteractionDeliveringStarted		DESCRIPTION The total number of interactions that were offered for processing to this resource during the specified period.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
MEDIATYPE N/A	SIMILARLY NAMED STAT TYPES Interactions_Offered		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

Interactions_Processed

MAINMASK InteractionHandling		DESCRIPTION The total number of interactions that were handled by this resource during the specified period.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
MEDIATYPE N/A	SIMILARLY NAMED STAT TYPES Interactions_Processed		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

Interactions_Processing_Time

MAINMASK InteractionHandling		DESCRIPTION The total amount of time that this resource spent handling interactions during the specified period.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
MEDIATYPE N/A	SIMILARLY NAMED STAT TYPES Interactions_Processing_Time		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

Interactions_Rejected

MAINMASK InteractionRejected		DESCRIPTION The total number of interactions that were offered for processing to this resource, and that were rejected, during the specified period.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
MEDIATYPE N/A	SIMILARLY NAMED STAT TYPES Interactions_Rejected		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

Interactions_Timed_Out

MainMask InteractionRevoked		DESCRIPTION The total number of interactions that were accepted, pulled, or created and subsequently revoked by this resource because of prolonged non-activity during the specified period.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
MEDIA TYPE N/A	SIMILARLY NAMED STAT TYPES Interactions_Timed_Out		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

<MD>_Current_In_Processing

MAINMASK N/A		<div>DESCRIPTION</div> <p>The total number of interactions of the specified media type that have been submitted within the contact center (for single-tenant environments) or within the specified tenant (for multi-tenant environments) and that are currently in processing.</p> <p>Use this stat type only for real-time metrics.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMG Current In Processing			
OBJECT TYPE(s) Tenant			
MEDIATYPE Specify your media.	SIMILARLY NAMED STAT TYPES Current_Interaction_In_Processing Current_Interactions_In_Processing		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

<MD>_Current_In_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The total number of interactions of the specified media type within this staging area at the moment of measurement.</div> <div>Use this stat type only for real-time metrics.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Current in Queue			
OBJECT TYPE(S) StagingArea			
MEDIATYPE <i>Specify your media.</i>	SIMILARLY NAMED STAT TYPES Current_In_Queue MediaX_Current_In_Queue		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

<MD>_Current_In_Processing_In_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The total number of interactions of the specified media type that have been submitted to this staging area and that are currently in processing.</div> <div>Use this stat type only for real-time metrics.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Current In Processing			
OBJECT TYPE(S) StagingArea			
MEDIATYPE <i>Specify your media.</i>	SIMILARLY NAMED STAT TYPES Current_Interaction_In_Processing Current_Interactions_In_Processing MediaX_Current_In_Processing_In_Queue		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

<MD>_Current_Waiting_Processing

MAINMASK N/A		<div>DESCRIPTION</div> <p>The total number of interactions of the specified media type that have been submitted within the contact center (for single-tenant environments) or within the specified tenant (for multi-tenant environments), and that are currently awaiting processing.</p> <p>Use this stat type only for real-time metrics.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMG Current Waiting Processing			
OBJECT TYPE(S) Tenant			
MEDIATYPE <i>Specify your media.</i>	SIMILARLY NAMED STAT TYPES Chat_Current_Waiting General_Email_Waiting_Processing IxnQueue_Email_Waiting_Processing		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

<MD>_Current_Waiting_Processing_In_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <p>The total number of interactions of the specified media type that have been submitted to this staging area and that are currently awaiting processing.</p> <p>Use this stat type only for real-time metrics.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Current Waiting Processing			
OBJECT TYPE(s) StagingArea			
MEDIATYPE <i>Specify your media.</i>	SIMILARLY NAMED STAT TYPES General_Email_Waiting_Processing IxnQueue_Email_Waiting_Processing MediaX_Current_Waiting_Processing_In_Queue		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

<MD>_Maximum_Interactions

MAINMASK N/A		<div>DESCRIPTION</div> <p>The maximum number of interactions of the specified media type that either were awaiting processing or were in processing within the contact center (for single-tenant environments) or within the specified tenant (for multi-tenant environments) during the specified period.</p> <p>Use this stat type only for real-time metrics.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Maximum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMG Maximum Interactions			
OBJECT TYPE(S) Tenant			
MEDIATYPE <i>Specify your media.</i>	SIMILARLY NAMED STAT TYPES Maximum_Calls lxnQueue_Email_Maximum General_Email_Maximum		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

<MD>_Maximum_Interactions_In_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <p>The maximum number of interactions of the specified media type that either were awaiting processing or were in processing within this staging area during the specified period.</p> <p>Use this stat type only for real-time metrics.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Maximum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Maximum Interactions			
OBJECT TYPE(S) StagingArea			
MEDIATYPE <i>Specify your media.</i>	SIMILARLY NAMED STAT TYPES General_Email_Maximum IxnQueue_Email_Maximum Maximum_Calls MediaX_Maximum_Interactions_In_Queue		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

<MD>_Minimum_Interactions

MAINMASK N/A		<div>DESCRIPTION</div> <div>The minimum number of interactions of the specified media type that were either waiting processing or were in processing within the contact center (for single-tenant environments) or within the specified tenant (for multi-tenant environments) within the specified period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Minimum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMG Minimum Interactions			
OBJECT TYPE(s) Tenant			
MEDIATYPE <i>Specify your media.</i>	SIMILARLY NAMED STAT TYPES <div>General_Email_Minimum IxnQueue_Email_Minimum</div> <div>Minimum_Calls</div>		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

<MD>_Minimum_Interactions_In_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The minimum number of interactions of the specified media type that were either waiting processing or in processing within this staging area within the specified period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Minimum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Minimum Interactions			
OBJECT TYPE(s) StagingArea			
MEDIATYPE <i>Specify your media.</i>	SIMILARLY NAMED STAT TYPES General_Email_Minimum IxnQueue_Email_Minimum Minimum_Calls MediaX_Minimum_Interactions_In_Queue		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

<MD>_Stopped_Processing_Queue

MAINMASK N/A		<p>DESCRIPTION</p> <p>The total number of interactions of the specified media type that stopped processing while in this staging area during the specified period.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Total Stopped Processing			
OBJECT TYPE(S) StagingArea			
MEDIATYPE <i>Specify your media.</i>	SIMILARLY NAMED STAT TYPES MediaX_Stopped_Processing_In_Queue		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

<MD>_Total_Entered

MAINMASK N/A		<div>DESCRIPTION</div> <div>The total number of interactions of the specified media type that entered through all entry points within the contact center (for single-tenant environments) or within the specified tenant (for multi-tenant environments) during the specified period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMG Total Entered			
OBJECT TYPE(S) Tenant			
MEDIATYPE <i>Specify your media.</i>	SIMILARLY NAMED STAT TYPES <div><div>CallsEntered</div><div>General_Email_Entered</div><div>Chat_Total_Entered</div><div>IxnQueue_Email_Entered</div><div>Total_Calls_Entered</div><div>Total_Entered</div></div>		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

<MD>_Total_Entered_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The total number of interactions of the specified media type that entered this staging area during the specified period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Total Entered			
OBJECT TYPE(S) StagingArea			
MEDIATYPE Specify your media.	SIMILARLY NAMED STAT TYPES Chat_Total_Entered MediaX_Total_Entered_Queue Total_Calls_Entered Total_Entered		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

<MD>_Total_Moved_From_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The total number of interactions of the specified media type that were moved from this staging area to any other staging area during the specified period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Total Moved			
OBJECT TYPE(S) StagingArea			
MEDIATYPE <i>Specify your media.</i>	SIMILARLY NAMED STAT TYPES IxnQueue_Email_Moved MediaX_Total_Moved_From_Queue		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

<MD>_Total_Transfers

MAINMASK N/A		<div>DESCRIPTION</div> <p>The total number of times that interactions of the specified media type were transferred within the contact center (for single-tenant environments) or within the specified tenant (for multi-tenant environments) during the specified period.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMG Total Transfers			
OBJECT TYPE(S) Tenant			
MEDIATYPE <i>Specify your media.</i>	SIMILARLY NAMED STAT TYPES Transfers_Made Chat_Total_Transfers Transfers_Taken General_Email_Transfers		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

Total_Number_Transfers_Made

MAINMASK InteractionTransferMade		DESCRIPTION The total number of transfers made by this resource during the specified period.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
MEDIATYPE N/A	SIMILARLY NAMED STAT TYPES Total_Number_Transfers_Made		
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

Open Media CCPulse+ Templates

The forms in this section describe the CCPulse+ templates that you should create for your open media environment.

Form Title	The name of the CCPulse+ template. <MD> is used to represent the abbreviated name of your custom media type.
Solution	Identifies the Genesys products that provide the template.
Introduced In	Identifies the GA release in which this template was first introduced.
Discontinued In	Identifies the first GA release in which this template was no longer available. Where a template is still available, this value reads N/A, for “not applicable”.
Statistical Groups and Statistics	Lists all statistics defined to each template and their statistical grouping. For example, in the <MD> Queue Handling template, Total Number is the statistical group and Entered, Moved, and Stopped Processing are the statistics that belong to that group.
Description	Provides a synopsis of what a generated view based on this template conveys. This field also describes some general metrics changes that occurred between releases.

<MD> Queue Handling

SOLUTION		INTRODUCED IN 7.1	DISCONTINUED IN N/A
TOTAL NUMBER Entered Moved Stopped Processing	CURRENT NUMBER In Queue Waiting Processing In Processing Maximum Interactions Minimum Interactions		
DESCRIPTION Collects metrics related to the number of interactions of a specific media type that are processed within a staging area.			

<MD> Agent Handling

SOLUTION		INTRODUCED IN 7.1	DISCONTINUED IN N/A
TOTAL NUMBER Offered Accepted Rejected Terminated Transferred Timed Out Finished Processing	CURRENT NUMBER In Processing	TOTAL TIME Processing Time	AVERAGE TIME Average Processing Time
DESCRIPTION Collects metrics related to the number of interactions of a specific media type that an agent, place, or group thereof processes.			

<MD> General Handling

SOLUTION		INTRODUCED IN 7.1	DISCONTINUED IN N/A
TOTAL NUMBER Entered Transferred	CURRENT NUMBER Maximum Interactions Minimum Interactions In Processing Waiting Processing		
DESCRIPTION Collects metrics related to the number of interactions of a specific media type that are processed within the contact center (for a single-tenant environment) or within a specific tenant (for multi-tenant environments).			

Open Media Real-Time Metrics

The forms in this section describe the real-time metrics that you should create for your open media environment. Real-time metrics are defined by the stat types on which they are built, and by a filter, if applied. Refer to “Open Media Statistical Parameters” on [page 212](#) for the definitions and descriptions of the filters used.

Form Title	The alias name of the CCPulse+ metric.
Stat Type	Identifies the Stat Server statistical type that this metric obeys. The Stat Type definition fields cannot be edited; they display the four options that define the statistical type in the configuration of Stat Server.
Statistical Group	Lists the statistical grouping under which the metric falls.
Solution	Identifies the Genesys products that measure and report on values for this metric.
Notification Frequency	Defines how often, in seconds, Stat Server should recalculate the metric and notify CCPulse+ if the metric has changed by more than the specified insensitivity.
Insensitivity	Describes a condition for receiving an update of a metric value for an object monitored in the view.
Filter	Identifies the filter applied to this metric.
Time Range	N/A for this release of open media templates.
Time Range 1	N/A for this release of open media templates.
Interval Type	Defines the time profile for this metric.
Time Profile	Identifies the name of the time profile as specified in the <code>TimeProfiles</code> section of the supporting Stat Server <code>Application</code> object. Time profiles specify the interval over which historical aggregate values are calculated.
Format	Defines the time or number format for the metric. Either <code>hh:mm:ss</code> or <code>0</code> .
Introduced In	Identifies the GA release in which this metric was first introduced.
Discontinued In	Identifies the first GA release in which this metric was no longer available. If a metric is still available, this value reads N/A, for “not applicable”.
Historical Association	The comparable metric found in the Data Mart. Click this value to read more information about the historical metric. This value reads N/A if this metric has no historical equivalent.
Calling Template	The CCPulse+ template(s) in which this metric can be found.
Description	Provides a general description of what a report using this metric measures.

Accepted

STAT TYPE Interactions_Accepted		STATISTICAL GROUP Total Number		SOLUTION		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER <Media>	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ACCEPT_<MD>		DESCRIPTION This metric represents the total number of interactions of the specified media type that were offered for processing to an agent, a place, or group thereof and that were accepted during a specific time period.					
CALLING TEMPLATE <MD> Agent Handling							

Average Processing Time

STAT TYPE N/A		STATISTICAL GROUP Average Time		SOLUTION		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>This metric represents the average amount of time that an agent, place, or group thereof spent handling interactions.</div> <div>CCPulse+ calculates this metric from the values of the Processing Time and Finished Processing CCPulse+ metrics using this formula:</div> <div><pre>ccpulse.group("Total Time").statistic("Processing Time") / ccpulse.group("Total Number").statistic("Finished Processing")</pre></div>					
CALLING TEMPLATE <MD> Agent Handling							

Entered_[1]

STAT TYPE <MD>_Total_Entered_Queue		STATISTICAL GROUP Total Number		SOLUTION		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ENTER_<MD>		DESCRIPTION This metric represents the total number of interactions of a specific media type that entered a staging area during a specific time period.					
CALLING TEMPLATE <MD> Queue Handling							

Entered_[2]

STAT TYPE <MD>_Total_Entered		STATISTICAL GROUP Total Number		SOLUTION		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ENTERCC_<MD>		DESCRIPTION This metric represents the total number of interactions of a specific media type that entered from all entry points during a specific time period.					
CALLING TEMPLATE <MD> General Handling							

Finished Processing

STAT TYPE Interactions_Processed		STATISTICAL GROUP Total Number		SOLUTION		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER <Media>	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_PROCESS_<MD>		DESCRIPTION This metric represents the total number of interactions handled by an agent, a place, or group thereof during a specific time period.					
CALLING TEMPLATE <MD> Agent Handling							

In Processing_[1]

STAT TYPE Current_Interactions_In_Pro cessing		STATISTICAL GROUP Current Number		SOLUTION		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER <Media>	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION This metric represents the current number of interactions of a particular media type that were offered for processing to an agent, a place, or group thereof during a specific time period.					
CALLING TEMPLATE <MD> Agent Handling							

In Processing_[2]

STAT TYPE <MD>_Current_In_Processing_In_Queue		STATISTICAL GROUP Current Number		SOLUTION		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION This metric represents the total number of interactions of a particular media type that have been submitted and that are currently in processing.					
CALLING TEMPLATE <MD> Queue Handling							

In Processing_[3]

STAT TYPE <MD>_Current_In_Processing		STATISTICAL GROUP Current Number		SOLUTION		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION This metric represents the total number of interactions of a particular media type that have been submitted within the contact center (for single-tenant environments) or within the specified tenant (for multi-tenant environments) and that are currently in processing.					
CALLING TEMPLATE <MD> General Handling							

In Queue

STAT TYPE <MD>_Current_In_Queue		STATISTICAL GROUP Current Number		SOLUTION		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION This metric represents the current number of interactions of a particular media type in a queue.					
CALLING TEMPLATE <MD> Queue Handling							

Maximum Interactions_[1]

STAT TYPE <MD>_Maximum_Interaction s_In_Queue		STATISTICAL GROUP Current Number		SOLUTION		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION This metric represents the maximum number of interactions of a particular media type that were either waiting processing or in were processing during a specific time period.					
CALLING TEMPLATE <MD> Queue Handling							

Maximum Interactions_[2]

STAT TYPE <MD>_Maximum_Interaction s		STATISTICAL GROUP Current Number		SOLUTION		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION This metric represents the maximum number of interactions of a particular media type that were either waiting processing or were in processing during a specific time period.					
CALLING TEMPLATE <MD> General Handling							

Minimum Interactions_[1]

STAT TYPE <MD>_Minimum_Interaction s_In_Queue		STATISTICAL GROUP Current Number		SOLUTION		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION This metric represents the minimum number of interactions of a particular media type that either were awaiting processing or were in processing within a specific queue during a specific time period.					
CALLING TEMPLATE <MD> Queue Handling							

Minimum Interactions^[2]

STAT TYPE <MD>_Minimum_Interaction s		STATISTICAL GROUP Current Number		SOLUTION		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION This metric represents the minimum number of interactions of a particular media type that either were awaiting processing or were in processing within the contact center (for single-tenant environments) or within a specific tenant (for multi-tenant environments) during a specific time period.					
CALLING TEMPLATE <MD> General Handling							

Moved

STAT TYPE <MD>_Total_Moved_From_Queue		STATISTICAL GROUP Total Number		SOLUTION		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_MOVED_<MD>		DESCRIPTION This metric represents the total number of interactions of a particular media type that were moved from a particular staging area to any other staging area during a specific time period.					
CALLING TEMPLATE <MD> Queue Handling							

Offered

STAT TYPE Interactions_Offered		STATISTICAL GROUP Total Number		SOLUTION		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER <Media>	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_OFFERED_<MD>		DESCRIPTION This metric represents the total number of interactions that were offered for processing to an agent, a place, or group thereof during a specific time period.					
CALLING TEMPLATE <MD> Agent Handling							

Processing Time

STAT TYPE Interactions_Processing_Tim e		STATISTICAL GROUP Total Time		SOLUTION		NOTIFICATION FREQUENCY 10 seconds		INSENSITIVITY 1	
FILTER <Media>	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.1		DISCONTINUED IN N/A	
HISTORICAL ASSOCIATION T_PROCTIME_<MD>		DESCRIPTION This metric represents the total amount of time that an agent, place, or group thereof spent handling interactions during a specific time period.							
CALLING TEMPLATE <MD> Agent Handling									

Rejected

STAT TYPE Interactions_Rejected		STATISTICAL GROUP Total Number		SOLUTION		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER <Media>	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_REJECT_<MD>		DESCRIPTION This metric represents the total number of interactions that were offered for processing to this resource and that were rejected during the specified period.					
CALLING TEMPLATE <MD> Agent Handling							

Stopped Processing

STAT TYPE <MD>_Stopped_Processing_Queue		STATISTICAL GROUP Total Number		SOLUTION		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_FINPROC_<MD>		DESCRIPTION This metric represents the total number of interactions of a particular media type that stopped processing during a specific time period.					
CALLING TEMPLATE <MD> Queue Handling							

Terminated

STAT TYPE Inbound_Interactions_Stopped		STATISTICAL GROUP Total Number		SOLUTION		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER <Media>	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_TERM_<MD>		DESCRIPTION This metric represents the total number of inbound interactions that were terminated by an agent, a place, or group thereof during a specific time period.					
CALLING TEMPLATE <MD> Agent Handling							

Timed Out

STAT TYPE Interactions_Timed_Out		STATISTICAL GROUP Total Number		SOLUTION		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER <Media>	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_TIMEOUT_<MD>		DESCRIPTION This metric represents the total number of interactions that were accepted, pulled, or created, and subsequently revoked by an agent, place, or group thereof because of prolonged non-activity during a specific time period.					
CALLING TEMPLATE <MD> Agent Handling							

Transferred_[1]

STAT TYPE Total_Number_Transfers_Made		STATISTICAL GROUP Total Number		SOLUTION		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY
FILTER <Media>	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_TRNSFRD_<MD>		DESCRIPTION This metric represents the total number of transfers made by an agent, a place, or group thereof during a specific time period.					
CALLING TEMPLATE <MD> Agent Handling							

Transferred_[2]

STAT TYPE <MD>_Total_Transfers		STATISTICAL GROUP Total Number		SOLUTION		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_TRNFRCC_<MD>		DESCRIPTION This metric represents the total number of times that interactions of a particular media type were transferred within the contact center (for single-tenant environments) or within the tenant (for multi-tenant environments) during a specific time period.					
CALLING TEMPLATE <MD> General Handling							

Waiting Processing_[1]

STAT TYPE <MD>_Current_Waiting_Pro cessing_In_Queue		STATISTICAL GROUP Current Number		SOLUTION		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION This metric represents the total number of interactions of a particular media type that have been submitted to the staging area and that are currently awaiting processing.					
CALLING TEMPLATE <MD> Queue Handling							

Waiting Processing_[2]

STAT TYPE <MD>_Current_Waiting_Pro cessing		STATISTICAL GROUP Current Number		SOLUTION		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION This metric represents the total number of interactions of a particular media type that have been submitted within the contact center (for single-tenant environments) or within a specific tenant (for multi-tenant environments), and are that currently awaiting processing.					
CALLING TEMPLATE <MD> General Handling							

Open Media ODS Layout Templates

The forms in this section describe the historical layout templates that you should create for your open media environment. ODS layout template names must be unique. Furthermore, they are restricted to 10 characters in length. The layout template names in this section do not conflict with the names of layout templates used in the Genesys-provided reports.

Form Title	The name of the ODS layout template. <MD> is used to represent the abbreviated name of your custom media type.
Object Type	Displays the object type to which this layout template applies.
Default Report Layout Name	Shows the name that Data Sourcer assigns to report layouts that are based on this layout template. If you set Data Sourcer to automatically generate report layouts, Data Sourcer adds a unique number to the default report layout name, so that you can easily identify it. Data Modeling Assistant also uses this Data Sourcer-assigned default name, but you can change this name as desired.
Number of Statistics	A count of the statistics listed under Stat Column Name. This number is useful in verifying proper configuration.
Stat Column Name	A listing of the column names that appear in the Stat Result tables of the Data Mart for folder templates based on this ODS layout template. Click any item in this field to read information about the corresponding statistic.
Description	Briefly describes what data a report layout based on this layout template collects.
Based in Which Source	One of the following: <ul style="list-style-type: none"> • Stat Server • Stat Server Java Extension
Current Version	The version number of the specific layout template.
Introduced In	Identifies the GA release in which this layout template was first introduced.
Discontinued In	Identifies the first GA release in which this template was no longer available. If a template is still available, this value reads N/A, for “not applicable”.

AG_<MD>

OBJECT TYPE Agent	DEFAULT REPORT LAYOUT NAME <Media> Agent Layout	NUMBER OF STATISTICS 8
STAT COLUMN NAME N_ACCEPT_<MD> N_PROCESS_<MD> N_TERM_<MD> N_TRNSFRD_<MD> N_OFFERED_<MD> N_REJECT_<MD> N_TIMEOUT_<MD> T_PROCTIME_<MD>		
DESCRIPTION Specifies the metrics to be collected for agents handling interactions of a particular media type.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.1	DISCONTINUED IN N/A

GA_<MD>

OBJECT TYPE Group of Agents	DEFAULT REPORT LAYOUT NAME <Media> Agent Group Layout	NUMBER OF STATISTICS 8
STAT COLUMN NAME N_ACCEPT_<MD> N_PROCESS_<MD> N_TERM_<MD> N_TRNSFRD_<MD> N_OFFERED_<MD> N_REJECT_<MD> N_TIMEOUT_<MD> T_PROCTIME_<MD>		
DESCRIPTION Specifies the metrics to be collected for a group of agents handling interactions of a particular media type.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.1	DISCONTINUED IN N/A

GP_<MD>

OBJECT TYPE Group of Places	DEFAULT REPORT LAYOUT NAME <Media> Place Group Layout	NUMBER OF STATISTICS 8
STAT COLUMN NAME N_ACCEPT_<MD> N_PROCESS_<MD> N_TERM_<MD> N_TRNSFRD_<MD> N_OFFERED_<MD> N_REJECT_<MD> N_TIMEOUT_<MD> T_PROCTIME_<MD>		
DESCRIPTION Specifies the metrics to be collected for a group of places in which interactions of a particular media type are handled.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.1	DISCONTINUED IN N/A

PL_<MD>

OBJECT TYPE Place	DEFAULT REPORT LAYOUT NAME <Media> Place Layout	NUMBER OF STATISTICS 8
STAT COLUMN NAME N_ACCEPT_<MD> N_PROCESS_<MD> N_TERM_<MD> N_TRNSFRD_<MD> N_OFFERED_<MD> N_REJECT_<MD> N_TIMEOUT_<MD> T_PROCTIME_<MD>		
DESCRIPTION Specifies the metrics to be collected for a place in which interactions of a particular media type are handled.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.1	DISCONTINUED IN N/A

STAGE_<MD>

OBJECT TYPE StagingArea	DEFAULT REPORT LAYOUT NAME <Media> Staging Area Layout	NUMBER OF STATISTICS 3
STAT COLUMN NAME N_ENTER_<MD> N_MOVED_<MD> N_FINPROC_<MD>		
DESCRIPTION Specifies metrics that provide the total number of interactions of a particular media type that entered, left, or were completed within a staging area.		BASED IN WHICH SOURCE Stat Server Java Extension
CURRENT VERSION 7.2	INTRODUCED IN 7.1	DISCONTINUED IN N/A

CC_<MD>

OBJECT TYPE Tenant	DEFAULT REPORT LAYOUT NAME <Media> Tenant Layout	NUMBER OF STATISTICS 2
STAT COLUMN NAME N_ENTERCC_<MD> N_TRNFRCC_<MD>		
DESCRIPTION Specifies metrics that provide the total number of interactions of a particular media type that entered, left, or were completed within a contact center (for single-tenant environments) or within a specific tenant (for multi-tenant environments).		BASED IN WHICH SOURCE Stat Server Java Extension
CURRENT VERSION 7.2	INTRODUCED IN 7.1	DISCONTINUED IN N/A

Open Media Historical Metrics/Data Mart Metrics

The forms in this section describe the historical metrics that you should create for your open media environment. Historical metrics are defined by the stat types on which they are based, and by a filter, if applied. Refer to “Open Media Statistical Parameters” on [page 212](#) for the definitions and descriptions of the filters used.

Form Title	The name of a column in the Data Mart that stores the value of this metric. <MD> is used to represent the abbreviated name of your custom media type.
Stat Type Name	The name of the stat type on which this metric is based. See “Statistical Type” on page 91 or an in-depth discussion of stat types.
Introduced In	Identifies the GA release in which this metric was first introduced. All metrics are available in the current release.
Solution	The name of the Genesys solution for which this metric can be used.
Description	Provides a hyperlink to the “ Open Media Stat Types ” section where the stat type on which this metric is based is fully defined.
Parameter	Either N/A, for “not applicable” or <Media>, designating the name of your custom media type.
Used by the Following ODS Layout Templates	Lists the custom ODS layout templates that contain this metric.

N_ACCEPT_<MD>

STAT TYPE NAME Interactions_Accepted	SOLUTION	INTRODUCED IN 7.1	PARAMETER Filter: <Media>
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AG_<MD> GA_<MD> GP_<MD> PL_<MD>			
DESCRIPTION Refer to Interactions_Accepted in the “Open Media Stat Types” section for a complete description.			

N_ENTER_<MD>

STAT TYPE NAME <MD>_Total_Entered_Queue	SOLUTION	INTRODUCED IN 7.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES STAGE_<MD>			
DESCRIPTION Refer to <MD>_Total_Entered_Queue in the “Open Media Stat Types” section for a complete description.			

N_ENTERCC_<MD>

STAT TYPE NAME <MD>_Total_Entered	SOLUTION	INTRODUCED IN 7.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CC_<MD>			
DESCRIPTION Refer to <MD>_Total_Entered in the “Open Media Stat Types” section for a complete description.			

N_FINPROC_<MD>

STAT TYPE NAME <MD>_Stopped_Processing_Queue	SOLUTION	INTRODUCED IN 7.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES STAGE_<MD>			
DESCRIPTION Refer to <MD>_Stopped_Processing_Queue in the “Open Media Stat Types” section for a complete description.			

N_MOVED_<MD>

STAT TYPE NAME <MD>_Total_Moved_From_Queue	SOLUTION	INTRODUCED IN 7.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES STAGE_<MD>			
DESCRIPTION Refer to <MD>_Total_Moved_From_Queue in the “Open Media Stat Types” section for a complete description.			

N_TRNFRCC_<MD>

STAT TYPE NAME <MD>_Total_Transfers	SOLUTION	INTRODUCED IN 7.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CC_<MD>			
DESCRIPTION Refer to <MD>_Total_Transfers in the “Open Media Stat Types” section for a complete description.			

N_OFFERED_<MD>

STAT TYPE NAME Interactions_Offered	SOLUTION	INTRODUCED IN 7.1	PARAMETER Filter: <Media>
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AG_<MD> GA_<MD> GP_<MD> PL_<MD>			
DESCRIPTION Refer to Interactions_Offered in the “Open Media Stat Types” section for a complete description.			

N_PROCESS_<MD>

STAT TYPE NAME Interactions_Processed	SOLUTION	INTRODUCED IN 7.1	PARAMETER Filter: <Media>
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AG_<MD> GA_<MD> GP_<MD> PL_<MD>			
DESCRIPTION Refer to Interactions_Processed in the “Open Media Stat Types” section for a complete description.			

N_REJECT_<MD>

STAT TYPE NAME Interactions_Rejected	SOLUTION	INTRODUCED IN 7.1	PARAMETER Filter: <Media>
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AG_<MD> GA_<MD> GP_<MD> PL_<MD>			
DESCRIPTION Refer to Interactions_Rejected in the “Open Media Stat Types” section for a complete description.			

N_TERM_<MD>

STAT TYPE NAME Inbound_Interactions_Stopped	SOLUTION	INTRODUCED IN 7.1	PARAMETER Filter: <Media>
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AG_<MD> GA_<MD> GP_<MD> PL_<MD>			
DESCRIPTION Refer to Inbound_Interactions_Stopped in the “Open Media Stat Types” section for a complete description.			

N_TIMEOUT_<MD>

STAT TYPE NAME Interactions_Timed_Out	SOLUTION	INTRODUCED IN 7.1	PARAMETER Filter: <Media>
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AG_<MD> GA_<MD> GP_<MD> PL_<MD>			
DESCRIPTION Refer to Interactions_Timed_Out in the “Open Media Stat Types” section for a complete description.			

N_TRNSFRD_<MD>

STAT TYPE NAME Total_Number_Transfers_Made	SOLUTION	INTRODUCED IN 7.1	PARAMETER Filter: <Media>
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AG_<MD> GA_<MD> GP_<MD> PL_<MD>			
DESCRIPTION Refer to Total_Number_Transfers_Made in the “Open Media Stat Types” section for a complete description.			

T_PROCTIME_<MD>

STAT TYPE NAME Interactions_Processing_Time	SOLUTION	INTRODUCED IN 7.1	PARAMETER Filter: <Media>
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AG_<MD> GA_<MD> GP_<MD> PL_<MD>			
DESCRIPTION Refer to Interactions_Processing_Time in the “Open Media Stat Types” section for a complete description.			

Customizing Sample Templates

To provide you a faster method of creating open media reports, Genesys release 7.2 introduced two Open Media real-time sample templates:

- Media X Queue Template
- Media X Resource Template

The first template provides data for objects of type StagingArea (referred to as Interaction Queue in CCPulse+ interface). The second template provides data for agent-related objects such as Agents, Agent Groups, Places, and Place Groups.

Review descriptions of these two templates on [page 277](#) and descriptions of the metrics and stat types that these templates consist of, elsewhere in [Chapter 6](#). Decide whether the reporting data that these sample templates yield for interaction queues and agent-related objects is sufficient for your environment. If the data seems sufficient, use instructions in this section to create actual templates for your media type and build corresponding real-time reports.

Determining Media Name

The media name in your custom templates must match the name specified for this media in the Configuration Layer. You need to use the exact media for both Interaction Queue and Agent-related reports.

To verify the name of the media for which you are creating open media templates:

1. In Configuration Manager, open the Business Attributes > Media Type > Attribute Values folder under your particular Tenant (in a multi-tenant environment) or under Resources (in a single-tenant environment).
2. Open the properties of your Media Type object.
3. On the General tab, check the Name property value and make a note of it. For example, the name configured for the Media EMail is email.
4. Repeat [Steps 2](#) and [Steps 3](#) for every media type on which you need to report.

Creating an Open-Media Report on an Agent

To create an open media report on agent-related objects, such as an agent, a group of agents, a place, or a group of places, you need to perform these major steps:

1. Create a filter for a particular media type, similar to a Genesys-provided Media X filter. (See [“Creating a Filter for Your Media”](#) for detailed instructions.)

2. Create a new template based on the Media X Resource Template. (See [“Creating a Resource Template for Your Media”](#) for detailed instructions.)
3. Create a CCPulse+ real-time view based on the template created for the particular media. (See [“Creating an Agent-Based Report”](#) on [page 243](#) for detailed instructions.)

Creating a Filter for Your Media

The filter for your media type must mimic the syntax of the Genesys-provided filter for open media, Media_X. If you need to report on more than one type of media, create a separate filter for each media type.

To create a filter for your particular media:

1. In Configuration Manager, open the properties of your Stat Server Application object.
2. On the Options tab, locate the Filters section.
3. Open the section and locate the Media_X filter. The option value specified for this filter is `PairExist("MediaType", "x")`.
4. In the Filters section, create a new filter with the name and value reflecting your media type.

For example, for the Media EMail, set the name to `Media_email` and set the value to `PairExist("MediaType", "email")`.

5. Repeat [Step 4](#) for every media type on which you need to report.
6. Click OK.

Creating a Resource Template for Your Media

To create a resource (agent-related) template for a particular media type:

1. Locate the CCPulse+ storage file (the default name is `Templates.stg`) and change permissions for this file to at least `Write`.
2. Restart CCPulse+, if it is running.
3. Log in to CCPulse+ using an account with the Administrator Rank for the Application objects of the Call Center Pulse type. (Otherwise, the Template Wizard button is not active.)
4. In CCPulse+, start the Template Wizard. This Wizard contains three screens:
 - Template Definition
 - Pre-defined Statistics
 - Graph
5. On the Template Definition screen:
 - a. In the Available Object Types frame, select Agent, Agent Place, Group of Agents, and Group of Places.

- b. In the Available Templates frame, select Media X Resource Template.
 - c. In the Options frame, select Create from selected template.
 - d. Click Next.
6. On the Pre-defined Statistics screen:
 - a. In the Template Name box, type a unique name, keeping it under 25 characters. For example, for the Media EMail, name the template EMail Resource Template.
 - b. In the Requested Statistics frame, select the Media X Resource group and click Rename under the Requested Statistics frame. Change the group name appropriately; for example, EMail Resource.
 - c. For each non-formula-based statistic in the Requested Statistics frame, click Properties under the Requested Statistics frame. This opens the Statistic dialog box.
 - d. In the Filter field in the Statistic dialog box, select the filter for a particular media that you created for this statistic in “Creating a Filter for Your Media” on [page 242](#). In the Media EMail example, the filter is Media_email.
 - e. Click OK.
7. On the Graph screen, configure how graphs are to appear in the CCPulse+ views that you create based on this template, and then click Finish.
8. At the message prompt, click OK.

Creating an Agent-Based Report

To create a report for any agent-related object, for a particular media type:

1. In the **Call Center Objects** pane in the main CCPulse+ window, select the object on which you need to report. This can be an agent, a group of agents, a place, or a group of places.
2. Right-click the selected object and select **Create Real-Time View** from the context menu.
3. In the **Real-Time Data Template** dialog box that appears, select the agent-related template for your particular media that you created in “Creating a Resource Template for Your Media” on [page 242](#).
4. Click **OK**.

Creating an Open-Media Report on an Interaction Queue

To create an open media report on an Interaction Queue, you need to perform these major steps:

1. Create stat types for a particular media type, similar to Genesys-provided Media X stat types. (See “[Creating Stat Types for Your Media](#)” for detailed instructions.)

2. Create a new template based on the Media X Queue Template. (See [“Creating an Interaction Queue Template”](#) for detailed instructions.)
3. Create a CCPulse+ real-time view based on the template created for the particular media. (See [“Creating an Interaction Queue Report”](#) for detailed instructions.)

Creating Stat Types for Your Media

Before creating a template for an Interaction Queue, based on the Media X Queue Template, modify the following stat types or create duplicates for your particular media:

- MediaX_Current_In_Processing_In_Queue
- MediaX_Maximum_Interactions_In_Queue
- MediaX_Minimum_Interactions_In_Queue
- MediaX_Stopped_Processing_In_Queue
- MediaX_Total_Entered_Queue
- MediaX_Total_Moved_From_Queue

If you need to report on more than one type of media, create a separate set of stat types for each media type.

To modify a Media X stat type in Configuration Manager:

1. On the Options tab of your Stat Server Application object, select a section named after a particular stat type; for example, MediaX_Current_In_Processing_In_Queue.
2. Click the Edit Section/Option icon and change the stat type name so that it reflects your media name. To continue with the Media EMail example, change MediaX_Current_In_Processing_In_Queue to Media_email_Current_In_Processing_In_Queue.

Note: If you prefer to keep Media X stat types for future reference, create a set of six new stat types for your media instead of modifying the Genesys-provided stat types.

3. Open the stat type configuration section by double-clicking the stat type name.
4. Change the value of the MediaType parameter to your media name. For example, change x to email.
5. Click Apply.
6. Repeat [Steps 1](#) through [5](#) for all remaining Media X stat types.
7. Click OK.

Creating an Interaction Queue Template

To create an Interaction Queue template for a particular media type:

1. Check that the permissions for the CCPulse+ storage file (the default name is `Templates.stg`) are set to at least `Write`.
2. Restart CCPulse+, if it is running.
3. Log in to CCPulse+ using an account with the Administrator Rank for the Application objects of the Call Center Pulse type. (Otherwise, the Template Wizard button is not active.)
4. In CCPulse+, start the Template Wizard. This Wizard contains three screens:
 - Template Definition
 - Pre-defined Statistics
 - Graph
5. On the Template Definition screen:
 - a. Select Interaction Queue from the Available Object Types frame.
Note: Interaction Queue is CCPulse+'s alias for the StagingArea object type.
 - b. In the Available Templates frame, select Media X Queue Template.
 - c. In the Options frame, select Create from selected template.
 - d. Click Next.
6. On the Pre-defined Statistics screen:
 - a. In the Template Name box, type a unique name, keeping it under 25 characters. For example, name the template EMail Queue Template.
 - b. In the Requested Statistics frame, select Media X Queue group and click Rename under the Requested Statistics frame. Change the group name appropriately; for example, EMail Queue.
 - c. For each statistic in the Requested Statistics frame, click Properties under the Requested Statistics frame. This opens the Statistic dialog box.
 - d. In the Statistical type field in the Statistic dialog box, select the stat type for a particular media that you created for this statistic in "Creating Stat Types for Your Media" on [page 244](#).
 - e. Click OK.
7. On the Graph screen, configure how graphs are to appear in the CCPulse+ views that you created based on this template, and then click Finish.
8. At the message prompt, click OK.

Creating an Interaction Queue Report

To create a report for an Interaction Queue, for a particular media type:

1. In the **Call Center Objects** pane in the main CCPulse+ window, under **Scripts**, select the Interaction Queue object on which you need to report.
2. Right-click the Interaction Queue object and select **Create Real-Time View** from the context menu.
3. In the **Real-Time Data Template** dialog box that appears, select the Interaction Queue template for your particular media that you created in “Creating an Interaction Queue Template” on [page 245](#).
4. Click **OK**.



Chapter

6

Understanding the Out-of-Box Templates

This chapter describes the out-of-box, or “canned,” templates provided with your Genesys solutions for CC Analyzer and CCPulse+. The chapter contains 13 sections that provide an in-depth analysis of each layer of both products, and that facilitate your comprehension of the material presented. In a top-down fashion from real-time to historical, the sections of this chapter cover:

- [Solution-Provided Templates \(page 249\)](#)—listing the CCPulse+ and CC Analyzer templates provided with each solution and solution option.
- [Solution-Provided Metrics \(page 257\)](#)—listing, as applicable, the real-time, historical, and query-based metrics provided with CCPulse+ and CC Analyzer templates for each solution and solution option.
- [CCPulse+ Templates \(page 264\)](#)—describing each solution-provided CCPulse+ template and listing its metrics.
- [CCPulse+ Query-Based Templates \(page 283\)](#)—describing each CCPulse+ query-based template for GIM Inbound Voice, listing its metrics, and providing a corresponding SQL query.
- [CC Analyzer Report Templates \(page 315\)](#)—describing each report template, listing the aggregation levels provided by each, and connecting presentation names to column names in the Data Mart.
- [ODS Layout Templates \(page 326\)](#)—describing each layout template’s purpose and listing its ODS column names on which Historical Reporting metrics are based.
- [Data Mart Folder Templates \(page 346\)](#)—describing functionality and listing the composite metrics used by each folder template.
- [Data Mart Composite Metrics \(page 354\)](#)—providing the formulae used for each metric.

- [CCPulse+ Metrics \(page 386\)](#)—listing the filter, stat type, time profile, and formulae (if applicable) used by each CCPulse+ metric that is provided by one or more of the out-of-box CCPulse+ templates.
- [Historical Reporting Metrics–Sourced from GIM \(page 498\)](#)—listing the metrics provided in CCPulse+ query-based templates sourced from Genesys Info Mart.
- [Historical Reporting Metrics–Sourced from Stat Server \(page 516\)](#)—listing the filters and stat types used by the Historical Reporting metrics sourced from Stat Server.
- [Stat Server Stat Type Definitions \(page 563\)](#)—providing the masks, statistical categories, object types, subjects, and full description for each stat type.
- [Statistical Parameters \(page 680\)](#)—providing the definitions for time ranges, filters, and time profiles used in the canned reports.

The introductory material of each section describes its relation to CCPulse+ or CC Analyzer and sets the stage for understanding that section's elements. (The elements of the CC Analyzer ODS Layout Templates section, for example, are ODS layout templates.) The elements are presented in miniature forms—one for each element—on the several pages following their introduction. Each form within a section collects the same information as the next form—only its values change from element to element.

The forms also contain hyperlinks to other pages in other sections where the subject is further discussed allowing you to drill down for more information. For example, let's say that ultimately you want more information about a performance metric listed in the `QueueView` CCPulse+ template of your Outbound Contact Solution. For example:

1. Selecting the Solution-Provided Templates hyperlink from the Table of Contents on [page 3](#), takes you to [page 249](#), where you see the Outbound Contact hyperlink.
2. Clicking this link takes you to [page 255](#) where you see the Outbound Contact form listing all the templates provided by this solution.
3. Clicking the `QueueView` hyperlink listed in the Real-Time Templates area of the form takes you to [page 279](#), where the `QueueView` form lists the metrics and provides a description of the `QueueView` real-time template.
4. Clicking the `%Distrib` metric listed under the Performance category of the `QueueView` form takes you to [page 389](#), where the real-time `%Distrib` metric is described in the form of the same name.
5. Finally, clicking the `DistribCallsPercentage` hyperlink listed under the Stat Type area of this form takes you to [page 622](#), where the `DistribCallsPercentage` form displays and describes the `DistribCallsPercentage` stat type in full.

Solution-Provided Templates

In earlier releases of CCPulse+ and CC Analyzer, sample report templates were embedded within the applications during installation. These were offered as examples for designing your own reports. Subsequent releases of Genesys products provided more report templates for CCPulse+ and CC Analyzer specific to particular solutions and solution options. This section lists the real-time and historical templates provided by the following Genesys product areas:

- [E-mail](#)
- [Enterprise Routing](#)
- [GIM Inbound Voice](#)
- [Network Routing](#)
- [Open Media](#)
- [Outbound Contact](#)
- [Voice](#)
- [Voice Callback](#)
- [Web Media](#)

Note that some solutions (for example, Genesys Multimedia, which is formerly known as Multi-Channel Routing [MCR]) provide templates for more than one product areas (in this example, E-mail, Voice, and Web Media).

The historical template list (used by both CC Analyzer and CCPulse+) includes both ODS layout templates, which specify the data to be collected, and, where available, Hyperion Query Designer report templates, which report various results on contact center activities in predefined aggregation levels. Refer to the [“CCPulse+ Templates”](#), [“CCPulse+ Query-Based Templates”](#), [“ODS Layout Templates”](#), and [“CC Analyzer Report Templates”](#) sections of this chapter for information about the content of these templates.

Each Genesys product comes with a full set of documentation describing its deployment, configuration, installation, starting and stopping procedures, and so forth.

Note: Not a solution in itself, Genesys Info Mart (GIM) is rather a data warehouse used for reporting purposes on top of any Genesys solution. GIM is categorized as a solution for the purposes of this document only.

Descriptions of Form Labels

Form Title	The name of the Genesys solution or option.
CCPulse+ Templates	Lists all CCPulse+ templates offered by the solution or option. These CCPulse+ templates are stored in <code>Templates.stg</code> , a file specified during CCPulse+ configuration.
CCPulse+ Query-Based Templates	Lists all CCPulse+ templates based on SQL queries from Genesys Info Mart. These CCPulse+ templates are stored in <code>Queries.xml</code> , a file specified during CCPulse+ configuration, and require Genesys Info Mart release 7.2+.
Historical ODS Layout Templates	Lists all historical ODS layout templates offered by the solution or by a solution option. Some forms present this information in two sections as the names of ODS layout templates changed during the 6.1 release. These templates are stored as <code>.xml</code> files with the exception of those templates used by Data Sourcer for the Contact Server database (IS Data Sourcer).
Historical Report Templates	Lists all historical Hyperion Query Designer report templates offered by the solution. Some forms present this information in two sections as the names of report templates changed in the 7.0 release to consolidate the templates. Report templates are stored as <code>.bqy</code> files.

E-mail

CCPULSE+ TEMPLATES		
E-mail Queue	General E-mail Handling	Resource E-mail Handling
CCPULSE+ QUERY-BASED TEMPLATES		
None		
HISTORICAL ODS LAYOUT TEMPLATES (7.0+)		
EMAIL_AG	EMAIL_GPL	EMAIL_PL
EMAIL_GAG	EMAIL_IQ	EMAIL_TEN
HISTORICAL REPORT TEMPLATES		
None		

Enterprise Routing

CCPULSE+ TEMPLATES		
AgentView DNView	GroupsView PlaceView	QueueView
CCPULSE+ QUERY-BASED TEMPLATES		
None		
HISTORICAL ODS LAYOUT TEMPLATES (PRIOR TO 6.1)		
AGENT_TEMPLATE	PLACE_GROUP_TEMPLATE	ROUTING_POINT_TEMPLATE
AGENT_GROUP_TEMPLATE	QUEUE_TEMPLATE	
PLACE_TEMPLATE	QUEUE_GROUP_TEMPLATE	
HISTORICAL ODS LAYOUT TEMPLATES (6.1+)		
AGENT	GROFQUEUES	ROUTEPOINT
GROFAGS	PLACE	
GROFPLS	QUEUE	
HISTORICAL REPORT TEMPLATES (PRIOR TO 7.0)		
AGENT_DAILY	PLACEGROUP_DAILY	ROUTEPOINT_DAILY
AGENT_WEEKLY	PLACEGROUP_WEEKLY	ROUTEPOINT_WEEKLY
AGENT_MONTHLY	PLACEGROUP_MONTHLY	ROUTEPOINT_MONTHLY
AGENT_QUARTERLY	PLACEGROUP_QUARTERLY	ROUTEPOINT_QUARTERLY
AGENT_YEARLY	PLACEGROUP_YEARLY	ROUTEPOINT_YEARLY
AGENTGROUP_DAILY	PLACEGROUPS_DAILY	ROUTEPOINTS_DAILY (Broadcast)*
AGENTGROUP_WEEKLY	PLACEGROUPS_WEEKLY	ROUTEPOINTS_WEEKLY
AGENTGROUP_MONTHLY	PLACEGROUPS_MONTHLY	ROUTEPOINTS_MONTHLY
AGENTGROUP_QUARTERLY	PLACEGROUPS_QUARTERLY	ROUTEPOINTS_QUARTERLY
AGENTGROUP_YEARLY	PLACEGROUPS_YEARLY	ROUTEPOINTS_YEARLY
AGENTGROUPS_DAILY	QUEUE_DAILY	WORKPLACE_DAILY
AGENTGROUPS_WEEKLY	QUEUE_WEEKLY	WORKPLACE_WEEKLY
AGENTGROUPS_MONTHLY	QUEUE_MONTHLY	WORKPLACE_MONTHLY
AGENTGROUPS_QUARTERLY	QUEUE_QUARTERLY	WORKPLACE_QUARTERLY
AGENTGROUPS_YEARLY	QUEUE_YEARLY	WORKPLACE_YEARLY
AGENTS_DAILY (Broadcast)*	QUEUES_DAILY	WORKPLACES_DAILY
AGENTS_WEEKLY	QUEUES_WEEKLY	WORKPLACES_WEEKLY
AGENTS_MONTHLY	QUEUES_MONTHLY	WORKPLACES_MONTHLY
AGENTS_QUARTERLY	QUEUES_QUARTERLY	WORKPLACES_QUARTERLY
AGENTS_YEARLY	QUEUES_YEARLY	WORKPLACES_YEARLY
AGENTSANDAGENTGROUP_DAILY (Broadcast)*		
HISTORICAL REPORT TEMPLATES (7.0+)		
AGENT	PLACE	QUEUE
AGENT_COMPARISON	PLACE_COMPARISON	QUEUE_COMPARISON
AGENTSANDAGENTGROUP_DAILY_BC		

* These templates are provided in broadcast format so that you can try out the report-broadcasting capabilities of Brio Enterprise. As of December 2002, the comparable nonbroadcast versions of these templates have been discontinued.

GIM Inbound Voice

CCPULSE+ TEMPLATES None		
CCPULSE+ QUERY-BASED TEMPLATES		
Agent Login Session Report	Delay Before Abandon Performance Report (by Skill Combination)	Skill Combination Answered Report
Agent Task Report	General Skill Demand Report	Skill Combination Matched Report
Delay Before Abandon Performance Report	Not Ready Reason Report	Skill Combination Report
HISTORICAL ODS LAYOUT TEMPLATES (7.0+) None		
HISTORICAL REPORT TEMPLATES None		

Network Routing

CCPULSE+ TEMPLATES		
AgentView DNView	GroupsView PlaceView	QueueView
CCPULSE+ QUERY-BASED TEMPLATES		
None		
HISTORICAL ODS LAYOUT TEMPLATES (PRIOR TO 6.1)		
AGENT_TEMPLATE	PLACE_GROUP_TEMPLATE	ROUTING_POINT_TEMPLATE
AGENT_GROUP_TEMPLATE	QUEUE_TEMPLATE	
PLACE_TEMPLATE	QUEUE_GROUP_TEMPLATE	
HISTORICAL ODS LAYOUT TEMPLATES (6.1+)		
AGENT	GROFQUEUES	ROUTEPOINT
GROFAGS	PLACE	
GROFPLS	QUEUE	
HISTORICAL REPORT TEMPLATES (PRIOR TO 7.0)		
AGENT_DAILY	PLACEGROUP_DAILY	ROUTEPOINT_DAILY
AGENT_WEEKLY	PLACEGROUP_WEEKLY	ROUTEPOINT_WEEKLY
AGENT_MONTHLY	PLACEGROUP_MONTHLY	ROUTEPOINT_MONTHLY
AGENT_QUARTERLY	PLACEGROUP_QUARTERLY	ROUTEPOINT_QUARTERLY
AGENT_YEARLY	PLACEGROUP_YEARLY	ROUTEPOINT_YEARLY
AGENTGROUP_DAILY	PLACEGROUPS_DAILY	ROUTEPOINTS_DAILY (Broadcast)*
AGENTGROUP_WEEKLY	PLACEGROUPS_WEEKLY	ROUTEPOINTS_WEEKLY
AGENTGROUP_MONTHLY	PLACEGROUPS_MONTHLY	ROUTEPOINTS_MONTHLY
AGENTGROUP_QUARTERLY	PLACEGROUPS_QUARTERLY	ROUTEPOINTS_QUARTERLY
AGENTGROUP_YEARLY	PLACEGROUPS_YEARLY	ROUTEPOINTS_YEARLY
AGENTGROUPS_DAILY	QUEUE_DAILY	WORKPLACE_DAILY
AGENTGROUPS_WEEKLY	QUEUE_WEEKLY	WORKPLACE_WEEKLY
AGENTGROUPS_MONTHLY	QUEUE_MONTHLY	WORKPLACE_MONTHLY
AGENTGROUPS_QUARTERLY	QUEUE_QUARTERLY	WORKPLACE_QUARTERLY
AGENTGROUPS_YEARLY	QUEUE_YEARLY	WORKPLACE_YEARLY
AGENTS_DAILY (Broadcast)*	QUEUES_DAILY	WORKPLACES_DAILY
AGENTS_WEEKLY	QUEUES_WEEKLY	WORKPLACES_WEEKLY
AGENTS_MONTHLY	QUEUES_MONTHLY	WORKPLACES_MONTHLY
AGENTS_QUARTERLY	QUEUES_QUARTERLY	WORKPLACES_QUARTERLY
AGENTS_YEARLY	QUEUES_YEARLY	WORKPLACES_YEARLY
AGENTSANDAGENTGROUP_DAILY (Broadcast)*		
HISTORICAL REPORT TEMPLATES (7.0+)		
AGENT	PLACE	QUEUE
AGENT_COMPARISON	PLACE_COMPARISON	QUEUE_COMPARISON
AGENTANDAGENTGROUP_DAILY_BC		

* These templates are provided in broadcast format so that you can try out the report-broadcasting capabilities of Brio Enterprise. As of December 2002, the comparable nonbroadcast versions of these templates have been discontinued.

Open Media

CCPULSE+ TEMPLATES
Media X Queue Template Media X Resource Template
CCPULSE+ QUERY-BASED TEMPLATES
None
HISTORICAL ODS LAYOUT TEMPLATES (7.0+)
None
HISTORICAL REPORT TEMPLATES
None

Outbound Contact

CCPULSE+ TEMPLATES		
AgentView CallingListView CampCallingListView	CampGroupView CampaignView DNView	PlaceView QueueView GroupsView
CCPULSE+ QUERY-BASED TEMPLATES		
None		
HISTORICAL ODS LAYOUT TEMPLATES (PRIOR TO 6.1)		
AGENT_TEMPLATE AGENT_GROUP_TEMPLATE CALLING_LIST_TEMPLATE CAMPAIGN_CALLING_LISTS_TEMPLATE	CAMPAIGN_GROUPS_TEMP LATE CAMPAIGN_TEMPLATE PLACE_TEMPLATE	PLACE_GROUP_TEMPLATE QUEUE_TEMPLATE QUEUE_GROUP_TEMPLATE ROUTING_POINT_TEMPLATE
HISTORICAL ODS LAYOUT TEMPLATES		
CALL_LS CMP CMP_CALL_L CMP_GR	GROFPLS GROFQUEUES O_AGENT O_AGENT_GR	PLACE QUEUE ROUTEPOINT
HISTORICAL REPORT TEMPLATES (PRIOR TO 7.0)		
OUTBOUND_AGENT_DAILY OUTBOUND_AGENT_WEEKLY OUTBOUND_AGENT_MONTHLY OUTBOUND_AGENT_QUARTERLY OUTBOUND_AGENT_YEARLY	PLACEGROUP_DAILY PLACEGROUP_WEEKLY PLACEGROUP_MONTHLY PLACEGROUP_QUARTERLY PLACEGROUP_YEARLY	ROUTEPOINT_DAILY ROUTEPOINT_WEEKLY ROUTEPOINT_MONTHLY ROUTEPOINT_QUARTERLY ROUTEPOINT_YEARLY
OUTBOUND_AGENTS_DAILY OUTBOUND_AGENTS_WEEKLY OUTBOUND_AGENTS_MONTHLY OUTBOUND_AGENTS_QUARTERLY OUTBOUND_AGENTS_YEARLY	PLACEGROUPS_DAILY PLACEGROUPS_WEEKLY PLACEGROUPS_MONTHLY PLACEGROUPS_QUARTERLY PLACEGROUPS_YEARLY	ROUTEPOINTS_DAILY (Broadcast)* ROUTEPOINTS_WEEKLY ROUTEPOINTS_MONTHLY ROUTEPOINTS_QUARTERLY ROUTEPOINTS_YEARLY
OUTBOUND_AGENT_GROUP_DAILY OUTBOUND_AGENT_GROUP_WEEKLY OUTBOUND_AGENT_GROUP_MONTHLY OUTBOUND_AGENT_GROUP_QUARTERLY OUTBOUND_AGENT_GROUP_YEARLY	QUEUE_DAILY QUEUE_WEEKLY QUEUE_MONTHLY QUEUE_QUARTERLY QUEUE_YEARLY	WORKPLACE DAILY WORKPLACE WEEKLY WORKPLACE MONTHLY WORKPLACE QUARTERLY WORKPLACE YEARLY
OUTBOUND_AGENT_GROUPS_DAILY OUTBOUND_AGENT_GROUPS_WEEKLY OUTBOUND_AGENT_GROUPS_MONTHLY OUTBOUND_AGENT_GROUPS_QUARTERLY OUTBOUND_AGENT_GROUPS_YEARLY	QUEUES_DAILY QUEUES_WEEKLY QUEUES_MONTHLY QUEUES_QUARTERLY QUEUES_YEARLY	WORKPLACES DAILY WORKPLACES WEEKLY WORKPLACES MONTHLY WORKPLACES QUARTERLY WORKPLACES YEARLY
OUTBOUND_CAMPAIGN_DAILY OUTBOUND_CAMPAIGN_GROUPS_STATUS_DAILY OUTBOUND_CAMPAIGN_CALLING_LIST_DAILY OUTBOUND_CALLING_LIST_DAILY		
HISTORICAL REPORT TEMPLATES (7.0+)		
OUTBOUND_AGENT OUTBOUND_AGENT_COMPARISON PLACE PLACE_COMPARISON QUEUE QUEUE_COMPARISON	OUTBOUND_CALLING_LIST_DAILY OUTBOUND_CAMPAIGN_CALLING_LIST_DAILY OUTBOUND_CAMPAIGN_DAILY OUTBOUND_CAMPAIGN_GROUPS_STATUS_DAILY	

* This template is provided in broadcast format so that you can try out the report broadcasting capabilities of Brio Enterprise. As of December 2002, the comparable nonbroadcast version of this templates has been discontinued.

Voice

CCPULSE+ TEMPLATES	KPI Agent KPI Queue	KPI Tenant Resource Voice Handling	Voice Queue
CCPULSE+ QUERY-BASED TEMPLATES	None		
HISTORICAL ODS LAYOUT TEMPLATES (7.0+)	VOICE_A VOICE_AG VOICE_GQ	VOICE_P VOICE_PG VOICE_Q	VOICE_RP VOICE_T
HISTORICAL REPORT TEMPLATES	None		

Voice Callback

CCPULSE+ TEMPLATES	Callback Operation	Callback Queue	Queue Evaluation
CCPULSE+ QUERY-BASED TEMPLATES	None		
HISTORICAL ODS LAYOUT TEMPLATES (7.0+)	VCB_GQ_EV VCB_GQUEUE	VCB_Q_EV VCB_QUEUE	VCB_RP VCB_TENANT
HISTORICAL REPORT TEMPLATES (7.0+)	None		

Web Media

CCPULSE+ TEMPLATES	General Chat Handling	Resource Chat Handling	
CCPULSE+ QUERY-BASED TEMPLATES	None		
HISTORICAL ODS LAYOUT TEMPLATES (7.0+)	CHAT_A CHAT_GA	CHAT_GH CHAT_GP	CHAT_P
HISTORICAL REPORT TEMPLATES	None		



Solution-Provided Metrics

The listing of metrics provided by your solution depends on how you deploy your solution. This section lists the metrics available when you deploy your solution using its corresponding wizard.

Descriptions of Form Labels

Form Title	The name of the Genesys solution or option.
Real-Time Metric	Lists in alphabetical order all real-time metrics offered by the solution or option.
Corresponding Historical Metric	Lists the corresponding historical metric offered by the solution or by a solution option, if applicable.
Query-Based Metric	Lists in alphabetical order all metrics offered by Genesys Info Mart SQL queries. These metrics have neither real-time nor historical correspondence.

E-mail

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
Accepted	EMAIL_ACCEPTED	Not-submitted	N/A
Age of oldest email	N/A	Offered	EMAIL_OFFERED
Average Processing Time	N/A	Outbound	EMAIL_GEN_OUTBOUND
Entered ^Q	EMAIL_Q_ENTERED	Outbound Initiated	EMAIL_OUT_INI
Entered ^T	EMAIL_GEN_ENTERED	Processed	EMAIL_PROCESSED
Forwarded	EMAIL_GEN_FORWARD	Processing Time	EMAIL_PROC_TIME
Internal	EMAIL_GEN_INTERNAL	Pulled	EMAIL_PULLED
In Processing ^Q	N/A	Redirected	EMAIL_GEN_REDIRECT
In Processing ^T	N/A	Rejected	EMAIL_REJECTED
In Processing ^A	N/A	Response Time (avg)	N/A
In Queue	N/A	Response Time (total)	EMAIL_GEN_RESPTIME
Inbound Terminated	EMAIL_INB_TERM	Responded	EMAIL_GEN_RESPOND
Inbound Transferred	EMAIL_INB_TRANS	Stopped Processing	EMAIL_Q_STOPPED
Internal Initiated	EMAIL_INT_INI	Terminated	EMAIL_GEN_TERMINAT
Maximum Interactions ^Q	EMAIL_Q_MAX_INT	Timed Out	EMAIL_TIMED_OUT
Maximum Interactions ^T	EMAIL_GEN_MAX_INT	Transfers	EMAIL_GEN_TRANSFER
Minimum Interactions ^Q	EMAIL_Q_MIN_INT	Waiting Processing ^Q	N/A
Minimum Interactions ^T	EMAIL_GEN_MIN_INT	Waiting Processing ^T	N/A
Moved out	EMAIL_Q_MOVED_OUT		

A=for agents, places, and groups thereof

T=for tenants

Q=for interaction queues

Enterprise Routing

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
%Distrib	PC_N_DISTRIB	Inbound ^D	N/A
%Abandoned	PC_N_ABANDONED	InboundCalls	N/A
Abandon	N_ABANDONED	Internal ^A	N_INTERNAL
AfterCallWork	N/A	Internal ^D	N/A
AgentStatus	N/A	InternalCalls	N/A
Answered	N_ANSWERED	Entered	N_ENTERED
AverHandle	AV_T_HANDLE	ExpectedWaitTime	N/A
AvgAband	AV_T_ABANDONED	Outbound ^A	N_OUTBOUND
AvgConsult ^A	AV_T_CONSULT	Outbound ^D	N/A
AvgConsult ^D	N/A	OutboundCalls	N/A
AvgDistrib	AV_T_DISTRIBUTED	NotReadyForACall	N/A
AvgHandle ^A	AV_T_HANDLE	PlaceStatus	N/A
AvgHandle ^D	N/A	ServiceFactor	SERVICE_FACTOR
AvgInbound ^A	AV_T_INBOUND	TotalCallsOnHold	N_HOLD
AvgInbound ^D	N/A	TransfersMade	N_TRANSFERS_MADE
AvgOutbound ^A	AV_T_OUTBOUND	TransfersTaken	N_TRANSFERS_TAKEN
AvgOutbound ^D	N/A	TotalLogin	T_LOGIN
CallsInConsulting	N/A	TimeToAnswer	T_ANSWERED
CallsInDialing	N/A	TimeToDistrib	T_DISTRIBUTED
CallsInRinging	N/A	TimeToAbandon	T_ABANDONED
CallsOnHold	N/A	TotalACW ^A	T_WORK
CallsWaiting	N/A	TotalACW ^D	N/A
Consult ^A	N_CONSULT	TotalLogin	T_LOGIN
Consult ^D	N/A	TotalNR ^A	T_NOT_READY
CurrMaxWaiting	N/A	TotalNR ^D	N/A
Distribut	N_DISTRIBUTED	TotalTalk ^A	T_TALK
DNStatus	N/A	TotalTalk ^D	N/A
GroupState	N/A	TotalWait	T_WAIT
Inbound ^A	N_INBOUND	WaitingForACall	N/A

A=for agents, groups, and places

D=for DNs



GIM Inbound Voice

QUERY-BASED METRIC	QUERY-BASED METRIC
(Skill Combination) Ratio	Maximum Time to Match
(Skill Combination) Requested	Not Ready (Reason) Ratio
Abandoned	Not Ready for (Reason)
Abandoned Ratio	Not Ready Ratio
Answered Ratio	Outbound Calls AHT
Answered Total	Ratio
Average ACW - Calls	Ratio for Matched Skill to Calls Answered
Average ACW – Matched Calls	Ratio for Matched Skill to Total Requested
Average Handle Time – Calls Answered	Reason
Average Handle Time – Matched Calls	Session Duration
Average Hold Time – Calls Answered	Time Available
Average Hold Time – Matched Calls	Time Not Ready
Average Speed of Answer	Time to Abandon
Average Speed of Answer (ASA)	Total
Average Talk Time – Calls	Total Abandoned
Average Talk Time – Matched Calls	Total Calls Inbound
Average Time to Abandon	Total Calls Internal
Average Time to Match	Total Calls Outbound
Inbound Calls AHT	Total Entered
Internal Calls AHT	Total Not Ready
Interval Login Session Duration	Total Requested
Login Date	Transferred – Calls
Logout Date	Transferred – Matched Calls
Matched Ratio	Transferred Ratio
Matched Total	Transferred Ratio – Matched Calls
Maximum Time to Answer	

Network Routing

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
%Distrib	PC_N_DISTIB	Inbound ^D	N/A
%Abandoned	PC_N_ABANDOVED	InboundCalls	N/A
Abandon	N_ABANDONED	Internal ^A	N_INTERNAL
AfterCallWork	N/A	Internal ^D	N/A
AgentStatus	N/A	InternalCalls	N/A
Answered	N_ANSWERED	Entered	N_ENTERED
AverHandle	AV_T_HANDLE	ExpectedWaitTime	N/A
AvgAband	AV_T_ABANDONED	Outbound ^A	N_OUTBOUND
AvgConsult ^A	AV_T_CONSULT	Outbound ^D	N/A
AvgConsult ^D	N/A	OutboundCalls	N/A
AvgDistrib	AV_T_DISTRIBUTED	NotReadyForACall	N/A
AvgHandle ^A	AV_T_HANDLE	PlaceStatus	N/A
AvgHandle ^D	N/A	ServiceFactor	SERVICE_FACTOR
AvgInbound ^A	AV_T_INBOUND	TotalCallsOnHold	N_HOLD
AvgInbound ^D	N/A	TransfersMade	N_TRANSFERS_MADE
AvgOutbound ^A	AV_T_OUTBOUND	TransfersTaken	N_TRANSFERS_TAKEN
AvgOutbound ^D	N/A	TotalLogin	T_LOGIN
CallsInConsulting	N/A	TimeToAnswer	T_ANSWERED
CallsInDialing	N/A	TimeToDistrib	T_DISTRIBUTED
CallsInRinging	N/A	TimeToAbandon	T_ABANDONED
CallsOnHold	N/A	TotalACW ^A	T_WORK
CallsWaiting	N/A	TotalACW ^D	N/A
Consult ^A	N_CONSULT	TotalLogin	T_LOGIN
Consult ^D	N/A	TotalNR ^A	T_NOT_READY
CurrMaxWaiting	N/A	TotalNR ^D	N/A
Distribut	N_DISTRIBUTED	TotalTalk ^A	T_TALK
DNStatus	N/A	TotalTalk ^D	N/A
GroupState	N/A	TotalWait	T_WAIT
Inbound ^A	N_INBOUND	WaitingForACall	N/A

A=for agents, groups, and places

D=for DNs

Open Media

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
Average Processing Time	N/A	Total Entered	N/A
Current in Queue	N/A	Total Finished Processing	N/A
Current Waiting for Processing	N/A	Total Moved	N/A
Maximum number of Interactions	N/A	Total Offered	N/A
Minimum number of Interactions	N/A	Total Processing Time	N/A
Number of Interactions in process	N/A	Total Rejected	N/A
Number of interactions in Process	N/A	Total Terminated	N/A
Number of interactions that have stopped processing	N/A	Total Timed Out	N/A
Total Accepted	N/A	Total Transfers	N/A



Outbound Contact

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
%Abandoned	PC_N_ABANDOVED	GroupStatus	N/A
%Distrib	PC_N_DISTRIB	HitRatio	N/A
Abandon	N_ABANDONED	Inbound	N_INBOUND
Abandoned	N_ABANDONED	Inbound	N/A
Activated	T_ACTIVAT_DURATION	InboundCalls	N/A
AfterCallWork	N/A	Internal	N_INTERNAL
AgentStatus	N/A	Internal	N/A
Answered	N_ANSWERED	InternalCalls	N/A
AnswerMachine	N_ANSW_MACHINE	NoAnswer	N_NO_ANSWER
Answers	N_ANSWERS	NoRPC	N_NO_RPC
ASM_Outbound	N_ASM_OUTBOUND	NotReadyForACall	N/A
ASM_Outbound	N/A	Outbound	N_OUTBOUND
ASM_Received	N_ASM_ENGAGE	Outbound	N/A
ASM_Received	N/A	PerCallBacksCompleted	N_PER_CALLBK_COMPL
AvgAband	N/A	PerCallBacksMissed	N_PER_CALLBK_MISS
AvgConsult	AV_T_CONSULT	PerCallBacksScheduled	N_PER_CALLBK_SCHED
AvgConsult	N/A	PlaceStatus	N/A
AvgConsult	N/A	RecordsCanceled	N/A
AvgDistrib	AV_T_DISTRIBUTED	RecordsCompleted	N_RECORDS_COMPLETE
AvgHandle	AV_T_HANDLE	Running	T_RUNNING_DURATION
AvgHandle	N/A	ServiceFactor	SERVICE_FACTOR
AvgHandle	AV_T_HANDLE	SITDetected	N_SIT_DETECTED
AvgHandle	N/A	SITNoCircuit	N_SIT_NO_CIRCUIT
AvgHandleWithASM	N/A	SITOperIntercept	N_SIT_OPER_INTER
AvgInbound	AV_T_INBOUND	SITReorder	N_SIT_REORDER
AvgInbound	N/A	SITUnknown	N_SIT_UNKNOWN
AvgInbound	N/A	SITVacant	N_SIT_VACANT
AvgOutbound	AV_T_OUTBOUND	SystemError	N/A
AvgOutbound	N/A	SystemError	T_SYSError_DURATION
AvgOutbound	N/A	TimeToAbandon	T_ABANDONED
Busy	N_BUSY	TimeToAnswer	T_ANSWERED
CallBacksCompleted	N_CALLBKS_COMPL	TimeToDistrib	T_DISTRIBUTED
CallBacksMissed	N_CALLBKS_MISSED	TotalACW	T_WORK
CallBacksScheduled	N_CALLBKS_SCHEDULED	TotalACW	N/A
CallsInDialing	N/A	TotalASM_Outbound	T_ASM_OUTBOUND
CallsInRingin	N/A	TotalCallsOnHold	N_HOLD
CallsOnHold	N/A	TotalConsult	T_CONSULT
CallsWaiting	N/A	TotalInbound	T_INBOUND
Cancel	N_CANCEL	TotalLogin	T_LOGIN
Consult	N_CONSULT	TotalNR	T_NOT_READY
Consult	N/A	TotalNR	N/A
CurrMaxWaiting	N/A	TotalOutbound	T_OUTBOUND
Deactivated	T_DEACTIV_DURATION	TotalTalk	T_TALK
DialMade	N_DIAL_MADE	TotalTalk	N/A
DialMode	N/A	TotalWait	T_WAIT
Distribut	N_DISTRIBUTED	TransfersMade	N_TRANSFERS_MADE
DNStatus	N/A	TransfersTaken	N_TRANSFERS_TAKEN
DoNotCall	N_DO_NOT_CALL	WaitingAgent	N/A
Dropped	N_DIAL_DROPPED	WaitingAgents	T_WAIT_AGENT_DURAT
Entered	N_ENTERED	WaitingForACall	N/A
EstimTimeToComplete	N/A	WaitingPort	N/A
EstimTimeToDistrib	N/A	WaitingPort	T_WAIT_PORT_DURAT
ExpectedWaitTime	N/A	WaitingRecords	T_WAIT_RECORD_DURA
FaxModem	N_FAXMODEM_DETECT	WaitinRecords	N/A
GroupState	N/A		

Voice

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
Abandon	N/A	Hold Outbound	VOICE_HLD_OUT_T
Abandoned (total)	VOICE_ABND	Inbound	VOICE_INB
Abandoned (%)	N/A	Inbound Hold	VOICE_HLD_INB
Abandoned While Ringing	VOICE_ABND_WR	Internal Made	VOICE_INT_MD
ACW	N/A	Internal Taken	VOICE_INT_TK
ACW Auxiliary	VOICE_ACW_AUX_T	Maximum	VOICE_MAX
ACW Inbound	VOICE_ACW_INB_T	Minimum	VOICE_MIN
ACW Outbound	VOICE_ACW_OUT_T	Outbound	VOICE_OUT
Answered	VOICE_ANSW	Outbound Hold	VOICE_HLD_OUT
Cleared (total)	VOICE_CLR	Sent To Queue	VOICE_SENT_Q
Cleared (%)	N/A	Talk	N/A
Consult Made	VOICE_CNS_MD	Talk Consult Made	VOICE_CNS_MD_T
Consult Taken	VOICE_CNS_TK	Talk Consult Taken	VOICE_CNS_TK_T
Current	N/A	Talk Inbound	VOICE_TLK_INB_T
Distribute	N/A	Talk Internal Made	VOICE_INT_TK_T
Distributed (total)	VOICE_DSTR	Talk Internal Taken	VOICE_INT_TK_T
Distributed (%)	N/A	Talk Outbound	VOICE_TLK_OUT_T
Entered	VOICE_ENTR	Time to Abandon	VOICE_ABND_T
Forced Off	VOICE_FRCD_OFF	Time to Distribute	VOICE_DSTR_T
Forwarded	VOICE_FRWD	Transfers Made	VOICE_TFR_MD
Hold	N/A	Transfers Taken	VOICE_TFR_TK
Hold Inbound	VOICE_HLD_INB_T		

Voice Callback

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
CB Request Attempts	VCB_REQ_ATTMTPT	Last Hour (CB Requested)	N/A
CB Requested	N/A	Live AWT	N/A
Abandoned (virtual or live ixns)	VCB_ABANDON	Live Disposed with EWT	VCB_LIVE_DISP_EWT
Abandoned (live ixns only)	VCB_EV_ABAND	Live Distributed	VCB_LIVE_DISTR
Abandoned %	N/A	Live Entered	VCB_LIVE_ENTER
Abandoned in TR	VCB_EV_ABAN_TR	Live EWT (avg)	N/A
Abandoned in TR %	N/A	Live EWT (total)	VCB_LIVE_EWT
All Distributed	N/A	Live Waiting	N/A
All Entered	N/A	Made	VCB_ATT_MADE
All Waiting	N/A	Not Rescheduled CB	VCB_NOT_RESCHED
ASAP CB %	N/A	Online Time Saved	N/A
ASAP CB Requested	VCB_ASAP_CB	Out of SL	N/A
AWT	N/A	Out of SL %	N/A
CB Attempts Failed	VCB_CB_FAILED	Rescheduled CB	VCB_CB_RESCHED
CB AWT	N/A	Rescheduled CB %	N/A
CB EWT	N/A	Scheduled CB %	N/A
CB Disposed With EWT	VCB_CB_DISPOS_EWT	Scheduled CB Requested	VCB_SCHED_CB
CB Distributed	VCB_CB_DISTR	Succeeded	VCB_ATT_SUCCES
CB Entered	VCB_CB_ENTER	Successful CB	VCB_CB_SUCCES
CB EWT	VCB_CB_EWT	Time to Distribute	VCB_EV_TIME_DIST
CB Waiting	N/A	Time to Abandon	VCB_EV_TIME_ABAN
Disposed with EWT	VCB_EV_DISP_EWT	To Abandon	VCB_TIME_ABANDON
Distributed	VCB_EV_DISTRIB	To Distribute CB	VCB_TI_DISTR_CB
Entered	VCB_EV_ENTERED	To Distribute Live	VCB_TI_DISTR_LIVE
EWT	N/A	Wait Time (total)	N/A
EWT	N/A	Wait Time (avg)	N/A
EWT (total time)	VCB_EV_EWT	Within SL	VCB_EV_WITHIN_SL
Failed	N/A		



Web Media

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
Entered	CHAT_GN_ENTR	N/A	CHAT_CCH_INTR
Abandoned	CHAT_GN_ABND	N/A	CHAT_CCH_RQ
Answer (total)	CHAT_GN_ANSW_T	N/A	CHAT_MNTR
Answer (avg)	N/A	N/A	CHAT_MNTR_INIT
Answered	CHAT_GN_ANSW	N/A	CHAT_RCV_CCH
Conferences Initiated	CHAT_CNF_INIT	N/A	CHAT_RQ_CCH
Conferences Joined	CHAT_CNF_JOIN	Processing	CHAT_PRC_T
Handle (total)	CHAT_GN_HNDL_T	Processing time	N/A
Handle (avg)	N/A	Transfers	CHAT_GN_TRF
Handled (total number)	CHAT_GN_HNDL	Transfers Made	CHAT_TRF_MD
Handled (current number)	N/A	Transfers Taken	CHAT_TRF_TK
In Processing	N/A	Waiting	N/A
Inbound	CHAT_INB		

CCPulse+ Templates

The Genesys-provided CCPulse+ templates gather real-time information (information about what is happening in the contact center right now) from Stat Server and historical information from the Historical Reporting Data Mart. Each template organizes its statistics into *statistical groups*—a concept unique to CCPulse+. The Genesys-provided templates use the following statistical groups; however, when creating and customizing your own templates, you can design others to group statistics having a common nature:

- Abandoned
- Agent Ratios
- Agent Times
- Answered
- Auxiliary Call Total Times
- Auxiliary Calls
- Average(s)
- Average Actual Wait Time
- Average Estimated Wait Time
- Average Time
- CAA
- Call Handling
- Callback Phase
- CallsReport
- CampaignState
- Current
- Current Agents
- CurrentState
- Dial Attempts
- Distributed
- Distributed Calls
- Entered
- GroupState
- Max/Min
- Media X Resource
- Media X Queue
- Other
- Performance
- Queue Load
- Ratio(s)
- RecordReport
- Request Phase
- resource
- Service Call Average times
- Service Call Total Times
- Service Calls
- supervisor
- Time to Abandon
- Time to Distribute
- TimeReport
- Total
- Total Calls
- Total Distributed
- Total Entered
- Total Number
- Total Time
- TotalCalls
- TotalTalk
- Transfers

Within the same group, statistics may share similar attributes, such as filters, or they may be based on stat types that use the same statistical category and/or subject. All CCPulse+ templates for a particular solution or solution option are stored in one file, `Templates.stg`, which is defined during CCPulse+ configuration. To use this file, you must define its location within the CCPulse+ Application object in the Configuration Manager.

A CCPulse+ template also defines the content and appearance of a view. To view and modify templates stored in this file or to create new templates, you must log in to CCPulse+ as a user with administrative rights. For more information about

setting up CCPulse+ administrators, refer to “Setting Up Real-Time Reporting” in the *Reporting 7.2 Deployment Guide*.

CCPulse+ templates require:

- One or more object types that the view statistically represents.
- A statistic or group of statistics for the specified object. CCPulse+ requests these statistics from Stat Server when the view is opened.
- One or more graphs to display the information.

For advanced users, you can define your own stat types within Stat Server and then collect real-time information about them within a customized CCPulse+ report using the Template Wizard. For more information, refer to “Creating Templates” in *Reporting 7.2 CCPulse+ Help*, and to the *Reporting 7.2 CCPulse+ Administrator’s Guide*.

Descriptions of Form Labels

Form Title	The name of the CCPulse+ template.
Solution	Identifies the Genesys products that provide the template.
Introduced In	Identifies the GA release in which this template was first introduced.
Discontinued	Identifies the first GA release in which this template was no longer available. Where a template is still available, this value reads N/A for not applicable.
Statistical Groups and Statistics	Lists all statistics defined to each template and their statistical grouping.
Description	Provides a synopsis of what a generated view based on this template conveys. This field also describes some general metrics changes that occurred between releases.

Contents

This section presents each solution's CCPulse+ templates:

E-mail E-mail Queue General E-mail Handling Resource E-mail Handling	Open Media Media X Queue Template Media X Resource Template	Voice KPI Agent KPI Queue KPI Tenant Resource Voice Handling Voice Queue
Enterprise Routing AgentView DNView GroupsView PlaceView QueueView	Outbound Contact AgentView CallingListView CampaignView CampCallingListView CampGroupView DNView GroupsView PlaceView QueueView	Voice Callback Callback Operation Callback Queue Queue Evaluation
Network Routing AgentView DNView GroupsView PlaceView QueueView		Web Media General Chat Handling Resource Chat Handling

Some of the solutions contain CCPulse+ templates, which are based on Enterprise Routing's templates. Where the templates differ but are named identically, they are listed more than once in the pages to follow. A number enclosed in square brackets follows the name of the template in such cases.

AgentView_[1]

SOLUTION Enterprise Routing, Network Routing		INTRODUCED IN 6.0	DISCONTINUED IN N/A
CALLSREPORT Internal Consult Outbound Inbound	TIMEREPORT AvgInbound AvgOutbound AvgConsult AvgHandle TotalLogin TotalACW TotalNR TotalTalk TotalWait	CURRENTSTATE AgentStatus	
DESCRIPTION <p>Collects metrics related to an agent's activity including the agent's current status, total number of different types of calls received, average handling time, total login, total wait, after-call work, and not ready time.</p> <p>Prior to the 6.5.001 release, metrics in the CallsReport group were based on several stat types all using the TotalNumber statistical category. In release 6.5.001, these metrics use the TotalAdjustedNumber statistical category. Likewise for the Total metrics listed under the TimeReport group. Prior to 6.5.001, these metrics were based on the TotalTime category. In 6.5.001, TotalAdjustedTime is used with all but the TotalLogin metric, which continues to be based on TotalTime. The AgentStatus metric is based on the CurrentAgentState stat type. Also in the 6.5 release, the AverHandle metric was renamed AvgHandle to be consistent with metric names used in other CCPulse+ templates.</p> <p>The TotalWait metric is a new addition to the 6.5.001 release of this template.</p>			

AgentView_[2]

SOLUTION Outbound Contact		INTRODUCED IN 6.0	DISCONTINUED IN N/A
CALLSREPORT Internal Consult Outbound Inbound ASM_Received ASM_Outbound	TIMEREPORT AvgInbound AvgOutbound AvgConsult AvgHandle AvgHandleWithASM TotalLogin TotalACW TotalNR TotalInbound TotalOutbound TotalConsult TotalASM_Outbound TotalTalk TotalWait	CURRENTSTATE AgentStatus	
DESCRIPTION Collects metrics related to an agent's activity including metrics based on the Total_Calls_ASM_Outbound and Total_Calls_ASM_Received stat types to monitor outbound-specific statuses. In the 6.5 release of this template, the AverageHandle and AverageHandleWithASM metrics were renamed AvgHandle and AvgHandleWithASM respectively to be consistent with metric names used in other templates. (See AgentView _[1] for additional information.) The TotalInbound, TotalOutbound, TotalConsult, TotalASM_Outbound metrics are new additions to the 7.0.1 release of this template. Also, in this release, the Average metrics (AvgInbound, AvgOutbound, ...) are calculated directly within CCPulse+ using its formula feature instead of being provided by the respective Average...StatusTime stat type as was the case in previous releases.			

Callback Operation

SOLUTION Voice Callback		INTRODUCED IN 7.0	DISCONTINUED IN N/A
REQUEST PHASE CB Request Attempts CB Requested ASAP CB Requested Scheduled CB Requested Last Hour (CB Requested)	CALLBACK PHASE Successful CB CB Attempts Failed Rescheduled CB Not Rescheduled CB	DIAL ATTEMPTS Made Succeeded Failed	RATIO ASAP CB % Scheduled CB % Rescheduled CB %
<p>DESCRIPTION Collects metrics related to callback interactions in a queue, route point, or group of queues. Many of these metrics are based on the <code>CallsExited</code>, <code>VCB_Result</code>, and <code>CallsEntered</code> stat types; various filters are applied to the scheduling (and rescheduling) metrics; and the percentages in the <code>Ratio</code> category are based on formulae calculated in CCPulse+.</p> <p>Note: Release 7.1+ calculates the <code>CB Request Attempts</code>, <code>ASAP CB Requested</code>, <code>Scheduled CB Requested</code>, <code>Last Hour (CB Requested)</code>, <code>Successful CB</code>, <code>Made</code>, and <code>Succeeded</code> metrics differently than they were calculated in 7.0. Instead of using a TEEvent model, the VCB Stat Server Java Extension calculates their values directly from the VCB Server and supplies the values to Stat Server. This new model enables the calculation of statistics for callback interactions submitted from a web interface in addition to from a telephone.</p>			

Callback Queue

SOLUTION Voice Callback		INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL ENTERED All Entered CB Entered Live Entered	TOTAL DISTRIBUTED All Distributed CB Distributed Live Distributed	AVERAGE ESTIMATED WAIT TIME EWT CB EWT Live EWT	AVERAGE ACTUAL WAIT TIME AWT CB AWT Live AWT
CURRENT All Waiting Live Waiting CB Waiting	TOTAL TIME Online Time Saved To Distribute Live To Distribute CB To Abandon Live EWT CB EWT	TOTAL NUMBER Abandoned CB Disposed With EWT Live Disposed with EWT	
<p>DESCRIPTION Collects metrics related to the total number of callback and live interactions that entered a queue, were distributed from a queue, and are currently waiting in queue, as well as total time and average wait times for these metrics. A live interaction, within the scope of VCB, represents an interaction for which a callback response was rejected. Metrics are based on various stat types and nearly half are calculated within CCPulse+ itself. Most of the metrics have one of the following filters applied: <code>isVCB</code>, <code>VoiceAndNotVCB</code>, <code>isVCBwithEWT</code>, and <code>isNotVCBwithEWT</code>. (The <code>VoiceAndNotVCB</code> filter replaces <code>isNotVCB</code>, which was used in the 7.0 release.</p>			



CallingListView

SOLUTION Outbound Contact		INTRODUCED IN 6.0	DISCONTINUED IN N/A
CAMPAIGNSTATE HitRatio EstimTimeToComplete	CALLSREPORT Abandoned AnswerMachine Answers Busy DoNotCall Dropped FaxModem NoAnswer NoRPC SITDetected SITNoCircuit SITOperIntercept SITReorder SITUnknown SITVacant Cancel DialMade	RECORDREPORT CallBacksCompleted CallBacksMissed CallBacksScheduled PerCallBacksCompleted PerCallBacksMissed PerCallBacksScheduled RecordsCompleted	
<p>DESCRIPTION</p> <p>Collects metrics related to a campaign's calling list. Metrics in the CALLSREPORT and RECORDREPORT groups are based on several stat types all using the TotalNumber statistical category.</p> <p>In the 6.5.001 release of this template, many metrics were renamed to be consistent with names used in other CCPulse+ templates:</p> <ul style="list-style-type: none"> • CallCancel Ì Cancel • CampCallBackComplete Ì CallBacksCompleted • CampCallBackMissed Ì CallBacksMissed • CampCallBackScheduled Ì CallBacksScheduled • PerCallBackCompleted Ì PerCallBacksCompleted • PerCallBackMissed Ì PerCallBacksMissed • PerCallBackScheduled Ì PerCallBacksScheduled <p>In addition, the Performance statistical group was renamed CampaignState and the CallReport statistical group was renamed CALLSREPORT.</p> <p>The DialMade metric is a new addition to the 7.0.1 release of this template. Also in this release, the HitRatio metric is calculated directly within CCPulse+ using its formula feature instead of being provided by the CampHitRatio stat type.</p>			

CampaignView

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Outbound Contact		6.0	N/A
CAMPAIGNSTATE	CALLSREPORT	RECORDREPORT	
HitRatio	Abandoned	CallBacksCompleted	
EstimTimeToComplete	AnswerMachine	CallBacksMissed	
	Answers	CallBacksScheduled	
	Busy	PerCallBacksCompleted	
	DoNotCall	PerCallBacksMissed	
	Dropped	PerCallBacksScheduled	
	FaxModem	RecordsCompleted	
	NoAnswer		
	NoRPC		
	SITDetected		
	SITNoCircuit		
	SITOperIntercept		
	SITReorder		
	SITUnknown		
	SITVacant		
	Cancel		
	DialMade		
DESCRIPTION			
Collects metrics that monitor a campaign’s activity, performance, and current campaign status. Metrics in the CallsReport and RecordReport groups are based on several stat types all using the TotalNumber statistical category.			
In the 6.5.001 release of this template, four metrics were renamed to be consistent with names used in other CCPulse+ templates:			
• CallCancel → Cancel		• PerCallBackMissed → PerCallBacksMissed	
• PerCallBackCompleted → PerCallBacksCompleted		• PerCallBackScheduled → PerCallBacksScheduled	
In addition, the RecordsCanceled metric was removed from the RecordReport statistical group.			
The DialMade metric is a new addition to the 7.0.1 release of this template. Also in this release, the HitRatio metric is calculated directly within CCPulse+ using its formula feature instead of being provided by the CampHitRatio stat type.			



CampCallingListView

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Outbound Contact		6.0	N/A
CAMPAIGNSTATE HitRatio	CALLSREPORT Abandoned AnswerMachine Answers Busy DoNotCall Dropped FaxModem NoAnswer NoRPC SITDetected SITNoCircuit SITOperIntercept SITReorder SITUnknown SITVacant Cancel DialMade	RECORDREPORT CallBacksCompleted CallBacksMissed CallBacksScheduled PerCallBacksCompleted PerCallBacksMissed PerCallBacksScheduled RecordsCompleted	
DESCRIPTION Collects metrics related to a campaign’s calling list. Metrics in the CallReport and RecordReport groups are based on several stat types all using the TotalNumber statistical category. In the 6.5.001 release of this template, many metrics were renamed to be consistent with metric names used in other CCPulse+ templates: <div><div><ul style="list-style-type: none">• CallCancel → Cancel• CampCallBackComplete → CallBacksCompleted• CampCallBackMissed → CallBacksMissed• CampCallBackScheduled → CallBacksScheduled</div><div><ul style="list-style-type: none">• PerCallBackCompleted → PerCallBacksCompleted• PerCallBackMissed → PerCallBacksMissed• PerCallBackScheduled → PerCallBacksScheduled</div></div> In addition, the Performance statistical group was renamed CampaignState, the CallReport statistical group was renamed CallsReport, and the template itself was renamed from CampCallInListView. The DialMade metric is a new addition to the 7.0.1 release of this template. Also in this release, the HitRatio metric is calculated directly within CCPulse+ using its formula feature instead of being provided by the CampHitRatio stat type.			

CampGroupView

SOLUTION Outbound Contact	INTRODUCED IN 6.0	DISCONTINUED IN N/A
PERFORMANCE SystemError DialMode WaitingAgent WaitingPort WaitinRecords	TIMEREPORT Activated Deactivated Running SystemError WaitingAgents WaitingPort WaitingRecords	GROUPSTATE GroupStatus
DESCRIPTION Collects metrics related to a campaign group's activities. Metrics in the Performance group are based on several stat types all using the CurrentTime statistical category. TimeReport metrics are based on stat types all employing the TotalTime statistical category to measure duration. In the 6.5.001 release of this template, the CurrTime and TotalTime groups were renamed to Performance and TimeReport respectively.		

DNView

SOLUTION Enterprise Routing, Network Routing, Outbound Contact		INTRODUCED IN 6.0	DISCONTINUED IN N/A
CALLSREPORT Consult Inbound Internal Outbound	TIMEREPORT AvgConsult AvgInbound AvgOutbound AvgHandle TotalACW TotalNR TotalTalk	CURRENTSTATE DNStatus	
DESCRIPTION Collects metrics related to DN activity. Metrics in the CallsReport group are based on several stat types all using the TotalNumber statistical category. TimeReport metrics are based on stat types using the TotalTime and AverageTime categories. The DNStatus metric is based on the CurrentDNState stat type. In the 6.5.001 release of this template, the Aver metrics (AverConsult, AverHandle, ...) were renamed Avg (AvgConsult, AvgHandle, ...).			

E-mail Queue

SOLUTION E-mail		INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL Entered Stopped Processing Moved out	CURRENT In Queue Waiting Processing In Processing	OTHER Maximum Interactions Minimum Interactions	
DESCRIPTION Combines statistics for performance analysis of an individual e-mail queue. Statistics in all three groups are calculated from the eServiceInteractionStat.jar archive, which is a Stat Server Java Extension provided by Multi-Channel Routing.			



General Chat Handling

SOLUTION Web Media		INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL NUMBER Entered Abandoned Answered Handled Transfers	CURRENT Waiting Handled	TOTAL TIME Answer Handle	AVERAGE TIME Answer Handle
DESCRIPTION Collects metrics related to the collective total, current, and average number of chat interactions as viewed from the entire contact center. Metrics in all groups derive their values from the <code>eServiceInteractionStat.jar</code> Stat Server Java extension, which is provided by Multi-Channel Routing. CCPulse+, rather than Stat Server, calculates the values of Average Time metrics from the values of corresponding metrics in the Total Number and Total Time statistical groups.			

General E-mail Handling

SOLUTION E-mail		INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL Entered Terminated Redirected Forwarded Transfers Responded Outbound Internal Response Time	AVERAGE Response Time MAX/MIN Maximum Interactions Minimum Interactions	CURRENT Age of oldest email Waiting Processing In Processing Not-submitted	
DESCRIPTION Collects metrics related to the collective total, current, and average number e-mail interactions as viewed from the perspective of the entire contact center. Metrics in all groups derive their values from one of two Stat Server Java extensions: <code>eServiceContactStat.jar</code> or <code>eServiceInteractionStat.jar</code> .			

GroupsView_[1]

SOLUTION Enterprise Routing, Network Routing		INTRODUCED IN 6.0	DISCONTINUED IN N/A
CALLSREPORT Internal Consult Inbound Outbound	TIMEREPORT AvgInbound AvgOutbound AvgConsult AverHandle TotalACW TotalNR TotalTalk TotalWait	PERFORMANCE WaitingForACall NotReadyForACall AfterCallWork CallsInConsulting InboundCalls InternalCalls OutboundCalls CallsInDialing CallsInRinging CallsOnHold TotalCallsOnHold TransfersMade TransfersTaken	CURRENTSTATE GroupState
<p>DESCRIPTION</p> <p>Collects metrics related to an agent group's activity and performance including the group's current status, total number, and duration of different types of calls received, average handling time, total login, after-call work, and not ready time.</p> <p>Prior to the 6.5.001 release, metrics in the CallsReport group were based on several stat types all using the TotalNumber statistical category. In release 6.5.001, these metrics use the TotalAdjustedNumber statistical category—likewise for the Total metrics listed under the TimeReport group. Prior to 6.5.001, these metrics were based on the TotalTime category. In 6.5.001, TotalAdjustedTime is used instead. The Average metrics under the TimeReport group continue to use the AverageTime statistical category. The GroupState metric is based on the CurrentGroupState stat type.</p> <p>The TotalWait, TotalCallsOnHold, TransfersMade, and TransfersTaken metrics are all new additions to the 6.5.001 release of this template.</p>			



GroupsView_[2]

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Outbound Contact		6.0	N/A
CALLSREPORT	TIMEREPORT	PERFORMANCE	
Internal	AvgInbound	TotalCallsOnHold	
Consult	AvgOutbound	TransfersMade	
Outbound	AvgConsult	TransfersTaken	
Inbound	AvgHandle		
ASM_Outbound	AvgHandleWithASM		
ASM_Received	TotalACW		
	TotalNR		
	TotalInbound		
	TotalOutbound		
	TotalConsult		
	TotalASM_Outbound		
	TotalTalk		
	TotalWait		
DESCRIPTION			
<p>Collects metrics related to an agent group's activity and performance including metrics based on the Total_Calls_ASM_Outbound and Total_Calls_ASM_Received stat types to monitor outbound-specific statuses. In the 6.5.001 release of this template, the AverHandle metric was renamed AvgHandle to be consistent with metric names used in other templates. (See GroupsView_[1] for additional information.)</p> <p>The TotalInbound, TotalOutbound, TotalConsult, and TotalASM_Outbound metrics are new additions to the 7.0.1 release of this template. Furthermore, the following metrics were discontinued:</p> <div><div><ul style="list-style-type: none">• AfterCallWork• ASM_Outbound• ASM_Received• CallsInConsulting• CallsInDialing• CallsInRinging• CallsOnHold</div><div><ul style="list-style-type: none">• InboundCalls• InternalCalls• NotReadyForACall• OutboundCalls• WaitingForACall• GroupState</div></div> <p>Also, in this release, the Average metrics (AvgInbound, AvgOutbound, ...) are calculated directly within CCPulse+ using its formula feature instead of being provided by the respective Aver...StatusTime stat type as was the case in previous releases.</p>			

KPI Agent

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Voice		7.2	N/A
CURRENT AGENTS	CALL HANDLING	AGENT TIMES	TOTAL CALLS
Logged In	Hold Time Ratio	AHT	Total Entered
Ready	Transfer Ratio	Total Login Time	Total Answered
Not Ready		Total Ready Time	Total Transferred
		Hold Time Inbound	Total Released
AGENT RATIOS		Hold Time Outbound	
Ready Ratio		Talk Time Inbound	
Not Ready Ratio		Talk Time Outbound	
Average Ready Ratio		After Call Work Inbound	
		After Call Work Outbound	
DESCRIPTION			
Combines metrics for analysis of key performance indicators (KPIs) for an agent.			

KPI Queue

SOLUTION Voice	INTRODUCED IN 7.2	DISCONTINUED IN N/A
CURRENT CallWaiting AVERAGES ASA RATIOS Call Abandoned Ratio	CURRENT AGENTS Current Logged In Current Ready Current Not Ready AGENT RATIOS Current Ready Ratio Current not Ready Ratio	TOTAL CALLS Total_Entered Total_Answered Total_Abandoned Total_Distributed Total_Cleared TOTAL TIME Total_Time_To_Answer
DESCRIPTION Combines metrics for analysis of key performance indicators (KPIs) for all agents logged in to a given queue.		

KPI Tenant

SOLUTION Voice	INTRODUCED IN 7.2	DISCONTINUED IN N/A
CURRENT Current Calls Waiting AVERAGES ASA RATIOS Call Abandoned Ratio CURRENT AGENTS Current Logged In Current Ready Current Not Ready	AGENT RATIOS Ready Ratio Not Ready Ratio Average Ready Ratio CALL HANDLING Hold Time Ratio Transfer Ratio	AGENT TIMES AHT Total Login Time Total Ready Time Hold Time Inbound Hold Time Outbound Talk Time Inbound Talk Time Outbound After Call Work Inbound After Call Work Outbound TOTAL CALLS Total Entered Total Answered Total Abandoned Total Distributed Total Cleared Total Released Total Transferred Total Time To Answer
DESCRIPTION Combines metrics for analysis of key performance indicators (KPIs) for all agents who belong to a given Tenant.		

Media X Queue Template

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Open Media	7.2	N/A
MEDIA X QUEUE Total Entered Total Moved Current in Queue Current Waiting for Processing Number of interactions in Process Maximum number of Interactions Minimum number of Interactions Number of interactions that have stopped processing		
DESCRIPTION <p>Designed to be used in a lab environment, this sample template is intended to demonstrate how a report may appear for any Open Media–supported media. The template helps you to get familiar with the use of Open Media Interaction Queue statistics. Finally, you can create a working custom report for your own media that is based on this sample template and that can be used in production environment. See the “Customizing Sample Templates” on page 241 for instructions.</p> <p>X represents a sample media type.</p>		

Media X Resource Template

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Open Media	7.2	N/A
MEDIA X RESOURCE Total Offered Total Accepted Total Rejected Total Terminated Total Transfers Total Timed Out Average Processing Time Number of Interactions in process Total Processing Time Total Finished Processing		
DESCRIPTION <p>Designed to be used in a lab environment, this sample template is intended to demonstrate how a report may appear for any Open Media–supported media. The template helps you to get familiar with the use of Open Media statistics for an agent, an agent.group, a place, and a place group. Finally, you can create a working custom report for your own media that is based on this sample template and that can be used in production environment. See “Customizing Sample Templates” on page 241 for instructions.</p> <p>X represents a sample media type.</p>		

PlaceView_[1]

SOLUTION Enterprise Routing, Network Routing		INTRODUCED IN 6.0	DISCONTINUED IN N/A
CALLSREPORT Internal Consult Outbound Inbound	TIMEREPORT AvgInbound AvgOutbound AvgConsult AvgHandle TotalLogin TotalACW TotalNR TotalTalk TotalWait	CURRENTSTATE PlaceStatus	
DESCRIPTION Collects metrics related to a workplace's activities including the current status, total number of different types of calls received, average handling time, total login, total wait, after-call work, and not ready time. Prior to the 6.5.001 release, metrics in the CallsReport group were based on several stat types all using the TotalNumber statistical category. In release 6.5.001, these metrics use the TotalAdjustedNumber statistical category—likewise for the Total metrics listed under the TimeReport group. Prior to 6.5.001, these metrics were based on the TotalTime category. In 6.5.001, TotalAdjustedTime is used instead. The Average metrics under the TimeReport group continue to use the AverageTime statistical category. The PlaceStatus metric is based on the CurrentPlaceState stat type. The TotalWait metric is a new addition to the 6.5.001 release of this template. Also in this release, the AverHandle metric was renamed AvgHandle to be consistent with metric names used in other CCPulse+ templates.			

PlaceView_[2]

SOLUTION Outbound Contact		INTRODUCED IN 6.0	DISCONTINUED IN N/A
CALLSREPORT Internal Consult Outbound Inbound ASM_Received ASM_Outbound	TIMEREPORT AvgInbound AvgOutbound AvgConsult AvgHandle AvgHandleWithASM TotalLogin TotalACW TotalNR TotalTalk TotalWait	CURRENTSTATE PlaceStatus	
DESCRIPTION Collects metrics related to a workplace's activities and performance including metrics based on the Total_Calls_ASM_Outbound and Total_Calls_ASM_Received stat types to monitor outbound-specific statuses. In the 6.5.001 release of this template, the AverHandle and AverHandleWithASM metrics were renamed AvgHandle and AvgHandleWithASM respectively to be consistent with metric names used in other templates. (See PlaceView _[1] for additional information.)			



Queue Evaluation

SOLUTION Voice Callback		INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL NUMBER Entered Distributed Abandoned Abandoned in TR Within SL Out of SL Disposed with EWT	RATIO Abandoned % Abandoned in TR % Out of SL %	TOTAL TIME Wait Time EWT Time to Distribute Time to Abandon	AVERAGES Wait Time EWT
<p>DESCRIPTION</p> <p>Collects metrics for queues that do not yet support callback functionality, including total number and time metrics as well as ratios and averages. Such performance metrics will help you determine whether callback functionality should be deployed in your queues and how to successfully implement it. After configuring voice callback (VCB) functionality, you can use other VCB templates (Callback Operation and Callback Queue) as well to measure VCB performance.</p> <p>This template applies the VoiceAndNotVCB filter to many of its metrics. In the event this report is run on a queue that is equipped with a callback functionality, this report's statistics take into account only live interactions processed via this queue.</p>			

QueueView

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Enterprise Routing, Network Routing, Outbound Contact		6.0	N/A
CALLSREPORT	TIMEREPORT	PERFORMANCE	
CallsWaiting	CurrMaxWaiting	%Distrib	
Distribut	AvgDistrib	%Abandoned	
Abandon	AvgAband	ServiceFactor	
Entered	TimeToAnswer		
Answered	TimeToDistrib		
	TimeToAbandon		
	ExpectedWaitTime		
DESCRIPTION			
<p>Collects metrics that monitor queue performance. Metrics in the CallsReport group are based on stat types using the TotalNumber and CurrentNumber categories. TimeReport metrics are based on stat types using the CurrentMaxTime, AverageTime, TotalTime, and ExpectedWaitTime categories. The Performance group provides metrics that calculate the percentage of abandoned and distributed calls and are based on the RelativeNumberPercentage and ServiceFactor1 categories.</p> <p>In the 6.5.001 release of this template, the AverAband and AverDistrib metrics were renamed AvgAband and AvgDistrib respectively to be consistent with metric names used in other CCPulse+ templates. The Answered, Entered, and TimeTo... metrics are new additions to the 6.5.001 release of this template.</p> <p>The ExpectedWaitTime metric replaces the EstimTimeToDistrib metric in the 7.0 release of this template. Also, the isNotVCB has been applied to all metrics in this version to eliminate the count of virtual interactions produced by the Voice Callback option of Enterprise Routing. (In the 7.0 release, the NoVCB filter was used instead.)</p>			

Resource Chat Handling

SOLUTION Web Media		INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL NUMBER Inbound Transfers Made Transfers Taken Conferences Initiated Conferences Joined	CURRENT In Processing	AVERAGE Processing time	TOTAL TIME Processing
DESCRIPTION Collects metrics related to the collective total, current, and average number of chat interactions for agents and groups of agents. CCPulse+, rather than Stat Server, calculates the average processing time (Processing time) from values of the Inbound and Processing metrics in the Total Number and Total Time categories.			

Resource E-mail Handling

SOLUTION E-mail		INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL Offered Accepted Rejected Pulled Inbound Terminated Inbound Transferred Outbound Initiated Internal Initiated Timed Out Processed Processing Time	AVERAGE Average Processing Time	CURRENT In Processing	
DESCRIPTION Collects metrics related to the total, current, and average number of e-mail-handling interactions for agents and groups of agents. Metrics inherit their values from the status of corresponding DNs. The EMAIL_MEDIA is applied to all metrics in this template.			



Resource Voice Handling

SOLUTION Voice		INTRODUCED IN 7.0	DISCONTINUED IN N/A
SERVICE CALLS Inbound Outbound Inbound Hold Outbound Hold Forced Off	SERVICE CALL TOTAL TIMES Talk Inbound Talk Outbound Hold Inbound Hold Outbound ACW Inbound ACW Outbound SERVICE CALL AVERAGE TIMES Talk Hold ACW	AUXILIARY CALLS Consult Made Consult Taken Internal Made Internal Taken AUXILIARY CALL TOTAL TIMES Talk Consult Made Talk Consult Taken Talk Internal Made Talk Internal Taken ACW Auxiliary	TRANSFERS Transfers Made Transfers Taken
DESCRIPTION <p>Collects metrics related to the total and average number of voice-handling interactions for agents and groups of agents. All metrics inherit their values from either the actions performed on or the statuses of corresponding DNs. The VoiceCall filter has been applied to all metrics in this template.</p> <p>This template classifies inbound and outbound voice interactions as service calls. Auxiliary calls are those other than service calls with the exception of transfers which this template categorizes separately.</p> <p>CCPulse+, rather than Stat Server, calculates the metrics in the Service Call Average Times category.</p>			

Voice Queue

SOLUTION Voice		INTRODUCED IN	DISCONTINUED IN N/A
TOTAL CALLS Entered Distributed Abandoned Cleared	RATIOS Distributed Abandoned Cleared	AVERAGE TIME Distribute Abandon	QUEUE LOAD Current Maximum Minimum
DISTRIBUTED CALLS Answered Abandoned While Ringing Forwarded Sent To Queue		TOTAL TIME Time to Distribute Time to Abandon	
DESCRIPTION <p>Combines metrics for performance analysis of a voice queue. All metrics inherit their values from the actions performed on corresponding DNs (DNAction). Metrics in the Total Calls and Distributed Calls categories all employ the TotalNumber statistical category. Metrics in the AverageTime and Ratios categories are calculated directly within CCPulse+. Total Time metrics are based on the TotalTime statistical category.</p>			

CCPulse+ Query-Based Templates

The Genesys-provided CCPulse+ templates that are based on SQL queries retrieve historical and intra-day data about contact center activity that is stored in the Genesys Info Mart database. Each template organizes its statistics into *statistical groups*—a concept unique to CCPulse+. The Genesys-provided query-based templates use the following statistical groups:

- 0–15
- 15–30
- 30–60
- >60
- Average
- Main
- Maximum
- Not Ready Time
- Session
- Time Group
- Total

Within the same group, statistics can share similar attributes, such as the time range. All CCPulse+ query-based templates are stored in one file, `Queries.xml`, which is defined during CCPulse+ configuration. To use this file, you must define its location within the CCPulse+ `Application` object in the Configuration Manager. Under no circumstances should you modify the contents of this file.

A CCPulse+ query-based template also defines the content and appearance of a view.

CCPulse+ query-based templates require:

- Genesys Info Mart release 7.2+ properly deployed and correctly integrated with CCPulse+.
- One or more object types that the view statistically represents.
- A statistic or group of statistics for the specified object. CCPulse+ retrieves these statistics from the Genesys Info Mart database when the view is opened.

Note that you can report only on the objects that belong to the same tenant in a single query-based view in CCPulse+.

Refer to “Creating Query-Based Views” in *Reporting 7.5 CCPulse+ Help*, and also to the *Reporting 7.5 CCPulse+ Administrator’s Guide* and *Reporting 7.5 Deployment Guide*, for more information about CCPulse+ database query functionality and CCPulse+ integration with Genesys Info Mart.

Descriptions of Form Labels

Form Title	The name of the CCPulse+ template.
Solution	Identifies the Genesys products that provide the template.
Introduced In	Identifies the GA release in which this template was first introduced.
Discontinued In	Identifies the first GA release in which this template was no longer available. Where a template is still available, this value reads N/A for not applicable.

Statistical Groups and Statistics

Lists all statistics defined to each template and their statistical grouping.

Note: For the statistical groups that define time ranges (for example, 0–15), the default time ranges are documented. You can customize the time ranges during Genesys Info Mart deployment. If you do that, see “Customizing Report Time Ranges” on [page 285](#).

Description

Provides a synopsis of what a generated view based on this template conveys. This field also describes some general metrics changes that occurred between releases.

Query

Provides a copy of an SQL query used to retrieve metrics’ values from the Genesys Info Mart database.

Warning! Do not modify SQL statements within the Genesys-provided `Queries.xml` file in any manner other than described in “Customizing Report Time Ranges” on [page 285](#).

Aggregation

For most query-based reports, the data stored in the database is aggregated over time. *Aggregation* means that all pieces of data are combined by:

- Hour.
- Day, with hourly breakdown.
- Week, with daily breakdown.
- Month, with daily breakdown.
- Quarter, with monthly breakdown.
- Year, with monthly breakdown.

If a template description mentions that metrics are aggregated over time, the corresponding report combines the metrics’ values by one or more of the preceding time units, as appropriate for a particular report.

The aggregation is performed using the time specified in the Genesys Info Mart’s time zone configuration. For more information about configuring time zones used by Genesys Info Mart, refer to Chapter 5, “Customizing Your Configuration,” of the *Genesys Info Mart 7.2 Deployment Guide*. In particular, see the description of the `std-tenant-time-zone` configuration option specified in the `gim-etl-tenant` section.

A monthly aggregation statement, for example, looks as follows:

```
<AggregationItem>
<TimeParameter Name="TimeMonths" Format="%YYYY%MM"/>
< AggregationProperties>
<AggregationProperty Name="Table">MONTH</AggregationProperty>
```




```
</AggregationProperties>
</AggregationItem>
```

Customizing Report Time Ranges

The following CCPulse+ templates based on SQL queries from the Genesys Info Mart database group certain metrics into four time ranges:

- [Delay Before Abandon Performance Report](#) (three instances for different object types)
- [Delay Before Abandon Performance Report \(by Skill Combination\)](#)
- [Skill Combination Answered Report](#)
- [Skill Combination Matched Report](#)

The default time ranges are the following:

- 0-15 seconds
- 15-30 seconds
- 30-60 seconds
- >60 seconds

To calculate metrics using time range values other than default:

1. Specify custom aggregation intervals during the Genesys Info Mart deployment. Refer to the *Genesys Info Mart 7.2 Deployment Guide*. In particular, see:
 - The “Configuring the Application” section in Chapter 4, “Configuring Genesys Info Mart.”
 - The `gim-agg-skill-inb-ixn-tenant` configuration section and the `gim-agg-skill-abandon-tenant` configuration section in Chapter 5, “Customizing Your Configuration.”
2. Update all affected report templates so that their time ranges match the custom aggregation intervals specified in Genesys Info Mart configuration. Otherwise, report headers in CCPulse+ display incorrect time range values.

To update time range values in the report templates, modify the `Queries.xml` file as follows:

1. Make a backup copy of the `Queries.xml` file configured for your CCPulse+ application.
2. Change permissions for the `Queries.xml` file to allow the file editing.
3. Open the `Queries.xml` file in a text editor.
4. Use the Find and Replace function in your text editor to locate all instances of the following names and replace their values, one by one, to match the aggregation intervals specified during the Genesys Info Mart deployment:

- Group Name="0-15"
- Group Name="15-30"
- Group Name="30-60"
- Group Name=">60"

For each group name, specify a new value of the time range, surrounding it by double quotation marks. CCPulse+ uses the value inside the double quotation marks as a report header for a metric group. Make sure your text editor replaces six instances of each of the four time range values.

5. Save the updated `Queries.xml` file.
6. Restart CCPulse+.
7. Create a new query-based view using one of the updated report templates and verify that new time ranges appear correctly in the report heading.
8. Change permissions for the `Queries.xml` file back to read-only.

Contents

This section presents CCPulse+ query-based templates:

GIM Inbound Voice

[Agent Login Session Report](#)

[Agent Task Report](#)

[Delay Before Abandon Performance Report](#)

[Delay Before Abandon Performance Report \(by Skill Combination\)](#)

[General Skill Demand Report](#)

[Not Ready Reason Report](#)

[Skill Combination Answered Report](#)

[Skill Combination Matched Report](#)

[Skill Combination Report](#)

Agent Login Session Report^[1]

SOLUTION GIM Inbound Voice		INTRODUCED IN 7.2	DISCONTINUED IN N/A
SESSION Login Date Logout Date		TIME GROUP Session Duration Interval Login Session Duration	
DESCRIPTION Collects query-based metrics for a given Person configuration object that are related to an agent's login session. The metrics include the agent's login time, logout time, overall duration of a login session, and duration of a login session within the reporting interval. If an agent's login session is still in progress, the logout time is not displayed.			
QUERY SQL statements for all supported RDBMS types can be found in the Queries.xml file located in the CCPulse+ storage directory. For Oracle RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Person configuration object from Genesys Info Mart database: select RESOURCE_.resource_name "Resource name", to_char(SESSION_.std_tenant_start_time, 'yyyy-mm-dd hh24:mi:ss') "Login time", to_char(SESSION_.std_tenant_end_time, 'yyyy-mm-dd hh24:mi:ss') "Logout time", SESSION_.total_duration "Actual duration", round((least(SESSION_.std_tenant_end_time, TIMESTAMP ':[Time.To]') -SESSION_.std_tenant_start_time)*24*3600,0) "Interval duration" from RESOURCE_SESSION_FACT SESSION_, RESOURCE_ RESOURCE_ where SESSION_.resource_key = RESOURCE_.resource_key and SESSION_.media_type_key = (select media_type_key from MEDIA_TYPE where media_name_code = 'VOICE') and RESOURCE_.resource_cfg_type_id = 3 and RESOURCE_.resource_cfg_dbid in (:ObjectDBIDs) and SESSION_.std_tenant_start_time between TIMESTAMP ':[Time.From]' and TIMESTAMP ':[Time.To]'			

Agent Login Session Report^[2]

SOLUTION GIM Inbound Voice		INTRODUCED IN 7.2	DISCONTINUED IN N/A
SESSION Login Date Logout Date	TIME GROUP Session Duration Interval Login Session Duration		
DESCRIPTION Collects query-based metrics for a given AgentGroup configuration object that related to an agent's login session. The metrics include the agent's login time, logout time, overall duration of a login session, and duration of a login session within the reporting interval for each member of the group. If an agent's login session is still in progress, the logout time is not displayed.			
QUERY SQL statements for all supported RDBMS types can be found in the Queries.xml file located in the CCPulse+ storage directory. For Oracle RDBMS, the following SQL statement is used to retrieve the metrics' values regarding an AgentGroup configuration object from Genesys Info Mart database: select RESOURCE_.resource_name "Resource name", to_char(SESSION_.std_tenant_start_time, 'mm/dd/yyyy hh24:mi:ss') "Login time", to_char(SESSION_.std_tenant_end_time, 'mm/dd/yyyy hh24:mi:ss') "Logout time", SESSION_.total_duration "Actual duration", round((least(SESSION_.std_tenant_end_time, TIMESTAMP ':[Time.To]')- SESSION_.std_tenant_start_time)*24*3600,0) "Interval duration" from RESOURCE_SESSION_FACT SESSION_, RESOURCE_ RESOURCE_, RESOURCE_GROUP_FACT MEMBERSHIP, GROUP_ GROUP_ where SESSION_.resource_key = RESOURCE_.resource_key and SESSION_.media_type_key = (select media_type_key from MEDIA_TYPE where media_name_code = 'VOICE') and SESSION_.resource_key = MEMBERSHIP.resource_key and SESSION_.std_tenant_start_time between MEMBERSHIP.std_tenant_start_time and MEMBERSHIP.std_tenant_end_time and MEMBERSHIP.group_key = GROUP_.group_key and GROUP_.group_cfg_type_id = 5 and GROUP_.group_cfg_dbid in (:ObjectDBIDs) and SESSION_.std_tenant_start_time between TIMESTAMP ':[Time.From]' and TIMESTAMP ':[Time.To]'			



Agent Task Report

SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DISCONTINUED IN N/A
MAIN <div> <div>Time Available</div> <div>Total Calls Inbound</div> <div>Outbound Calls AHT</div> </div> <div> <div>Time Not Ready</div> <div>Inbound Calls AHT</div> <div>Total Calls Internal</div> </div> <div> <div>Not Ready Ratio</div> <div>Total Calls Outbound</div> <div>Internal Calls AHT</div> </div>		
DESCRIPTION <p>Collects query-based metrics for a Person configuration object that are aggregated over time and that are related to an agent's activities. The metrics include how long an agent was ready to handle interactions, how long the agent was not ready to handle interactions, and the percentage of this time within a login session. They also include how many inbound, outbound, and internal calls the agent handled, and what was the average handling time (AHT) for calls of each type.</p> <p>Calls of Unknown type are not accounted for by Genesys Info Mart and, thus, by this report.</p>		
QUERY <p>For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Person configuration object from Genesys Info Mart database:</p> <pre> select RESOURCE_.resource_name "Agent name", MRESOURCE.resource_name "Media resource name", AG_AGENT_STATE.std_tenant_time_span "Time span", RNR.total_available_duration "Time available", RNR.total_not_ready_duration "Time not ready", AG_AGENT_STATE.total_inbound_handled_count "Inbound.Calls", round(case when AG_AGENT_STATE.total_inbound_handled_count=0 then 0 else (AG_AGENT_STATE.total_inbound_talk_duration +AG_AGENT_STATE.total_internal_hold_duration +AG_AGENT_STATE.total_internal_acw_duration)/AG_AGENT_STATE.total_inbound_handled_count end, 2) "Inbound.Average handle time", AG_AGENT_STATE.total_outbound_handled_count "Outbound.Calls", round(case when AG_AGENT_STATE.total_outbound_handled_count=0 then 0 else (AG_AGENT_STATE.total_outbound_talk_duration +AG_AGENT_STATE.total_outbound_hold_duration +AG_AGENT_STATE.total_outbound_acw_duration)/AG_AGENT_STATE.total_outbound_handled_count end, 2) "Outbound.Average handle time", AG_AGENT_STATE.total_internal_handled_count "Internal.Calls", round(case when AG_AGENT_STATE.total_internal_handled_count=0 then 0 else (AG_AGENT_STATE.total_internal_talk_duration +AG_AGENT_STATE.total_internal_hold_duration +AG_AGENT_STATE.total_internal_acw_duration)/AG_AGENT_STATE.total_internal_handled_count end, 2) "Internal.Average handle time" from AG_AGENT_VOICE_IXN:[AggTime.Table] AG_AGENT_STATE, RESOURCE_ RESOURCE_, RESOURCE_ MRESOURCE, (select SUB.resource_key, SUB.media_resource_key, SUB.std_tenant_time_span, sum(case when SUB2.state_type_code = 'READY' then SUB2.total_state_reason_duration else 0 end) total_available_duration, sum(case when SUB2.state_type_code = 'NOTREADY' then SUB2.total_state_reason_duration else 0 end) total_not_ready_duration from AG_STATE_REASON_VOICE:[AggTime.Table] SUB, RESOURCE_STATE SUB2 where SUB.resource_state_key = SUB2.resource_state_key and SUB.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]' group by SUB.resource_key, SUB.media_resource_key, SUB.std_tenant_time_span) RNR </pre>		

Agent Task Report (Continued)

```
where
  AG_AGENT_STATE.resource_key = RESOURCE_.resource_key and
  AG_AGENT_STATE.media_resource_key = MRESOURCE_.resource_key and
  AG_AGENT_STATE.resource_key = RNR.resource_key and
  AG_AGENT_STATE.media_resource_key = RNR.media_resource_key and
  AG_AGENT_STATE.std_tenant_time_span = RNR.std_tenant_time_span and
  RESOURCE_.resource_cfg_type_id = 3 and
  RESOURCE_.resource_cfg_dbid in (:[ObjectDBIDs]) and
  AG_AGENT_STATE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Delay Before Abandon Performance Report^[1]

SOLUTION GIM Inbound Voice		INTRODUCED IN 7.2	DISCONTINUED IN N/A
TOTAL	15-30	>60	MAXIMUM
Total Abandoned	Total Ratio	Total Ratio	Time to Abandon
0-15	30-60	AVERAGE	
Total Ratio	Total Ratio	Time to Abandon	
DESCRIPTION Collects query-based metrics for a Person configuration object that are aggregated over time and that are related to call abandonment rates for a particular set of skills. The metrics include the number of abandoned calls—both overall and within the specified time ranges—and the time customers are waiting before abandoning calls—both on average and at a maximum—for the specified skill combination, at an agent's level. (A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions.)			

Delay Before Abandon Performance Report (Continued)_[1]

QUERY

For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Person configuration object from Genesys Info Mart database:

```
select
  RESOURCE_.resource_name "Resource name",
  AG_SKILL_ABN.std_tenant_time_span "Time span",
  SKILL_COMBINATION.skill_combination_string "Requested skill",
  AG_SKILL_ABN.total_ixn_abandoned_count "Total abandoned",
  AG_SKILL_ABN.total_abn_range_1_count "Abandoned.TimeRange1.Total",
  round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0 else
  AG_SKILL_ABN.total_abn_range_1_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
  "Abandoned.TimeRange1.Ratio",
  AG_SKILL_ABN.total_abn_range_2_count "Abandoned.TimeRange2.Total",
  round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0 else
  AG_SKILL_ABN.total_abn_range_2_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
  "Abandoned.TimeRange2.Ratio",
  AG_SKILL_ABN.total_abn_range_3_count "Abandoned.TimeRange3.Total",
  round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0 else
  AG_SKILL_ABN.total_abn_range_3_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
  "Abandoned.TimeRange3.Ratio",
  AG_SKILL_ABN.total_abn_range_4_count "Abandoned.TimeRange4.Total",
  round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0 else
  AG_SKILL_ABN.total_abn_range_4_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
  "Abandoned.TimeRange4.Ratio",
  round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0 else
  AG_SKILL_ABN.total_before_abandon_duration/AG_SKILL_ABN.total_ixn_abandoned_count end, 2) "Average time to
  abandon",
  AG_SKILL_ABN.max_before_abandon_duration "MAX time to abandon"
from
  AG_SKILL_RESOURCE_ABN_: [AggTime.Table] AG_SKILL_ABN,
  RESOURCE_ RESOURCE_,
  REQUESTED_SKILL_COMBINATION SKILL_COMBINATION
where
  AG_SKILL_ABN.resource_key = RESOURCE_.resource_key
and AG_SKILL_ABN.requested_skill_key = SKILL_COMBINATION.skill_combination_key
and RESOURCE_.resource_cfg_type_id = 3
and RESOURCE_.resource_cfg_dbid in (: [ObjectDBIDs])
and AG_SKILL_ABN.std_tenant_time_span between ': [AggTime.From]' and ': [AggTime.To]'
```

Delay Before Abandon Performance Report_[2]

SOLUTION		INTRODUCED IN		DISCONTINUED IN
GIM Inbound Voice		7.2		N/A
TOTAL	15-30	>60		MAXIMUM
Total Abandoned	Total	Total		Time to Abandon
	Ratio	Ratio		
0-15	30-60	AVERAGE		
Total	Total	Time to Abandon		
Ratio	Ratio			

Delay Before Abandon Performance Report (Continued)^[2]

DESCRIPTION

Collects query-based metrics for an AgentGroup configuration object that are aggregated over time and that are related to call abandonment rates for a particular set of skills. The metrics include the number of abandoned calls—both overall and within the specified time ranges—and the time customers are waiting before abandoning calls—both on average and at a maximum—for the specified skill combination, at a group level. (A *skill combination* is a set of skills that customers select as relevant for handling their interactions.) The report sums the metric values for all agents that are members of the specified group.

Delay Before Abandon Performance Report (Continued)^[2]

QUERY

For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding an AgentGroup configuration object from Genesys Info Mart database:

```
select
    GROUP_.group_name "Group name",
    AG_SKILL_ABN.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    AG_SKILL_ABN.total_ixn_abandoned_count "Total abandoned",
    AG_SKILL_ABN.total_abn_range_1_count "Abandoned.TimeRange1.Total",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0 else
AG_SKILL_ABN.total_abn_range_1_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
"Abandoned.TimeRange1.Ratio",
    AG_SKILL_ABN.total_abn_range_2_count "Abandoned.TimeRange2.Total",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0 else
AG_SKILL_ABN.total_abn_range_2_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
"Abandoned.TimeRange2.Ratio",
    AG_SKILL_ABN.total_abn_range_3_count "Abandoned.TimeRange3.Total",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0 else
AG_SKILL_ABN.total_abn_range_3_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
"Abandoned.TimeRange3.Ratio",
    AG_SKILL_ABN.total_abn_range_4_count "Abandoned.TimeRange4.Total",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0 else
AG_SKILL_ABN.total_abn_range_4_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
"Abandoned.TimeRange4.Ratio",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0 else
AG_SKILL_ABN.total_before_abandon_duration/AG_SKILL_ABN.total_ixn_abandoned_count end, 2) "Average time to
abandon",
    AG_SKILL_ABN.max_before_abandon_duration "MAX time to abandon"
from
    AG_SKILL_GROUP_ABN_:[AggTime.Table] AG_SKILL_ABN,
    GROUP_ GROUP_,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION
where
    AG_SKILL_ABN.GROUP_key = GROUP_.group_key
and AG_SKILL_ABN.requested_skill_key = SKILL_COMBINATION.skill_combination_key
and GROUP_.group_cfg_type_id = :[Group.ObjType]
and GROUP_.group_cfg_dbid in (:[Group])
and AG_SKILL_ABN.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Delay Before Abandon Performance Report^[3]

SOLUTION GIM Inbound Voice		INTRODUCED IN 7.2	DISCONTINUED IN N/A
TOTAL Total Abandoned	15-30 Total Ratio	>60 Total Ratio	MAXIMUM Time to Abandon
0-15 Total Ratio	30-60 Total Ratio	AVERAGE Time to Abandon	
DESCRIPTION Collects query-based metrics for a Tenant configuration object that are aggregated over time and that are related to call abandonment rates for a particular set of skills. The metrics include the number of abandoned calls—both overall and within the specified time ranges—and the time customers are waiting before abandoning calls—both on average and at a maximum—for the specified skill combination, at a Tenant's level. (A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions.) The report sums the metrics on abandoned calls for all agents associated with the specified Tenant.			

Delay Before Abandon Performance Report (Continued)^[3]

QUERY

For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Tenant configuration object from Genesys Info Mart database:

```
select
    AG_SKILL_VOICE.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    sum(AG_SKILL_VOICE.total_ixn_abandoned_count) "Total abandoned",
    sum(AG_SKILL_VOICE.total_abn_range_1_count) "Abandoned.TimeRange1.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0 else
sum(AG_SKILL_VOICE.total_abn_range_1_count)/sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2)
"Abandoned.TimeRange1.Ratio",
    sum(AG_SKILL_VOICE.total_abn_range_2_count) "Abandoned.TimeRange2.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0 else
sum(AG_SKILL_VOICE.total_abn_range_2_count)/sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2)
"Abandoned.TimeRange2.Ratio",
    sum(AG_SKILL_VOICE.total_abn_range_3_count) "Abandoned.TimeRange3.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0 else
sum(AG_SKILL_VOICE.total_abn_range_3_count)/sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2)
"Abandoned.TimeRange3.Ratio",
    sum(AG_SKILL_VOICE.total_abn_range_4_count) "Abandoned.TimeRange4.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0 else
sum(AG_SKILL_VOICE.total_abn_range_4_count)/sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2)
"Abandoned.TimeRange4.Ratio",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0 else
sum(AG_SKILL_VOICE.total_before_abandon_duration)/sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2)
"Average time to abandon",
    max(AG_SKILL_VOICE.max_before_abandon_duration) "MAX time to abandon"
from
    AG_SKILL_RESOURCE_ABN:[AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION
where
    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
and AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant])
and AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
group by AG_SKILL_VOICE.std_tenant_time_span, SKILL_COMBINATION.skill_combination_string
```

Delay Before Abandon Performance Report (by Skill Combination)

SOLUTION GIM Inbound Voice		INTRODUCED IN 7.2	DISCONTINUED IN N/A
TOTAL Total Abandoned	15-30 Total Ratio	>60 Total Ratio	MAXIMUM Time to Abandon
0-15 Total Ratio	30-60 Total Ratio	AVERAGE Time to Abandon	
<p>DESCRIPTION</p> <p>Collects query-based metrics for every Tenant configuration object that are aggregated over time and that are related to call abandonment rates for a particular set of skills (<i>skill combination</i>). The report reveals the agent skills configured in Configuration Database, and it provides data about the calls that customers abandoned after requesting a certain skill combination. The metrics include the number of abandoned calls—both overall and within the specified time ranges—and the time customers are waiting—both on average and at a maximum—before abandoning the calls after requesting certain agent skill(s). This report is particularly useful in evaluation of the effectiveness of various skill combinations at a Tenant level.</p> <p>Note that, although you select this report for a particular tenant, data is calculated across all tenants that exist in the configuration.</p> <p>A skill combination can include any number of skills defined in the configuration, which the report combines through the AND logical operand. Each skill can also have a level, meaning that the skill is required with at least this level of proficiency. Skills associated with a given interaction are those that a customer requested at the interaction start time. They do not reflect any changes the customer might make in the skill selection over the duration of the interaction.</p>			
<p>QUERY</p> <p>For any RDBMS, the following SQL statement is used to retrieve the values for skill combinations configured for a Tenant configuration object, from Genesys Info Mart database:</p> <pre> select distinct SKILL_COMBINATION.skill_combination_key, SKILL_COMBINATION.skill_combination_string from AG_SKILL_RESOURCE_ABN_: [AggTime.Table] AG_SKILL_VOICE, REQUESTED_SKILL_COMBINATION SKILL_COMBINATION where AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key and AG_SKILL_VOICE.std_tenant_time_span between ': [AggTime.From]' and ': [AggTime.To]' </pre>			



Delay Before Abandon Performance Report (by Skill Combination) (Continued)

The following SQL statement is used to retrieve the metrics' values for a Tenant configuration object, based on the requested skill combinations:

```
select
    AG_SKILL_VOICE.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    sum(AG_SKILL_VOICE.total_ixn_abandoned_count) "Total abandoned",
    sum(AG_SKILL_VOICE.total_abn_range_1_count) "Abandoned.TimeRange1.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0 else
sum(AG_SKILL_VOICE.total_abn_range_1_count)/sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2)
"Abandoned.TimeRange1.Ratio",
    sum(AG_SKILL_VOICE.total_abn_range_2_count) "Abandoned.TimeRange2.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0 else
sum(AG_SKILL_VOICE.total_abn_range_2_count)/sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2)
"Abandoned.TimeRange2.Ratio",
    sum(AG_SKILL_VOICE.total_abn_range_3_count) "Abandoned.TimeRange3.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0 else
sum(AG_SKILL_VOICE.total_abn_range_3_count)/sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2)
"Abandoned.TimeRange3.Ratio",
    sum(AG_SKILL_VOICE.total_abn_range_4_count) "Abandoned.TimeRange4.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0 else
sum(AG_SKILL_VOICE.total_abn_range_4_count)/sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2)
"Abandoned.TimeRange4.Ratio",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0 else
sum(AG_SKILL_VOICE.total_before_abandon_duration)/sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2)
"Average time to abandon",
    max(AG_SKILL_VOICE.max_before_abandon_duration) "MAX time to abandon"
from
    AG_SKILL_RESOURCE_ABN : [AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION
where
    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
and AG_SKILL_VOICE.requested_skill_key in ( :[SubQuery] )
and AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
group by AG_SKILL_VOICE.std_tenant_time_span, SKILL_COMBINATION.skill_combination_string
```

General Skill Demand Report^[1]

SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DISCONTINUED IN N/A
MAIN Total Entered (Skill Combination) Requested (Skill Combination) Ratio		
DESCRIPTION Collects query-based metrics for a Person or DN configuration object that are aggregated over time and that are related to agent skills requested by customers. The report identifies the set of skills— <i>skill combination</i> —that customers select as relevant for handling their interactions. The report provides the total number of inbound voice interactions that were handled by a given agent or by an agent at a given DN. The report also tells how many of those interactions requested a certain skill combination, and the percentage of the interactions with the requested skill combination. The voice interactions that requested no skills are also reported. This report is particularly useful in evaluation of the most requested agent skills for individual agents. A skill combination can include any number of skills defined in the configuration, which the report combines through the AND logical operand. Each skill can also have a level, meaning that the skill is required with at least this level of proficiency. Skills associated with a given interaction are those that a customer requested at the interaction start time. They do not reflect any changes the customer might make in the skill selection over the duration of the interaction. A given skill combination is counted only once when an agent handles the same interaction two or more times.		

General Skill Demand Report (Continued)^[1]

QUERY

For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Person or DN configuration object from Genesys Info Mart database:

```
select
    RESOURCE_.resource_name "Resource name",
    AG_SKILL_RESOURCE.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    AG_SKILL_RESOURCE.total_entered_count "Entered",
    round(case when TOTALS.total_entered_count=0 then 0 else AG_SKILL_RESOURCE.total_entered_count/
TOTALS.total_entered_count end, 2) "Ratio"
from
    AG_SKILL_RESOURCE_: [AggTime.Table] AG_SKILL_RESOURCE,
    RESOURCE_ RESOURCE_,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION,
    (select SUB.resource_key, SUB.std_tenant_time_span, sum(SUB.total_entered_count) total_entered_count
    from AG_SKILL_RESOURCE_: [AggTime.Table] SUB
    where SUB.media_type_key = (select SUB2.media_type_key from MEDIA_TYPE SUB2 where SUB2.media_name_code
= 'VOICE')
    and SUB.interaction_type_key = (select SUB2.interaction_type_key from INTERACTION_TYPE SUB2 where
SUB2.interaction_type_code = 'INBOUND' and SUB2.interaction_subtype_code='UNSPECIFIED')
    and SUB.std_tenant_time_span between ': [AggTime.From]' and ': [AggTime.To]'
    group by SUB.resource_key, SUB.std_tenant_time_span
    ) TOTALS
where
    AG_SKILL_RESOURCE.resource_key = RESOURCE_.resource_key
and AG_SKILL_RESOURCE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
and AG_SKILL_RESOURCE.resource_key = TOTALS.resource_key
and AG_SKILL_RESOURCE.std_tenant_time_span = TOTALS.std_tenant_time_span
and AG_SKILL_RESOURCE.media_type_key = (select media_type_key from MEDIA_TYPE where media_name_code =
'VOICE')
and AG_SKILL_RESOURCE.interaction_type_key = (select interaction_type_key from INTERACTION_TYPE where
interaction_type_code = 'INBOUND' and interaction_subtype_code='UNSPECIFIED')
and RESOURCE_.resource_cfg_type_id = : [ObjectDBIDs.ObjType]
and RESOURCE_.resource_cfg_dbid in (: [ObjectDBIDs])
and AG_SKILL_RESOURCE.std_tenant_time_span between ': [AggTime.From]' and ': [AggTime.To]'
```

General Skill Demand Report^[2]

SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DISCONTINUED IN N/A
MAIN Total Entered (Skill Combination) Requested (Skill Combination) Ratio		
DESCRIPTION Collects query-based metrics for an AgentGroup or a PlaceGroup configuration object that are aggregated over time and hat are related to agent skills requested by customers. The report identifies the set of skills— <i>skill combination</i> —that customers select as relevant for handling their interactions. The report provides the total number of inbound voice interactions that were handled by all agents who belong to a given AgentGroup, or by all agents who are logged in at places that belong to a given PlaceGroup. The report also tells how many of those interactions requested a certain skill combination, and the percentage of the interactions with the requested skill combination. The voice interactions that requested no skills are also reported. This report is particularly useful in evaluation of the most requested agent skills at a group level. A skill combination can include any number of skills defined in the configuration, which the report combines through the AND logical operand. Each skill can also have a level, meaning that the skill is required with at least this level of proficiency. Skills associated with a given interaction are those that a customer requested at the interaction start time. They do not reflect any changes the customer might make in the skill selection over the duration of the interaction. A given skill combination is counted only once when two or more agents from the same group handle the same interaction.		

General Skill Demand Report (Continued)^[2]

QUERY

For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding an AgentGroup or a Place-Group configuration object from Genesys Info Mart database:

```
select
    GROUP_.group_name "Group name",
    AG_SKILL_GROUP.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    AG_SKILL_GROUP.total_entered_count "Entered",
    round(case when TOTALS.total_entered_count=0 then 0 else AG_SKILL_GROUP.total_entered_count/
TOTALS.total_entered_count end, 2) "Ratio"
from
    AG_SKILL_GROUP_: [AggTime.Table] AG_SKILL_GROUP,
    GROUP_ GROUP_,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION,
    (select SUB.group_key, SUB.std_tenant_time_span, sum(SUB.total_entered_count) total_entered_count
    from AG_SKILL_GROUP_: [AggTime.Table] SUB
    where SUB.media_type_key = (select SUB2.media_type_key from MEDIA_TYPE SUB2 where SUB2.media_name_code
= 'VOICE')
    and SUB.interaction_type_key = (select SUB2.interaction_type_key from INTERACTION_TYPE SUB2 where
SUB2.interaction_type_code = 'INBOUND' and SUB2.interaction_subtype_code='UNSPECIFIED')
    and SUB.std_tenant_time_span between ': [AggTime.From]' and ': [AggTime.To]'
    group by SUB.group_key, SUB.std_tenant_time_span
    ) TOTALS
where
    AG_SKILL_GROUP.group_key = GROUP_.group_key
and AG_SKILL_GROUP.requested_skill_key = SKILL_COMBINATION.skill_combination_key
and AG_SKILL_GROUP.group_key = TOTALS.group_key
and AG_SKILL_GROUP.std_tenant_time_span = TOTALS.std_tenant_time_span
and AG_SKILL_GROUP.media_type_key = (select media_type_key from MEDIA_TYPE where media_name_code = 'VOICE')
and AG_SKILL_GROUP.interaction_type_key = (select interaction_type_key from INTERACTION_TYPE where
interaction_type_code = 'INBOUND' and interaction_subtype_code='UNSPECIFIED')
and GROUP_.group_cfg_type_id = : [ObjectDBIDs.ObjType]
and GROUP_.group_cfg_dbid in (: [ObjectDBIDs])
and AG_SKILL_GROUP.std_tenant_time_span between ': [AggTime.From]' and ': [AggTime.To]'
```

General Skill Demand Report^[3]

SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DISCONTINUED IN N/A
MAIN Total Entered (Skill Combination) Requested (Skill Combination) Ratio		
DESCRIPTION Collects query-based metrics for a Tenant configuration object that are aggregated over time and that are related to agent skills requested by customers. The report identifies the set of skills— <i>skill combination</i> —that customers select as relevant for handling their interactions. The report provides the total number of inbound voice interactions that were handled by all agents who belong to a given Tenant. The report also tells how many of those interactions requested a certain skill combination, and the percentage of the interactions with the requested skill combination. The voice interactions that requested no skills are also reported. This report is particularly useful in evaluation of the most requested agent skills at a Tenant level. A skill combination can include any number of skills defined in the configuration, which the report combines through the AND logical operand. Each skill can also have a level, meaning that the skill is required with at least this level of proficiency. Skills associated with a given interaction are those that a customer requested at the interaction start time. They do not reflect any changes the customer might make in the skill selection over the duration of the interaction. A given skill combination is counted only once when two or more agents who belong to the specified Tenant handle the same interaction.		

General Skill Demand Report (Continued)^[3]

QUERY

For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Tenant configuration object from Genesys Info Mart database:

```
select
TENANT.tenant_name "Tenant",
AG_SKILL_RESOURCE.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    sum(AG_SKILL_RESOURCE.total_entered_count) "Entered",
    round(case when sum(TOTALS.total_entered_count)=0 then 0 else
sum(AG_SKILL_RESOURCE.total_entered_count)/sum(TOTALS.total_entered_count) end, 2) "Ratio"
from
    TENANT TENANT,
    AG_SKILL_RESOURCE_:[AggTime.Table] AG_SKILL_RESOURCE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION,
    (select SUB.std_tenant_time_span, sum(SUB.total_entered_count) total_entered_count
    from AG_SKILL_RESOURCE_:[AggTime.Table] SUB
    where SUB.media_type_key = (select SUB2.media_type_key from MEDIA_TYPE SUB2 where SUB2.media_name_code
= 'VOICE')
    and SUB.interaction_type_key = (select SUB2.interaction_type_key from INTERACTION_TYPE SUB2 where
SUB2.interaction_type_code = 'INBOUND' and SUB2.interaction_subtype_code='UNSPECIFIED')
    and SUB.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant])
    and SUB.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
    group by SUB.std_tenant_time_span
    ) TOTALS
where
    AG_SKILL_RESOURCE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
and AG_SKILL_RESOURCE.std_tenant_time_span = TOTALS.std_tenant_time_span
and AG_SKILL_RESOURCE.media_type_key = (select media_type_key from MEDIA_TYPE where media_name_code =
'VOICE')
and AG_SKILL_RESOURCE.interaction_type_key = (select interaction_type_key from INTERACTION_TYPE where
interaction_type_code = 'INBOUND' and interaction_subtype_code='UNSPECIFIED')
and AG_SKILL_RESOURCE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant])
and AG_SKILL_RESOURCE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
and TENANT.tenant_cfg_dbid = :[Tenant]
group by AG_SKILL_RESOURCE.std_tenant_time_span, SKILL_COMBINATION.skill_combination_string,
TENANT.tenant_name
```

Not Ready Reason Report

SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DISCONTINUED IN N/A
NOT READY TIME Total Not Ready Reason Not Ready for (Reason) Not Ready (Reason) Ratio		
DESCRIPTION Collects query-based metrics for a Person configuration object that are aggregated over time and that are related to the time an agent spent in the NotReady state, with a breakdown by reason. The metrics include how long an agent was not ready to handle interactions, the reason for being not ready, how long an agent was in the NotReady state for a given reason, and a percentage of this time with regard to the total not-ready time. Reason values reflect software reasons—that is, the reasons established at a software level by a request from a software application, such as an agent desktop. If the reason for being in the NotReady state is not provided, the Not Available value displays for the Reason metric, and the Total Not Ready metric is not displayed.		
QUERY For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Person configuration object from Genesys Info Mart database: <pre> select RESOURCE_.resource_name "Agent name", MRESOURCE.resource_name "Media resource name", AG_AGENT_STATE1.std_tenant_time_span "Time span", AG_AGENT_STATE2.total_state_reason_duration "Total not ready duration", STATE_REASON.software_reason_value "Aux code", AG_AGENT_STATE1.total_state_reason_duration "Aux code duration", round(AG_AGENT_STATE1.total_state_reason_duration/AG_AGENT_STATE2.total_state_reason_duration, 2) "Aux code ratio" from AG_STATE_REASON_VOICE_ : [AggTime.Table] AG_AGENT_STATE1, RESOURCE_ RESOURCE_, RESOURCE_ MRESOURCE, RESOURCE_STATE_REASON STATE_REASON, (select AG_AGENT_STATE_SUM.resource_key, AG_AGENT_STATE_SUM.media_resource_key, AG_AGENT_STATE_SUM.std_tenant_time_span, sum(AG_AGENT_STATE_SUM.TOTAL_STATE_REASON_DURATION) TOTAL_STATE_REASON_DURATION from AG_STATE_REASON_VOICE_ : [AggTime.Table] AG_AGENT_STATE_SUM </pre>		



Not Ready Reason Report (Continued)

```

where
    AG_AGENT_STATE_SUM.resource_state_key in (select resource_state_key from RESOURCE_STATE where
state_type_code = 'NOTREADY')
    and AG_AGENT_STATE_SUM.RESOURCE_STATE_REASON_KEY in (select RESOURCE_STATE_REASON_KEY from
RESOURCE_STATE_REASON where REASON_TYPE_CODE = 'SOFTWARE_KEY_VALUE')
    and AG_AGENT_STATE_SUM.resource_key in (select resource_key from RESOURCE_ where resource_cfg_dbid in
(:[ObjectDBIDs]) and RESOURCE_.resource_cfg_type_id = 3)
    and AG_AGENT_STATE_SUM.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
    and AG_AGENT_STATE_SUM.TOTAL_STATE_REASON_DURATION <> 0
group by
    AG_AGENT_STATE_SUM.resource_key,
    AG_AGENT_STATE_SUM.media_resource_key,
    AG_AGENT_STATE_SUM.std_tenant_time_span
) AG_AGENT_STATE2
where
    AG_AGENT_STATE1.resource_key = AG_AGENT_STATE2.resource_key and AG_AGENT_STATE1.media_resource_key =
AG_AGENT_STATE2.media_resource_key
and AG_AGENT_STATE1.std_tenant_time_span = AG_AGENT_STATE2.std_tenant_time_span
and AG_AGENT_STATE1.resource_key = RESOURCE_.resource_key
and AG_AGENT_STATE1.media_resource_key = MRESOURCE.resource_key
and AG_AGENT_STATE1.resource_state_key in (select resource_state_key from RESOURCE_STATE where
state_type_code = 'NOTREADY')
and AG_AGENT_STATE1.resource_state_reason_key = STATE_REASON.resource_state_reason_key
and STATE_REASON.REASON_TYPE_CODE = 'SOFTWARE_KEY_VALUE'
and AG_AGENT_STATE1.TOTAL_STATE_REASON_DURATION <> 0
and RESOURCE_.resource_cfg_type_id = 3
and RESOURCE_.resource_cfg_dbid in (:[ObjectDBIDs]) and AG_AGENT_STATE1.std_tenant_time_span between
':[AggTime.From]' and ':[AggTime.To]'

```

Skill Combination Answered Report

SOLUTION	INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice	7.2	N/A
MAIN Total Requested Answered Total Answered Ratio Average Speed of Answer Maximum Time to Answer Average Talk Time – Calls Average Hold Time – Calls Answered Average ACW - Calls Average Handle Time – Calls Answered Transferred – Calls Transferred Ratio	0-15 Total Ratio 15-30 Total Ratio	30-60 Total Ratio >60 Total Ratio
DESCRIPTION <p>Collects query-based metrics for a Tenant configuration object that are aggregated over time and that are related to KPIs (key performance indicators) for calls that requested a particular set of skills and were answered by the Tenant's agents. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions.</p> <p>The metrics include how many calls requested a particular skill combination, how many of those calls were answered, the percentage of the answered calls with regard to the total number of call requesting this skill combination, and how soon calls were answered—both on average and at a maximum. The metrics also include averages of the times customers talked with agents and were on hold, and the times agents spent on after-call work and overall call processing. In addition, the metrics show how many of the answered calls were transferred at least one time, and the percentage of the transferred calls with regard to the handled calls. Finally, the metrics provide the number and percentage of calls that requested a particular skill combination and were answered within a certain time interval. The voice interactions that requested no skills are also reported. The report sums the metrics on answered calls that requested a particular skill combination for all agents associated with the specified Tenant.</p> <p>This report is particularly useful in evaluation, at a Tenant level, of how efficiently the calls are handled when the callers request that their agents possess certain skills.</p> <p>A skill combination can include any number of skills defined in the configuration, which the report combines through the AND logical operand. Each skill can also have a level, meaning that the skill is required with at least this level of proficiency. Skills associated with a given interaction are those that a customer requested at the interaction start time. They do not reflect any changes the customer might make in the skill selection over the duration of the interaction. A given skill combination is counted only once when two or more agents who belong to the specified Tenant handle the same interaction.</p>		
QUERY <p>For any RDBMS, the following SQL statement is used to retrieve the values for skill combinations configured for a Tenant configuration object, from Genesys Info Mart database:</p> <pre> select distinct SKILL_COMBINATION.skill_combination_key, SKILL_COMBINATION.skill_combination_string from AG_SKILL_VOICE_INB_I_XN_:[AggTime.Table] AG_SKILL_VOICE, REQUESTED_SKILL_COMBINATION SKILL_COMBINATION where AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key and AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant]) and AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]' </pre>		



Skill Combination Answered Report (Continued)

The following SQL statement is used to retrieve the metrics' values for a Tenant configuration object, based on the requested skill combinations:

```
select
    AG_SKILL_VOICE.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    AG_SKILL_VOICE.total_entered_count "Total Requested",
    AG_SKILL_VOICE.total_answered_count "Total Answered",
    round(case when AG_SKILL_VOICE.total_entered_count=0 then 0 else AG_SKILL_VOICE.total_answered_count/
AG_SKILL_VOICE.total_entered_count end, 2) "Answered.Ratio",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_init_response_duration/AG_SKILL_VOICE.total_answered_count end, 2) "Answered.Avg time
to answer",
    AG_SKILL_VOICE.max_init_response_duration "Answered.Max time to answer",
    AG_SKILL_VOICE.total_ans_range_1_count "Answered.TimeRange1.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_ans_range_1_count/AG_SKILL_VOICE.total_answered_count end, 2)
"Answered.TimeRange1.Ratio",
    AG_SKILL_VOICE.total_ans_range_2_count "Answered.TimeRange2.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_ans_range_2_count/AG_SKILL_VOICE.total_answered_count end, 2)
"Answered.TimeRange2.Ratio",
    AG_SKILL_VOICE.total_ans_range_3_count "Answered.TimeRange3.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_ans_range_3_count/AG_SKILL_VOICE.total_answered_count end, 2)
"Answered.TimeRange3.Ratio",
    AG_SKILL_VOICE.total_ans_range_4_count "Answered.TimeRange4.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_ans_range_4_count/AG_SKILL_VOICE.total_answered_count end, 2)
"Answered.TimeRange4.Ratio",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else AG_SKILL_VOICE.total_talk_duration/
AG_SKILL_VOICE.total_answered_count end, 2) "Answered.Average talk time",
    round(case when AG_SKILL_VOICE.total_ixn_held_count=0 then 0 else AG_SKILL_VOICE.total_hold_duration/
AG_SKILL_VOICE.total_ixn_held_count end, 2) "Answered.Average hold time",
    round(case when AG_SKILL_VOICE.total_ixn_acw_count=0 then 0 else AG_SKILL_VOICE.total_acw_duration/
AG_SKILL_VOICE.total_ixn_acw_count end, 2) "Answered.Average ACW time",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_agent_handle_duration/AG_SKILL_VOICE.total_answered_count end, 2) "Answered.Average
handle time",
    AG_SKILL_VOICE.total_ixn_ans_trns_count "Total Calls Transferred",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_ixn_ans_trns_count/AG_SKILL_VOICE.total_answered_count end, 2) "Transferred.Ratio"
```

Skill Combination Answered Report (Continued)

```
from
    AG_SKILL_VOICE_INB_I_XN_ :[AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION
where
    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
and AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant])
and AG_SKILL_VOICE.requested_skill_key in ( :[SubQuery] )
and AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Skill Combination Matched Report

SOLUTION	INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice	7.2	N/A
MAIN	0-15	30-60
Total Requested	Total	Total
Matched Total	Ratio	Ratio
Matched Ratio	15-30	>60
Average Time to Match	Total	Total
Maximum Time to Match	Ratio	Ratio
Average Talk Time – Matched Calls		
Average Hold Time – Matched Calls		
Average ACW – Matched Calls		
Average Handle Time – Matched Calls		
Transferred – Matched Calls		
Transferred Ratio – Matched Calls		

Skill Combination Matched Report (Continued)

DESCRIPTION

Collects query-based metrics for a Tenant configuration object that are aggregated over time and that are related to KPIs (key performance indicators) for calls that requested a particular set of skills and were answered by those of the Tenant's agents who had the matching skill combination. A *skill combination* is a set of skills that customers select as relevant for handling their interactions.

The metrics include how many calls requested a particular skill combination; how many of those calls were matched—that is, answered by agents who possessed the requested skills; the percentage of the matched calls with regard to the total number of call requesting this skill combination; and how soon calls were matched—both on average and at a maximum. The metrics also include averages of the times customers talked with agents and were on hold, and the times agents spent on after-call work and overall call processing. In addition, the metrics show how many of the matched calls were transferred at least one time, and the percentage of the transferred calls with regard to the handled calls. Finally, the metrics provide the number and percentage of calls that requested a particular skill combination and were matched within a certain time interval. The voice interactions that requested no skills are also reported. The report sums the metrics on matched calls for all agents associated with the specified Tenant.

This report is particularly useful in evaluation, at a Tenant level, of how efficiently the calls are handled when the callers request that their agents possess certain skills.

A skill combination can include any number of skills defined in the configuration, which the report combines through the AND logical operand. Each skill can also have a level, meaning that the skill is required with at least this level of proficiency. Skills associated with a given interaction are those that a customer requested at the interaction start time. They do not reflect any changes the customer might make in the skill selection over the duration of the interaction. A given skill combination is counted only once when two or more agents who belong to the specified Tenant handle the same interaction.

QUERY

For any RDBMS, the following SQL statement is used to retrieve the values for skill combinations configured for a Tenant configuration object, from Genesys Info Mart database:

```
select distinct
    SKILL_COMBINATION.skill_combination_key,
    SKILL_COMBINATION.skill_combination_string
from
    AG_SKILL_VOICE_INB_I_XN_:[AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION
where
    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key and
    AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbi = :[Tenant]) and
    AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Skill Combination Matched Report (Continued)

The following SQL statement is used to retrieve the metrics' values for a Tenant configuration object, based on the requested skill combinations:

```
select
    AG_SKILL_VOICE.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    AG_SKILL_VOICE.total_entered_count "Total Requested",
    AG_SKILL_VOICE.total_answered_count "Total Answered",
    round(case when AG_SKILL_VOICE.total_entered_count=0 then 0 else AG_SKILL_VOICE.total_answered_count/
AG_SKILL_VOICE.total_entered_count end, 2) "Answered.Ratio",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_init_response_duration/AG_SKILL_VOICE.total_answered_count end, 2) "Answered.Avg time
to answer",
    AG_SKILL_VOICE.max_init_response_duration "Answered.Max time to answer",
    AG_SKILL_VOICE.total_ans_range_1_count "Answered.TimeRange1.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_ans_range_1_count/AG_SKILL_VOICE.total_answered_count end, 2)
"Answered.TimeRange1.Ratio",
    AG_SKILL_VOICE.total_ans_range_2_count "Answered.TimeRange2.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_ans_range_2_count/AG_SKILL_VOICE.total_answered_count end, 2)
"Answered.TimeRange2.Ratio",
    AG_SKILL_VOICE.total_ans_range_3_count "Answered.TimeRange3.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_ans_range_3_count/AG_SKILL_VOICE.total_answered_count end, 2)
"Answered.TimeRange3.Ratio",
    AG_SKILL_VOICE.total_ans_range_4_count "Answered.TimeRange4.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_ans_range_4_count/AG_SKILL_VOICE.total_answered_count end, 2)
"Answered.TimeRange4.Ratio",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else AG_SKILL_VOICE.total_talk_duration/
AG_SKILL_VOICE.total_answered_count end, 2) "Answered.Average talk time",
    round(case when AG_SKILL_VOICE.total_ixn_held_count=0 then 0 else AG_SKILL_VOICE.total_hold_duration/
AG_SKILL_VOICE.total_ixn_held_count end, 2) "Answered.Average hold time",
    round(case when AG_SKILL_VOICE.total_ixn_acw_count=0 then 0 else AG_SKILL_VOICE.total_acw_duration/
AG_SKILL_VOICE.total_ixn_acw_count end, 2) "Answered.Average ACW time",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_agent_handle_duration/AG_SKILL_VOICE.total_answered_count end, 2) "Answered.Average
handle time",
    AG_SKILL_VOICE.total_ixn_ans_trns_count "Total Calls Transferred",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_ixn_ans_trns_count/AG_SKILL_VOICE.total_answered_count end, 2) "Transferred.Ratio"
```



Skill Combination Matched Report (Continued)

```
from
  AG_SKILL_VOICE_INB_I_XN_:[AggTime.Table] AG_SKILL_VOICE,
  REQUESTED_SKILL_COMBINATION SKILL_COMBINATION
where
  AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
and AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant])
and AG_SKILL_VOICE.requested_skill_key in ( :[SubQuery] )
and AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Skill Combination Report

SOLUTION	INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice	7.2	N/A
MAIN Total Requested Abandoned Abandoned Ratio Average Time to Abandon Answered Total Answered Ratio		
Average Speed of Answer (ASA) Matched Total Ratio for Matched Skill to Total Requested Ratio for Matched Skill to Calls Answered Average Time to Match		
DESCRIPTION <p>Collects query-based metrics for a Tenant configuration object that are aggregated over time and that are related to KPIs (key performance indicators) for call routing based on skill combination. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions.</p> <p>The metrics include how many calls requested a particular skill combination; how many of those calls were matched—that is, answered by agents who possessed the requested skills; the percentage of the matched calls with regard to the total number of call requesting this skill combination; and how soon calls were matched—both on average and at a maximum. The metrics also include averages of the times customers talked with agents and were on hold, and the times agents spent on after-call work and overall call processing. In addition, the metrics show how many of the matched calls were transferred at least one time, and the percentage of the transferred calls with regard to the handled calls. Finally, the metrics provide the number and percentage of calls that requested a particular skill combination and were matched within a certain time interval. The voice interactions that requested no skills are also reported. The report sums the metrics on matched calls for all agents associated with the specified Tenant.</p> <p>This report does not offer an in-depth view of KPIs, but rather is useful as an overview of the skill-based routing performance at a Tenant level.</p> <p>A skill combination can include any number of skills defined in the configuration, which the report combines through the AND logical operand. Each skill can also have a level, meaning that the skill is required with at least this level of proficiency. When a level is not selected, the specified skills with any level of proficiency are reported. Skills associated with a given interaction are those that a customer requested at the interaction start time. They do not reflect any changes the customer might make in the skill selection over the duration of the interaction. A given skill combination is counted only once when two or more agents who belong to the specified Tenant handle the same interaction.</p>		
QUERY <p>For any RDBMS, the following SQL statement is used to retrieve the values for skill combinations configured for a Tenant configuration object, from Genesys Info Mart database:</p> <pre> select distinct SKILL_COMBINATION.skill_combination_key, SKILL_COMBINATION.skill_combination_string from AG_SKILL_VOICE_INB_I_XN_:[AggTime.Table] AG_SKILL_VOICE, REQUESTED_SKILL_COMBINATION SKILL_COMBINATION where AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key and AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant]) and AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]' </pre>		



Skill Combination Report (Continued)

The following SQL statement is used to retrieve the metrics' values for a Tenant configuration object, based on the requested skill combinations:

```
select
    AG_SKILL_VOICE.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    AG_SKILL_VOICE.total_entered_count "Total Requested",
    AG_SKILL_VOICE.total_ixn_abandoned_count "Total Abandoned",
    round(case when AG_SKILL_VOICE.total_entered_count=0 then 0 else
AG_SKILL_VOICE.total_ixn_abandoned_count/AG_SKILL_VOICE.total_entered_count end, 2) "Abandoned.Ratio",
    round(case when AG_SKILL_VOICE.total_ixn_abandoned_count=0 then 0 else
AG_SKILL_VOICE.total_before_abandon_duration/AG_SKILL_VOICE.total_ixn_abandoned_count end, 2) "Abandoned.Avg
time to abandon",
    AG_SKILL_VOICE.total_answered_count "Total Answered",
    round(case when AG_SKILL_VOICE.total_entered_count=0 then 0 else AG_SKILL_VOICE.total_answered_count/
AG_SKILL_VOICE.total_entered_count end, 2) "Answered.Ratio",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_init_response_duration/AG_SKILL_VOICE.total_answered_count end, 2) "Answered.Avg time
to answer",
    AG_SKILL_VOICE.total_answered_count "Total Matched",
    round(case when AG_SKILL_VOICE.total_entered_count=0 then 0 else
AG_SKILL_VOICE.total_ans_skill_match_count/AG_SKILL_VOICE.total_entered_count end, 2) "Matched.Ratio to
requested",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0 else
AG_SKILL_VOICE.total_ans_skill_match_count/AG_SKILL_VOICE.total_answered_count end, 2) "Matched.Ratio to
answered",
    round(case when AG_SKILL_VOICE.total_ans_skill_match_count=0 then 0 else
AG_SKILL_VOICE.total_init_resp_match_duration/AG_SKILL_VOICE.total_ans_skill_match_count end, 2)
"Matched.Average time to match"
from
    AG_SKILL_VOICE_INB_I_XN_:[AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION
where
    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
and AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant])
and AG_SKILL_VOICE.requested_skill_key in ( :[SubQuery] )
and AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Skill Combination Report (Continued)

```
from
    AG_SKILL_VOICE_INB_I_XN_:[AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION
where
    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
and AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant])
and AG_SKILL_VOICE.requested_skill_key in (:[SubQuery] )
and AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

CC Analyzer Report Templates

The Genesys CC Analyzer report templates are BrioQuery documents designed using third-party software, Hyperion Query Designer, formerly BrioQuery Designer. (In 2003, Hyperion Solutions, Inc. acquired Brio Technology and renamed the software in its 8.3 release of the product.) These documents guide you in generating reports based from predefined Data Mart report layouts. Each report template contains queries for up to two layouts (an object and possibly a group object). Refer to “ODS Layout Templates” on [page 326](#) for additional information. To generate a report, you specify:

- 1 Whether or not the objects are grouped or in the case of the Queue and Queue_ Comparison Hyperion report templates—queues or routepoints.

- 2 The aggregation level for summary data.

- 3 A time interval.

- 4 The objects that you want reflected in the report.

The image displays four sequential screenshots of the Hyperion Query Designer interface, illustrating the configuration steps for a report template:

- Object Selection:** A dropdown menu labeled "Object:" with options: Placegroup, Placegroup, and Workplace. The first "Placegroup" is selected.
- Aggregation Level:** A list box labeled "Aggregation level:" with options: Placegroup DAY Level, Placegroup WEEK Level (selected), Placegroup MONTH Level, Placegroup QUARTER Level, and Placegroup YEAR Level.
- Time Interval:** A form titled "Place Group Weekly Report" with fields for "From:" and "To:". Below these, a preview shows the date range: "Week: from 2003/06/08 to 2003/06/15" for "From:" and "Week: from 2003/06/15 to 2003/06/22" for "To:".
- Object Selection and Refresh:** A form titled "Place Group Weekly Report" with fields for "From:" and "To:". Below these, a preview shows the date range: "Week: from 2003/06/08 to 2003/06/15" for "From:" and "Week: from 2003/06/15 to 2003/06/22" for "To:". At the bottom, there is a section for "Objects:" with a list box containing "PlaceGroup6" and buttons for "OnDemand", "Broadcast", "Add", and "Update".

After Hyperion Query Designer has generated the report, you save the results either in the same document or to a new file.

To use the provided report templates, you must have Hyperion software installed. You must obtain a license from Genesys to install these products, and you must define a connection file (an .oce file) to your Data Mart. Refer to the *Reporting 7.2 Report Generation Assistant User's Guide* for further information on how to accomplish these tasks.

A generated report based on any of the Genesys-provided report templates includes the following pages:

- Contents
- Summary
- Details

In addition, Genesys classifies reports as either stand-alone or comparison. Stand-alone reports chart how certain objects perform on a number of activities using one set of charts for each object. Comparison reports display performance metrics for all specified objects on the same set of graphs. Examples of each report classification appear later in this section.

Contents Page

The Contents page shows the high-level qualifying parameters you specified to create the report, namely, the aggregation level for summary data, the date boundaries, the tenant(s), and the object(s). [Figure 146](#) shows the Contents page for a sample Agent Daily Report where the objects are the names of two agents.



Figure 146: Sample Contents Page

Notice that the types of objects for report templates are specified in the file name. For example, the objects you can specify for a `Place` report are places; the objects you can specify for an `ICS_Standard_Response_Weekly` report are standard responses; and the objects you can specify for an `Outbound_Calling_List_Daily` report are calling lists. Only routepoints break this rule—you generate route point reports from the `Queue` and `Queue_Comparison` Hyperion report templates.

Summary Page

The Summary page of a generated report summarizes the results for the objects you previously specified in both graphical and numeric form. There is one set of Summary pages for each object in a stand-alone report covering all specified time periods; and for comparison reports, one set of Summary pages for each specified time period. The upper portion of [Figure 147](#), for example, illustrates what a Summary page might look like for a noncomparison report based on the `Queue` report



template. The six graphs illustrate the activity (represented by various metrics) of the 2000@g3_tcp_2000_101 queue. The table at the bottom of Figure 147 provides the exact figures used to plot the 10 metrics captured during July 2001.

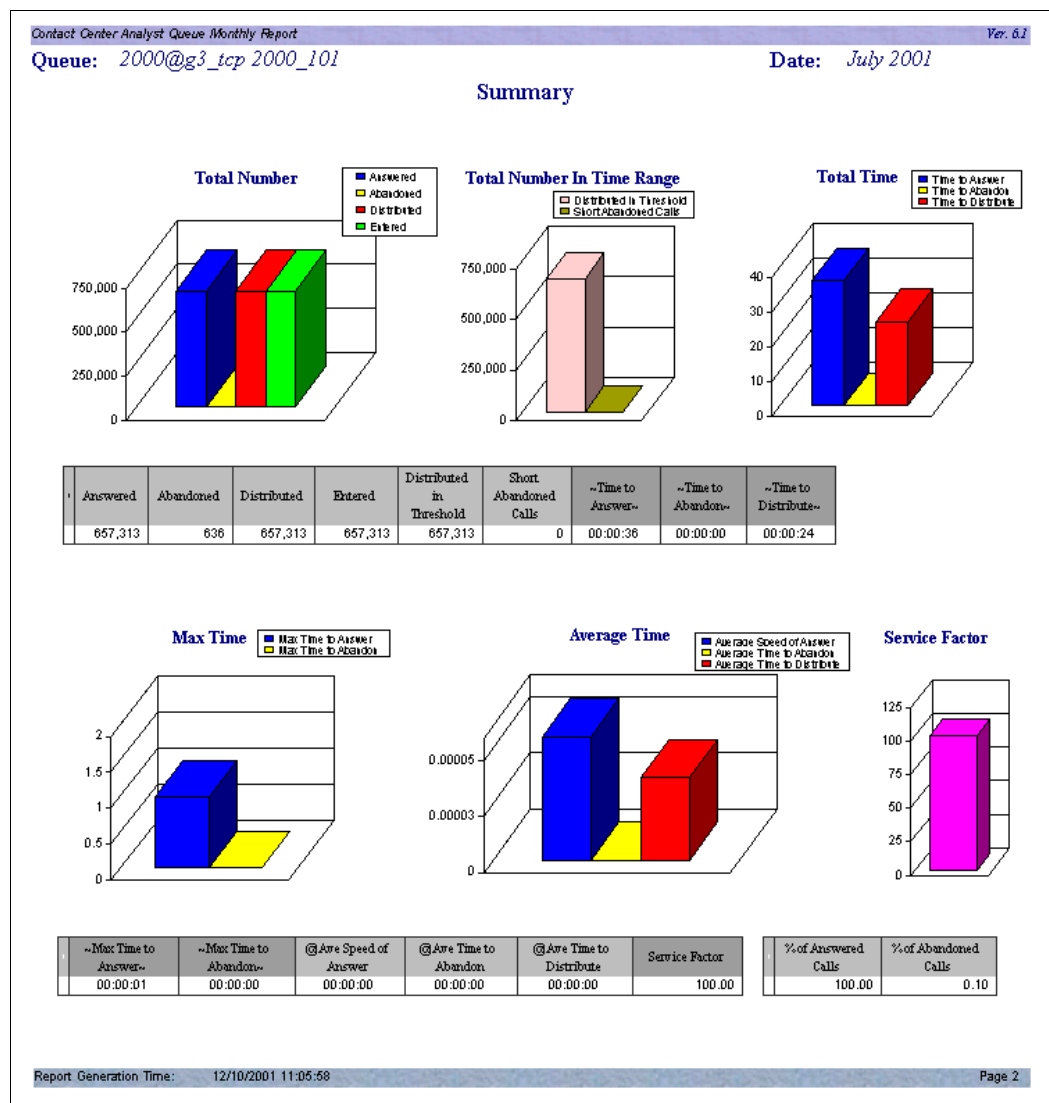


Figure 147: Sample Summary Page

Details Page

The **Details** page breaks down the information provided on the **Summary** page into the next level of aggregation. You can determine what the detail level is by the aggregation level you selected to generate the report (see [Table 25](#)).

Table 25: Determining a Report’s Detail Level from the Selected Aggregation Level

Aggregation Level for Summary Information	Aggregation Level for Detailed Information
Yearly	Monthly
Quarterly	Monthly
Monthly	Daily
Weekly	Daily
Daily	Hourly

A **Place** report based on a selection of weekly aggregation, for example, provides summary-level information for all specified workplaces by week and detail-level information for each day during the week. Detail information is presented in comparison format allowing side-by-side analysis of all days in the week. [Figure 148](#) illustrates what a **Details** page might look like for a report that is based on the **Place** report template and the selection of weekly aggregation.

Notice that activity is reported for only three days of the 7/22/01-7/28/01 week. Where’s the activity for the remaining four? Perhaps data collection for this contact center only began on the 26th of July; prior activity was not monitored for some reason. All three workplaces appear to fall in a contact center that receives calls, rather than places calls with heightened activity on the weekends. Workplace, `pp_300_g3_tcp`, appears to have transferred all calls received after consultation to other workplaces.

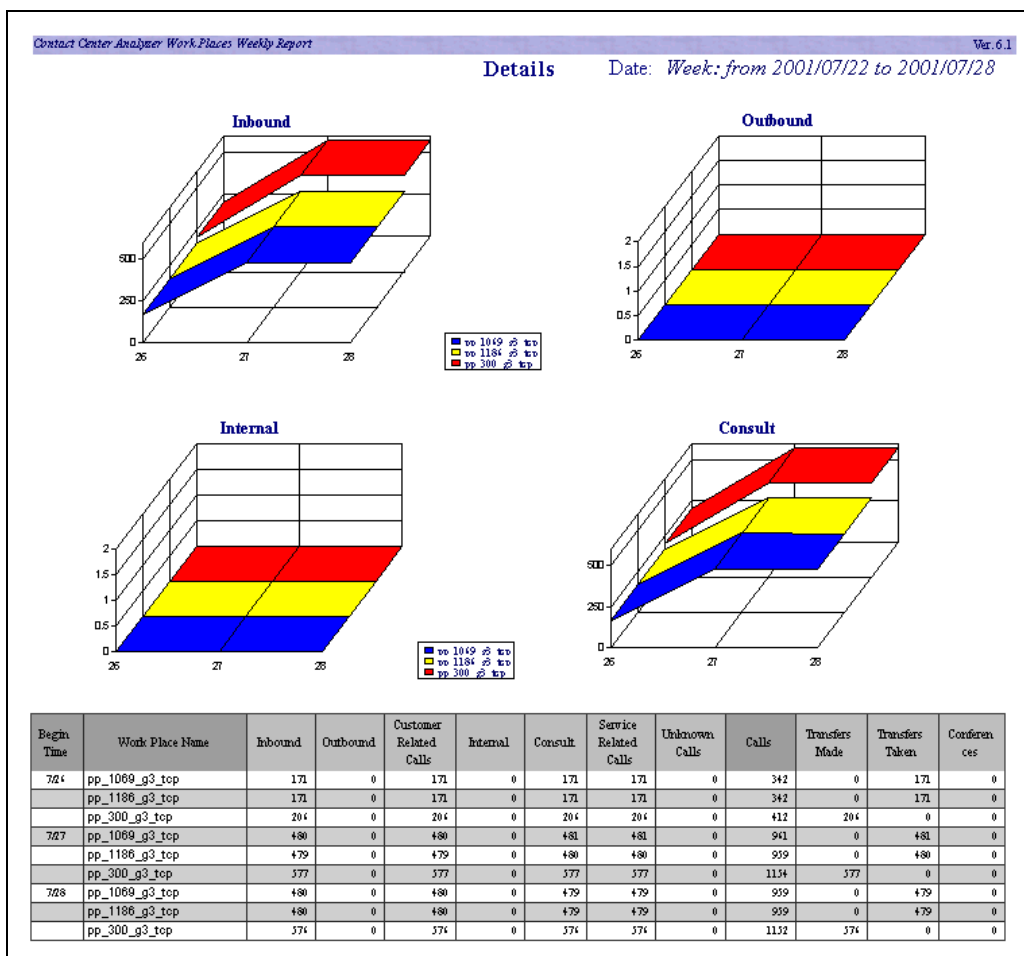


Figure 148: Sample Details Page

Viewing the Queries

To understand the underlying report data, it helps to know which data is being retrieved from the Data Mart, which tables store that information, and how the data was collected in the first place. Although Chapter 1 and much of the Reporting 7.2 documentation set address the *how*, you can determine the *what* and *where* by looking at the supporting queries for each report, which include the sections for the summary and details level. [Figure 149](#) depicts what the summary query is for a report based on a Queue report template with a selection of weekly aggregation.

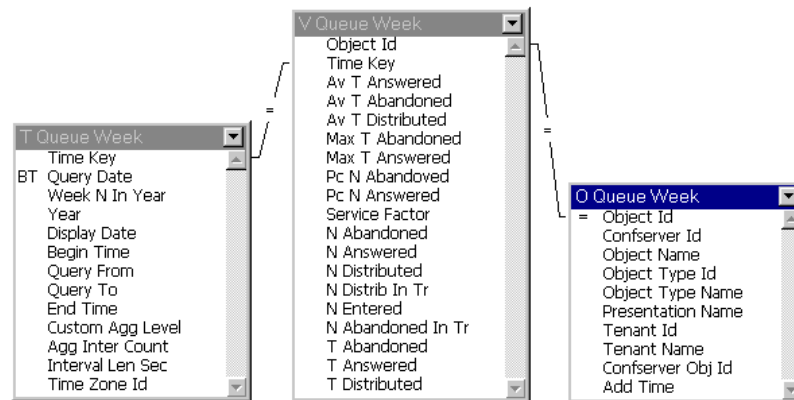


Figure 149: Summary-Level Query for a Queue Weekly Report

The data supporting the information provided on this report's Summary page is based on three joined tables in the Data Mart: `T_Queue_Week`, `V_Queue_Week`, and `O_Queue_Week`. The table names follow the convention:

- `T_` for time dimension, `R_` or `V_` for stat results, and `O_` for object descriptions.
- ODS layout template name (QUEUE, in this case).
- Aggregation level—WEEK for a weekly report of queue activity.

If the table title bars in your report do not show three pieces of information, double-click the title bar to open the `Topic Properties` dialog box. The `Physical Name` field holds the actual Data Mart table name.

Likewise, [Figure 150](#) shows the details-level section of a report based on the Queue report template with a selection of weekly aggregation. Information supporting the Detail pages of this report is pulled from the corresponding DAY tables in the Data Mart.

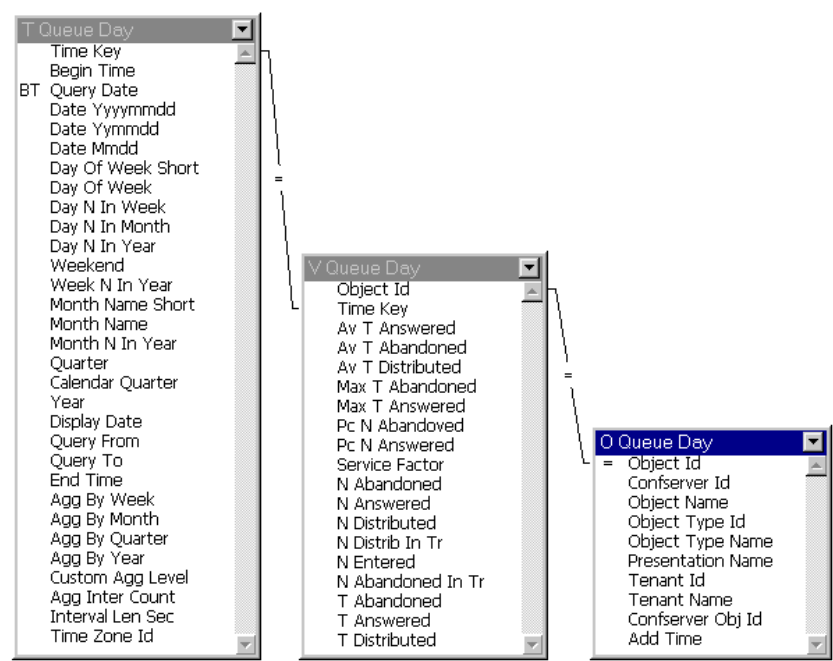


Figure 150: Details-Level Query

The table names correspond to the views displayed within ETL Assistant. Note that ETL Assistant shows `R_QUEUE_WEEK` in the Stat Result Table field even though `V_QUEUE_WEEK` appears in the Summary-level query within Hyperion Intelligence (Figure 149, on [page 320](#)). This is the behavior for all report views. Refer to *Reporting 7.2 ETL Assistant Help* and the *Reporting 7.2 ETL Runtime User's Guide* for more information on these Historical Reporting components. [Figure 151](#) shows ETL Assistant's perspective on a Queue Weekly report view.

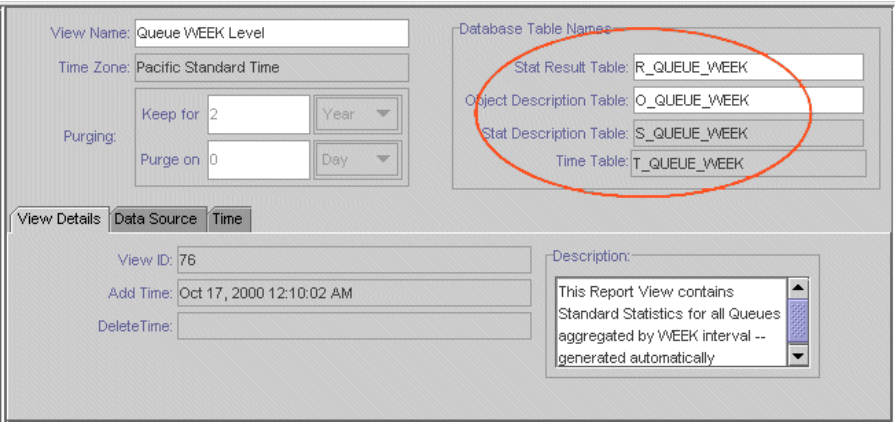


Figure 151: Database Table Names Assigned Within ETL Assistant

The Stat Description table is not used in the query. The column name is a short name for the metric.

List of Canned Report Templates

Table 26 links each provided canned template to its corresponding ODS layout template. Refer to the “[Solution-Provided Templates](#)” (page 249) and “[ODS Layout Templates](#)” (page 326) sections for additional information. This table also shows which aggregation levels appear in the reports based on these templates.

Table 26: Listing of Hyperion Report Templates

ODS Layout Template Name	Hyperion Report Template File Name	Selected Aggregation Level	Aggregation Levels Presented in Report ^a					
			H	D	W	M	Q	Y
AGENT and GROFAGS	Agent.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x
	Agent_Comparison.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x
AGENT and GROFAGS	Agentsandagentgroup_daily_bc.bqy	N/A		x				
PLACE and GROFPLS	Place.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x
	Place_Comparison.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x
QUEUE and ROUTEPOINT	Queue.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x
	Queue_Comparison.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x
GROFQUEUES	NONE	N/A						
CALL_LS	Outbound_calling_list_daily.bqy	N/A	x	x				
CMP	Outbound_campaign_daily.bqy	N/A	x	x				



Table 26: Listing of Hyperion Report Templates (Continued)

ODS Layout Template Name	Hyperion Report Template File Name	Selected Aggregation Level	Aggregation Levels Presented in Report ^a					
			H	D	W	M	Q	Y
CMP_CALL_L	Outbound_campaign_calling_list_daily.bqy	N/A	x	x				
CMP_GR	Outbound_campaign_groups_status_daily.bqy	N/A	x	x				
O_AGENT and O_AGENT_GR	Outbound_Agent.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x
	Outbound_Agent_Comparison.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x

^a Aggregation levels are designated as follows: *H*—hourly aggregation; *D*—daily aggregation; *W*—weekly aggregation; *M*—monthly aggregation; *Q*—quarterly aggregation; *Y*—yearly aggregation.

Presentation Names

Report presentation names are the display names used in your finalized Hyperion reports. [Table 27](#) maps each presentation name to its corresponding column name in the Data Mart. These column names are further detailed in the “[Data Mart Composite Metrics](#)” section on [page 354](#).

Table 27: Presentation Name and Corresponding Composite Statistic Name Used in the Data Mart

Presentation Name	Data Mart Column Name	Presentation Name	Data Mart Column Name
% of Abandoned Calls	PC_N_ABANDONED	Ave Inbound Talk	AV_T_INBOUND
% of Answered Calls	PC_N_ANSWERED	Ave Internal Talk	AV_T_INTERNAL
%After Call Work	PC_N_WORK	Ave Not Ready	AV_T_NOT_READY
%After Call Work Time	PC_T_WORK	Ave Outbound Talk	AV_T_OUTBOUND
%Calls on Hold	PC_N_HOLD	Ave Ringing	AV_T_RINGING
%Conference Calls	PC_N_CONFERENCES	Ave Service Related Talk	AV_T_SRV_CALLS
%Consult Calls	PC_N_CONSULT	Ave Talk	AV_T_CALLS
%Consult Talk	PC_T_CONSULT	Ave Unknown Talk	AV_T_UNKNOWN
%Customer Related Calls	PC_N_CUST_CALLS	Ave Wait	AV_T_WAIT
%Customer Related Talk	PC_T_CUST_CALLS	Average Speed of Answer	AV_T_ANSWERED
%Dialing Time	PC_T_DIALING	Average Time to Abandon	AV_T_ABANDONED
%Hold Time	PC_T_HOLD	Average Time to Distribute	AV_T_DISTRIBUTED
%Inbound Calls	PC_N_INBOUND	Busy	N_BUSY
%Inbound Talk	PC_T_INBOUND	Calls	N_CALLS
%Internal Calls	PC_N_INTERNAL	Camp Callbks Compl	N_CALLBKS_COMPL
%Internal Talk	PC_T_INTERNAL	Camp Callbks Missed	N_CALLBKS_MISSED
%Not Ready Time	PC_T_NOT_READY	Camp Callbks Sched	N_CALLBKS_SCHEDUL
%Outbound Calls	PC_N_OUTBOUND	Cancel	N_CANCEL
%Outbound Talk	PC_T_OUTBOUND	Conferences	N_CONFERENCES
%Ringing Time	PC_T_RINGING	Consult	N_CONSULT
%Service Related Calls	PC_N_SRV_CALLS	Consult Talk	T_CONSULT
%Service Related Talk	PC_T_SRV_CALLS	Customer Related Calls	N_CUST_CALLS
%Talk	PC_T_CALLS	Customer Related Talk	T_CUST_CALLS
%Transfers Made	PC_N_TRANS_MADE	Deactivated Time	T_DEACTIV_DURATION
%Transfers Taken	PC_N_TRANS_TAKEN	Dial Dropped	N_DIAL_DROPPED
%Unknown Calls	PC_N_UNKNOWN	Dial Made	N_DIAL_MADE
%Unknown Talk	PC_T_UNKNOWN	Dialing Time	T_DIALING
%Wait Time	PC_T_WAIT	Dials	N_DIALING
Abandoned	N_ABANDONED	Distributed	N_DISTRIBUTED
Abandoned In Threshold	N_ABANDONED_IN_TR	Distributed in Threshold	N_DISTRIB_IN_TR
Activated Time	T_ACTIVAT_DURATION	Do Not Call	N_DO_NOT_CALL
After Call Work	N_WORK	Entered	N_ENTERED
After Call Work Time	T_WORK	Fax/Modem	N_FAXMODEM_DETECT
Answer Machine	N_ANSW_MACHINE	Hold	N_HOLD
Answered	N_ANSWERED	Hold Time	T_HOLD
Answers	N_ANSWERS	Inbound	N_INBOUND
Ave After Call Work	AV_T_WORK	Inbound Talk	T_INBOUND
Ave Calls Per Hour	AV_N_CALLS_P_HOUR	Internal	N_INTERNAL
Ave Consult Talk	AV_T_CONSULT	Internal Talk	T_INTERNAL
Ave Customer Related Talk	AV_T_CUST_CALLS	Login Time	T_LOGIN
Ave Dialing	AV_T_DIALING	Max Time to Abandon	MAX_T_ABANDONED
Ave Hold	AV_T_HOLD	Max Time to Answer	MAX_T_ANSWERED



Table 27: Presentation Name and Corresponding Composite Statistic Name Used in the Data Mart (Continued)

Presentation Name	Data Mart Column Name	Presentation Name	Data Mart Column Name
No Answer	N_NO_ANSWER	Unknown Talk	T_UNKNOWN
No Rpc	N_NO_RPC	Total Dialing Number	N_DIALING
Not Ready	N_NOT_READY	Total Dialing Time	T_DIALING
Not Ready Time	T_NOT_READY	Total Hold Time	T_HOLD
Outbound	N_OUTBOUND	Total Inbound Calls	N_INBOUND
Outbound Talk	T_OUTBOUND	Total Inbound Talk Time	T_INBOUND
Persn Callbks Compl	N_PER_CALLBK_COMPL	Total Internal Calls	N_INTERNAL
Persn Callbks Missed	N_PER_CALLBK_MISS	Total Internal Talk Time	T_INTERNAL
Persn Callbks Sched	N_PER_CALLBK_SCHED	Total Login Time	T_LOGIN
Records Complete	N_RECORDS_COMPLETE	Total Not Ready Number	N_NOT_READY
Ringing	N_RINGING	Total Not Ready Time	T_NOT_READY
Ringing Time	T_RINGING	Total Number of Conferences	N_CONFERENCES
Run Time	T_RUNNING_DURATION	Total Number of Outbound Calls	N_OUTBOUND
Service Factor	SERVICE_FACTOR	Total Number of Transfers Made	N_TRANSFERS_MADE
Service Related Calls	N_SRV_CALLS	Total Number of Transfers Taken	N_TRANSFERS_TAKEN
Service Related Talk	T_SRV_CALLS	Total Number on Hold	N_HOLD
Short Abandoned Calls	N_ABANDONED_IN_TR	Total Outbound Talk Time	T_OUTBOUND
SIT Detected	N_SIT_DETECTED	Total Ringing Number	N_RINGING
SIT NoCircuit	N_SIT_NO_CIRCUIT	Total Ringing Time	T_RINGING
SIT Operintercept	N_SIT_OPER_INTER	Total Talk Time	T_TALK
SIT Reorder	N_SIT_REORDER	Total Unknown Calls	N_UNKNOWN
SIT Unknown	N_SIT_UNKNOWN	Total Unknown Talk Time	T_UNKNOWN
SIT Vacant	N_SIT_VACANT	Total Wait Number	N_WAIT
System Error Time	T_SYSERROR_DURATIN	Total Wait Time	T_WAIT
Total Consult Talk Time	T_CONSULT	Total Work Number	N_WORK
Talk	T_CALLS	Total Work Time	T_WORK
Talk	T_TALK	Transfers Made	N_TRANSFERS_MADE
Time to Abandon	T_ABANDONED	Transfers Taken	N_TRANSFERS_TAKEN
Time to Answer	T_ANSWERED	Unknown Calls	N_UNKNOWN
Time to Distribute	T_DISTRIBUTED	Unknown Talk	T_UNKNOWN
Total Asm Engage Calls	N_ASM_ENGAGE	Wait	N_WAIT
Total Asm Engage Talk	T_ASM_ENGAGE	Wait Time	T_WAIT
Total Asm Outbound Calls	N_ASM_OUTBOUND	Waiting Agent Time	T_WAIT_AGENT_DURAT
Total Asm Outbound Talk	T_ASM_OUTBOUND	Waiting Port Time	T_WAIT_PORT_DURAT
Total Calls	N_TALK	Waiting Record Time	T_WAIT_RECORD_DURA
Total Consult Calls	N_CONSULT		
Transfers Taken	N_TRANSFERS_TAKEN		
Unknown Calls	N_UNKNOWN		

ODS Layout Templates

The Operational Data Storage (ODS) temporarily stores historical information collected about various contact center activities. Data Sourcer collects data from Stat Server every 15 minutes using the `CollectorDefault` time profile and writes the data to ODS. You can customize this time profile. Then, when invoked, ETL Runtime's Transformation module takes the data and writes it to the Data Mart, another Historical Reporting database that organizes data into folders by object and by aggregation level. These folders take their structure from predefined Data Mart folder templates (described on [page 346](#)).

The format by which Data Sourcer collects Stat Server data is defined by ODS layout templates designed and maintained using Data Modeling Assistant (DMA). [Figure 152](#), for example, shows information about the `ROUTEPOINT` layout template within DMA.

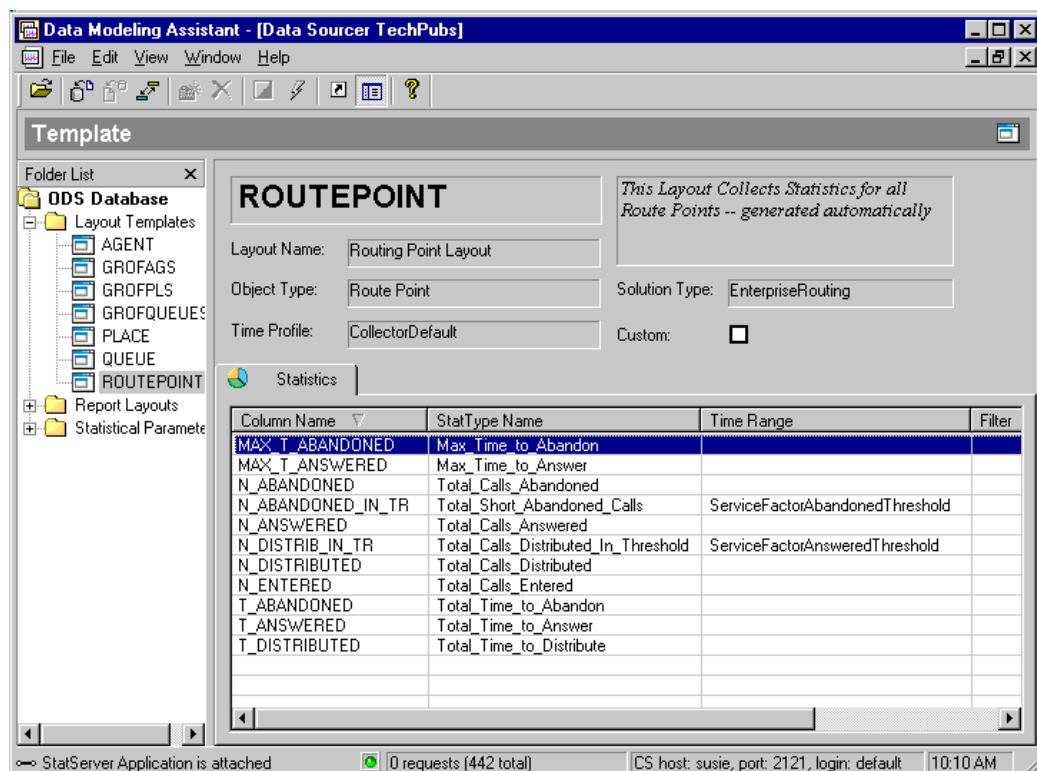


Figure 152: ROUTEPOINT ODS Layout Template Within DMA

However, the layout templates themselves do not collect data. They specify the data to be collected. Data Sourcer actually collects the requested data based on information specified in the activated report layouts. For example, a report layout based on the `ROUTEPOINT` layout template (shown in [Figure 152](#)) collects 11 statistics.

Refer to *Reporting 7.2 Data Modeling Assistant Help* for more information about activating report layouts, and designing, creating, and importing layout templates.

Starting with release 6, Genesys provides a selection of ODS layout templates for the Internet Contact, Enterprise Routing, Network Routing, and Outbound Contact solutions. In release 7, Genesys provides additional layout templates to specify the metrics to be collected for common interactions conducted by Genesys Multimedia and the Voice Callback option of the Enterprise Routing. These templates are listed in [Table 28](#). This section provides information about each one.

Table 28: ODS Layout Templates

Sourced From ...			
Stat Server			Stat Server Java Extension (SSJE)
AGENT	EMAIL_PL	VCB_QUEUE	CHAT_GH EMAIL_IQ EMAIL_TEN VCB_TENANT*
CALL_LS	GROFAGS	VCB_RP	
CHAT_A	GROFPLS	VCB_TENANT ^a	
CHAT_GA	GROFQUEUES	VOICE_A	
CHAT_GP	O_AGENT	VOICE_AG	
CHAT_P	O_AGENT_GR	VOICE_GQ	
CMP	PLACE	VOICE_P	
CMP_CALL_L	QUEUE	VOICE_PG	
CMP_GR	ROUTEPOINT	VOICE_Q	
EMAIL_AG	VCB_GQ_EV	VOICE_RP	
EMAIL_GAG	VCB_GQUEUE	VOICE_T	
EMAIL_GPL	VCB_Q_EV		

a. This layout template contains metrics that are sourced both from Stat Server directly and from a Stat Server Java Extension.

Data Sourcer stores information about layout templates in these ODS tables:

- OL_TEMPLATE
- OL_TEMPLATE_STAT
- OL_TEMPL_STAT_PRM
- OL_TMPL_TM
- OL_TIME_PROFILE

The physical data model for ODS is provided when you install Data Sourcer. Refer to the *Standard PDM Report* for your specific relational database management system for a detailed schema of ODS. These physical data model files are copied to the database subdirectory during Data Sourcer installation.

Descriptions of Form Labels

- Form Title** The name of the ODS layout template.
- Object Type** Displays the object type for which this layout template applies.

Default Report Layout Name	Shows the name that Data Sourcer assigns to report layouts based on this layout template. If you set Data Sourcer to automatically generate report layouts, Data Sourcer adds a unique number to the default report layout name so you can easily identify it. Data Modeling Assistant also uses this Data Sourcer–assigned default name, but you can change this name as desired.
Number of Statistics	A count of the statistics listed under Stat Column Name. Use this number in determining the number of requests that Data Sourcer makes of Stat Server or that IS Data Sourcer makes of Internet Contact Server. The number of requests is a factor in determining how to appropriately size your ODS to maintain acceptable server performance.
Stat Column Name	A listing of the column names that appear in the <code>Stat Result</code> tables of the Data Mart for folder templates based on this ODS layout template. Click any item in this field to read information about the corresponding statistic.
Basis for the Following Canned Reports	<p>A listing of the canned report templates that you can use to build reports using Hyperion Query Designer. Includes the names of report templates changed in the 7.0 release to support their consolidation. This section of the form presents both sets of names where applicable—those names of report templates used prior to 7.0 and those used in 7.0 and forward releases.</p> <p>For simplicity, this area of the form lists similar reports followed by single-character abbreviations representing the applicable aggregations levels. Agent [H, D, W, M, Q, Y], for example, indicates that the particular ODS layout template serves as the basis for the Agent Hourly, Agent Daily, Agent Weekly, Agent Monthly, Agent Quarterly, and Agent Yearly canned reports.</p>
Available in Solution(s)	<p>Indicates for which Genesys product(s) this ODS layout template is available. One or more of the following:</p> <ul style="list-style-type: none"> Email Enterprise Routing Network Routing Outbound Contact Voice Voice Callback Web Media <p>Click any item in this field to see the additional templates provided by the corresponding solution.</p>
Description	Briefly describes what data a report layout based on this layout template collects.
Based in Which Source	<p>Either of the following:</p> <ul style="list-style-type: none"> Stat Server SSJE
Current Version	The version number of the specific layout template.
Introduced In	Identifies the GA release in which this layout template was first introduced.
Discontinued In	Identifies the first GA release in which this template was no longer available. Where a template is still available, this value reads N/A for not applicable.



AGENT

OBJECT TYPE Agent	DEFAULT REPORT LAYOUT NAME Agent Layout	NUMBER OF STATISTICS 28
STAT COLUMN NAME N_CONFERENCES N_OUTBOUND N_WORK T_NOT_READY N_CONSULT N_RINGING T_CONSULT T_OUTBOUND N_DIALING N_TALK T_DIALING T_RINGING N_HOLD N_TRANSFERS_MADE T_HOLD T_TALK N_INBOUND N_TRANSFERS_TAKEN T_INBOUND T_UNKNOWN N_INTERNAL N_UNKNOWN T_INTERNAL T_WAIT N_NOT_READY N_WAIT T_LOGIN T_WORK		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ AgentGroup [D,W,M,Q,Y] Agent AgentGroups [D,W,M,Q,Y] Agent_Comparison AgentsandAgentGroup [D] AgentsandAgentGroup_Daily_bc		AVAILABLE IN SOLUTION(S) Enterprise Routing Network Routing Outbound Contact
DESCRIPTION Specifies the metrics to be collected for all Agent objects. Note: In 6.0 and previous releases, this template was named Agent Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 5.1.5	DISCONTINUED IN N/A

CALL_LS

OBJECT TYPE Calling List	DEFAULT REPORT LAYOUT NAME Calling List Layout	NUMBER OF STATISTICS 24
STAT COLUMN NAME N_ABANDONED N_CALLBKS_SCHEDUL N_NO_ANSWER N_SIT_DETECTED N_ANSW_MACHINE N_CANCEL N_NO_RPC N_SIT_NO_CIRCUIT N_ANSWERS N_DIAL_DROPPED N_PER_CALLBK_COMPL N_SIT_OPER_INTER N_BUSY N_DIAL_MADE N_PER_CALLBK_MISS N_SIT_REORDER N_CALLBKS_COMPL N_DO_NOT_CALL N_PER_CALLBK_SCHED N_SIT_UNKNOWN N_CALLBKS_MISSED N_FAXMODEM_DETECT N_RECORDS_COMPLETE N_SIT_VACANT		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Outbound_Calling_List [H,D] Outbound_Calling_List_Daily		AVAILABLE IN SOLUTION(S) Outbound Contact
DESCRIPTION Specifies the metrics to be collected for various calling list objects. Note: In the 6.0 release, this layout template was called Calling List Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

CHAT_A

OBJECT TYPE Agent	DEFAULT REPORT LAYOUT NAME Agent Chat Handling Layout	NUMBER OF STATISTICS 13
STAT COLUMN NAME CHAT_INB CHAT_CNF_JOIN CHAT_PRC_T CHAT_CNF_INTR CHAT_TRF_MD CHAT_RQ_CCH CHAT_CCH_RQ CHAT_TRF_TK CHAT_RCV_CCH CHAT_MNTR_INIT CHAT_CNF_INIT CHAT_MNTR CHAT_CCH_INTR		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Web Media
DESCRIPTION Specifies the metrics to be collected for chat sessions handled by individual agents including the number of inbound, transferred, coached, conferenced, and monitored chat sessions. Note: The CHAT_RQ_CCH, CHAT_RCV_CCH, CHAT_MNTR, CHAT_MNTR_INIT, CHAT_CCH_RQ, CHAT_CCH_INTR, and CHAT_CNF_INTR columns are reserved for future use.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

CHAT_GA

OBJECT TYPE Group of Agents	DEFAULT REPORT LAYOUT NAME Agent Group Chat Handling Layout	NUMBER OF STATISTICS 13
STAT COLUMN NAME CHAT_INB CHAT_CNF_JOIN CHAT_PRC_T CHAT_CNF_INTR CHAT_TRF_MD CHAT_RQ_CCH CHAT_MNTR_INIT CHAT_TRF_TK CHAT_RCV_CCH CHAT_CCH_INTR CHAT_CNF_INIT CHAT_MNTR		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Web Media
DESCRIPTION Specifies the metrics to be collected for chat sessions handled by individual groups of agents including the number of inbound, transferred, coached, conferenced, and monitored chat sessions. Note: The CHAT_RQ_CCH, CHAT_RCV_CCH, CHAT_MNTR, CHAT_MNTR_INIT, CHAT_CCH_RQ, CHAT_CCH_INTR, and CHAT_CNF_INTR columns are reserved for future use.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A



CHAT_GH

OBJECT TYPE Entire Contact Center	DEFAULT REPORT LAYOUT NAME General Chat Handling Layout	NUMBER OF STATISTICS 7
STAT COLUMN NAME CHAT_GN_ENTR CHAT_GN_ANSW CHAT_GN_TRF CHAT_GN_HNDL_T CHAT_GN_ABND CHAT_GN_HNDL CHAT_GN_ANSW_T		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Web Media
DESCRIPTION Specifies the metrics to be collected for chat sessions handled by agents registered to a specific tenant within the contact center including the number of abandoned, answered, handled, and transferred chat sessions and the total processing time elapsed for handled and answered chat sessions. For single-tenant environments, metrics cover the above activities for the entire contact center. This template derives all metrics from the eServiceInteractionStat.jar Stat Server Java Extension.		BASED IN WHICH SOURCE SSJE
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

CHAT_GP

OBJECT TYPE Group of Places	DEFAULT REPORT LAYOUT NAME Place Group Chat Handling Layout	NUMBER OF STATISTICS 13
STAT COLUMN NAME CHAT_INB CHAT_CNF_JOIN CHAT_PRC_T CHAT_CNF_INTR CHAT_TRF_MD CHAT_RQ_CCH CHAT_MNTR_INIT CHAT_TRF_TK CHAT_RCV_CCH CHAT_CCH_INTR CHAT_CNF_INIT CHAT_MNTR		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Web Media
DESCRIPTION Specifies the metrics to be collected for chat sessions handled by agents logged on to a specific place group including the number of inbound, transferred, coached, conferenced, and monitored chat sessions. Note: The CHAT_RQ_CCH, CHAT_RCV_CCH, CHAT_MNTR, CHAT_MNTR_INIT, CHAT_CCH_RQ, CHAT_CCH_INTR, and CHAT_CNF_INTR columns are reserved for future use.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

CHAT_P

OBJECT TYPE Place	DEFAULT REPORT LAYOUT NAME Place Chat Handling Layout	NUMBER OF STATISTICS 13
STAT COLUMN NAME CHAT_INB CHAT_CNF_JOIN CHAT_PRC_T CHAT_CNF_INTR CHAT_TRF_MD CHAT_RQ_CCH CHAT_MNTR_INIT CHAT_TRF_TK CHAT_RCV_CCH CHAT_CCH_INTR CHAT_CNF_INIT CHAT_MNTR		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Web Media
DESCRIPTION Specifies the metrics to be collected for chat sessions handled by agents logged on to a specific place including the number of inbound, transferred, coached, conferenced, and monitored chat sessions. Note: The CHAT_RQ_CCH, CHAT_RCV_CCH, CHAT_MNTR, CHAT_MNTR_INIT, CHAT_CCH_RQ, CHAT_CCH_INTR, and CHAT_CNF_INTR columns are reserved for future use.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

CMP

OBJECT TYPE Campaign	DEFAULT REPORT LAYOUT NAME Campaign Layout	NUMBER OF STATISTICS 25
STAT COLUMN NAME N_ABANDONED N_CANCEL N_PER_CALLBK_COMPL N_SIT_OPER_INTER N_ANSW_MACHINE N_DIAL_DROPPED N_PER_CALLBK_MISS N_SIT_REORDER N_ANSWERS N_DIAL_MADE N_PER_CALLBK_SCHED N_SIT_UNKNOWN N_BUSY N_DO_NOT_CALL N_RECORDS_COMPLETE N_SIT_VACANT N_CALLBKS_COMPL N_FAXMODEM_DETECT N_SIT_DETECTED N_CALLBKS_MISSED N_NO_ANSWER N_SIT_INVALID_NUM N_CALLBKS_SCHEDUL N_NO_RPC N_SIT_NO_CIRCUIT		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Outbound_Campaign [H,D] Outbound_Campaign_Daily		AVAILABLE IN SOLUTION(S) Outbound Contact
DESCRIPTION Specifies the metrics to be collected for campaign activity including the number of callbacks completed, missed, and scheduled. Note: In the 6.0 release, this layout template was called Campaign Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

CMP_CALL_L

OBJECT TYPE CampaignCallingList	DEFAULT REPORT LAYOUT NAME Campaign Calling Lists Layout	NUMBER OF STATISTICS 24
STAT COLUMN NAME N_ABANDONED N_CALLBKS_SCHEDUL N_NO_ANSWER N_SIT_DETECTED N_ANSW_MACHINE N_CANCEL N_NO_RPC N_SIT_NO_CIRCUIT N_ANSWERS N_DIAL_DROPPED N_PER_CALLBK_COMPL N_SIT_OPER_INTER N_BUSY N_DIAL_MADE N_PER_CALLBK_MISS N_SIT_REORDER N_CALLBKS_COMPL N_DO_NOT_CALL N_PER_CALLBK_SCHED N_SIT_UNKNOWN N_CALLBKS_MISSED N_FAXMODEM_DETECT N_RECORDS_COMPLETE N_SIT_VACANT		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Outbound_Campaign_Calling_List [H,D] Outbound_Campaign_Calling_List_Daily		AVAILABLE IN SOLUTION(S) Outbound Contact
DESCRIPTION Specifies the metrics to be collected for a campaign's calling list activities including the number of callbacks completed, scheduled, and missed. Note: In the 6.0 release, this layout template was called Campaign Calling Lists Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

CMP_GR

OBJECT TYPE CampaignGroup	DEFAULT REPORT LAYOUT NAME Campaign Groups Layout	NUMBER OF STATISTICS 7
STAT COLUMN NAME T_ACTIVAT_DURATION T_RUNNING_DURATION T_WAIT_AGENT_DURAT T_WAIT_RECORD_DURA T_DEACTIV_DURATION T_SYSErrorR_DURATIN T_WAIT_PORT_DURAT		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Outbound_Campaign_Groups_Stat [H,D] Outbound_Campaign_Groups_Status_Daily		AVAILABLE IN SOLUTION(S) Outbound Contact
DESCRIPTION Specifies the metrics to be collected for agent group activities within a campaign. Note: In the 6.0 release, this layout template was called Campaign Groups Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

EMAIL_AG

OBJECT TYPE Agent	DEFAULT REPORT LAYOUT NAME EMAIL Agent Handling Layout	NUMBER OF STATISTICS 11
STAT COLUMN NAME EMAIL_ACCEPTED EMAIL_INT_INI EMAIL_PROC_TIME EMAIL_REJECTED EMAIL_INB_TERM EMAIL_OFFERED EMAIL_PROCESSED EMAIL_TIMED_OUT EMAIL_INB_TRANS EMAIL_OUT_INI EMAIL_PULLED		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) E-mail
DESCRIPTION Specifies the metrics to be collected by agent regarding specific e-mail handling activities including the number of e-mails offered, accepted, rejected, and pulled from queue.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

EMAIL_GAG

OBJECT TYPE Group of Agents	DEFAULT REPORT LAYOUT NAME EMAIL Group of Agents Handling Layout	NUMBER OF STATISTICS 11
STAT COLUMN NAME EMAIL_ACCEPTED EMAIL_INT_INI EMAIL_PROC_TIME EMAIL_REJECTED EMAIL_INB_TERM EMAIL_OFFERED EMAIL_PROCESSED EMAIL_TIMED_OUT EMAIL_INB_TRANS EMAIL_OUT_INI EMAIL_PULLED		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) E-mail
DESCRIPTION Specifies the metrics to be collected by agent group regarding specific e-mail handling activities including the number of e-mails offered, accepted, rejected, and pulled from queue.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

EMAIL_GPL

OBJECT TYPE Group of Places	DEFAULT REPORT LAYOUT NAME EMAIL Group of Places Handling Layout	NUMBER OF STATISTICS 11
STAT COLUMN NAME EMAIL_ACCEPTED EMAIL_INT_INI EMAIL_PROC_TIME EMAIL_REJECTED EMAIL_INB_TERM EMAIL_OFFERED EMAIL_PROCESSED EMAIL_TIMED_OUT EMAIL_INB_TRANS EMAIL_OUT_INI EMAIL_PULLED		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) E-mail
DESCRIPTION Specifies the metrics to be collected by place group regarding specific e-mail handling activities including the number of e-mails offered, accepted, rejected, and pulled from queue.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

EMAIL_IQ

OBJECT TYPE Staging Area	DEFAULT REPORT LAYOUT NAME EMAIL Interaction Queue Report	NUMBER OF STATISTICS 5
STAT COLUMN NAME EMAIL_Q_ENTERED EMAIL_Q_MIN_INT EMAIL_Q_STOPPED EMAIL_Q_MAX_INT EMAIL_Q_MOVED_OUT		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) E-mail
DESCRIPTION Specifies the metrics to be collected to help you analyze the performance of e-mail strategies, e-mail queues, and e-mail-specific interaction processing parameters.		BASED IN WHICH SOURCE SSJE
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

EMAIL_PL

OBJECT TYPE Place	DEFAULT REPORT LAYOUT NAME EMAIL Place Handling Layout	NUMBER OF STATISTICS 11
STAT COLUMN NAME EMAIL_ACCEPTED EMAIL_INT_INI EMAIL_PROC_TIME EMAIL_REJECTED EMAIL_INB_TERM EMAIL_OFFERED EMAIL_PROCESSED EMAIL_TIMED_OUT EMAIL_INB_TRANS EMAIL_OUT_INI EMAIL_PULLED		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) E-mail
DESCRIPTION Specifies the metrics to be collected by place regarding specific e-mail handling activities including the number of e-mails offered, accepted, rejected, and pulled from queue.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

EMAIL_TEN

OBJECT TYPE Tenant	DEFAULT REPORT LAYOUT NAME E-mail General Handling Report	NUMBER OF STATISTICS 11
STAT COLUMN NAME EMAIL_GEN_ENTERED EMAIL_GEN_MAX_INT EMAIL_GEN_REDIRECT EMAIL_GEN_TRANSFER EMAIL_GEN_FORWARD EMAIL_GEN_MIN_INT EMAIL_GEN_RESPOND EMAIL_GEN_RESPTIME EMAIL_GEN_INTERNAL EMAIL_GEN_OUTBOUND EMAIL_GEN_TERMINAT		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) E-mail
DESCRIPTION Specifies the metrics to be collected by tenant for major e-mail-specific interactions including the number of e-mails that entered the tenant through all entry points and the number of inbound interactions that were terminated, redirected, and forwarded.		BASED IN WHICH SOURCE SSJE
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

GROFAGS

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME		NUMBER OF STATISTICS
Group of Agents	Agent Group Layout		28
STAT COLUMN NAME			
N_CONFERENCES	N_OUTBOUND	N_WORK	T_NOT_READY
N_CONSULT	N_RINGING	T_CONSULT	T_OUTBOUND
N_DIALING	N_TALK	T_DIALING	T_RINGING
N_HOLD	N_TRANSFERS_MADE	T_HOLD	T_TALK
N_INBOUND	N_TRANSFERS_TAKEN	T_INBOUND	T_UNKNOWN
N_INTERNAL	N_UNKNOWN	T_INTERNAL	T_WAIT
N_NOT_READY	N_WAIT	T_LOGIN	T_WORK
BASIS FOR THE FOLLOWING CANNED REPORTS			AVAILABLE IN SOLUTION(S)
PRIOR To 7.0	7.0+		Enterprise Routing Network Routing Outbound Contact
AgentGroup [D,W,M,Q,Y]	Agent		
AgentGroups [D,W,M,Q,Y]	Agent_Comparison		
AgentsandAgentGroup [D]	AgentsandAgentGroup_Daily_bc		
DESCRIPTION			BASED IN WHICH SOURCE
Specifies the metrics to be collected for all Agent Group objects.			Stat Server
Note: In 6.0 and previous releases, this layout template was named Agent Group Template .			
CURRENT VERSION	INTRODUCED IN		DISCONTINUED IN
7.2	6.0		N/A

GROFPLS

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME		NUMBER OF STATISTICS
Group of Places	Place Group Layout		28
STAT COLUMN NAME			
N_CONFERENCES	N_OUTBOUND	N_WORK	T_NOT_READY
N_CONSULT	N_RINGING	T_CONSULT	T_OUTBOUND
N_DIALING	N_TALK	T_DIALING	T_RINGING
N_HOLD	N_TRANSFERS_MADE	T_HOLD	T_TALK
N_INBOUND	N_TRANSFERS_TAKEN	T_INBOUND	T_UNKNOWN
N_INTERNAL	N_UNKNOWN	T_INTERNAL	T_WAIT
N_NOT_READY	N_WAIT	T_LOGIN	T_WORK
BASIS FOR THE FOLLOWING CANNED REPORTS			AVAILABLE IN SOLUTION(S)
PRIOR TO 7.0		7.0+	Enterprise Routing Network Routing Outbound Contact
Placegroup [H,D,W,M,Q,Y]		Place	
Placegroups [H,D,W,M,Q,Y]		Place_Comparison	
DESCRIPTION			BASED IN WHICH SOURCE
Specifies the metrics to be collected for all Place Group objects.			Stat Server
Note: In 6.0 and previous releases, this template was named Place Group Template .			
CURRENT VERSION	INTRODUCED IN		DISCONTINUED IN
7.2	6.0		N/A



GROFQUEUES

OBJECT TYPE Group of Queues	DEFAULT REPORT LAYOUT NAME Queue Group Layout	NUMBER OF STATISTICS 11
STAT COLUMN NAME MAX_T_ABANDONED N_ABANDONED_IN_TR N_DISTRIBUTED T_ANSWERED MAX_T_ANSWERED N_ANSWERED N_ENTERED T_DISTRIBUTED N_ABANDONED N_DISTRIB_IN_TR T_ABANDONED		
BASIS FOR THE FOLLOWING CANNED REPORTS None		AVAILABLE IN SOLUTION(S) Enterprise Routing Network Routing Outbound Contact
DESCRIPTION Specifies the metrics to be collected for DN group activity. This template first applied the NoVCB filter in the 7.0 release to eliminate virtual interactions, produced by a Voice Callback server, from being counted. In release 7.1, the isNotVCB filter replaced the NoVCB filter. Note: In 6.0 and previous releases, this template was named Queue Group Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

O_AGENT

OBJECT TYPE Agent	DEFAULT REPORT LAYOUT NAME Outbound Agent Layout	NUMBER OF STATISTICS 32
STAT COLUMN NAME N_ASM_ENGAGE N_NOT_READY N_WORK T_LOGIN N_ASM_OUTBOUND N_OUTBOUND T_ASM_ENGAGE T_NOT_READY N_CONFERENCES N_RINGING T_ASM_OUTBOUND T_OUTBOUND N_CONSULT N_TALK T_CONSULT T_RINGING N_DIALING N_TRANSFERS_MADE T_DIALING T_TALK N_HOLD N_TRANSFERS_TAKEN T_HOLD T_UNKNOWN N_INBOUND N_UNKNOWN T_INBOUND T_WAIT N_INTERNAL N_WAIT T_INTERNAL T_WORK		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ OutboundAgent [H,D,W,M,Q,Y] Outbound_Agent OutboundAgents [H,D,W,M,Q,Y] Outbound_Agent_Comparison		AVAILABLE IN SOLUTION(S) Outbound Contact
DESCRIPTION Specifies the metrics to be collected for various agent activities including campaign activity.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.1	DISCONTINUED IN N/A

O_AGENT_GR

OBJECT TYPE Group of Agents	DEFAULT REPORT LAYOUT NAME Agent Group Outbound Layout	NUMBER OF STATISTICS 32
STAT COLUMN NAME N_ASM_ENGAGE N_NOT_READY N_WORK T_LOGIN N_ASM_OUTBOUND N_OUTBOUND T_ASM_ENGAGE T_NOT_READY N_CONFERENCES N_RINGING T_ASM_OUTBOUND T_OUTBOUND N_CONSULT N_TALK T_CONSULT T_RINGING N_DIALING N_TRANSFERS_MADE T_DIALING T_TALK N_HOLD N_TRANSFERS_TAKEN T_HOLD T_UNKNOWN N_INBOUND N_UNKNOWN T_INBOUND T_WAIT N_INTERNAL N_WAIT T_INTERNAL T_WORK		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Outbound_Agent_Group [H,D,W,M,Q,Y] Outbound_Agent Outbound_Agent_Groups [H,D,W,M,Q,Y] Outbound_Agent_Comparison		AVAILABLE IN SOLUTION(S) Outbound Contact
DESCRIPTION Specifies the metrics to be collected for various agent group activities including campaign activity.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.1	DISCONTINUED IN N/A

PLACE

OBJECT TYPE Place	DEFAULT REPORT LAYOUT NAME Place Layout	NUMBER OF STATISTICS 28
STAT COLUMN NAME N_CONFERENCES N_OUTBOUND N_WORK T_NOT_READY N_CONSULT N_RINGING T_CONSULT T_OUTBOUND N_DIALING N_TALK T_DIALING T_RINGING N_HOLD N_TRANSFERS_MADE T_HOLD T_TALK N_INBOUND N_TRANSFERS_TAKEN T_INBOUND T_UNKNOWN N_INTERNAL N_UNKNOWN T_INTERNAL T_WAIT N_NOT_READY N_WAIT T_LOGIN T_WORK		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Workplace [D,W,M,Q,Y] Place Workplaces [D,W,M,Q,Y] Place_Comparison		AVAILABLE IN SOLUTION(S) Enterprise Routing Network Routing Outbound Contact
DESCRIPTION Specifies the metrics to be collected for Workplace objects. Note: In 6.0 and previous releases, this template was named Place Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A



QUEUE

OBJECT TYPE Queue	DEFAULT REPORT LAYOUT NAME Queue Layout	NUMBER OF STATISTICS 11
STAT COLUMN NAME MAX_T_ABANDONED N_ABANDONED_IN_TR N_DISTRIBUTED T_ANSWERED MAX_T_ANSWERED N_ANSWERED N_ENTERED T_DISTRIBUTED N_ABANDONED N_DISTRIB_IN_TR T_ABANDONED		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Queue [D,W,M,Q,Y] Queue Queues [D,W,M,Q,Y] Queue_Comparison		AVAILABLE IN SOLUTION(S) Enterprise Routing Network Routing Outbound Contact
DESCRIPTION Specifies the metrics to be collected for Queue and Virtual Queue objects. This template first applied the NoVCB filter in the 7.0 release to eliminate virtual interactions, produced by a Voice Callback server, from being counted. In release 7.1, the isNotVCB filter replaced the NoVCB filter. Note: In 6.0 and previous releases, this template was named Queue Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

ROUTEPOINT

OBJECT TYPE Route Point	DEFAULT REPORT LAYOUT NAME Routing Point Layout	NUMBER OF STATISTICS 11
STAT COLUMN NAME MAX_T_ABANDONED N_ABANDONED_IN_TR N_DISTRIBUTED T_ANSWERED MAX_T_ANSWERED N_ANSWERED N_ENTERED T_DISTRIBUTED N_ABANDONED N_DISTRIB_IN_TR T_ABANDONED		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Routepoint [D,W,M,Q,Y] Queue Routepoints [D,W,M,Q,Y] Queue_Comparison		AVAILABLE IN SOLUTION(S) Enterprise Routing Network Routing Outbound Contact
DESCRIPTION Specifies the metrics to be collected for all Routepoint objects. This template first applied the NoVCB filter in the 7.0 release to eliminate virtual interactions, produced by a Voice Callback server, from being counted. In release 7.1, the isNotVCB filter replaced the NoVCB filter. Note: In 6.0 and previous releases, this template was named Routing Point Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

VCB_GQ_EV

OBJECT TYPE Group of Queues	DEFAULT REPORT LAYOUT NAME Voice Callback Group of Queues Evaluation Layout	NUMBER OF STATISTICS 9
STAT COLUMN NAME VCB_EV_ABAN_TR VCB_EV_DISTRIB VCB_EV_EWT VCB_EV_TIME_DIST VCB_EV_ABAND VCB_EV_ENTERED VCB_EV_TIME_ABAN VCB_EV_WITHIN_SL VCB_EV_DISP_EWT		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice Callback
DESCRIPTION Specifies the metrics to be collected to enable you to: <ul style="list-style-type: none"> Evaluate the estimated wait time for a particular queue Determine whether callback functionality should be implemented in a specific queue. Configure callback functionality. 		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VCB_GQUEUE

OBJECT TYPE Group of Queues	DEFAULT REPORT LAYOUT NAME Voice Callback Group of Queues Layout	NUMBER OF STATISTICS 12
STAT COLUMN NAME VCB_ABANDON VCB_CB_EWT VCB_LIVE_DISTR VCB_TI_DISTR_CB VCB_CB_DISTR VCB_CB_DISPOS_EWT VCB_LIVE_ENTER VCB_TI_DISTR_LIVE VCB_CB_ENTER VCB_LIVE_DISP_EWT VCB_LIVE_EWT VCB_TIME_ABANDON		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice Callback
DESCRIPTION Specifies the metrics to be collected to enable you to analyze the performance of callback and live interactions in the same group of queues.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VCB_Q_EV

OBJECT TYPE Queue	DEFAULT REPORT LAYOUT NAME Voice Callback Queue Evaluation Layout	NUMBER OF STATISTICS 9
STAT COLUMN NAME VCB_EV_ABAN_TR VCB_EV_DISTRIB VCB_EV_EWT VCB_EV_TIME_DIST VCB_EV_ABAND VCB_EV_ENTERED VCB_EV_TIME_ABAN VCB_EV_WITHIN_SL VCB_EV_DISP_EWT		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice Callback
DESCRIPTION Specifies the metrics to be collected to enable you to: <ul style="list-style-type: none"> Evaluate the estimated wait time for a particular queue. Determine whether callback functionality should be implemented in a specific queue. Configure callback functionality. 		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A



VCB_QUEUE

OBJECT TYPE Queue	DEFAULT REPORT LAYOUT NAME Voice Callback Queue Layout	NUMBER OF STATISTICS 12
STAT COLUMN NAME VCB_ABANDON VCB_CB_EWT VCB_LIVE_DISTR VCB_TI_DISTR_CB VCB_CB_DISTR VCB_CB_DISPOS_EWT VCB_LIVE_ENTER VCB_TI_DISTR_LIVE VCB_CB_ENTER VCB_LIVE_DISP_EWT VCB_LIVE_EWT VCB_TIME_ABANDON		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice Callback
DESCRIPTION Specifies the metrics to be collected to enable you to analyze the performance of callback and live interactions in the same queue.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VCB_RP

OBJECT TYPE Route Point	DEFAULT REPORT LAYOUT NAME Voice Callback Route Point Layout	NUMBER OF STATISTICS 12
STAT COLUMN NAME VCB_ABANDON VCB_CB_EWT VCB_LIVE_DISTR VCB_TI_DISTR_CB VCB_CB_DISTR VCB_CB_DISPOS_EWT VCB_LIVE_ENTER VCB_TI_DISTR_LIVE VCB_CB_ENTER VCB_LIVE_DISP_EWT VCB_LIVE_EWT VCB_TIME_ABANDON		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice Callback
DESCRIPTION Specifies the metrics to be collected to enable you to analyze the performance of callback and live interactions in the same route point.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VCB_TENANT

OBJECT TYPE Tenant	DEFAULT REPORT LAYOUT NAME Voice Callback Tenant Layout	NUMBER OF STATISTICS 21
STAT COLUMN NAME VCB_ABANDON VCB_CB_ENTER VCB_LIVE_DISP_EWT VCB_REQ_ATTMPT VCB_ASAP_CB VCB_CB_EWT VCB_LIVE_DISTR VCB_SCHED_CB VCB_ATT_MADE VCB_CB_FAILED VCB_LIVE_ENTER VCB_TI_DISTR_CB VCB_ATT_SUCCES VCB_CB_RESCHED VCB_LIVE_EWT VCB_TI_DISTR_LIVE VCB_CB_DISPOS_EWT VCB_CB_SUCCES VCB_NOT_RESCHED VCB_TIME_ABANDON VCB_CB_DISTR		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice Callback
DESCRIPTION Specifies the metrics to be collected for each tenant object about the processing of different types of callback and live interactions in the same route point. Note: Release 7.1+ calculates the VCB_ASAP_CB , VCB_ATT_MADE , VCB_ATT_SUCCES , VCB_CB_SUCCES , VCB_REQ_ATTMPT , and VCB_SCHED_CB metrics differently than they were calculated in 7.0. Instead of using a TEvent model, the VCB Stat Server Java Extension calculates their values directly from the VCB Server and supplies the values to Stat Server. This new model allows callback interactions to be submitted from a web interface in addition to from a telephone.		BASED IN WHICH SOURCE Stat Server, SSJE
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VOICE_A

OBJECT TYPE Agent	DEFAULT REPORT LAYOUT NAME Voice Handling Agent	NUMBER OF STATISTICS 22
STAT COLUMN NAME VOICE_ACW_AUX_T VOICE_CNS_TK_T VOICE_INB VOICE_OUT VOICE_ACW_INB_T VOICE_FRCD_OFF VOICE_INT_MD VOICE_TFR_MD VOICE_ACW_OUT_T VOICE_HLD_INB VOICE_INT_MD_T VOICE_TFR_TK VOICE_CNS_MD VOICE_HLD_INB_T VOICE_INT_TK VOICE_TLK_INB_T VOICE_CNS_MD_T VOICE_HLD_OUT VOICE_INT_TK_T VOICE_TLK_OUT_T VOICE_CNS_TK VOICE_HLD_OUT_T		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Specifies the metrics to be collected for agent objects for specific voice-handling activities including: <ul style="list-style-type: none"> • The number and timing of taken and placed consult and internal voice interactions • The number of inbound, outbound, and transferred voice interactions • The number and timing of held and aftercall work voice interactions. 		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A



VOICE_AG

OBJECT TYPE Group of Agents	DEFAULT REPORT LAYOUT NAME Voice Handling Agent Group	NUMBER OF STATISTICS 27
STAT COLUMN NAME N_ANSWRD VOICE_ACW_OUT_T VOICE_HLD_INB_T VOICE_INT_TK_T N_ENTRD VOICE_CNS_MD VOICE_HLD_OUT VOICE_OUT N_RLSD VOICE_CNS_MD_T VOICE_HLD_OUT_T VOICE_TFR_MD T_LOGIN VOICE_CNS_TK VOICE_INB VOICE_TFR_TK T_READY VOICE_CNS_TK_T VOICE_INT_MD VOICE_TLK_INB_T VOICE_ACW_AUX_T VOICE_FRCD_OFF VOICE_INT_MD_T VOICE_TLK_OUT_T VOICE_ACW_INB_T VOICE_HLD_INB VOICE_INT_TK		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Specifies the metrics to be collected for agent group objects for specific voice-handling activities including: <ul style="list-style-type: none"> • The number and timing of taken and placed consult and internal voice interactions • The number of inbound, outbound, and transferred voice interactions • The number and timing of held and aftercall work voice interactions. 		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VOICE_GQ

OBJECT TYPE Group of Queues	DEFAULT REPORT LAYOUT NAME Voice Queue Group	NUMBER OF STATISTICS 13
STAT COLUMN NAME VOICE_ABND VOICE_ANSW_T VOICE_ENTR VOICE_SENT_Q VOICE_ABND_T VOICE_CLR VOICE_FRWD VOICE_ABND_WR VOICE_DSTR VOICE_MAX VOICE_ANSW VOICE_DSTR_T VOICE_MIN		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Combines statistics for analysis of performance of voice queue.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VOICE_P

OBJECT TYPE Place	DEFAULT REPORT LAYOUT NAME Voice Handling Place	NUMBER OF STATISTICS 22
STAT COLUMN NAME VOICE_ACW_AUX_T VOICE_CNS_TK_T VOICE_INB VOICE_OUT VOICE_ACW_INB_T VOICE_FRCD_OFF VOICE_INT_MD VOICE_TFR_MD VOICE_ACW_OUT_T VOICE_HLD_INB VOICE_INT_MD_T VOICE_TFR_TK VOICE_CNS_MD VOICE_HLD_INB_T VOICE_INT_TK VOICE_TLK_INB_T VOICE_CNS_MD_T VOICE_HLD_OUT VOICE_INT_TK_T VOICE_TLK_OUT_T VOICE_CNS_TK VOICE_HLD_OUT_T		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Specifies the metrics to be collected for agents registered to specific place objects for specific voice-handling activities including: <ul style="list-style-type: none"> • The number and timing of taken and placed consult and internal voice interactions • The number of inbound, outbound, and transferred voice interactions • The number and timing of held and aftercall work voice interactions. 		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VOICE_PG

OBJECT TYPE Group of Places	DEFAULT REPORT LAYOUT NAME Voice Handling Place Group	NUMBER OF STATISTICS 27
STAT COLUMN NAME N_ANSWRD VOICE_ACW_OUT_T VOICE_HLD_INB_T VOICE_INT_TK_T N_ENTRD VOICE_CNS_MD VOICE_HLD_OUT VOICE_OUT N_RLSD VOICE_CNS_MD_T VOICE_HLD_OUT_T VOICE_TFR_MD T_LOGIN VOICE_CNS_TK VOICE_INB VOICE_TFR_TK T_READY VOICE_CNS_TK_T VOICE_INT_MD VOICE_TLK_INB_T VOICE_ACW_AUX_T VOICE_FRCD_OFF VOICE_INT_MD_T VOICE_TLK_OUT_T VOICE_ACW_INB_T VOICE_HLD_INB VOICE_INT_TK		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Specifies the metrics to be collected for agents registered to specific place group objects for specific voice-handling activities including: <ul style="list-style-type: none"> • The number and timing of taken and placed consult and internal voice interactions • The number of inbound, outbound, and transferred voice interactions • The number and timing of held and aftercall work voice interactions. 		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A



VOICE_Q

OBJECT TYPE Queue	DEFAULT REPORT LAYOUT NAME Voice Queue	NUMBER OF STATISTICS 13
STAT COLUMN NAME VOICE_ABND VOICE_ANSW_T VOICE_ENTR VOICE_SENT_Q VOICE_ABND_T VOICE_CLR VOICE_FRWD VOICE_ABND_WR VOICE_DSTR VOICE_MAX VOICE_ANSW VOICE_DSTR_T VOICE_MIN		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Combines statistics for analysis of performance of voice queue		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VOICE_RP

OBJECT TYPE Queue	DEFAULT REPORT LAYOUT NAME Voice Route Point	NUMBER OF STATISTICS 13
STAT COLUMN NAME VOICE_ABND VOICE_ANSW_T VOICE_ENTR VOICE_SENT_Q VOICE_ABND_T VOICE_CLR VOICE_FRWD VOICE_ABND_WR VOICE_DSTR VOICE_MAX VOICE_ANSW VOICE_DSTR_T VOICE_MIN		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Combines statistics for analysis of performance of voice route point.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VOICE_T

OBJECT TYPE Tenant	DEFAULT REPORT LAYOUT NAME Voice Handling Tenant	NUMBER OF STATISTICS 16
STAT COLUMN NAME T_LOGIN VOICE_ACW_OUT_T VOICE_DSTR VOICE_RLSD T_READY VOICE_ANSW VOICE_ENTR VOICE_TFR_MD VOICE_ABND VOICE_ANSW_T VOICE_HLD_INB_T VOICE_TLK_INB_T VOICE_ACW_INB_T VOICE_CLR VOICE_HLD_OUT_T VOICE_TLK_OUT_T		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Combines statistics for performance analysis at a tenant level.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.2	DISCONTINUED IN N/A

Data Mart Folder Templates

Data Mart folder templates define a set of composite metrics that are derived from basic metrics coming from ODS report layouts. These folder templates also define aggregation levels created by ETL Runtime for a particular report folder. ETL Runtime creates report folders in the Data Mart for each activated ODS report layout. Each report folder is based on a folder template and contains the specified number of aggregation levels defined by the folder template.

You can use report folders to locate data for the final reports you generate. The left pane of ETL Assistant in [Figure 153](#) shows how report folders are organized in the Data Mart.

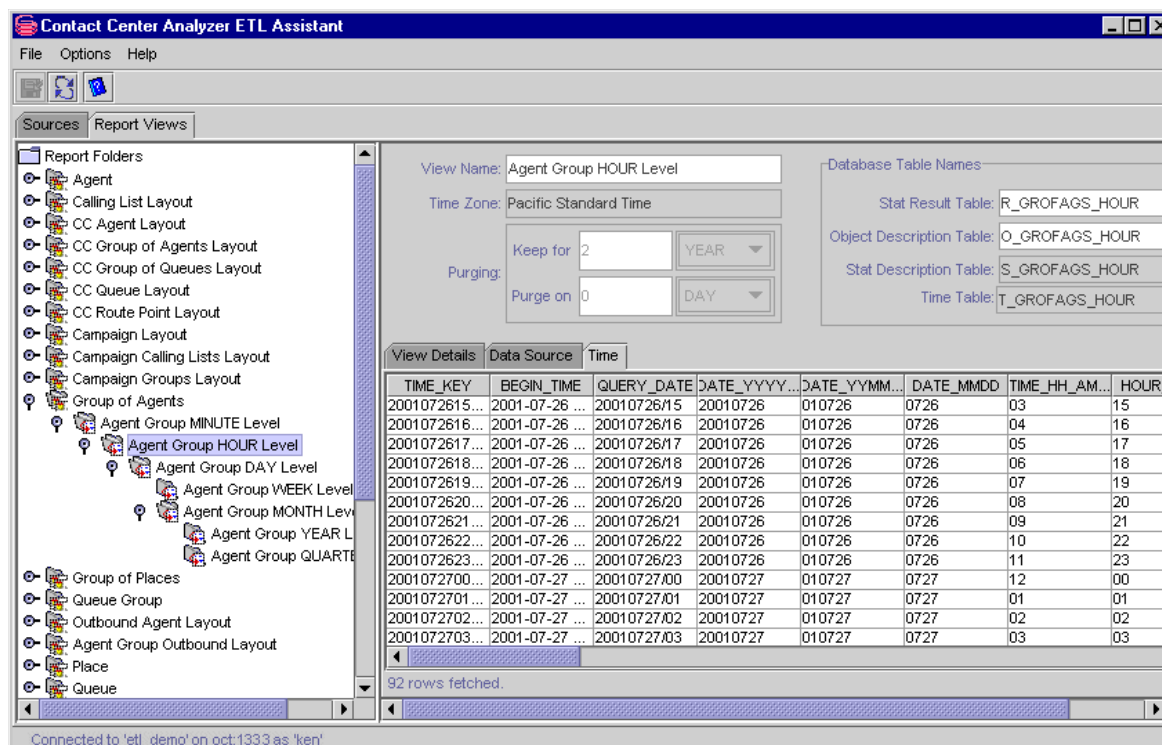


Figure 153: ETL Assistant View of Report Folders

Folder templates are created during Data Mart initialization and are part of the metadata loaded after database tables are created. You can modify these folder templates by accessing the Data Mart directly or by modifying the SQL scripts provided with ETL Runtime. For example, you may want to remove one of the aggregation levels configured by default or you may want to add or change the list of composite metrics or their formulae.

ETL Runtime will match a folder template to its corresponding ODS report layout using the LAYOUT_TEMPL_NAME field in the FOLDER_TEMPLATE table. Refer to Appendix B, “Data Mart Conceptual Data Model” on [page 695](#), for a description of this and other Data Mart tables.

There is one special Data Mart folder template called the Default Report Folder Template. ETL Runtime uses this type of folder template when there are no other matching folder templates in the Data Mart for the ODS report layout. You can also customize this template. The Default Report Folder Template defines six aggregation levels but does not contain any composite metrics. Because of this structure, ETL Runtime can apply this template for any ODS report layout that does not have a corresponding folder template in the Data Mart.

For each aggregation level in a report folder, ETL Runtime creates a set of tables including a:

- Data table.
- Time dimension table.
- Object dimension table.
- Metric dimension table.

ETL Runtime names these tables using a sequence stored in the database following a specific naming convention. Refer to “Viewing the Queries” on [page 320](#) in the “CC Analyzer Report Templates” section for naming convention details. ETL Runtime then creates additional views (synonyms) using the ODS layout template name. The out-of-box reports are configured to use these views.

This section addresses the following Data Mart folder templates:

AGENT
 AGENT GROUP
 DEFAULT REPORT FOLDER TEMPLATE
 PLACE
 PLACE GROUP
 QUEUE
 QUEUE GROUP
 ROUTING POINT

In addition, the Default Data Mart Folder Template is used for ODS report layouts based on the following ODS layout templates:

CALL_LS	CMP_GR	O_AGENT_GR	VOICE_AG
CHAT_A	EMAIL_AG	VCB_GQ_EV	VOICE_GQ
CHAT_GA	EMAIL_GAG	VCB_GQUEUE	VOICE_P
CHAT_GH	EMAIL_GPL	VCB_Q_EV	VOICE_PG
CHAT_GP	EMAIL_PL	VCB_QUEUE	VOICE_Q
CHAT_P	EMAIL_IQ	VCB_RP	VOICE_RP
CMP	EMAIL_TEN	VCB_TENANT	
CMP_CALL_L	O_AGENT	VOICE_A	

In the interest of maintaining one source, these hyperlinks lead you to “ODS Layout Templates” on [page 326](#) for further information.

Descriptions of Form Labels

Form Title	The name of the Data Mart folder template.
Related ODS Layout Template	Names the Genesys-provided ODS layout template on which this folder template is related.
Composite Metric Column Names	Lists the composite metrics that comprise this folder template. Some composite metrics are derived directly from ODS. The formulae of these metrics generally consist of the metric column name in ODS.
Aggregation Level(s)	Lists the aggregation levels that apply for this folder template.
Description	Provides an overview of what this folder template accomplishes.

AGENT

RELATED ODS LAYOUT TEMPLATE AGENT				
COMPOSITE METRIC COLUMN NAMES				
AV_N_CALLS_P_HOUR	N_CALLS	N_WAIT	PC_T_CUST_CALLS	T_HOLD
AV_T_CALLS	N_CONFERENCES	N_WORK	PC_T_DIALING	T_INBOUND
AV_T_CONSULT	N_CONSULT	PC_N_CONFERENCES	PC_T_HOLD	T_INTERNAL
AV_T_CUST_CALLS	N_CUST_CALLS	PC_N_CONSULT	PC_T_INBOUND	T_LOGIN
AV_T_DIALING	N_DIALING	PC_N_CUST_CALLS	PC_T_INTERNAL	T_NOT_READY
AV_T_HANDLE	N_HOLD	PC_N_HOLD	PC_T_NOT_READY	T_OUTBOUND
AV_T_HOLD	N_INBOUND	PC_N_INBOUND	PC_T_OUTBOUND	T_RINGING
AV_T_INBOUND	N_INTERNAL	PC_N_INTERNAL	PC_T_RINGING	T_SRV_CALLS
AV_T_INTERNAL	N_NOT_READY	PC_N_OUTBOUND	PC_T_SRV_CALLS	T_TALK
AV_T_NOT_READY	N_OUTBOUND	PC_N_SRV_CALLS	PC_T_UNKNOWN	T_UNKNOWN
AV_T_OUTBOUND	N_RINGING	PC_N_TRANS_MADE	PC_T_WAIT	T_WAIT
AV_T_RINGING	N_SRV_CALLS	PC_N_TRANS_TAKEN	PC_T_WORK	T_WORK
AV_T_SRV_CALLS	N_TALK	PC_N_UNKNOWN	T_CALLS	
AV_T_UNKNOWN	N_TRANSFERS_MADE	PC_N_WORK	T_CONSULT	
AV_T_WAIT	N_TRANSFERS_TAKEN	PC_T_CALLS	T_CUST_CALLS	
AV_T_WORK	N_UNKNOWN	PC_T_CONSULT	T_DIALING	
AGGREGATION LEVEL(S)				
Hour	Week		Quarter	
Day	Month		Year	
DESCRIPTION				
<p>Defines basic and composite metrics derived from statistics collected by report layouts based on the AGENT (6.5⁺) and AGENT_TEMPLATE (6.1⁺) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the AGENT [D, W, M, Q, Y] and AGENTS [D, W, M, Q, Y] 6.5⁺ canned reports and the AGENT and AGENTS 7.0⁺ canned reports. Custom reports can also access this data.</p> <p>AV_T_HANDLE, N_TALK, and T_TALK are new additions to the 6.5 version of this template.</p> <p>The metrics in this folder template are identical to those in the AGENT GROUP, PLACE, and PLACE GROUP folder templates.</p>				

AGENT GROUP

RELATED ODS LAYOUT TEMPLATE GROFAGS				
COMPOSITE METRIC COLUMN NAMES				
AV_N_CALLS_P_HOUR	N_CALLS	N_WAIT	PC_T_CUST_CALLS	T_HOLD
AV_T_CALLS	N_CONFERENCES	N_WORK	PC_T_DIALING	T_INBOUND
AV_T_CONSULT	N_CONSULT	PC_N_CONFERENCES	PC_T_HOLD	T_INTERNAL
AV_T_CUST_CALLS	N_CUST_CALLS	PC_N_CONSULT	PC_T_INBOUND	T_LOGIN
AV_T_DIALING	N_DIALING	PC_N_CUST_CALLS	PC_T_INTERNAL	T_NOT_READY
AV_T_HANDLE	N_HOLD	PC_N_HOLD	PC_T_NOT_READY	T_OUTBOUND
AV_T_HOLD	N_INBOUND	PC_N_INBOUND	PC_T_OUTBOUND	T_RINGING
AV_T_INBOUND	N_INTERNAL	PC_N_INTERNAL	PC_T_RINGING	T_SRV_CALLS
AV_T_INTERNAL	N_NOT_READY	PC_N_OUTBOUND	PC_T_SRV_CALLS	T_TALK
AV_T_NOT_READY	N_OUTBOUND	PC_N_SRV_CALLS	PC_T_UNKNOWN	T_UNKNOWN
AV_T_OUTBOUND	N_RINGING	PC_N_TRANS_MADE	PC_T_WAIT	T_WAIT
AV_T_RINGING	N_SRV_CALLS	PC_N_TRANS_TAKEN	PC_T_WORK	T_WORK
AV_T_SRV_CALLS	N_TALK	PC_N_UNKNOWN	T_CALLS	
AV_T_UNKNOWN	N_TRANSFERS_MADE	PC_N_WORK	T_CONSULT	
AV_T_WAIT	N_TRANSFERS_TAKEN	PC_T_CALLS	T_CUST_CALLS	
AV_T_WORK	N_UNKNOWN	PC_T_CONSULT	T_DIALING	
AGGREGATION LEVEL(S)				
Hour	Week		Quarter	
Day	Month		Year	
DESCRIPTION				
Defines basic and composite metrics derived from statistics collected by report layouts based on the GROFAGS (6.5+) and AGENT_GROUP_TEMPLATE (6.1+) ODS layout templates. This folder template organizes data into six aggregation levels that are used by they the AGENTGROUP[S]_[D, W, M, Q, Y] 6.5+ canned reports and the AGENT[S] 7.0+ canned report. Custom reports can also access this data.				
AV_T_HANDLE, N_TALK, and T_TALK are new additions to the 6.5 version of this template.				
The metrics in this folder template are identical to those in the AGENT, PLACE, and PLACE GROUP folder templates.				

DEFAULT REPORT FOLDER TEMPLATE

RELATED ODS LAYOUT TEMPLATE N/A		
COMPOSITE METRIC COLUMN NAMES N/A		
AGGREGATION LEVEL(S)		
Hour	Week	Quarter
Day	Month	Year
DESCRIPTION		
<p>A special folder template. ETL Runtime uses this template when there are no other matching folder templates in the Data Mart for the ODS report layout. You can also customize this template, though Genesys does not support this action. The Default Report Folder Template defines six aggregation levels but does not contain any composite metrics. Because of this structure, ETL Runtime can apply this template for any ODS report layout that does not have a corresponding folder template in the Data Mart.</p>		



PLACE

RELATED ODS LAYOUT TEMPLATE				
PLACE				
COMPOSITE METRIC COLUMN NAMES				
AV_N_CALLS_P_HOUR	N_CALLS	N_WAIT	PC_T_CUST_CALLS	T_HOLD
AV_T_CALLS	N_CONFERENCES	N_WORK	PC_T_DIALING	T_INBOUND
AV_T_CONSULT	N_CONSULT	PC_N_CONFERENCES	PC_T_HOLD	T_INTERNAL
AV_T_CUST_CALLS	N_CUST_CALLS	PC_N_CONSULT	PC_T_INBOUND	T_LOGIN
AV_T_DIALING	N_DIALING	PC_N_CUST_CALLS	PC_T_INTERNAL	T_NOT_READY
AV_T_HANDLE	N_HOLD	PC_N_HOLD	PC_T_NOT_READY	T_OUTBOUND
AV_T_HOLD	N_INBOUND	PC_N_INBOUND	PC_T_OUTBOUND	T_RINGING
AV_T_INBOUND	N_INTERNAL	PC_N_INTERNAL	PC_T_RINGING	T_SRV_CALLS
AV_T_INTERNAL	N_NOT_READY	PC_N_OUTBOUND	PC_T_SRV_CALLS	T_TALK
AV_T_NOT_READY	N_OUTBOUND	PC_N_SRV_CALLS	PC_T_UNKNOWN	T_UNKNOWN
AV_T_OUTBOUND	N_RINGING	PC_N_TRANS_MADE	PC_T_WAIT	T_WAIT
AV_T_RINGING	N_SRV_CALLS	PC_N_TRANS_TAKEN	PC_T_WORK	T_WORK
AV_T_SRV_CALLS	N_TALK	PC_N_UNKNOWN	T_CALLS	
AV_T_UNKNOWN	N_TRANSFERS_MADE	PC_N_WORK	T_CONSULT	
AV_T_WAIT	N_TRANSFERS_TAKEN	PC_T_CALLS	T_CUST_CALLS	
AV_T_WORK	N_UNKNOWN	PC_T_CONSULT	T_DIALING	
AGGREGATION LEVEL(S)				
Hour	Week	Quarter		
Day	Month	Year		
DESCRIPTION				
<p>Defines basic and composite metrics derived from statistics collected by report layouts based on the PLACE (6.5+) and PLACE_TEMPLATE (6.1+) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the WORKPLACE[S]_[D, W, M, Q, Y] 6.5+ canned reports. Custom reports can also access this data.</p> <p>AV_T_HANDLE, N_TALK, and T_TALK are new additions to the 6.5 version of this template.</p> <p>The metrics in this folder template are identical to those in the AGENT, AGENT GROUP, and PLACE GROUP folder templates.</p>				

PLACE GROUP

RELATED ODS LAYOUT TEMPLATE GROFPLS				
COMPOSITE METRIC COLUMN NAMES				
AV_N_CALLS_P_HOUR	N_CALLS	N_WAIT	PC_T_CUST_CALLS	T_HOLD
AV_T_CALLS	N_CONFERENCES	N_WORK	PC_T_DIALING	T_INBOUND
AV_T_CONSULT	N_CONSULT	PC_N_CONFERENCES	PC_T_HOLD	T_INTERNAL
AV_T_CUST_CALLS	N_CUST_CALLS	PC_N_CONSULT	PC_T_INBOUND	T_LOGIN
AV_T_DIALING	N_DIALING	PC_N_CUST_CALLS	PC_T_INTERNAL	T_NOT_READY
AV_T_HANDLE	N_HOLD	PC_N_HOLD	PC_T_NOT_READY	T_OUTBOUND
AV_T_HOLD	N_INBOUND	PC_N_INBOUND	PC_T_OUTBOUND	T_RINGING
AV_T_INBOUND	N_INTERNAL	PC_N_INTERNAL	PC_T_RINGING	T_SRV_CALLS
AV_T_INTERNAL	N_NOT_READY	PC_N_OUTBOUND	PC_T_SRV_CALLS	T_TALK
AV_T_NOT_READY	N_OUTBOUND	PC_N_SRV_CALLS	PC_T_UNKNOWN	T_UNKNOWN
AV_T_OUTBOUND	N_RINGING	PC_N_TRANS_MADE	PC_T_WAIT	T_WAIT
AV_T_RINGING	N_SRV_CALLS	PC_N_TRANS_TAKEN	PC_T_WORK	T_WORK
AV_T_SRV_CALLS	N_TALK	PC_N_UNKNOWN	T_CALLS	
AV_T_UNKNOWN	N_TRANSFERS_MADE	PC_N_WORK	T_CONSULT	
AV_T_WAIT	N_TRANSFERS_TAKEN	PC_T_CALLS	T_CUST_CALLS	
AV_T_WORK	N_UNKNOWN	PC_T_CONSULT	T_DIALING	
AGGREGATION LEVEL(S)				
Hour		Week		Quarter
Day		Month		Year
DESCRIPTION				
Defines basic and composite metrics derived from statistics collected by report layouts based on the GROFPLS (6.5+) and PLACE_GROUP_TEMPLATE (6.1+) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the PLACEGROUP[S]_[D, W, M, Q, Y] 6.5+ canned reports. Custom reports can also access this data.				
AV_T_HANDLE, N_TALK, and T_TALK are new additions to the 6.5 version of this template.				
The metrics in this folder template are identical to those in the AGENT, AGENT GROUP, and PLACE folder templates.				

QUEUE

RELATED ODS LAYOUT TEMPLATE				
QUEUE				
COMPOSITE METRIC COLUMN NAMES				
AV_T_ABANDONED	MAX_T_ANSWERED	N_DISTRIB_IN_TR	PC_N_ANSWERED	T_ANSWERED
AV_T_ANSWERED	N_ABANDONED	N_DISTRIBUTED	PC_N_DISTRIB	T_DISTRIBUTED
AV_T_DISTRIBUTED	N_ABANDONED_IN_TR	N_ENTERED	SERVICE_FACTOR	
MAX_T_ABANDONED	N_ANSWERED	PC_N_ABANDOVED	T_ABANDONED	
AGGREGATION LEVEL(S)				
Hour	Week		Quarter	
Day	Month		Year	
DESCRIPTION				
<p>Defines basic and composite metrics derived from statistics collected by report layouts based on the QUEUE (6.5+) and QUEUE_TEMPLATE (6.1+) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the QUEUE[S]_ [D, W, M, Q, Y] 6.5+ canned reports. Custom reports can also access this data.</p> <p>PC_N_DISTRIB is a new addition to the 6.5 version of this template.</p> <p>The metrics in this folder template are identical to those in the QUEUE GROUP folder template.</p>				



QUEUE GROUP

RELATED ODS LAYOUT TEMPLATE GROFQUEUES				
COMPOSITE METRIC COLUMN NAMES				
AV_T_ABANDONED	MAX_T_ANSWERED	N_DISTRIB_IN_TR	PC_N_ANSWERED	T_ANSWERED
AV_T_ANSWERED	N_ABANDONED	N_DISTRIBUTED	PC_N_DISTRIB	T_DISTRIBUTED
AV_T_DISTRIBUTED	N_ABANDONED_IN_TR	N_ENTERED	SERVICE_FACTOR	
MAX_T_ABANDONED	N_ANSWERED	PC_N_ABANDONED	T_ABANDONED	
AGGREGATION LEVEL(S)				
Hour	Week		Quarter	
Day	Month		Year	
DESCRIPTION				
<p>Defines basic and composite metrics derived from statistics collected by report layouts based on the GROFQUEUES (6.5+) and QUEUE_TEMPLATE (6.1+) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the GROFQUEUES_[D, W, M, Q, Y] canned reports. Custom reports can also access this data.</p> <p>The metrics in this folder template are identical to those in the QUEUE folder template.</p>				

ROUTING POINT

RELATED ODS LAYOUT TEMPLATE ROUTEPOINT				
COMPOSITE METRIC COLUMN NAMES				
AV_T_ABANDONED	MAX_T_ANSWERED	N_DISTRIB_IN_TR	PC_N_ANSWERED	T_ANSWERED
AV_T_ANSWERED	N_ABANDONED	N_DISTRIBUTED	PC_N_DISTRIB	T_DISTRIBUTED
AV_T_DISTRIBUTED	N_ABANDONED_IN_TR	N_ENTERED	SERVICE_FACTOR	
MAX_T_ABANDONED	N_ANSWERED	PC_N_ABANDONED	T_ABANDONED	
AGGREGATION LEVEL(S)				
Hour	Week		Quarter	
Day	Month		Year	
DESCRIPTION				
<p>Defines basic and composite metrics derived from statistics collected by report layouts based on the ROUTEPOINT (6.5+) and ROUTING_POINT_TEMPLATE (6.1+) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the ROUTEPOINT_[D, W, M, Q, Y] and ROUTEPOINTS_[D, W, M, Q, Y] canned reports. Custom reports can also access this data.</p> <p>The metrics in this folder template are identical to those in the QUEUE and QUEUE GROUP folder templates.</p>				

Data Mart Composite Metrics

For various reasons, some formulae for Data Mart statistics changed between CC Analyzer releases. Also, some formula syntax differs between the database types within the same release to accommodate database-specific syntax.

You can locate the SQL file for your RDBMS in the `export` subdirectory where you have installed ETL Runtime. The file is named `comp_stat_<RDBMS>.sql`. This section reports the differences in formulae from 5.1.5 through 7.0.

CC Analyzer 5.1 and 6.0 define composite metrics at the database level. Starting from release 6.1, the recommended approach is to define them at the presentation level (that is, within Brio or another report generation tool). Please note that 6.1, 6.5, and 7.0 report templates still have composite metrics defined at the database level.

The metrics listed in the “[Data Mart Folder Templates](#)” section on [page 346](#) are described more fully in this section:

AV_N_CALLS_P_HOUR	N_ANSWERED	PC_N_CONFERENCES	PC_T_SRV_CALLS
AV_T_ABANDONED	N_CALLS	PC_N_CONSULT	PC_T_UNKNOWN
AV_T_ANSWERED	N_CONFERENCES	PC_N_CUST_CALLS	PC_T_WAIT
AV_T_CALLS	N_CONSULT	PC_N_DISTRIB	PC_T_WORK
AV_T_CONSULT	N_CUST_CALLS	PC_N_HOLD	SERVICE_FACTOR
AV_T_CUST_CALLS	N_DIALING	PC_N_INBOUND	T_ABANDONED
AV_T_DIALING	N_DISTRIB_IN_TR	PC_N_INTERNAL	T_ANSWERED
AV_T_DISTRIBUTED	N_DISTRIBUTED	PC_N_OUTBOUND	T_CALLS
AV_T_HANDLE	N_ENTERED	PC_N_SRV_CALLS	T_CONSULT
AV_T_HOLD	N_HOLD	PC_N_TRANS_MADE	T_CUST_CALLS
AV_T_INBOUND	N_INBOUND	PC_N_TRANS_TAKEN	T_DIALING
AV_T_INTERNAL	N_INTERNAL	PC_N_UNKNOWN	T_DISTRIBUTED
AV_T_NOT_READY	N_NOT_READY	PC_N_WORK	T_HOLD
AV_T_OUTBOUND	N_OUTBOUND	PC_T_CALLS	T_INBOUND
AV_T_RINGING	N_RINGING	PC_T_CONSULT	T_INTERNAL
AV_T_SRV_CALLS	N_SRV_CALLS	PC_T_CUST_CALLS	T_LOGIN
AV_T_UNKNOWN	N_TRANSFERS_MADE	PC_T_DIALING	T_NOT_READY
AV_T_WAIT	N_TRANSFERS_TAKEN	PC_T_HOLD	T_OUTBOUND
AV_T_WORK	N_UNKNOWN	PC_T_INBOUND	T_RINGING
MAX_T_ABANDONED	N_WAIT	PC_T_INTERNAL	T_SRV_CALLS
MAX_T_ANSWERED	N_WORK	PC_T_NOT_READY	T_UNKNOWN
N_ABANDONED	PC_N_ABANDONED	PC_T_OUTBOUND	T_WAIT
N_ABANDONED_IN_TR	PC_N_ANSWERED	PC_T_RINGING	T_WORK

The Data Mart also houses basic metrics, which, through the Default Report Folder Template (described on [page 350](#)), ETL Runtime pulls directly from ODS. Such is the case for all E-mail Data Mart metrics, all VCB Data Mart metrics, and some OCS Data Mart metrics. These basic metrics are not described in this section but rather in the “Historical Reporting Metrics–Sourced from Stat Server” section on [page 516](#) of this chapter.



Descriptions of Form Labels

Form Title	The name of the Data Mart composite metric.
Short Description	Identifies the name of the metric.
Category Function	<p>The function that Data Mart applies to aggregate the values in the specified column. Category functions do not apply to average or percentages metrics. The function can take any of the following values:</p> <ul style="list-style-type: none"> • SUM • MAX • N/A (indicating not applicable)
Introduced In	Identifies the GA release in which this template was first introduced.
Discontinued In	Identifies the first GA release in which this template was no longer available. Where a template is still made available, this value reads N/A for not applicable.
Formula	Provides the composite metric's database definition. Where the formula differs between releases, this section notes the difference. Syntax used is Microsoft SQL.
Used in the Following Data Mart Folder Templates	Lists the Data Mart folder templates using the metric. Items listed here are hyperlinked to "Data Mart Folder Templates" on page 346 .
Description	Describes the composite metric. Where the description is the same as the native metric on which the composite metric is built, the section provides a hyperlink to "Historical Reporting Metrics–Sourced from Stat Server" on page 516 for the description.

AV_N_CALLS_P_HOUR

SHORT DESCRIPTION Average Calls Per Hour		FORMULA case T_LOGIN when 0 then 0 else convert(float, N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) * 3600 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The average number of calls (N_CALLS) received per hour of login time (T_LOGIN) for an agent, agent group, place, or place group during a requested time period. A relatively low figure may indicate that a particular agent (or agent group) is handling more complex calls. A low figure may also mean that a particular place (or place group) is not receiving many calls.		

AV_T_ABANDONED

SHORT DESCRIPTION Average Time to Abandon		FORMULA case N_ABANDONED when 0 then 0 else convert(float, T_ABANDONED) / N_ABANDONED end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION The average amount of time abandoned calls (T_ABANDONED / N_ABANDONED) were in queue or route point during a requested time period.		

AV_T_ANSWERED

SHORT DESCRIPTION Average Speed of Answer		FORMULA case N_ANSWERED when 0 then 0 else convert(float, T_ANSWERED) / N_ANSWERED end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION The average amount of time a call spends in queue or route point before being answered (T_ANSWERED / N_ANSWERED) for a requested time period. A relatively low figure may indicate less activity or excellent performance.		



AV_T_CALLS

SHORT DESCRIPTION Average Talk Time		FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 else convert(float, T_INBOUND + T_OUTBOUND + T_INTERNAL + T_CONSULT + T_UNKNOWN) / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on calls (T_CALLS / N_CALLS) for an agent, agent group, place, or place group during a requested time period. A relatively high figure may indicate the handling of complex calls or that additional training is required.		

AV_T_CONSULT

SHORT DESCRIPTION Average Consult Talk Time		FORMULA case N_CONSULT when 0 then 0 else convert(float, T_CONSULT) / N_CONSULT end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on consult calls (T_CONSULT / N_CONSULT) for an agent, agent group, place, or place group during a requested time period. A relatively high figure may indicate the handling of complex calls or that additional training is required.		

AV_T_CUST_CALLS

SHORT DESCRIPTION Average Customer Time		FORMULA case N_INBOUND + N_OUTBOUND when 0 then 0 else convert(float, T_INBOUND + T_OUTBOUND) / (N_INBOUND + N_OUTBOUND) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on inbound and outbound calls ((T_INBOUND + T_OUTBOUND) / (N_INBOUND + N_OUTBOUND)) for an agent, agent group, place, or place group during a requested time period. (Customer calls are the sum of inbound and outbound calls.) A relatively high number may indicate the handling of complex calls or that additional training is required.		

AV_T_DIALING

SHORT DESCRIPTION Average Dialing Time		FORMULA case N_DIALING when 0 then 0 else convert(float, T_DIALING) / N_DIALING end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent dialing calls (T_DIALING / N_DIALING) for an agent, agent group, place, or place group during a requested time period.		

AV_T_DISTRIBUTED

SHORT DESCRIPTION Average Time to Distribute		FORMULA case N_DISTRIBUTED when 0 then 0 else convert(float, T_DISTRIBUTED) / N_DISTRIBUTED end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION The average amount of time spent waiting in a queue or route point before a call is distributed (T_DISTRIBUTED / N_DISTRIBUTED) during a requested time period.		

AV_T_HANDLE

SHORT DESCRIPTION Average Handle Time		FORMULA case N_INBOUND + N_OUTBOUND when 0 then 0 else convert(float, T_INBOUND + T_OUTBOUND + T_WORK) / (N_INBOUND + N_OUTBOUND) end
CATEGORY FUNCTION N/A		
INTRODUCED IN	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent handling inbound, outbound and ACW calls (T_INBOUND + T_OUTBOUND + T_WORK) / (N_INBOUND + N_OUTBOUND) during a requested time period.		

AV_T_HOLD

SHORT DESCRIPTION Average Hold Time		FORMULA case N_HOLD when 0 then 0 else convert(float, T_HOLD) / N_HOLD end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The average amount of time for which calls were placed on hold (T_HOLD / N_HOLD) by an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate that some existing resources should be redirected to handle calls.		

AV_T_INBOUND

SHORT DESCRIPTION Average Inbound Time		FORMULA case N_INBOUND when 0 then 0 else convert(float, T_INBOUND) / N_INBOUND end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on inbound calls (T_INBOUND / N_INBOUND) for an agent, agent group, place, or place group during a requested time period.		

AV_T_INTERNAL

SHORT DESCRIPTION Average Internal Time		FORMULA case N_INTERNAL when 0 then 0 else convert(float, T_INTERNAL) / N_INTERNAL end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on internal calls (T_INTERNAL / N_INTERNAL) for an agent, agent group, place, or place group during a requested time period.		

AV_T_NOT_READY

SHORT DESCRIPTION Average Not Ready Time		FORMULA case N_NOT_READY when 0 then 0 else convert(float, T_NOT_READY) / N_NOT_READY end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time for which an agent, agent group, place, or place group was not ready for calls (T_NOT_READY / N_NOT_READY) during a requested time period.		

AV_T_OUTBOUND

SHORT DESCRIPTION Average Outbound Time		FORMULA case N_OUTBOUND when 0 then 0 else convert(float, T_OUTBOUND) / N_OUTBOUND end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on outbound calls (T_OUTBOUND / N_OUTBOUND) for an agent, agent group, place, or place group during a requested time period. If you are running a blended environment with ERS, NRS, and OCS, outbound talk time would include both calls dialed out by agents and calls generated by OCS, and handled by an agent, during an outbound campaign.		

AV_T_RINGING

SHORT DESCRIPTION Average Ringing Time		FORMULA case N_RINGING when 0 then 0 else convert(float, T_RINGING) / N_RINGING end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time calls were ringing (T_RINGING / N_RINGING) for an agent, agent group, place, or place group during a requested time period.		



AV_T_SRV_CALLS

SHORT DESCRIPTION Average Service Time		FORMULA case N_INTERNAL + N_CONSULT when 0 then 0 else convert(float, T_INTERNAL + T_CONSULT) / (N_INTERNAL + N_CONSULT) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The average amount of time spent on service-related calls (T_SRV_CALLS / N_SRV_CALLS) for an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate the handling of complex calls or that additional training is required.		

AV_T_UNKNOWN

SHORT DESCRIPTION Average Unknown Time		FORMULA case N_UNKNOWN when 0 then 0 else convert(float, T_UNKNOWN) / N_UNKNOWN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on unknown calls (T_UNKNOWN / N_UNKNOWN) for an agent, agent group, place, or place group during a requested time period.		

AV_T_WAIT

SHORT DESCRIPTION Average Wait Time		FORMULA case N_WAIT when 0 then 0 else convert(float, T_WAIT) / N_WAIT end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The average amount of time for which an agent, agent group, place, or place group was ready for a call (T_WAIT / N_WAIT) during a requested time period. A relatively high figure may indicate an ineffective use of resources.		

AV_T_WORK

SHORT DESCRIPTION Average Work Time		FORMULA case N_WORK when 0 then 0 else convert(float, T_WORK) / N_WORK end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The average amount of time for which an agent, agent group, place, or place group was in after-call work status (T_WORK / N_WORK) during a requested time period.		

MAX_T_ABANDONED

SHORT DESCRIPTION Max Time to Abandon		FORMULA MAX_T_ABANDONED
CATEGORY FUNCTION MAX		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See MAX_T_ABANDONED in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

MAX_T_ANSWERED

SHORT DESCRIPTION Max Time to Answer		FORMULA MAX_T_ANSWERED
CATEGORY FUNCTION MAX		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See MAX_T_ANSWERED in the “Historical Reporting Metrics—Sourced from Stat Server” section.		

N_ABANDONED

SHORT DESCRIPTION Total Calls Abandoned		FORMULA N_ABANDONED
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See N_ABANDONED in the “Historical Reporting Metrics—Sourced from Stat Server” section.		



N_ABANDONED_IN_TR

SHORT DESCRIPTION Total Short Abandoned Calls		FORMULA PRIOR TO 7.0.1 N_ABANDONED_IN_TR FORMULA IN 7.0.1 N_DISTIB_IN_TR
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See N_ABANDONED_IN_TR or N_DISTIB_IN_TR in the “Historical Reporting Metrics—Sourced from Stat Server” section.		

N_ANSWERED

SHORT DESCRIPTION Total Calls Answered		FORMULA N_ANSWERED
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See N_ANSWERED in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

N_CALLS

SHORT DESCRIPTION Total Number of Calls		FORMULA N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The sum of customer-related (N_CUST_CALLS), service-related (N_SRV_CALLS), and unknown (N_UNKNOWN) calls during a requested time period. Note that transferred calls, which can be a part of another type of call—inbound, for example—are not counted as a separate category. A relatively high number may indicate excellent performance.		

N_CONFERENCES

SHORT DESCRIPTION Total Number of Conferences		FORMULA N_CONFERENCES
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_CONFERENCES in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

N_CONSULT

SHORT DESCRIPTION Total Calls Consult		FORMULA N_CONSULT
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_CONSULT in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

N_CUST_CALLS

SHORT DESCRIPTION Total Number of Customer Calls		FORMULA N_INBOUND + N_OUTBOUND
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The sum of inbound (N_INBOUND) and outbound (N_OUTBOUND) calls during a requested time period.		

N_DIALING

SHORT DESCRIPTION Total Dialing Number		FORMULA N_DIALING
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_DIALING in the “Historical Reporting Metrics–Sourced from Stat Server” section.		



N_DISTRIB_IN_TR

SHORT DESCRIPTION Total Calls Distributed In Threshold		FORMULA N_DISTRIBUTED_IN_TR
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See N_DISTRIB_IN_TR in the “Historical Reporting Metrics—Sourced from Stat Server” section.		

N_DISTRIBUTED

SHORT DESCRIPTION Total Calls Distributed		FORMULA N_DISTRIBUTED
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See N_DISTRIBUTED in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

N_ENTERED

SHORT DESCRIPTION Total Calls Entered		FORMULA N_ENTERED
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See N_ENTERED in the “Historical Reporting Metrics—Sourced from Stat Server” section.		

N_HOLD

SHORT DESCRIPTION Total Number on Hold		FORMULA N_HOLD
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_HOLD in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

N_INBOUND

SHORT DESCRIPTION Total Calls Inbound		FORMULA N_INBOUND
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_INBOUND in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

N_INTERNAL

SHORT DESCRIPTION Total Calls Internal		FORMULA N_INTERNAL
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_INTERNAL in the “Historical Reporting Metrics—Sourced from Stat Server” section.		

N_NOT_READY

SHORT DESCRIPTION Total Not Ready Number		FORMULA N_NOT_READY
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_NOT_READY in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

N_OUTBOUND

SHORT DESCRIPTION Total Calls Outbound		FORMULA N_OUTBOUND
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION In an inbound contact center, this metric indicates the number of outbound calls an agent makes. In an outbound contact center, this metric indicates the number of outbound calls generated by OCS and handled by the agent. See also N_OUTBOUND in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

N_RINGING

SHORT DESCRIPTION Total Ringing Number		FORMULA N_RINGING
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_RINGING in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

N_SRV_CALLS

SHORT DESCRIPTION Total Number of Service Calls		FORMULA N_INTERNAL + N_CONSULT
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The sum of internal (N_INTERNAL) and consult (N_CONSULT) calls during a requested time period.		

N_TALK

SHORT DESCRIPTION Total Number of Talks		FORMULA N_TALK
CATEGORY FUNCTION SUM		
INTRODUCED IN	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The total number of times an agent completed handling a call. See N_TALK in the “Historical Reporting Metrics–Sourced from Stat Server” section for more information.		

N_TRANSFERS_MADE

SHORT DESCRIPTION Total Number of Transfers Made		FORMULA N_TRANSFERS_MADE
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_TRANSFERS_MADE in the “Historical Reporting Metrics–Sourced from Stat Server” section.		



N_TRANSFERS_TAKEN

SHORT DESCRIPTION Total Number of Transfers Taken		FORMULA N_TRANSFERS_TAKEN
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_TRANSFERS_TAKEN in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

N_UNKNOWN

SHORT DESCRIPTION Total Calls Unknown		FORMULA N_UNKNOWN
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_UNKNOWN in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

N_WAIT

SHORT DESCRIPTION Total Wait Number		FORMULA N_WAIT
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION See N_WAIT in the “Historical Reporting Metrics—Sourced from Stat Server” section.		

N_WORK

SHORT DESCRIPTION Total Work Number		FORMULA N_WORK
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_WORK in the “Historical Reporting Metrics—Sourced from Stat Server” section.		

PC_N_ABANDONED

SHORT DESCRIPTION Percentage of Calls Abandoned		FORMULA case when N_ENTERED = 0 then 0 when N_ABANDONED > N_ENTERED then 100 else convert(float, N_ABANDONED) * 100 / N_ENTERED end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION The percentage of calls (N_ENTERED) that were abandoned (N_ABANDONED) in queue or route point during a requested time period.		

PC_N_ANSWERED

SHORT DESCRIPTION Percentage of Calls Answered		FORMULA case when N_ENTERED = 0 then 0 when N_ANSWERED > N_ENTERED then 100 else convert(float, N_ANSWERED) * 100 / N_ENTERED end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE , QUEUE GROUP , ROUTING POINT		
DESCRIPTION The percentage of calls (N_ENTERED) that were answered (N_ANSWERED) for a queue or route point during a requested time period.		



PC_N_CONFERENCES

SHORT DESCRIPTION Percentage of Conference Calls		FORMULA case when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN = 0 then 0 when N_CONFERENCES > N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN then 100 else convert(float, N_CONFERENCES) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) for which conferences (N_CONFERENCES) were made by an agent, agent group, place, or place group during a requested time period. A relatively high percentage may indicate difficulty in responding to customer requests or the general redirection of calls to meet agent service targets.		

PC_N_CONSULT

SHORT DESCRIPTION Percentage of Consult Calls		FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 else convert(float, N_CONSULT) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) that required consultation (N_CONSULT) (transfer or conference) during a requested time period. A relatively high number may indicate the handling of complex calls.		

PC_N_CUST_CALLS

SHORT DESCRIPTION Percentage of Customer Calls		FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 else convert(float, N_INBOUND + N_OUTBOUND) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) that were customer calls (N_CUST_CALLS) for an agent, agent group, place, or place group during a requested time period.		

PC_N_DISTRIB

SHORT DESCRIPTION Percentage of Distributed Calls		FORMULA case when N_DISTRIBUTED + N_ABANDONED = 0 then 0 when N_DISTRIBUTED > (N_DISTRIBUTED + N_ABANDONED) then 100 else convert(float, N_DISTRIBUTED) * 100 / (N_DISTRIBUTED + N_ABANDONED) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.5.001.03	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE , QUEUE GROUP , ROUTING POINT		
DESCRIPTION The percentage of calls (measured here as N_DISTRIBUTED + N_ABANDONED) that were distributed in queue or route point during a requested time period.		

PC_N_HOLD

SHORT DESCRIPTION Percentage of Calls on Hold		FORMULA case when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN = 0 then 0 when N_HOLD > N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN then 100 else convert(float, N_HOLD) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION PC_N_HOLD is the percentage of occurrences, during a requested time period, of the CallOnHold status for all calls (N_CALLS) handled by an agent, agent group, place, or place group.		

PC_N_INBOUND

SHORT DESCRIPTION Percentage of Inbound Calls		FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 else convert(float, N_INBOUND) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) that were inbound (N_INBOUND) for an agent, agent group, place, or place group during a requested time period.		

PC_N_INTERNAL

SHORT DESCRIPTION Percentage of Internal Calls		FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 else convert(float, N_INTERNAL) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) that were internal (N_INTERNAL) for an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate that additional training or assistance is required.		

PC_N_OUTBOUND

SHORT DESCRIPTION Percentage of Outbound Calls		FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 else convert(float, N_OUTBOUND) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) that were outbound (N_OUTBOUND) for an agent, agent group, place, or place group during a requested time period.		

PC_N_SRV_CALLS

SHORT DESCRIPTION Percentage of Service Calls		FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 else convert(float, N_INTERNAL + N_CONSULT) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) that were service related (N_SRV_CALLS) during a requested time period.		

PC_N_TRANS_MADE

SHORT DESCRIPTION Percentage of Trasfers Made		FORMULA case when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN = 0 then 0 when N_TRANSFERS_MADE > N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN then 100 else convert(float, N_TRANSFERS_MADE) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) for which transfers (N_TRANSFERS_MADE) were made by an agent, agent group, place, or place group during a requested time period. A relatively high figure may indicate difficulty in responding to customer requests or the general redirection of calls to meet quota targets.		

PC_N_TRANS_TAKEN

SHORT DESCRIPTION Percentage of Trasfers Taken		FORMULA case when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN = 0 then 0 when N_TRANSFERS_TAKEN > N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN then 100 else convert(float, N_TRANSFERS_TAKEN) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) for which transfers (N_TRANSFERS_TAKEN) were taken by an agent, agent group, place, or place group during a requested time period.		

PC_N_UNKNOWN

SHORT DESCRIPTION Percentage of Unknown Calls		FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 else convert(float, N_UNKNOWN) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of unknown calls (N_CALLS) that were handled (N_UNKNOWN) for an agent, agent group, place, or place group during a requested time period.		



PC_N_WORK

SHORT DESCRIPTION Percentage of Work		FORMULA case when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN = 0 then 0 when N_WORK > N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN then 100 else convert(float, N_WORK) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) that required after-call work by an agent, agent group, place, or place group during a requested time period.		

PC_T_CALLS

SHORT DESCRIPTION Percentage of Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_INBOUND + T_OUTBOUND + T_INTERNAL + T_CONSULT + T_UNKNOWN > T_LOGIN then 100 else convert(float, T_INBOUND + T_OUTBOUND + T_INTERNAL + T_CONSULT + T_UNKNOWN) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) for which an agent, agent group, place, or place group was on an inbound (T_INBOUND), outbound (T_OUTBOUND), consult (T_CONSULT), internal (T_INTERNAL), or unknown call (T_UNKNOWN) during a requested time period. A relatively high number may indicate excellent performance.		

PC_T_CONSULT

SHORT DESCRIPTION Percentage of Consult Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_CONSULT > T_LOGIN then 100 else convert(float, T_CONSULT) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) that was Consult Talk Time (T_CONSULT) for an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate the handling of complex calls.		

PC_T_CUST_CALLS

SHORT DESCRIPTION Percentage of Customer Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_INBOUND + T_OUTBOUND > T_LOGIN then 100 else convert(float, T_INBOUND + T_OUTBOUND) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) related to inbound (T_INBOUND) and outbound calls (T_OUTBOUND) for an agent, agent group, place, or place group during a requested time period.		

PC_T_DIALING

SHORT DESCRIPTION Percentage of Dialing Time		FORMULA case when T_LOGIN = 0 then 0 when T_DIALING > T_LOGIN then 100 else convert(float, T_DIALING) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) for which an agent was dialing calls (T_DIALING) during a requested time period. This number propagates to agent group, place, and place group.		

PC_T_HOLD

SHORT DESCRIPTION Percentage of Hold Time		FORMULA case when T_LOGIN = 0 then 0 when T_HOLD > T_LOGIN then 100 else convert(float, T_HOLD) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) for which an agent put a call on hold (T_HOLD) during a requested time period. This number propagates to agent group, place, and place group.		



PC_T_INBOUND

SHORT DESCRIPTION Percentage of Inbound Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_INBOUND > T_LOGIN then 100 else convert(float, T_INBOUND) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) pertaining to inbound calls (T_INBOUND) for an agent, agent group, place, or place group during a requested time period.		

PC_T_INTERNAL

SHORT DESCRIPTION Percentage of Internal Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_INTERNAL > T_LOGIN then 100 else convert(float, T_INTERNAL) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) pertaining to internal calls (T_INTERNAL) for an agent, agent group, place, or place group during a requested time period.		

PC_T_NOT_READY

SHORT DESCRIPTION Percentage of Not Ready Time		FORMULA case when T_LOGIN = 0 then 0 when T_NOT_READY > T_LOGIN then 100 else convert(float, T_NOT_READY) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) for which an agent, agent group, place, or place group was not ready (T_NOT_READY) for calls during a requested time period. A relatively high number may indicate additional training is required.		

PC_T_OUTBOUND

SHORT DESCRIPTION Percentage of Outbound Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_OUTBOUND > T_LOGIN then 100 else convert(float, T_OUTBOUND) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) pertaining to outbound calls (T_OUTBOUND) for an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate the start of a campaign.		

PC_T_RINGING

SHORT DESCRIPTION Percentage of Ringing Time		FORMULA case when T_LOGIN = 0 then 0 when T_RINGING > T_LOGIN then 100 else convert(float, T_RINGING) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) for which an agent was on a ringing call (T_RINGING) during a requested time period. This number propagates to agent group, place, and place group. A relatively high number may indicate that the agent is taking too long to answer a call.		

PC_T_SRV_CALLS

SHORT DESCRIPTION Percentage of Service Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_INTERNAL + T_CONSULT > T_LOGIN then 100 else convert(float, T_INTERNAL + T_CONSULT) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time that was spent on service-related calls (T_SRV_CALLS / T_LOGIN) for an agent, agent group, place, or place group during a requested time period.		



PC_T_UNKNOWN

SHORT DESCRIPTION Percentage of Unknown Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_UNKNOWN > T_LOGIN then 100 else convert(float, T_UNKNOWN) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time spent on unknown calls (T_UNKNOWN / T_LOGIN) for an agent, agent group, place, or place group during a requested time period.		

PC_T_WAIT

SHORT DESCRIPTION Percentage of Wait Time		FORMULA case when T_LOGIN = 0 then 0 when T_WAIT > T_LOGIN then 100 else convert(float, T_WAIT) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) for which an agent, agent group, place, or place group was ready for calls (T_WAIT) during a requested time period. A relatively high number may indicate an ineffective use of resources.		

PC_T_WORK

SHORT DESCRIPTION Percentage of Work Time		FORMULA case when T_LOGIN = 0 then 0 when T_WORK > T_LOGIN then 100 else convert(float, T_WORK) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of total login time (T_LOGIN) for which an agent, agent group, place, or place group is in AfterCallWork status during a requested time period. A relatively high number may indicate the handling of complex calls requiring additional after-call work or that additional training may be required.		

SERVICE_FACTOR

SHORT DESCRIPTION Service Factor		<div>FORMULA FOR 5.1 AND 6.0</div> <pre>case Total_Calls_Distributed when 0 then 0 else convert(float, (Total_Calls_Distributed_In_Threshold - Total_Short_Abandoned_Calls) * 100) / Total_Calls_Distributed end</pre> <div>FORMULA FOR 6.1, TIER I</div> <pre>case when (Total_Calls_Entered - Total_Short_Abandoned_Calls) <= 0 then 0 else case when convert(float, Total_Calls_Distributed_In_Threshold * 100) / (Total_Calls_Entered - Total_Short_Abandoned_Calls) < 100 then convert(float, Total_Calls_Distributed_In_Threshold * 100) / (Total_Calls_Entered - Total_Short_Abandoned_Calls) else 100 end end</pre> <div>FORMULA FOR 6.1, TIER II</div> <pre>case when (N_ENTERED - N_ABANDONED_IN_TR) <= 0 then 0 else case when convert(float, N_DISTRIB_IN_TR) * 100 / (N_ENTERED - N_ABANDONED_IN_TR) < 100 then convert(float, N_DISTRIB_IN_TR) * 100 / (N_ENTERED - N_ABANDONED_IN_TR) else 100 end end</pre> <div>FORMULA FOR 6.5+</div> <pre>case when N_ANSWERED + N_ABANDONED <= N_ABANDONED_IN_TR then 0 else case when N_DISTRIB_IN_TR <= (N_ANSWERED + N_ABANDONED - N_ABANDONED_IN_TR) then convert(float, N_DISTRIB_IN_TR) * 100 / (N_ANSWERED + N_ABANDONED - N_ABANDONED_IN_TR) else 100 end end</pre>
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
<div>DESCRIPTION</div> <div>For 6.1 Users: Total calls distributed within the service-level threshold, not including short abandoned calls divided by total calls distributed from a queue or route point during a requested time period.</div> <div>For 6.5+ Users: Total calls answered for a queue or route point during a requested time period divided by the sum of the total answered calls and the total abandoned calls but not including the total stray calls (those that were abandoned).</div> <div>Note: The definition of N_DISTRIB_IN_TR changed in release 6.5 to signify total calls <i>answered</i> in threshold, not the number of <i>distributed</i> calls in threshold. If you migrate from release 6.1 to 6.5, you can choose to keep the 6.1 formula for ServiceFactor or use the new one.</div>		



T_ABANDONED

SHORT DESCRIPTION Total Time to Abandon		FORMULA T_ABANDONED
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See T_ABANDONED in the “Historical Reporting Metrics—Sourced from Stat Server” section.		

T_ANSWERED

SHORT DESCRIPTION Total Time to Answer		FORMULA T_ANSWERED
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See T_ANSWERED in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

T_CALLS

SHORT DESCRIPTION Total Talk Time		FORMULA T_INBOUND + T_OUTBOUND + T_INTERNAL + T_CONSULT + T_UNKNOWN
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The total amount of time spent on calls for an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate excellent performance.		

T_CONSULT

SHORT DESCRIPTION Total Consult Talk Time		FORMULA T_CONSULT
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_CONSULT in the “Historical Reporting Metrics—Sourced from Stat Server” section.		

T_CUST_CALLS

SHORT DESCRIPTION Total Customer Talk Time		FORMULA T_INBOUND + T_OUTBOUND
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The total amount of time spent on inbound (N_INBOUND) and outbound (N_OUTBOUND) calls during a requested time period. A relatively high number may indicate excellent performance.		

T_DIALING

SHORT DESCRIPTION Total Dialing Time		FORMULA T_DIALING
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_DIALING in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

T_DISTRIBUTED

SHORT DESCRIPTION Total Time to Distribute		FORMULA T_DISTRIBUTED
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See T_DISTRIBUTED in the “Historical Reporting Metrics–Sourced from Stat Server” section.		



T_HOLD

SHORT DESCRIPTION Total Hold Time		FORMULA T_HOLD
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_HOLD in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

T_INBOUND

SHORT DESCRIPTION Total Talk Time Inbound		FORMULA T_INBOUND
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_INBOUND in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

T_INTERNAL

SHORT DESCRIPTION Total Talk Time Internal		FORMULA T_INTERNAL
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_INTERNAL in the “Historical Reporting Metrics—Sourced from Stat Server” section.		

T_LOGIN

SHORT DESCRIPTION Total Login Time		FORMULA T_LOGIN
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_LOGIN in the “Historical Reporting Metrics—Sourced from Stat Server” section.		

T_NOT_READY

SHORT DESCRIPTION Total Not Ready Time		FORMULA T_NOT_READY
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_NOT_READY in the “Historical Reporting Metrics—Sourced from Stat Server” section.		

T_OUTBOUND

SHORT DESCRIPTION Total Talk Time Outbound		FORMULA T_OUTBOUND
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_OUTBOUND in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

T_RINGING

SHORT DESCRIPTION Total Ringing Time		FORMULA T_RINGING
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_RINGING in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

T_SRV_CALLS

SHORT DESCRIPTION Total Service-Related Talk Time		FORMULA T_INTERNAL + T_CONSULT
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The total amount of time spent on internal (N_INTERNAL) and consult (N_CONSULT) calls during a requested time period.		

T_TALK

SHORT DESCRIPTION Total Talk Time		FORMULA T_TALK
CATEGORY FUNCTION SUM		
INTRODUCED IN	DISCONTINUED IN	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_TALK in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

T_UNKNOWN

SHORT DESCRIPTION Total Talk Time Unknown		FORMULA T_UNKNOWN
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_UNKNOWN in the “Historical Reporting Metrics–Sourced from Stat Server” section.		

T_WAIT

SHORT DESCRIPTION Total Wait Time		FORMULA T_WAIT
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION Total wait time. A relatively high number may indicate ineffective use of resources.		

T_WORK

SHORT DESCRIPTION Total Work Time		FORMULA T_WORK
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION Total after-call work time.		

CCPulse+ Metrics

CCPulse+ collects metrics for specified objects in a contact center. Currently, no real-time metrics are pulled from ICS's Contact Center Database. Though CCPulse+ templates are provided by the Internet Contact Solution (ICS), the metrics reported in CCPulse+ views come from Stat Server. For example, you can view ICS metrics for the total number of e-mail interactions handled by agents, but you cannot view the number of e-mail interactions assigned to a particular category.

The metrics listed in this section are defined by the stat types on which they are built. In some instances, filters have been applied to further restrict the metric's value. Refer to "Statistical Parameters" on [page 680](#) for the definitions and descriptions of the filters used. Refer to *Reporting 7.2 CCPulse+ Help* for further information on the operation of CCPulse+.

Descriptions of Form Labels

Form Title	The alias name of the CCPulse+ metric.
Stat Type	Identifies the Stat Server statistical type that this metric obeys. The Stat Type definition fields cannot be edited; they display the four options that define the statistical type in the configuration of Stat Server.
Statistical Group	Lists the statistical grouping under which the metric falls.
Solution	The Genesys products that measure and report on values for this metric.
Notification Frequency	Defines how often, in seconds, Stat Server should recalculate the metric and notify CCPulse+ if the metric has changed by more than the specified insensitivity.
Insensitivity	Describes a condition for receiving an update of a metric value for an object monitored in the view.
Filter	Identifies the filter applied to this metric.
Time Range	Identifies the name of the time range used as specified in the TimeRanges section of the supporting Stat Server Application object. Time ranges define a length of time, in seconds, for collecting data and are only applicable to certain stat types.
Time Range 1	Identifies the name of the time range used as specified in the TimeRanges section of the supporting Stat Server Application object. This second time range is used only by the ServiceFactor metric.
Interval Type	Defines the time profile for this metric.
Time Profile	Identifies the name of the time profile as specified in the TimeProfiles section of the supporting Stat Server Application object. Time profiles specify the interval over which historical aggregate values are calculated.



Format	Defines the time or number format for the metric. A number format specifies the number of decimal places for data used and displayed in the selected graph and include the following formats: 0, 0.0, and 0.00. This value reads N/A if no time or number format is specified for the metric.
Introduced In	Identifies the GA release in which this metric was first introduced.
Discontinued In	Identifies the first GA release in which this metric was no longer available. Where a metric is still available, this value reads N/A for not applicable.
Historical Association	The comparable metric for a specified time period found in the Data Mart. Click this value to read more information about the historical metric. This value reads N/A if this metric has no historical equivalent.
Calling Template	The CCPulse+ template(s) in which this metric can be found.
Description	Provides a general description of what a report using this metric measures.

Contents

This section addresses the following CCPulse+ metrics presented in alphabetical order by display name:

%Abandoned	AnswerMachine	CallsInRinging	Current Ready*
%Distrib	Answers	CallsOnHold	Current Ready Ratio*
Abandon*	ASA*	CallsWaiting	Current Waiting for Processing
Abandoned*	ASAP CB %	CallWaiting	CurrMaxWaiting
Abandoned %	ASAP CB Requested	Cancel	Deactivated
Abandoned in TR	ASM_Outbound*	CB Attempts Failed	DialMade
Abandoned in TR %	ASM_Received*	CB AWT	DialMode
Abandoned While Ringing	Average Processing Time*	CB Disposed With EWTCB	Disposed with EWT
Accepted	Average Ready Ratio*	Distributed	Distribut
Activated	AverHandle	CB Entered	Distribute
ACW	AvgAband	CB EWT*	Distributed*
ACW Auxiliary	AvgConsult*	CB Request Attempts	DNStatus
ACW Inbound	AvgDistrib	CB Requested	DoNotCall
ACW Outbound	AvgHandle*	CB Waiting	Dropped
After Call Work Inbound*	AvgHandleWithASM *	Cleared*	Entered*
After Call Work Outbound*	AvgInbound*	Conferences Initiated	EstimTimeToComplete
AfterCallWork	AvgOutbound*	Conferences Joined	EstimTimeToDistribEWT*
Age of oldest email	AWT	Consult*	ExpectedWaitTime
AgentStatus	Busy	Consult Made	Failed
AHT*	Call Abandoned Ratio*	Consult Taken	FaxModem
All Distributed	CallBacksCompleted	Current	Forced Off
All Entered	CallBacksMissed	Current Calls Waiting	Forwarded*
All Waiting	CallBacksScheduled	Current in Queue	GroupState
Answer*	CallsInConsulting	Current Logged In*	GroupStatus
Answered*	CallsInDialing	Current Not Ready*	Handle*
		Current not Ready Ratio	

Handled*	Not Ready Ratio*	ServiceFactor	Total Ready Time*
HitRatio	Not Rescheduled CB	SITDetected	Total Rejected
Hold	NotReadyForACall	SITNoCircuit	Total Released*
Hold Inbound	Not-submitted	SITOperIntercept	Total Terminated
Hold Outbound	Number of Interactions	SITReorder	Total Time To Answer
Hold Time Inbound*	in process	SITUnknown	Total Timed Out
Hold Time Outbound*	Number of interactions	SITVacant	Total Transferred*
Hold Time Ratio	in Process	Stopped Processing	Total Transfers
In Processing*	Number of interactions	Succeeded	Total_Entered
In Queue	that have stopped pro-	Successful CB	Total_Time_To_Answer
Inbound*	cessing	SystemError*	TotalACW*
Inbound Hold	Offered	Talk	TotalASM_Outbound
Inbound Terminated	Online Time Saved	Talk Consult Made	Total_Abandoned
Inbound Transferred	Out of SL	Talk Consult Taken	Total_Answered
InboundCalls	Out of SL %	Talk Inbound	Total_Cleared
Internal*	Outbound*	Talk Internal Made	Total_Distributed
Internal Initiated	Outbound Hold	Talk Internal Taken	TotalCallsOnHold
Internal Made	Outbound Initiated	Talk Outbound	TotalConsult
Internal Taken	OutboundCalls	Talk Time Inbound*	TotalInbound
InternalCalls	PerCallBacksCompleted	Talk Time Outbound*	TotalLogin
Last Hour (CB	PerCallBacksMissed	Terminated	TotalNR*
Requested)Live AWT	PerCallBacksScheduled	Time to Abandon*	TotalOutbound
Live Disposed with EWT	PlaceStatus	Time to Distribute*	TotalTalk*
Live Distributed	Processed	Timed Out	TotalWait
Live Entered	Processing	TimeToAbandon	Transfer Ratio
Live EWT*	Processing time*	TimeToAnswer	Transfers*
Live Waiting	Pulled	TimeToDistrib	Transfers Made*
Logged In	Ready	To Abandon	Transfers Taken*
Made	Ready Ratio*	To Distribute CB	TransfersMade
Maximum	RecordsCanceled	To Distribute Live	TransfersTaken
Maximum Interactions*	RecordsCompleted	Total Abandoned	Wait Time*
Maximum number of	Redirected	Total Accepted	Waiting
Interactions	Rejected	Total Answered *	Waiting Processing*
Minimum	Rescheduled CB %	Total Cleared	WaitingAgent
Minimum Interactions*	Rescheduled CB	Total Distributed	WaitingAgents
Minimum number of	Responded	Total Entered *	WaitingForACall
Interactions	Response Time*	Total Finished Processing	WaitingPort*
Moved out	Running	Total Login Time*	WaitingRecords
NoAnswer	Scheduled CB %	Total Moved	WaitinRecords
NoRPC	Scheduled CB Requested	Total Offered	Within SL
Not Ready	Sent To Queue	Total Processing Time	

The metrics marked by an asterisk are repeated more than once in the following pages because other metrics having the same name are used in a different fashion. Where this is the case, a number enclosed in square brackets follows the name of the metric in the subsequent pages. The metrics above are only hyperlinked to the first occurrence of the metric in the following pages.

Note: Not all of these metrics are included in a particular set of templates provided by a given Genesys solution. You should refer to your solution's CCPulse+ templates in "CCPulse+ Templates" on [page 264](#) for a such a listing.



%Abandoned

STAT TYPE AbandCallsPercentage		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION PC_N_ABANDONED		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead.Of all the values returned by the AbandCallsPercentage stat type, the only ones counted for this metric are those where the filter expression is TRUE.</div> <div>Refer to AbandCallsPercentage in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE QueueView							

%Distrib

STAT TYPE DistribCallsPercentage		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION PC_N_DISTRIB		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the DistribCallsPercentage stat type, the only ones counted for this metric are those where the filter expression is TRUE.</div> <div>Refer to DistribCallsPercentage in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE QueueView							

Abandon_[1]

STAT TYPE Total_Calls_Abandoned		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ABANDONED		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the Total_Calls_Abandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE.</div> <div>Refer to Total_Calls_Abandoned in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE QueueView							

Abandon_[2]

STAT TYPE N/A		STATISTICAL GROUP Average Time		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time that voice interactions in this queue were abandoned.</div> <div>CCPulse+ calculates this metric from the values of the Time to Abandon and Abandoned CCPulse+ metrics using this formula:</div> <div>result.Duration = CalculateValue();</div> <div>function CalculateValue()</div> <div>{</div> <div>var num = ccpulse.group("Total Time").statistic("Time to Abandon");</div> <div>var den = ccpulse.group("Total Calls").Abandoned;</div> <div>var res = 0 == den ? num : num / den;</div> <div>return res;</div> <div>}</div>					
CALLING TEMPLATE Voice Queue							

Abandoned_[1]

STAT TYPE CampAbandoned		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ABANDONED		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampAbandoned in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Abandoned_[2]

STAT TYPE CallsAbandoned		STATISTICAL GROUP Total Number		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_ABANDON		DESCRIPTION The total number of live or virtual voice interactions that were abandoned from this queue. Refer to CallsAbandoned in the “Stat Server Stat Type Definitions” section for a complete description. The VoiceCall filter was first applied in the 7.1 release of this metric.					
CALLING TEMPLATE Callback Queue							

Abandoned^[3]

STAT TYPE CallsAbandoned		STATISTICAL GROUP Total Number		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceAnd-NotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_EV_ABAND		<div>DESCRIPTION</div> <p>The total number of live voice interactions that were abandoned from this queue.</p> <p>Of all the values returned by the CallsAbandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsAbandoned in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1⁺, this metric applies the VoiceAndNotVCB filter.</p>					
CALLING TEMPLATE Queue Evaluation							

Abandoned^[4]

STAT TYPE Chat_Total_Abandoned		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_ABND		DESCRIPTION The total number of chat interactions that were abandoned within this tenant's chat system. Refer to Chat_Total_Abandoned in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General Chat Handling							

Abandoned^[5]

STAT TYPE Total_Abandoned		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ABND		DESCRIPTION The total number of voice interactions that were abandoned while in this queue. Of all the values returned by the Total_Abandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Abandoned in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Voice Queue							

Abandoned_[6]

STAT TYPE N/A		STATISTICAL GROUP Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The percentage of abandoned voice interactions in this queue.</div> <div>CCPulse+ calculates this metric from the values of the Abandoned, Cleared, and Distributed CCPulse+ metrics using this formula:</div> <div>CalculateValue();</div> <div>function CalculateValue()</div> <div>{</div> <div>var num = ccpulse.group("Total Calls").Abandoned;</div> <div>var den = ccpulse.group("Total Calls").Abandoned</div> <div>+ ccpulse.group("Total Calls").Distributed</div> <div>+ ccpulse.group("Total Calls").Cleared;</div> <div>var res = 0 == den ? num : num / den;</div> <div>return 100 * res;</div> <div>}</div>					
CALLING TEMPLATE Voice Queue							

Abandoned %

STAT TYPE N/A		STATISTICAL GROUP Ratio		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The percentage of voice interactions that are abandoned from this queue.</div> <div>CCPulse+ calculates this metric from the values of the Abandoned and Distributed CCPulse+ metrics using this formula:</div> <div>((ccpulse.group("Total Number").Abandoned + ccpulse.group("Total Number").Distributed) == 0) ? 0 : (ccpulse.group("Total Number").Abandoned > ccpulse.group("Total Number").Abandoned + ccpulse.group("Total Number").Distributed) ? 100 : 100 * ccpulse.group("Total Number").Abandoned / (ccpulse.group("Total Number").Abandoned + ccpulse.group("Total Number").Distributed)</div>					
CALLING TEMPLATE Queue Evaluation							

Abandoned in TR

STAT TYPE CallsAbandonedInTime-Range		STATISTICAL GROUP Total Number		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceAnd-NotVCB	TIME RANGE EWT_ANNOUNCE_TR		INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_EV_ABAN_TR			<div>DESCRIPTION</div> <p>The total number of voice interactions that were abandoned from this queue during a specified time range.</p> <p>Of all the values returned by the CallsAbandonedInTimeRange stat type, the only ones counted for this metric are those where the filter expression is TRUE and those that fall within the specified time range. Refer to CallsAbandonedInTimeRange in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1⁺, this metric applies the VoiceAndNotVCB filter.</p>				
CALLING TEMPLATE Queue Evaluation							

Abandoned in TR %

STAT TYPE N/A		STATISTICAL GROUP Ratio		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The percentage of voice interactions that were abandoned from this queue during a specified time range relative to all voice interactions that were abandoned from this queue.</p> <p>CCPulse+ calculates this metric from the values of the Abandoned in TR and Abandoned CCPulse+ metrics using this formula:</p> <pre>(ccpulse.group("Total Number").Abandoned == 0) ? 0 : (ccpulse.group("Total Number").statistic("Abandoned in TR") > ccpulse.group("Total Number").Abandoned) ? 100 : 100 * ccpulse.group("Total Number").statistic("Abandoned in TR") / (ccpulse.group("Total Number").Abandoned</pre>					
CALLING TEMPLATE Queue Evaluation							

Abandoned While Ringing

STAT TYPE Total_Abandoned_WR		STATISTICAL GROUP Distributed Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ABND_WR		<div>DESCRIPTION</div> <p>The total number of voice interactions that were distributed from this queue to any DN other than a queue or route point but were terminated by the caller before the agent could answer.</p> <p>Of all the values returned by the Total_Abandoned_WR stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Abandoned_WR in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Voice Queue							

Accepted

STAT TYPE Interactions_Accepted		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_ACCEPTED		<div>DESCRIPTION</div> <div>The total number of e-mail interactions that were offered for processing to this agent and were accepted.</div> <div>Of all the values returned by the Interactions_accepted stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Accepted in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource E-mail Handling							

Activated

STAT TYPE CampGrActivatedDuration		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_ACTIVAT_DURATION		<div>DESCRIPTION</div> <div>Refer to CampGrActivatedDuration in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE CampGroupView							

ACW

STAT TYPE N/A		STATISTICAL GROUP Service Call Average Times		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time spent by this agent performing after-call work for service (inbound and outbound) calls.</div> <div>CCPulse+ calculates this metric from the values of the ACW Inbound, ACW Outbound, Inbound and Outbound CCPulse+ metrics using this formula:</div> <div>result.Duration = CalculateDuration();</div> <div>function CalculateDuration() { var num = ccpulse.group("Service Call Total Times").statistic("ACW Inbound") + ccpulse.group("Service Call Total Times").statistic("ACW Outbound"); var den = ccpulse.group("Service Calls").Inbound + ccpulse.group("Service Calls").Outbound; return 0 == den ? num : num / den; }</div>					
CALLING TEMPLATE Resource Voice Handling							

ACW Auxiliary

STAT TYPE ACW_Time_Other		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_AUX_T		<div>DESCRIPTION</div> <p>The total amount of time this agent spent performing after-call work for internal and consult voice calls as well as after-call work that cannot be associated with any call.</p> <p>Of all the values returned by the ACW_Time_Other stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Other in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Resource Voice Handling							

ACW Inbound

STAT TYPE ACW_Time_Inbound		STATISTICAL GROUP Service Calls Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_INB_T		DESCRIPTION The total amount of time this agent spent performing after-call work for inbound calls. Of all the values returned by the ACW_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

ACW Outbound

STAT TYPE ACW_Time_Outbound		STATISTICAL GROUP Service Calls Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_OUT_T		<div>DESCRIPTION</div> <div>The total amount of time this agent spent performing after-call work for outbound calls.</div> <div>Of all the values returned by the ACW_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

After Call Work Inbound^[1]

STAT TYPE ACW_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT 0	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_INB_T		DESCRIPTION Introduced in release 7.2 for Voice. Refer to ACW_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

After Call Work Inbound^[2]

STAT TYPE ACW_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT 0	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_INB_T		DESCRIPTION Introduced in release 7.2 for Voice. Refer to ACW_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

After Call Work Outbound^[1]

STAT TYPE ACW_Time_Outbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT 0	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_OUT_T		DESCRIPTION Introduced in release 7.2 for Voice. Refer to ACW_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

After Call Work Outbound^[2]

STAT TYPE ACW_Time_Outbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT 0	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_OUT_T		DESCRIPTION Introduced in release 7.2 for Voice. Refer to ACW_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

AfterCallWork

STAT TYPE CurrNumberACWStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. Refer to CurrNumber-ACWStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

Age of oldest email

STAT TYPE General_Email_Oldest_Age		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The age of the oldest e-mail interaction within this tenant's e-mail system at the end of the reporting interval. Refer to General_Email_Oldest_Age in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

AgentStatus

STAT TYPE CurrentAgentState		STATISTICAL GROUP CurrentState		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. Refer to CurrentAgent-State in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView							

AHT_[1]

STAT TYPE N/A		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 7.2 for Voice. The current average handling time (AHT) for calls associated with the reporting object.</div> <div>CCPulse+ calculates this metric from the values of the Talk Time Inbound, Talk Time Outbound, After Call Work Inbound, After Call Work Outbound, and Total Released CCPulse+ metrics using this formula:</div> <div>result.Duration = CalculateDuration();</div> <div>function CalculateDuration() { var num = (ccpulse.group("Agent Times").statistic("Talk Time Inbound") + ccpulse.group("Agent Times").statistic("Talk Time Outbound") + ccpulse.group("Agent Times").statistic("After Call Work Inbound") + ccpulse.group("Agent Times").statistic("After Call Work Outbound"));</div> <div>var den = (ccpulse.group("Total Calls").statistic("Total Released"));</div> <div>return 0 == den ? num : num / den; }</div>					
CALLING TEMPLATE KPI Agent							

AHT_[2]

STAT TYPE N/A		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 7.2 for Voice. The current average handling time (AHT) for calls associated with the reporting object.</div> <div>CCPulse+ calculates this metric from the values of the Talk Time Inbound, Talk Time Outbound, After Call Work Inbound, After Call Work Outbound, and Total Released CCPulse+ metrics using this formula:</div> <div>result.Duration = CalculateDuration();</div> <div>function CalculateDuration() { var num = (ccpulse.group("Agent Times").statistic("Talk Time Inbound") + ccpulse.group("Agent Times").statistic("Talk Time Outbound") + ccpulse.group("Agent Times").statistic("After Call Work Inbound") + ccpulse.group("Agent Times").statistic("After Call Work Outbound"));</div> <div>var den =(ccpulse.group("Total Calls").statistic("Total Released"));</div> <div>return 0 == den ? num : num / den; }</div>					
CALLING TEMPLATE KPI Tenant							



All Distributed

STAT TYPE N/A		STATISTICAL GROUP Total Distributed		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of all voice interactions that were distributed from this queue.</div> <div>CCPulse+ calculates this metric from the values of the CB Distributed and Live Distributed CCPulse+ metrics using this formula:</div> <div><pre>ccpulse.group("Total Distributed").statistic("CB Distributed") + ccpulse.group("Total Distributed").statistic("Live Distributed")</pre></div>					
CALLING TEMPLATE Callback Queue							

All Entered

STAT TYPE N/A		STATISTICAL GROUP Total Entered		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of voice interactions that entered this queue.</div> <div>CCPulse+ calculates this metric from the values of the CB Entered and Live Entered CCPulse+ metrics using this formula:</div> <div><pre>ccpulse.group("Total Entered").statistic("CB Entered") + ccpulse.group("Total Entered").statistic("Live Entered")</pre></div>					
CALLING TEMPLATE Callback Queue							

All Waiting

STAT TYPE CurrNumberWaitingCalls		STATISTICAL GROUP Current		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The number of all voice interactions currently in this queue.</div> <div>Refer to CurrNumberWaitingCalls in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The VoiceCall filter was first applied to the 7.1 release of this metric.</div>					
CALLING TEMPLATE Callback Queue							

Answer_[1]

STAT TYPE Chat_Total_Answer_Time		STATISTICAL GROUP Total Time		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_ANSW_T		<div>DESCRIPTION</div> <div>The total amount of time involved in answering interactions within this tenant's chat system.</div> <div>Refer to Chat_Total_Answer_Time in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General Chat Handling							

Answer_[2]

STAT TYPE N/A		STATISTICAL GROUP Average Time		SOLUTION Web Media		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The average amount of time that chat interactions were answered within this tenant's chat system.</p> <p>CCPulse+ calculates this metric from the values of the Answer and Answered CCPulse+ metrics using this formula:</p> <pre>result.Duration = CalculateDuration(); function CalculateDuration() { return ccpulse.group("Total Time").Answer / ((ccpulse.group("Total Number").Answered == 0) ? 1 : ccpulse.group("Total Number").Answered); }</pre>					
CALLING TEMPLATE General Chat Handling							

Answered_[1]

STAT TYPE Total_Calls_Answered		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ANSWERED		DESCRIPTION Of all the values returned by the Total_Calls_Answered stat type, the only ones counted for this metric are those where the filter expression is TRUE. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Refer to Total_Calls_Answered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE QueueView							

Answered_[2]

STAT TYPE Chat_Total_Answered		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_ANSW		DESCRIPTION The total number of chat interactions that were answered within this tenant's chat system. Refer to Chat_Total_Answered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE General Chat Handling							

Answered_[3]

STAT TYPE Total_Answered		STATISTICAL GROUP Distributed Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ANSW		<div>DESCRIPTION</div> <div>The total number of calls that were distributed from this queue to an agent and were answered.</div> <div>Of all the values returned by the Total_Answered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Answered in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Voice Queue							

AnswerMachine

STAT TYPE CampAnsweringMachine		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ANSW_MACHINE		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampAnsweringMachine in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Answers

STAT TYPE CampAnswers		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ANSWERS		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampAnswers in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

ASA_[1]

STAT TYPE N/A		STATISTICAL GROUP Averages		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 7.2 for Voice. An average speed of answer (ASA), or an average time to answer calls that requested a specified Skill Combination.</div> <div>CCPulse+ calculates this metric from the values of the Total_Time_To_Answer and Total_Answered CCPulse+ metrics using this formula: result.Duration = CalculateDuration();</div> <div><pre>function CalculateDuration() { var num = (ccpulse.group("Total Time").Total_Time_to_Answer); var den = (ccpulse.group("Total Calls").Total_Answered); return 0 == den ? num : num / den; }</pre></div>					
CALLING TEMPLATE KPI Queue							

ASA_[2]

STAT TYPE N/A		STATISTICAL GROUP Averages		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 7.2 for Voice. An average speed of answer (ASA), or an average time to answer calls that requested a specified Skill Combination.</div> <div>CCPulse+ calculates this metric from the values of the Total Time To Answer and Total Answered CCPulse+ metrics using this formula: result.Duration = CalculateDuration();</div> <div>function CalculateDuration() {</div> <div>var num = (ccpulse.group("Total Calls").statistic("Total Time To Answer")); var den = (ccpulse.group("Total Calls").statistic("Total Answered"));</div> <div>return 0 == den ? num : num / den;</div> <div>}</div>					
CALLING TEMPLATE KPI Tenant							

ASAP CB %

STAT TYPE N/A		STATISTICAL GROUP Ratio		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The percentage of ASAP callback interactions relative to all callback interactions.</div> <div>CCPulse+ calculates this metric from the values of the ASAP CB Requested and Scheduled CB Requested CCPulse+ metrics using this formula:</div> <div>((ccpulse.group("Request Phase").statistic("ASAP CB Requested") + ccpulse.group("Request Phase").statistic("Scheduled CB Requested")) == 0) ? 0 : ccpulse.group("Request Phase").statistic("ASAP CB Requested") > (ccpulse.group("Request Phase").statistic("ASAP CB Requested") + ccpulse.group("Request Phase").statistic("Scheduled CB Requested")) ? 100 : 100 * ccpulse.group("Request Phase").statistic("ASAP CB Requested") / (ccpulse.group("Request Phase").statistic("ASAP CB Requested") + ccpulse.group("Request Phase").statistic("Scheduled CB Requested"))</div>					
CALLING TEMPLATE Callback Operation							

ASAP CB Requested

STAT TYPE CallbacksAcceptedASAP		STATISTICAL GROUP Request Phase		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_ASAP_CB		<div>DESCRIPTION</div> <p>The total number of voice or web-based interactions that successfully requested an ASAP callback.</p> <p>This metric was originally based on the “CallsExited” stat type and applied the VCB_ASAP_CB filter to results that Stat Server calculated directly. In 7.1+, this metric uses the CallbacksAcceptedASAP stat type, which calls upon a class in the VCBStatEx-extension Stat Server Java Extension to generate data. Refer to “CallbacksAcceptedASAP” in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Callback Operation							

ASM_Outbound_[1]

STAT TYPE Total_Calls_ASM_Outbound		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ASM_OUTBOUND		<div>DESCRIPTION</div> <p>Refer to Total_Calls_ASM_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>Note: The PlaceView template does not provide an historical association for this metric. In addition, the historical association assigned to the GroupsView template is not applicable when this metric is assigned to a group of places—it is applicable, however, when assigned to a group of agents.</p>					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

ASM_Outbound_[2]

STAT TYPE CurrNumberASMOutbound-Statuses		STATISTICAL GROUP Performance		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrNumberASMOutboundStatuses in the “Stat Server Stat Type Definitions” section for a complete description. Notification frequency changed from 20 to 30 seconds in the 6.5.001 release of this metric.					
CALLING TEMPLATE GroupsView							

ASM_Received_[1]

STAT TYPE Total_Calls_ASM_Received		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ASM_ENGAGE		<div>DESCRIPTION</div> <div>Refer to Total_Calls_ASM_Received in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>Note: The PlaceView template does not provide an historical association for this metric. In addition, the historical association assigned to the GroupsView template is not applicable when this metric is assigned to a group of places—it is applicable, however, when assigned to a group of agents.</div>					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

ASM_Received_[2]

STAT TYPE CurrNumberASM_EngagedStatuses		STATISTICAL GROUP Performance		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrNumberASM_EngagedStatuses in the “Stat Server Stat Type Definitions” section for a complete description. Notification frequency changed from 20 to 30 seconds in the 6.5.001 release of this metric.					
CALLING TEMPLATE GroupsView							

Average Processing Time_[1]

STAT TYPE N/A		STATISTICAL GROUP Average		SOLUTION E-mail		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time that e-mail interactions spent at this agent's desktop.</div> <div>CCPulse+ calculates this metric from the values of the Processed and Processing Time CCPulse+ metrics using this formula:</div> <div>result.duration=CalculateDuration();</div> <div>function CalculateDuration() { var num=ccpulse.Total.Processed; var tim=ccpulse.Total.statistic("Processing Time"); return (0==num) ? tim : tim/num; }</div>					
CALLING TEMPLATE Resource E-mail Handling							

Average Processing Time_[2]

STAT TYPE N/A		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time that an agent, a place, or a group thereof spent handling interactions. of media X type.</div> <div>CCPulse+ calculates this metric from the values of the Total Processing Time and Total Finished Processing CCPulse+ metrics using this formula:</div> <div>result.duration=CalculateDuration();</div> <div>function CalculateDuration()</div> <div>{</div> <div>var num =(ccpulse.group("Media X Resource").statistic("Total Processing Time"));</div> <div>var den =(ccpulse.group("Media X Resource").statistic("Total Finished Processing"));</div> <div>return 0 == den ? num : num / den;</div> <div>}</div>					
CALLING TEMPLATE Media X Resource Template							

Average Ready Ratio_[1]

STAT TYPE N/A		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 7.2 for Voice. For all agents associated with the reporting object, percentage of time spent in Ready mode out of the entire login duration.</div> <div>CCPulse+ calculates this metric from the values of the Total Ready Time and Total Login Time CCPulse+ metrics using this formula: result.Long = CalculateDuration(); function CalculateDuration() { var num = 100 * (ccpulse.group("Agent Times").statistic("Total Ready Time")); var den = (ccpulse.group("Agent Times").statistic("Total Login Time")); return 0 == den ? num : num / den; }</div>					
CALLING TEMPLATE KPI Agent							

Average Ready Ratio_[2]

STAT TYPE N/A		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 7.2 for Voice. For all agents associated with the reporting object, percentage of time spent in Ready mode out of the entire login duration.</div> <div>CCPulse+ calculates this metric from the values of the Total Ready Time and Total Login Time CCPulse+ metrics using this formula: result.Long = CalculateDuration();</div> <div>function CalculateDuration() { var num = 100 * (ccpulse.group("Agent Times").statistic("Total Ready Time")); var den = (ccpulse.group("Agent Times").statistic("Total Login Time"));</div> <div>return 0 == den ? num : num / den; }</div>					
CALLING TEMPLATE KPI Tenant							

AverHandle

STAT TYPE AverHandleStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_HANDLE		DESCRIPTION Refer to AverHandleStatusTime in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE GroupsView							

AvgAband

STAT TYPE AverAbandCallTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_ABANDONED		<div>DESCRIPTION</div> <p>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the AverAbandCallTime stat type, the only ones counted for this metric are those where the filter expression is TRUE.</p> <p>Refer to AverAbandCallTime in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</p>					
CALLING TEMPLATE QueueView							

AvgConsult_[1]

STAT TYPE AverConsultStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_CONSULT		DESCRIPTION Refer to AverConsultStatusTime in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

AvgConsult_[2]

STAT TYPE AverConsultStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_CONSULT		<div>DESCRIPTION</div> <div>Refer to AverConsultStatusTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE PlaceView							

AvgConsult_[3]

STAT TYPE N/A		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>CCPulse+ calculates this metric from the values of the TotalConsult and Consult metrics using this formula:</div> <div>result.Duration = (0 == ccpulse.CallsReport.Consult ? ccpulse.TimeReport.TotalConsult : Math.round(ccpulse.TimeReport.TotalConsult / ccpulse.CallsReport.Consult));</div>					
CALLING TEMPLATE AgentView, GroupsView							

AvgConsult_[4]

STAT TYPE AverConsultDNActionTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to AverConsultDNActionTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE DNView							

AvgDistrib

STAT TYPE AverDistribCallTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_DISTRIBUTED		<div>DESCRIPTION</div> <p>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the AverDistribCallTime stat type, the only ones counted for this metric are those where the filter expression is TRUE.</p> <p>Refer to AverDistribCallTime in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</p>					
CALLING TEMPLATE QueueView							

AvgHandle_[1]

STAT TYPE AverHandleStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing		NOTIFICATION FREQUENCY 30 seconds		INSENSITIVITY 2	
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1		DISCONTINUED IN N/A	
HISTORICAL ASSOCIATION AV_T_HANDLE		<div>DESCRIPTION</div> <div>Refer to AverHandleStatusTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>Metric was renamed from AverHandle in the 6.5.001 release of this metric.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>							
CALLING TEMPLATE AgentView, PlaceView									

AvgHandle_[2]

STAT TYPE AverHandleStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_HANDLE		<div>DESCRIPTION</div> <div>Refer to AverHandleStatusTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>Metric was renamed from AverHandle in the 6.5.001 release of this metric.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE PlaceView							

AvgHandle_[3]

STAT TYPE N/A		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_HANDLE		<div>DESCRIPTION</div> <div>CCPulse+ calculates this metric from the values of the TotalInbound, TotalOutbound, TotalACW, Inbound, and Outbound metrics using this formula:</div> <div>result.Duration = CalculateDuration();</div> <div>function CalculateDuration()</div> <div>{</div> <div>var den = ccpulse.CallsReport.Inbound + ccpulse.CallsReport.Outbound;</div> <div>var num = ccpulse.TimeReport.TotalInbound + ccpulse.TimeReport.TotalOutbound</div> <div>+ ccpulse.TimeReport.TotalACW;</div> <div>return 0 == den ? num : Math.round(num /den);</div> <div>}</div>					
CALLING TEMPLATE AgentView, GroupsView							

AvgHandle_[4]

STAT TYPE AverHandleDNActionTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to AverHandleDNActionTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE DNView							

AvgHandleWithASM_[1]

STAT TYPE AverHandleStatusTimewith-ASM		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to AverHandleStatusTimewithASM in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE PlaceView							



AvgHandleWithASM_[2]

STAT TYPE N/A		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>CCPulse+ calculates this metric from the values of the TotalInbound, TotalOutbound, TotalACW, Inbound, and Outbound metrics using this formula:</div> <div>result.Duration = CalculateDuration();</div> <div>function CalculateDuration() { var den = ccpulse.CallsReport.Inbound + ccpulse.CallsReport.Outbound + ccpulse.CallsReport.ASM_Outbound; var num = ccpulse.TimeReport.TotalInbound + ccpulse.TimeReport.TotalOutbound + ccpulse.TimeReport.TotalASM_Outbound + ccpulse.TimeReport.TotalACW; return 0 == den ? num : Math.round(num /den); }</div>					
CALLING TEMPLATE AgentView, GroupsView							

AvgInbound_[1]

STAT TYPE AverInboundStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_INBOUND		<div>DESCRIPTION</div> <div>Refer to AverInboundStatusTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh : mm : ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

AvgInbound_[2]

STAT TYPE AverInboundStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_INBOUND		<div>DESCRIPTION</div> <div>Refer to AverInboundStatusTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE PlaceView							

AvgInbound_[3]

STAT TYPE N/a		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>CCPulse+ calculates this metric from the values of the TotalInbound and Inbound metrics using this formula:</div> <div>result.Duration = (0 == ccpulse.CallsReport.Inbound ? ccpulse.TimeReport.TotalInbound : Math.round(ccpulse.TimeReport.TotalInbound / ccpulse.CallsReport.Inbound));</div>					
CALLING TEMPLATE AgentView, GroupsView							

AvgInbound_[4]

STAT TYPE AverInboundDNActionTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to AverInboundDNActionTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE DNView							

AvgOutbound_[1]

STAT TYPE AverOutboundStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_OUTBOUND		DESCRIPTION Refer to AverOutboundStatusTime in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh : mm : ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

AvgOutbound_[2]

STAT TYPE AverOutboundStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_OUTBOUND		DESCRIPTION Refer to AverOutboundStatusTime in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE PlaceView							

AvgOutbound_[3]

STAT TYPE N/A		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>CCPulse+ calculates this metric from the values of the TotalOutbound and Outbound metrics using this formula:</div> <div>result.Duration = (0 == ccpulse.CallsReport.Outbound ? ccpulse.TimeReport.TotalOutbound : Math.round(ccpulse.TimeReport.TotalOutbound / ccpulse.CallsReport.Outbound));</div>					
CALLING TEMPLATE AgentView, GroupsView							

AvgOutbound_[4]

STAT TYPE AverOutboundDNActionTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to AverOutboundDNActionTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE DNView							

AWT

STAT TYPE N/A		STATISTICAL GROUP Average Actual Wait Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The average actual wait time for all voice interactions that left this queue.</p> <p>CCPulse+ calculates this metric from the values of the To Abandon, To Distribute Live, To Distribute CB, CB Distributed, Live Distributed, and Abandoned CCPulse+ metrics using this formula:</p> <pre>result.Duration = (((ccpulse.group("Total Distributed").statistic("CB Distributed") + ccpulse.group("Total Distributed").statistic("Live Distributed") + ccpulse.group("Total Number").Abandoned) == 0) ? (ccpulse.group("Total Time").statistic("To Abandon") + ccpulse.group("Total Time").statistic("To Distribute Live") + ccpulse.group("Total Time").statistic("To Distribute CB")) : (ccpulse.group("Total Time").statistic("To Abandon") + ccpulse.group("Total Time").statistic("To Distribute Live") + ccpulse.group("Total Time").statistic("To Distribute CB")) / (ccpulse.group("Total Distributed").statistic("CB Distributed") + ccpulse.group("Total Distributed").statistic("Live Distributed") + ccpulse.group("Total Number").Abandoned));</pre>					
CALLING TEMPLATE Callback Queue							

Busy

STAT TYPE CampBusy		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_BUSY		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampBusy in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Call Abandoned Ratio^[1]

STAT TYPE N/A		STATISTICAL GROUP Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 7.2 for Voice. The percentage of inbound calls that were abandoned out of the total number of calls that arrived</div> <div>CCPulse+ calculates this metric from the values of the Total_Abandoned, Total_Distributed, and Total_Cleared CCPulse+ metrics using this formula: result.Long = CalculateDuration();</div> <div>function CalculateDuration() { var num = 100 * (ccpulse.group("Total Calls").Total_Abandoned); var den = (ccpulse.group("Total Calls").Total_Abandoned + ccpulse.group("Total Calls").Total_Distributed + ccpulse.group("Total Calls").Total_Cleared); return 0 == den ? num : num / den; }</div>					
CALLING TEMPLATE KPI Queue							

Call Abandoned Ratio^[2]

STAT TYPE N/A		STATISTICAL GROUP Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 7.2 for Voice. The percentage of inbound calls that were abandoned out of the total number of calls that arrived</div> <div>CCPulse+ calculates this metric from the values of the Total Abandoned, Total Distributed, and Total Cleared CCPulse+ metrics using this formula: result.Long = CalculateDuration();</div> <div>function CalculateDuration() { var num = 100 * (ccpulse.group("Total Calls").statistic("Total Abandoned")); var den = (ccpulse.group("Total Calls").statistic("Total Abandoned") + ccpulse.group("Total Calls").statistic("Total Distributed") + ccpulse.group("Total Calls").statistic("Total Cleared"));</div> <div>return 0 == den ? num : num / den; }</div>					
CALLING TEMPLATE KPI Tenant							

CallbacksCompleted

STAT TYPE CampCallbacksCompleted		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_CALLBKS_COMPL		DESCRIPTION Refer to CampCallbacksCompleted in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

CallbacksMissed

STAT TYPE CampCallbacksMissed		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_CALLBKS_MISSED		DESCRIPTION Refer to CampCallbacksMissed in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

CallbacksScheduled

STAT TYPE CampCallbacksScheduled		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_CALLBKS_SCHEDUL		DESCRIPTION Refer to CampCallbacksScheduled in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

CallsInConsulting

STAT TYPE CurrNumberConsultStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberConsultStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							



CallsInDialing

STAT TYPE CurrNumberDialingStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberDialingStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

CallsInRinging

STAT TYPE CurrNumberRingingStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberRingingStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

CallsOnHold

STAT TYPE CurrNumberHoldStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberHoldStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

CallsWaiting

STAT TYPE CurrNumberWaitingCalls		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the CurrNumberWaitingCalls stat type, the only ones counted for this metric are those where the filter expression is TRUE.</div> <div>Refer to CurrNumberWaitingCalls in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE QueueView							

CallWaiting

STAT TYPE CurrNumberWaitingCalls		STATISTICAL GROUP Current		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to CurrNumberWaitingCalls in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Cancel

STAT TYPE CampCancel		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_CANCEL		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampCancel in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

CB Attempts Failed

STAT TYPE VCB_Result		STATISTICAL GROUP Callback Phase		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER isNotCBSuccess	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_CB_FAILED		<div>DESCRIPTION</div> <div>The total number of occurrences that callback interactions that were marked as failed by this processing agent.</div> <div>Of all the values returned by the VCB_Result stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to VCB_Result in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Callback Operation							

CB AWT

STAT TYPE N/A		STATISTICAL GROUP Average Actual Wait Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The average actual wait time for callback voice interactions that left this queue.</p> <p>CCPulse+ calculates this metric from the values of the To Abandon, To Distribute CB, CB Distributed, Live Distributed, CB Entered, and Abandoned CCPulse+ metrics using this formula:</p> <pre>result.Duration = ((ccpulse.group("Total Distributed").statistic("CB Distributed") == 0) ? ccpulse.group("Total Time").statistic("To Distribute CB") : (ccpulse.group("Total Time").statistic("To Distribute CB") / ccpulse.group("Total Distributed").statistic("CB Distributed")));</pre>					
CALLING TEMPLATE Callback Queue							

CB Disposed With EWT

STAT TYPE CallsExited		STATISTICAL GROUP Total Number		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER isVCBwithEWT	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_CB_DISPOS_EWT		<div>DESCRIPTION</div> <p>The total number of callback interactions with EWT attached that were either distributed or abandoned from this queue.</p> <p>Of all the values returned by the CallsExited stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsExited in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Callback Queue							

CB Distributed

STAT TYPE CallsDistributed		STATISTICAL GROUP Total Distributed		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER isVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_CB_DISTR		<div>DESCRIPTION</div> <div>The total number of callback voice interactions that were distributed from this queue.</div> <div>Of all the values returned by the CallsDistributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsDistributed in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Callback Queue							

CB Entered

STAT TYPE CallsEntered		STATISTICAL GROUP Total Entered		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER isVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_CB_ENTER		<div>DESCRIPTION</div> <p>The total number of callback voice interactions that entered this queue.</p> <p>Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Callback Queue							

CB EWT_[1]

STAT TYPE N/A		STATISTICAL GROUP Average Estimated Wait Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average estimated wait time for the callback voice interactions that left this queue.</div> <div>CCPulse+ calculates this metric from the values of the CB Disposed With EWT and CB EWT CCPulse+ metrics using this formula:</div> <div><pre>result.Duration = ((ccpulse.group("Total Number").statistic("CB Disposed With EWT") == 0) ? ccpulse.group("Total Time").statistic("CB EWT") : ccpulse.group("Total Time").statistic("CB EWT") / ccpulse.group("Total Number").statistic("CB Disposed With EWT"));</pre></div>					
CALLING TEMPLATE Callback Queue							

CB EWT_[2]

STAT TYPE TotalEWT		STATISTICAL GROUP Total Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER isVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_CB_EWT		DESCRIPTION The sum of wait times estimated for callback interactions that left this queue. Of all the values returned by the TotalEWT stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to TotalEWT in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Callback Queue							



CB Request Attempts

STAT TYPE CallbacksSubmitted		STATISTICAL GROUP Request Phase		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN 7.1
HISTORICAL ASSOCIATION VCB_REQ_ATTMPT		<div>DESCRIPTION</div> <p>The total number of attempts to request a callback.</p> <p>This metric was originally based on the CB_Request stat type and applied the VCBRequestsAttempts filter to results that Stat Server calculated directly. In 7.1+, this metric uses the CallbacksSubmitted stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksSubmitted in the “Stat Server Stat Type Definition” section for a complete description.</p>					
CALLING TEMPLATE Callback Operation							

CB Requested

STAT TYPE N/A		STATISTICAL GROUP Request Phase		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of voice interactions that successfully requested a callback of any type.</div> <div>CCPulse+ calculates this metric from the values of the ASAP CB Requested and Scheduled CB Requested CCPulse+ metrics using this formula:</div> <div>ccpulse.group("Request Phase").statistic("ASAP CB Requested") + ccpulse.group("Request Phase").statistic("Scheduled CB Requested")</div>					
CALLING TEMPLATE Callback Operation							

CB Waiting

STAT TYPE CurrNumberWaitingCalls		STATISTICAL GROUP Current		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER isVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The number of callback voice interactions currently in this queue. Of all the values returned by the CurrNumberWaitingCalls stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CurrNumberWaiting-Calls in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Callback Queue							

Cleared_[1]

STAT TYPE Total_Cleared		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_CLR		<div>DESCRIPTION</div> <div>The total number of calls that were cleared from this queue. The concept of cleared calls applies to only virtual queues. Refer to Total_Cleared in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>Of all the values returned by the Total_Cleared stat type, the only ones counted for this metric are those where the filter expression is TRUE.</div>					
CALLING TEMPLATE Voice Queue							

Cleared_[2]

STAT TYPE N/A		STATISTICAL GROUP Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The percentage of interactions that were cleared from this queue. The concept of cleared calls applies to only virtual queues. Refer to Total_Cleared in the “Stat Server Stat Type Definitions” section for more information.</p> <p>CCPulse+ calculates this metric from the values of the Abandoned, Cleared, and Distributed CCPulse+ metrics using this formula:</p> <pre>CalculateValue(); function CalculateValue() { var num = ccpulse.group("Total Calls").Cleared; var den = ccpulse.group("Total Calls").Abandoned + ccpulse.group("Total Calls").Distributed + ccpulse.group("Total Calls").Cleared; var res = 0 == den ? num : num / den; return 100 * res; }</pre>					
CALLING TEMPLATE Voice Queue							

Conferences Initiated

STAT TYPE Total_Number_Conferences_Initiated		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER ChatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_CNF_INIT		DESCRIPTION Of all the values returned by the Total_Number_Conferences_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Conferences_Initiated in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Chat Handling							



Conferences Joined

STAT TYPE Total_Number_Conferences_Joined		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER ChatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_CNF_JOIN		DESCRIPTION Of all the values returned by the Total_Number_Conferences_Joined stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Conferences_Joined in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Chat Handling							

Consult_[1]

STAT TYPE Total_Calls_Consult		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds		INSENSITIVITY 1	
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0		DISCONTINUED IN N/A	
HISTORICAL ASSOCIATION N_CONSULT		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Calls_Consult in the “Stat Server Stat Type Definitions” section for a complete description.							
CALLING TEMPLATE AgentView, GroupsView, PlaceView									

Consult_[2]

STAT TYPE TotalNumberConsultCalls		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds		INSENSITIVITY 1	
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0		DISCONTINUED IN N/A	
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNumberConsultCalls in the “Stat Server Stat Type Definitions” section for a complete description.							
CALLING TEMPLATE DNView									

Consult Made

STAT TYPE Calls_Consumt_Made		STATISTICAL GROUP Auxiliary Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_CNS_MD		DESCRIPTION The total number of consult voice interactions in which this agent was the initiating party. Of all the values returned by the Calls_Consumt_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Consumt_Made in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Consult Taken

STAT TYPE Calls_Consumt_Taken		STATISTICAL GROUP Auxiliary Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_CNS_TK		<div>DESCRIPTION</div> <p>The total number of consult voice interactions in which this agent was not the initiating party.</p> <p>Of all the values returned by the Calls_Consumt_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Consumt_Taken in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Resource Voice Handling							

Current

STAT TYPE Current_In_Queue		STATISTICAL GROUP Queue Load		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The current number of interactions in this queue. Of all the values returned by the Current_In_Queue stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Current_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Voice Queue							

Current Calls Waiting

STAT TYPE CurrNumberWaitingCalls		STATISTICAL GROUP Current		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to CurrNumberWaitingCalls in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Current in Queue

STAT TYPE MediaX_Current_In_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type within this staging area at the moment of measurement. Refer to MediaX_Current_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Current Logged In_[1]

STAT TYPE CurrAgentsLoggedInQueue		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to CurrAgentsLoggedInQueue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Current Logged In_[2]

STAT TYPE CurrAgentsLoggedIn		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to CurrAgentsLoggedIn in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Current Not Ready_[1]

STAT TYPE N/A		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 7.2 for Voice. The total number of agents who are logged in but are a status other than Ready.</div> <div>CCPulse+ calculates this metric from the values of the Current Logged In and Current Ready CCPulse+ metrics using this formula:</div> <div>(ccpulse.group("Current Agents").statistic("Current Logged In")) - ccpulse.group("Current Agents").statistic("Current Ready")</div>					
CALLING TEMPLATE KPI Queue							

Current Not Ready_[2]

STAT TYPE CurrentNotReadyAgents		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to CurrentNotReadyAgents in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Current not Ready Ratio

STAT TYPE N/A		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 7.2 for Voice. The percentage of time agents have spent in the NotReady state.</div> <div>CCPulse+ calculates this metric from the value of the Current Ready Ratio CCPulse+ metric using this formula:</div> <div>100 - (ccpulse.group("Agent Ratios").statistic("Current Ready Ratio"))</div>					
CALLING TEMPLATE KPI Queue							

Current Ready_[1]

STAT TYPE CurrAgentsReadyInQueue		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to CurrAgentsReadyInQueue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Current Ready_[2]

STAT TYPE CurrentReadyAgents		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to CurrentReadyAgents in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Current Ready Ratio

STAT TYPE CurrAgentsReadyRatio		STATISTICAL GROUP Agents Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to CurrAgentsReadyRatio in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Current Waiting for Processing

STAT TYPE MediaX_Current_Waiting_Processing_In_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that have been submitted to the staging area and that are currently awaiting processing. Refer to MediaX_Current_Waiting_Processing_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

CurrMaxWaiting

STAT TYPE CurrMaxCallWaitingTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the CurrMaxCallWaitingTime stat type, the only ones counted for this metric are those where the filter expression is TRUE.</p> <p>Refer to CurrMaxCallWaitingTime in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</p>					
CALLING TEMPLATE QueueView							

Deactivated

STAT TYPE CampGrDeactivatedDuration		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_DEACTIV_DURATION		DESCRIPTION Refer to CampGrDeactivatedDuration in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE CampGroupView							

DialMade

STAT TYPE CampDialMade		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_DIAL_MADE		DESCRIPTION Refer to CampDialMade in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

DialMode

STAT TYPE CampGrCurrElapsedTime-ForCurrDialMode		STATISTICAL GROUP Performance		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CampGrCurrElapsedTimeForCurrDialMode in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE CampGroupView							

Disposed with EWT

STAT TYPE CallsExited		STATISTICAL GROUP Total Number		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER isNotVCBwith-EWT	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_EV_DISP_EWT		<div>DESCRIPTION</div> <div>The total number of live calls, whose callers were informed of an estimated wait time, that were either distributed or abandoned from this queue.</div> <div>Of all the values returned by the CallsExited stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsExited in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Queue Evaluation							

Distribut

STAT TYPE Total_Calls_Distributed		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_DISTRIBUTED		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the Total_Calls_Distributed stat type, the only ones counted for this metric are those where the filter expression is TRUE.</div> <div>Refer to Total_Calls_Distributed in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE QueueView							

Distribute

STAT TYPE N/A		STATISTICAL GROUP Average Time		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time to distribute voice interactions from this queue.</div> <div>CCPulse+ calculates this metric from the values of the Time to Distribute and Distributed CCPulse+ metrics using this formula:</div> <div>result.Duration = CalculateValue();</div> <div>function CalculateValue() { var num = ccpulse.group("Total Time").statistic("Time to Distribute"); var den = ccpulse.group("Total Calls").Distributed; var res = 0 == den ? num : num / den; return res; }</div>					
CALLING TEMPLATE Voice Queue							

Distributed_[1]

STAT TYPE CallsDistributed		STATISTICAL GROUP Total Number		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceAnd-NotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_EV_DISTRI		<div>DESCRIPTION</div> <p>The total number of voice interactions that were distributed from this queue.</p> <p>Of all the values returned by the CallsDistributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsDistributed in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1+, this metric applies the VoiceAndNotVCB filter.</p>					
CALLING TEMPLATE Queue Evaluation							

Distributed_[2]

STAT TYPE Total_Distributed		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_DSTR		DESCRIPTION The total number of calls distributed from this queue regardless of destination. Of all the values returned by the Total_Distributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Distributed in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Voice Queue							

Distributed_[3]

STAT TYPE N/A		STATISTICAL GROUP Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The percentage of voice interactions distributed from this queue.</div> <div>CCPulse+ calculates this metric from the values of the Abandoned, Cleared, and Distributed CCPulse+ metrics using this formula:</div> <div><pre>function CalculateValue() { var num = ccpulse.group("Total Calls").Abandoned + ccpulse.group("Total Calls").Cleared; var den = ccpulse.group("Total Calls").Abandoned + ccpulse.group("Total Calls").Distributed + ccpulse.group("Total Calls").Cleared; var res = 0 == den ? num : num / den; res = 100 * (1 - res); return res; }</pre></div>					
CALLING TEMPLATE Voice Queue							

DNStatus

STAT TYPE CurrentDNState		STATISTICAL GROUP CurrentState		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT Name (hh:m m:ss)	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrentDNState in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to Name (hh:mm:ss) in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE DNView							



DoNotCall

STAT TYPE CampDoNotCall		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_DO_NOT_CALL		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampDoNotCall in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Dropped

STAT TYPE CampDropped		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_DIAL_DROPPED		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampDropped in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Entered_[1]

STAT TYPE Total_Calls_Entered		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ENTERED		DESCRIPTION Of all the values returned by the Total_Calls_Entered stat type, the only ones counted for this metric are those where the filter expression is TRUE. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Refer to Total_Calls_Entered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE QueueView							

Entered_[2]

STAT TYPE General_Email_Entered		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_ENTERED		DESCRIPTION The total number of e-mail interactions that entered this tenant through all entry points. Refer to General_Email_Entered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Entered_[3]

STAT TYPE CallsEntered		STATISTICAL GROUP Total Number		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceAnd-NotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_EV_ENTERED		<div>DESCRIPTION</div> <div>The total number of voice interactions that entered this queue.</div> <div>Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1⁺, this metric applies the VoiceAndNotVCB filter.</div>					
CALLING TEMPLATE Queue Evaluation							

Entered_[4]

STAT TYPE Chat_Total_Entered		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_ENTR		DESCRIPTION Refer to Chat_Total_Entered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE General Chat Handling							

Entered_[5]

STAT TYPE Total_Entered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ENTR		<div>DESCRIPTION</div> <div>The total number of calls that entered this queue.</div> <div>Of all the values returned by the Total_Entered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Entered in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Voice Queue							

Entered_[6]

STAT TYPE IxnQueue_Email_Entered		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_Q_ENTERED		DESCRIPTION The total number of e-mail interactions that entered this queue. Refer to IxnQueue_Email_Entered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE E-mail Queue							

EstimTimeToComplete

STAT TYPE CampEstimatedTimeToComplete		STATISTICAL GROUP CampaignState		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1, 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<p>DESCRIPTION</p> <p>Refer to CampEstimatedTimeToComplete in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>Insensitivity changed from 2 to 1 in the 6.5.001 release of this metric in the CampaignView template. Insensitivity remains 2 for the CallingListView template.</p> <p>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</p>					
CALLING TEMPLATE CallingListView, Campaign-View							

EstimTimeToDistrib

STAT TYPE EstimTimeToDistribCall		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 1	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN 7.0
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to EstimTimeToDistribCall in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE QueueView							

EWT_[1]

STAT TYPE N/A		STATISTICAL GROUP Average Estimated Wait Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average estimated wait time for all voice interactions that left this queue.</div> <div>CCPulse+ calculates this metric from the values of the CB Disposed With EWT, CB EWT, Live Disposed with EWT, and Live EWT CCPulse+ metrics using this formula:</div> <div><pre>result.Duration = (((ccpulse.group("Total Number").statistic("CB Disposed With EWT") + ccpulse.group("Total Number").statistic("Live Disposed with EWT")) == 0) ? (ccpulse.group("Total Time").statistic("Live EWT") + ccpulse.group("Total Time").statistic("CB EWT")) : (ccpulse.group("Total Time").statistic("Live EWT") + ccpulse.group("Total Time").statistic("CB EWT")) / (ccpulse.group("Total Number").statistic("CB Disposed With EWT") + ccpulse.group("Total Number").statistic("Live Disposed with EWT")));</pre></div>					
CALLING TEMPLATE Callback Queue							

EWT_[2]

STAT TYPE N/A		STATISTICAL GROUP Averages		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average estimated wait time of calls as communicated to those callers whose interactions were either distributed or abandoned from this queue.</div> <div>CCPulse+ calculates this metric from the values of the CB Disposed With EWT, CB EWT, Live Disposed with EWT, and Live EWT CCPulse+ metrics using this formula:</div> <div>result.Duration = ((ccpulse.group("Total Number").statistic("Disposed with EWT") == 0) ? ccpulse.group("Total Time").EWT : ccpulse.group("Total Time").EWT / ccpulse.group("Total Number").statistic("Disposed with EWT"));</div>					
CALLING TEMPLATE Queue Evaluation							

EWT_[3]

STAT TYPE TotalEWT		STATISTICAL GROUP Total Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceAnd-NotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_EV_EWT		<div>DESCRIPTION</div> <p>The sum of wait times estimated for the voice interactions that were distributed or abandoned from this queue.</p> <p>Of all the values returned by the TotalEWT stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to TotalEWT in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1⁺, this metric applies the VoiceAndNotVCB filter.</p>					
CALLING TEMPLATE Queue Evaluation							

ExpectedWaitTime

STAT TYPE ExpectedWaitTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Of all the values returned by the ExpectedWaitTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ExpectedWaitTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead.</div>					
CALLING TEMPLATE QueueView							



Failed

STAT TYPE N/A		STATISTICAL GROUP Dial Attempts		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of callback attempts that failed to be connected.</div> <div>CCPulse+ calculates this metric from the values of the Made and Succeeded CCPulse+ metrics using this formula:</div> <div>(ccpulse.group("Dial Attempts").Made > ccpulse.group("Dial Attempts").Succeeded) ? (ccpulse.group("Dial Attempts").Made - ccpulse.group("Dial Attempts").Succeeded) : 0</div>					
CALLING TEMPLATE Callback Operation							

FaxModem

STAT TYPE CampFaxModem		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_FAXMODEM_DETECT		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampFaxModem in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Forced Off

STAT TYPE Calls_Forced_Off		STATISTICAL GROUP Service Calls		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_FRCD_OFF		<div>DESCRIPTION</div> <div>The total number of service (inbound and outbound) calls offered to, but not accepted by, this agent. This count includes calls that were automatically forwarded and calls that were abandoned while ringing at the agent's desktop.</div> <div>Of all the values returned by the Calls_Forced_Off stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Forced_Off in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Forwarded_[1]

STAT TYPE General_Email_Forwarded		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_FORWARD		DESCRIPTION The total number of inbound e-mail interactions that were forwarded within this tenant's e-mail system. Refer to General_Email_Forwarded in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Forwarded_[2]

STAT TYPE Total_Forwarded		STATISTICAL GROUP Distributed Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_FRWD		<div>DESCRIPTION</div> <div>The total number of calls that were distributed from this queue to an agent and then forwarded to another destination by means of redirection or forwarding.</div> <div>Of all the values returned by the Total_Forwarded stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Forwarded in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Voice Queue							

GroupState

STAT TYPE CurrentGroupState		STATISTICAL GROUP CurrentState		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT Name (hh:mm:ss)	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrentGroupState in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to Name (hh:mm:ss) in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE GroupsView							



GroupStatus

STAT TYPE CampCurrentState		STATISTICAL GROUP GroupState		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT Name (hh:m m:ss)	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CampCurrentState in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to Name (hh:mm:ss) in the 7.0.1 release of this metric.					
CALLING TEMPLATE CampGroupView							

Handle_[1]

STAT TYPE Chat_Total_Handle_Time		STATISTICAL GROUP Total Time		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_HNDL_T		<div>DESCRIPTION</div> <div>The total amount of time that any agent within this tenant spent handling chat interactions at his/her desktop.</div> <div>Refer to Chat_Total_Handle_Time in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General Chat Handling							

Handle_[2]

STAT TYPE N/A		STATISTICAL GROUP Average Time		SOLUTION Web Media		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The average amount of time that any resource within this tenant spent handling chat interactions at his desktop.</p> <p>CCPulse+ calculates this metric from the values of the Handle and Handled CCPulse+ metrics using this formula:</p> <pre>result.Duration = CalculateDuration(); function CalculateDuration() { return ccpulse.group("Total Time").Handle / ((ccpulse.group("Total Number").Handled == 0) ? 1 : ccpulse.group("Total Number").Handled); }</pre>					
CALLING TEMPLATE General Chat Handling							

Handled_[1]

STAT TYPE Chat_Total_Inbound_Handled		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_HNDL		<div>DESCRIPTION</div> <div>The total number of inbound chat interactions that were handled by this tenant's resources within a specified period.</div> <div>Refer to Chat_Total_Inbound_Handled in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General Chat Handling							

Handled_[2]

STAT TYPE Chat_Current_Handled		STATISTICAL GROUP Current		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of chat interactions within this tenant's chat system that are at an agent's desktop at the moment of measurement.</div> <div>Refer to Chat_Current_Handled in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General Chat Handling							

HitRatio

STAT TYPE N/A		STATISTICAL GROUP CampaignState		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>Prior to the 7.0.1 release, this metric was based on the CampHitRatio stat type. In 7.0.1, CCPulse+ calculates this metric from the values of the DialMade and Answers CCPulse+ metrics using this formula:</p> <pre>result.Float = (0 == ccpulse.CallsReport.DialMade ? 0 : ((ccpulse.CallsReport.Answers > ccpulse.CallsReport.DialMade) ? 100 : ((ccpulse.CallsReport.Answers * 100) / ccpulse.CallsReport.DialMade)));</pre>					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Hold

STAT TYPE N/A		STATISTICAL GROUP Service Call Average Times		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time that this agent held service (inbound and outbound) calls.</div> <div>CCPulse+ calculates this metric from the values of the Hold Inbound, Hold Outbound, Inbound Hold, and Outbound Hold CCPulse+ metrics using this formula:</div> <div>result.Duration = CalculateDuration();</div> <div>function CalculateDuration()</div> <div>{</div> <div>var num = ccpulse.group("Service Call Total Times").statistic("Hold Inbound")</div> <div>+ ccpulse.group("Service Call Total Times").statistic("Hold Outbound");</div> <div>var den = ccpulse.group("Service Calls").statistic("Inbound Hold")</div> <div>+ ccpulse.group("Service Calls").statistic("Outbound Hold");</div> <div>return 0 == den ? num : num / den;</div> <div>}</div>					
CALLING TEMPLATE Resource Voice Handling							

Hold Inbound

STAT TYPE Hold_Time_Inbound		STATISTICAL GROUP Service Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_HLD_INB_T		DESCRIPTION The total amount of time this agent held inbound calls. Of all the values returned by the Hold_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Hold_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Hold Outbound

STAT TYPE Hold_Time_Outbound		STATISTICAL GROUP Service Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_HLD_OUT_T		<div>DESCRIPTION</div> <div>The total amount of time this agent held outbound calls.</div> <div>Of all the values returned by the Hold_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Hold_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Hold Time Inbound^[1]

STAT TYPE Hold_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Hold_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Hold Time Inbound^[2]

STAT TYPE Hold_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Hold_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Hold Time Outbound^[1]

STAT TYPE Hold_Time_Outbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Hold_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Hold Time Outbound^[2]

STAT TYPE Hold_Time_Outbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Hold_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Hold Time Ratio_[1]

STAT TYPE N/A		STATISTICAL GROUP Call Handling		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The percentage of time that this agent held service (inbound and outbound) calls.</div> <div>CCPulse+ calculates this metric from the values of the Hold Time Inbound, Hold Time Outbound, Talk Time Inbound, and Talk Time Outbound CCPulse+ metrics using this formula:</div> <div><pre>result.Long = CalculateDuration(); function CalculateDuration() { var num = 100 * (ccpulse.group("Agent Times").statistic("Hold Time Inbound") + ccpulse.group("Agent Times").statistic("Hold Time Outbound")); var den = (ccpulse.group("Agent Times").statistic("Talk Time Inbound") + ccpulse.group("Agent Times").statistic("Talk Time Outbound")); return 0 == den ? num : num / den; }</pre></div>					
CALLING TEMPLATE KPI Agent							

Hold Time Ratio_[2]

STAT TYPE N/A		STATISTICAL GROUP Call Handling		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The percentage of time that the agents belonging to this Tenant held service (inbound and outbound) calls.</p> <p>CCPulse+ calculates this metric from the values of the Hold Time Inbound, Hold Time Outbound, Talk Time Inbound, and Talk Time Outbound CCPulse+ metrics using this formula:</p> <pre>result.Long = CalculateDuration();</pre> <pre>function CalculateDuration() { var num = 100 * (ccpulse.group("Agent Times").statistic("Hold Time Inbound") + ccpulse.group("Agent Times").statistic("Hold Time Outbound")); var den = (ccpulse.group("Agent Times").statistic("Talk Time Inbound") + ccpulse.group("Agent Times").statistic("Talk Time Outbound")); return 0 == den ? num : num / den; }</pre>					
CALLING TEMPLATE KPI Tenant							

In Processing_[1]

STAT TYPE IxnQueue_Email_In_Processing		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of e-mail interactions in this queue at the moment of measurement that are being processed.</div> <div>Refer to IxnQueue_Email_In_Processing in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE E-mail Queue							

In Processing_[2]

STAT TYPE General_Email_In_Processing		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of e-mail interactions in all queues within this tenant that have both been submitted and are in processing at the moment of measurement.</div> <div>Refer to General_Email_In_Processing in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General E-mail Handling							

In Processing_[3]

STAT TYPE Current_Interactions_In_Pro cessing		STATISTICAL GROUP Current		SOLUTION E-mail, Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA ChatSession*	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0, 0.00*	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Resource E-mail Handling template: The total number of e-mail interactions at this agent's desktop at the moment of measurement.</div> <div>Resource Chat Handling template: The total number of chat interactions at this agent's desktop at the moment of measurement</div> <div>Of all the values returned by the Current_Interaction_In_Processing stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Current_Interactions_In_Processing in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>Note: The EMAIL_MEDIA filter used with this metric applies when from the Resource E-mail Handling template; the corresponding time-number format is 0 decimal points. In the Resource Chat Handling template, this metric uses the ChatSession filter and a time-number format of 2 decimal points.</div>					
CALLING TEMPLATE Resource E-mail Handling, Resource Chat Handling							



In Queue

STAT TYPE InQueue_Email_In_Queue		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of e-mail interactions in this queue at the moment of measurement. Refer to InQueue_Email_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE E-mail Queue							

Inbound_[1]

STAT TYPE Total_Calls_Inbound		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds		INSENSITIVITY 1	
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0		DISCONTINUED IN N/A	
HISTORICAL ASSOCIATION N_INBOUND		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Calls_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.							
CALLING TEMPLATE AgentView, GroupsView, PlaceView									

Inbound_[2]

STAT TYPE TotalNumberInboundCalls		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNumberInboundCalls in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE DNView							

Inbound_[3]

STAT TYPE Total_Inbound_Handled		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER ChatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_INB		DESCRIPTION The total number of inbound chat interactions handled by this agent. Refer to Total_Inbound_Handled in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Chat Handling							

Inbound^[4]

STAT TYPE Inbound_Interactions_Stopped		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_INB_TERM		<div>DESCRIPTION</div> <div>The total number of inbound interactions terminated by this agent at his desktop.</div> <div>Of all the values returned by the Inbound_Interactions_Stopped stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Inbound_Interactions_Stopped in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource E-mail Handling							

Inbound^[5]

STAT TYPE Calls_Inbound		STATISTICAL GROUP Service Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_INB		DESCRIPTION The total number of inbound calls processed by this agent. Of all the values returned by the Calls_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Inbound Hold

STAT TYPE Calls_Held_Inbound		STATISTICAL GROUP Service Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_HLD_INB		DESCRIPTION The total number inbound calls placed on hold by this agent. Of all the values returned by the Calls_Held_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Held_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Inbound Terminated

STAT TYPE Inbound_Interactions_Stopped		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_INB_TERM		<div>DESCRIPTION</div> <div>The total number of inbound e-mail interactions that were terminated by this agent.</div> <div>Of all the values returned by the Inbound_Interactions_Stopped stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Inbound_Interactions_Stopped in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource E-mail Handling							

Inbound Transferred

STAT TYPE Inbound_Transfers_Made		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_INB_TRANS		<div>DESCRIPTION</div> <div>The total number of inbound e-mail interactions transferred by this agent.</div> <div>Of all the values returned by the Inbound_Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Inbound_Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource E-mail Handling							

InboundCalls

STAT TYPE CurrNumberInboundSta- tuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberInboundStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

Internal_[1]

STAT TYPE Total_Calls_Internal		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_INTERNAL		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Calls_Internal in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

Internal_[2]

STAT TYPE TotalNumberInternalCalls		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds		INSENSITIVITY 1	
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0		DISCONTINUED IN N/A	
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNumberInternalCalls in the “Stat Server Stat Type Definitions” section for a complete description.							
CALLING TEMPLATE DNView									

Internal_[3]

STAT TYPE General_Email_Internal		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_INTERNAL		DESCRIPTION The total number of internal e-mail interactions created by this tenant's resources. Refer to General_Email_Internal in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Internal Initiated

STAT TYPE Internal_Interactions_Initiated		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_INT_INI		DESCRIPTION The total number of internal e-mail interactions originated by this agent. Of all the values returned by the Internal_Interactions_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Interactions_Initiated in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource E-mail Handling							

Internal Made

STAT TYPE Calls_Internal_Made		STATISTICAL GROUP Auxiliary Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_INT_MD		<div>DESCRIPTION</div> <div>The total number of internal calls in which this agent was the initiating party.</div>					
CALLING TEMPLATE Resource Voice Handling							
		<div>Of all the values returned by the Calls_Internal_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Internal_Made in the “Stat Server Stat Type Definitions” section for a complete description.</div>					

Internal Taken

STAT TYPE Calls_Internal_Taken		STATISTICAL GROUP Auxiliary Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_INT_TK		DESCRIPTION The total number of internal calls in which this agent was not the initiating party. Of all the values returned by the Calls_Internal_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Internal_Taken in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

InternalCalls

STAT TYPE CurrNumberInternalStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberInternalStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

Last Hour (CB Requested)

STAT TYPE CallbacksAccepted		STATISTICAL GROUP Request Phase		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Sliding	TIME PROFILE One-HourSlide	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of voice or web-based interactions that successfully requested a call-back within the last hour.</div> <div>This metric was originally based on the CallsExited stat type and applied the VCBSubmit filter to results that Stat Server calculated directly. In 7.1+, this metric uses the CallbacksAccepted stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to “CallbacksAccepted” in the “Stat Server Stat Type Definition” section for a complete description.</div>					
CALLING TEMPLATE Callback Operation							

Live AWT

STAT TYPE N/A		STATISTICAL GROUP Average Actual Wait Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average actual wait time for live calls that left this queue.</div> <div>CCPulse+ calculates this metric from the values of the To Abandon, To Distribute Live, CB Distributed, Live Distributed, and Abandoned CCPulse+ metrics using this formula:</div> <div>result.Duration = (((ccpulse.group("Total Number").Abandoned + ccpulse.group("Total Distributed").statistic("Live Distributed")) == 0) ? (ccpulse.group("Total Time").statistic("To Abandon") + ccpulse.group("Total Time").statistic("To Distribute Live")) : ((ccpulse.group("Total Time").statistic("To Abandon") + ccpulse.group("Total Time").statistic("To Distribute Live")) / (ccpulse.group("Total Number").Abandoned + ccpulse.group("Total Distributed").statistic("Live Distributed"))));</div>					
CALLING TEMPLATE Callback Queue							

Live Disposed with EWT

STAT TYPE CallsExited		STATISTICAL GROUP Total Number		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER isNotVCBwith-EWT	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_LIVE_DISP_EWT		<div>DESCRIPTION</div> <div>The total number of live interactions, whose callers were informed of an estimated wait time, that were either distributed or abandoned from this queue.</div> <div>Of all the values returned by the CallsExited stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsExited in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Callback Queue							



Live Distributed

STAT TYPE CallsDistributed		STATISTICAL GROUP Total Distributed		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceAnd-NotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_LIVE_DISTR		<div>DESCRIPTION</div> <div>The total number of live calls that were distributed from this queue.</div> <div>Of all the values returned by the CallsDistributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsDistributed in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1⁺, this metric applies the VoiceAndNotVCB filter.</div>					
CALLING TEMPLATE Callback Queue							

Live Entered

STAT TYPE CallsEntered		STATISTICAL GROUP Total Entered		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceAnd-NotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_LIVE_ENTER		<div>DESCRIPTION</div> <div>The total number of live calls that entered this queue.</div> <div>Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1⁺, this metric applies the VoiceAndNotVCB filter.</div>					
CALLING TEMPLATE Callback Queue							

Live EWT_[1]

STAT TYPE N/A		STATISTICAL GROUP Average Estimated Wait Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average estimated wait time for live calls that left this queue.</div> <div>CCPulse+ calculates this metric from the values of the Live Disposed with EWT and Live EWT CCPulse+ metrics using this formula:</div> <div>result.Duration = ((ccpulse.group("Total Number").statistic("Live Disposed with EWT") == 0) ? ccpulse.group("Total Time").statistic("Live EWT") : ccpulse.group("Total Time").statistic("Live EWT") / ccpulse.group("Total Number").statistic("Live Disposed with EWT"));</div>					
CALLING TEMPLATE Callback Queue							

Live EWT_[2]

STAT TYPE TotalEWT		STATISTICAL GROUP Total Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER VoiceAnd-NotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_LIVE_EWT		<div>DESCRIPTION</div> <div>The sum of wait times estimated for live interactions that left this queue.</div> <div>Of all the values returned by the TotalEWT stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to TotalEWT in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1⁺, this metric applies the VoiceAndNotVCB filter.</div>					
CALLING TEMPLATE Callback Queue							

Live Waiting

STAT TYPE N/A		STATISTICAL GROUP Current		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The number of live voice interactions currently in this queue.</div> <div>CCPulse+ calculates this metric from the values of the All Waiting and CB Waiting CCPulse+ metrics using this formula:</div> <div>(ccpulse.Current.statistic("All Waiting") < ccpulse.Current.statistic("CB Waiting")) ? 0 : ccpulse.Current.statistic("All Waiting") - ccpulse.Current.statistic("CB Waiting")</div>					
CALLING TEMPLATE Callback Queue							

Logged In

STAT TYPE CurrAgentsLoggedIn		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to CurrAgentsLoggedIn in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Made

STAT TYPE "CallbacksDialed"		STATISTICAL GROUP Dial Attempts		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_ATT_MADE		<div>DESCRIPTION</div> <p>The total number of callback attempts.</p> <p>This metric was originally based on the "CallsExited" stat type and applied the isVCB filter to results that Stat Server calculated directly. In 7.1+, this metric uses the CallbacksDialed stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to "CallbacksDialed" in the "Stat Server Stat Type Definition" section for a complete description.</p>					
CALLING TEMPLATE Callback Operation							

Maximum

STAT TYPE Maximum_Calls		STATISTICAL GROUP Queue Load		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_MAX		DESCRIPTION The highest number of calls waiting simultaneously in this queue during a given interval. Of all the values returned by the Maximum_Calls stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Maximum_Calls in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Voice Queue							

Maximum Interactions_[1]

STAT TYPE IxnQueue_Email_Maximum		STATISTICAL GROUP Other		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_Q_MAX_INT		DESCRIPTION The highest number of e-mail interactions in this queue during the reported time period. Refer to IxnQueue_Email_Maximum in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE E-mail Queue							

Maximum Interactions_[2]

STAT TYPE General_Email_Maximum		STATISTICAL GROUP Max/Min		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_MAX_INT		<div>DESCRIPTION</div> <div>The highest number of e-mail interactions that were either waiting processing or in processing at this tenant during the requested time period.</div> <div>Refer to General_Email_Maximum in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General E-mail Handling							

Maximum number of Interactions

STAT TYPE MediaX_Maximum_Interactions_In_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the maximum number of interactions of the media X type that were either waiting processing or were in processing within a specific queue during a specific time period. Refer to MediaX_Maximum_Interactions_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Minimum

STAT TYPE Minimum_Calls		STATISTICAL GROUP Queue Load		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_MIN		DESCRIPTION The lowest number of calls waiting simultaneously in this queue during a given interval. Of all the values returned by the Minimum_Calls stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Minimum_Calls in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Voice Queue							

Minimum Interactions_[1]

STAT TYPE IxnQueue_Email_Minimum		STATISTICAL GROUP Other		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_Q_MIN_INT		DESCRIPTION The lowest number of e-mail interactions in this queue during the reported time period. Refer to IxnQueue_Email_Minimum in the Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE E-mail Queue							

Minimum Interactions_[2]

STAT TYPE General_Email_Minimum		STATISTICAL GROUP Max/Min		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_MIN_INT		DESCRIPTION The lowest number of e-mail interactions that were either waiting processing or in processing at this tenant during the requested time period. Refer to General_Email_Minimum in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Minimum number of Interactions

STAT TYPE MediaX_Minimum_Interactions_In_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the minimum number of interactions of the media X type that were either waiting processing or were in processing within a specific queue during a specific time period. Refer to MediaX_Minimum_Interactions_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Moved out

STAT TYPE IxnQueue_Email_Moved		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_Q_MOVED_OUT		<div>DESCRIPTION</div> <div>The total number of e-mail interactions that were moved from this queue to any other queue.</div> <div>Refer to IxnQueue_Email_Moved in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE E-mail Queue							

NoAnswer

STAT TYPE CampNoAnswer		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_NO_ANSWER		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampNoAnswer in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

NoRPC

STAT TYPE CampNoRPC		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_NO_RPC		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampNoRPC in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Not Ready

STAT TYPE CurrentNotReadyAgents		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to CurrentNotReadyAgents in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Not Ready Ratio_[1]

STAT TYPE N/A		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The percentage of time that this agent has spent in the NotReady state. CCPulse+ calculates this metric from the values of the Ready Ratio CCPulse+ metric using this formula: 100 - (ccpulse.group("Agent Ratios").statistic("Ready Ratio"))					
CALLING TEMPLATE KPI Agent							

Not Ready Ratio_[2]

STAT TYPE N/A		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The percentage of time that agents belonging to this Tenant have spent in the NotReady state. CCPulse+ calculates this metric from the values of the Ready Ratio CCPulse+ metric using this formula: 100 - (ccpulse.group("Agent Ratios").statistic("Ready Ratio"))					
CALLING TEMPLATE KPI Tenant							

Not Rescheduled CB

STAT TYPE CallsEntered		STATISTICAL GROUP Callback Phase		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VCBNotRe-scheduled	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_NOT_RESCHED		DESCRIPTION The total number of callback interactions that are not rescheduled. Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Callback Operation							



NotReadyForACall

STAT TYPE CurrNumberNotReadySta- tuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds		INSENSITIVITY 1	
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0		DISCONTINUED IN N/A	
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. Refer to CurrNumber- NotReadyStatuses in the “Stat Server Stat Type Definitions” section for a complete description.							
CALLING TEMPLATE GroupsView									

Not-submitted

STAT TYPE General_Email_Not_Submitted		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of e-mail interactions that have not been submitted within this tenant's e-mail system. Refer to General_Email_Not_Submitted in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Number of Interactions in process

STAT TYPE Current_Interactions_In_Pro cessing		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the current number of interactions of the media X type that were offered for processing to an agent, a place, or a group thereof during a specific time period. Refer to Current_Interactions_In_Processing in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Number of interactions in Process

STAT TYPE MediaX_Current_In_Processing_In_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that have been submitted to this staging area and that are currently in processing. Refer to MediaX_Current_In_Processing_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Number of interactions that have stopped processing

STAT TYPE MediaX_Stopped_Processing_In_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type stopped processing during a specific time period. Refer to MediaX_Stopped_Processing_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Offered

STAT TYPE Interactions_Offered		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_OFFERED		DESCRIPTION The total number of e-mail interactions that were offered for processing to this agent. Of all the values returned by the Interactions_Offered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Offered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource E-mail Handling							

Online Time Saved

STAT TYPE N/A		STATISTICAL GROUP Total Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The total time that callback interactions would have waited in this queue if they had not requested callback.</p> <p>CCPulse+ calculates this metric from the values of the CB Distributed, Live Distributed, To Distribute CB, and To Distribute Live CCPulse+ metrics using this formula:</p> <pre>result.Duration = (((ccpulse.group("Total Distributed").statistic("CB Distributed") + ccpulse.group("Total Distributed").statistic("Live Distributed")) ==0) ? 0 : ccpulse.group("Total Distributed").statistic("CB Distributed") * (ccpulse.group("Total Time").statistic("To Distribute Live") + ccpulse.group("Total Time").statistic("To Distribute CB")) / (ccpulse.group("Total Distributed").statistic("CB Distributed") + ccpulse.group("Total Distributed").statistic("Live Distributed")));</pre>					
CALLING TEMPLATE Callback Queue							

Out of SL

STAT TYPE N/A		STATISTICAL GROUP Total Number		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of voice interactions that were not distributed or abandoned from this queue within a specified time range.</div> <div>CCPulse+ calculates this metric from the values of the Abandoned, Distributed, and Within SL CCPulse+ metrics using this formula:</div> <div><div><div><div><div></div></div><div><div></div></div></div><div><div></div></div><div><div></div></div></div><div><div></div></div><div><div></div></div><div><div></div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> <div><div></div></div> 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Out of SL %

STAT TYPE N/A		STATISTICAL GROUP Ratio		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The total number of voice interactions that were not distributed or abandoned from this queue within a specified time range.</p> <p>CCPulse+ calculates this metric from the values of the Abandoned, Distributed, and Within SL CCPulse+ metrics using this formula:</p> <pre>((ccpulse.group("Total Number").Distributed + ccpulse.group("Total Number").Abandoned) == 0) ? 0 : (ccpulse.group("Total Number").statistic("Within SL") > (ccpulse.group("Total Number").Distributed + ccpulse.group("Total Number").Abandoned)) ? 0 : 100 * (1 - (ccpulse.group("Total Number").statistic("Within SL") / (ccpulse.group("Total Number").Distributed + ccpulse.group("Total Number").Abandoned)))</pre>					
CALLING TEMPLATE Queue Evaluation							

Outbound_[1]

STAT TYPE Total_Calls_Outbound		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds		INSENSITIVITY 1	
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0		DISCONTINUED IN N/A	
HISTORICAL ASSOCIATION N_OUTBOUND		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Calls_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.							
CALLING TEMPLATE AgentView, GroupsView, PlaceView									

Outbound_[2]

STAT TYPE TotalNumberOutboundCalls		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNumberOutboundCalls in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE DNView							

Outbound_[3]

STAT TYPE General_Email_Outbound		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_OUTBOUND		DESCRIPTION The total number of outbound e-mail interactions sent by this tenant's resources. Refer to General_Email_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Outbound_[4]

STAT TYPE Calls_Outbound		STATISTICAL GROUP Service Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_OUT		<div>DESCRIPTION</div> <div>The total number of outbound voice interactions processed by this agent.</div> <div>Of all the values returned by the Inbound_Interactions_Stopped stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Outbound Hold

STAT TYPE Calls_Held_Outbound		STATISTICAL GROUP Service Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_HLD_OUT		DESCRIPTION The total number of times this agent held outbound calls. Of all the values returned by the Calls_Held_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Held_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							



Outbound Initiated

STAT TYPE Outbound_Interactions_Initiated		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_OUT_INI		DESCRIPTION The total number of outbound e-mail interactions originated by this agent. Of all the values returned by the Outbound_Interactions_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Outbound_Interactions_Initiated in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource E-mail Handling							

OutboundCalls

STAT TYPE CurrNumberOutboundSta- tuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. Refer to CurrNumberOut- boundStatuses in the “Stat Server Stat Type Definitions” section for a complete descrip- tion.					
CALLING TEMPLATE GroupsView							

PerCallBacksCompleted

STAT TYPE CampPersonalCallback- sCompleted		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_PER_CALLBK_COMPL		DESCRIPTION Refer to CampPersonalCallbacksCompleted in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign- View, CampCallingListView							

PerCallbacksMissed

STAT TYPE CampPersonalCallbacks-Missed		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_PER_CALLBK_MISS		DESCRIPTION Refer to CampPersonalCallbacksMissed in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

PerCallbacksScheduled

STAT TYPE CampPersonalCallbacksS-scheduled		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_PER_CALLBK_SCHED		DESCRIPTION Refer to CampPersonalCallbacksScheduled in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

PlaceStatus

STAT TYPE CurrentPlaceState		STATISTICAL GROUP CurrentState		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT Name (hh:m m:ss)	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrentPlaceState in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to 2 for ERS and NRS in the 6.5.001 release of this metric. The time-number format for remained at 0 for the 6.5.001 release of this metric for OCS. The time-number format again changed from either 0 or 2 to Name (hh : mm : ss) in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE PlaceView							

Processed

STAT TYPE Interactions_Processed		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_PROCESSED		<div>DESCRIPTION</div> <div>The total number of e-mail interactions handled by this agent at his desktop.</div> <div>Of all the values returned by the Interactions_Processed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Processed in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource E-mail Handling							

Processing

STAT TYPE Total_Processing_Time		STATISTICAL GROUP Total Time		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 10
FILTER ChatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_PRC_T		<div>DESCRIPTION</div> <div>The total amount of time that inbound chat interactions spent at this agent’s desktop.</div> <div>Of all the values returned by the Total_Processing_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Processing_Time in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Chat Handling							

Processing time_[1]

STAT TYPE N/A		STATISTICAL GROUP Average		SOLUTION Web Media		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The average amount of time that chat interactions spent at this agent's desktop.</p> <p>CCPulse+ calculates this metric from the values of the Processing and Inbound CCPulse+ metric using this formula:</p> <pre>result.Duration = CalculateDuration(); function CalculateDuration() { return ccpulse.group("Total Time").Processing / ((ccpulse.group("Total Number").Inbound == 0) ? 1 : ccpulse.group("Total Number").Inbound); }</pre>					
CALLING TEMPLATE Resource Chat Handling							

Processing Time^[2]

STAT TYPE Interactions_Processing_Time		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_PROC_TIME		<div>DESCRIPTION</div> <div>The total amount of time that e-mail interactions spent at this agent's desktop.</div> <div>Of all the values returned by the Interactions_Processing_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Processing_Time in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource E-mail Handling							

Pulled

STAT TYPE Interactions_Pulled		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_PULLED		DESCRIPTION The total number of e-mail interactions that this agent pulled from any queue. Of all the values returned by the Interactions_Pulled stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Pulled in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource E-mail Handling							

Ready

STAT TYPE CurrentReadyAgents		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to CurrentReadyAgents in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Ready Ratio^[1]

STAT TYPE NotReadyAgentsRatio		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to NotReadyAgentsRatio in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Ready Ratio^[2]

STAT TYPE NotReadyAgentsRatio		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to NotReadyAgentsRatio in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

RecordsCanceled

STAT TYPE CampCancel		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN 6.5.001
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CampCancel in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CampaignView							

RecordsCompleted

STAT TYPE CampRecordsCompleted		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_RECORDS_COMPLETE		DESCRIPTION Refer to CampRecordsCompleted in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Redirected

STAT TYPE General_Email_Redirected		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_REDIRECT		DESCRIPTION The total number of inbound e-mail interactions that were re-directed within this tenant's e-mail system. Refer to General_Email_Redirected in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Rejected

STAT TYPE Interactions_Rejected		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_REJECTED		<div>DESCRIPTION</div> <div>The total number of e-mail interactions that were offered for processing to this agent and were rejected.</div> <div>Refer to Interactions_Rejected in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource E-mail Handling							

Rescheduled CB

STAT TYPE CallsEntered		STATISTICAL GROUP Callback Phase		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VCBResched- uled	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_CB_RESCHED		DESCRIPTION The total number of callback interactions that were rescheduled. Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Callback Operation							

Rescheduled CB %

STAT TYPE N/A		STATISTICAL GROUP Ratio		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The percentage of callback interactions that were rescheduled relative to all callback interactions.</p> <p>CCPulse+ calculates this metric from the values of the Not Rescheduled CB and Rescheduled CB CCPulse+ metrics using this formula:</p> <pre>((ccpulse.group("Callback Phase").statistic("Not Rescheduled CB") + ccpulse.group("Callback Phase").statistic("Rescheduled CB")) == 0) ? 0 : ccpulse.group("Callback Phase").statistic("Rescheduled CB") > (ccpulse.group("Callback Phase").statistic("Not Rescheduled CB") + ccpulse.group("Callback Phase").statistic("Rescheduled CB"))) ? 100 : 100 * ccpulse.group("Callback Phase").statistic("Rescheduled CB") / (ccpulse.group("Callback Phase").statistic("Not Rescheduled CB") + ccpulse.group("Callback Phase").statistic("Rescheduled CB"))</pre>					
CALLING TEMPLATE Callback Operation							

Responded

STAT TYPE General_Email_Responded		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_RESPOND		<div>DESCRIPTION</div> <div>The total number of inbound e-mail interactions that were responded to within this tenant's e-mail system.</div> <div>Refer to General_Email_Responded in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General E-mail Handling							

Response Time_[1]

STAT TYPE General_Email_Response_Time		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_RESPTIME		<div>DESCRIPTION</div> <div>The total amount of time that this tenant's resources spent responding to inbound e-mail interactions.</div> <div>Refer to General_Email_Response_Time in the "Stat Server Stat Type Definitions" section for a complete description.</div>					
CALLING TEMPLATE General E-mail Handling							

Response Time_[2]

STAT TYPE N/A		STATISTICAL GROUP Average		SOLUTION E-mail		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time between the moment an inbound e-mail interaction entered this tenant and when the first meaningful response was sent.</div> <div>CCPulse+ calculates this metric from the values of the Responded and Response Time CCPulse+ metrics using this formula:</div> <div>result.duration=CalculateDuration();</div> <div>function CalculateDuration() { var num=ccpulse.Total.Responded ; var tim=ccpulse.Total.statistic("Response Time") ; return (0 == num) ? tim : tim/num ; }</div>					
CALLING TEMPLATE General E-mail Handling							

Running

STAT TYPE CampGrRunningDuration		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_RUNNING_DURATION		DESCRIPTION Refer to CampGrRunningDuration in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE CampGroupView							

Scheduled CB %

STAT TYPE N/A		STATISTICAL GROUP Ratio		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The percentage of scheduled callback interactions relative to all callback interactions.</p> <p>CCPulse+ calculates this metric from the values of the ASAP CB Requested and Scheduled CB Requested CCPulse+ metrics using this formula:</p> <pre>((ccpulse.group("Request Phase").statistic("ASAP CB Requested") + ccpulse.group("Request Phase").statistic("Scheduled CB Requested")) == 0) ? 0 : ccpulse.group("Request Phase").statistic("Scheduled CB Requested") > (ccpulse.group("Request Phase").statistic("ASAP CB Requested") + ccpulse.group("Request Phase").statistic("Scheduled CB Requested"))) ? 100 : 100 * ccpulse.group("Request Phase").statistic("Scheduled CB Requested") / (ccpulse.group("Request Phase").statistic("ASAP CB Requested") + ccpulse.group("Request Phase").statistic("Scheduled CB Requested"))</pre>					
CALLING TEMPLATE Callback Operation							

Scheduled CB Requested

STAT TYPE CallbacksAcceptedScheduled		STATISTICAL GROUP Request Phase		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_SCHED_CB		<div>DESCRIPTION</div> <p>The total number of voice or web-based interactions that successfully requested a scheduled callback.</p> <p>This metric was originally based on the “CallsEntered” stat type and applied the VCB_Scheduled_CB filter to results that Stat Server calculated directly. In 7.1+, this metric uses the CallbacksAcceptedScheduled stat type, which calls upon a class in the VCB-StatExtension Stat Server Java Extension to generate data. Refer to “CallbacksAccepted-Scheduled” in the “Stat Server Stat Type Definition” section for a complete description.</p>					
CALLING TEMPLATE Callback Operation							



Sent To Queue

STAT TYPE Total_Sent_To_Queue		STATISTICAL GROUP Distributed Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_SENT_Q		<div>DESCRIPTION</div> <p>The total number of calls that were distributed from this queue to another (or the same) queue.</p> <p>Of all the values returned by the Total_Sent_To_Queue stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Sent_To_Queue in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Voice Queue							

ServiceFactor

STAT TYPE ServiceFactor1		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER isNotVCB	TIME RANGE See Descrip	TIME RANGE 1 See Descrip	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION SERVICE_FACTOR		<p>DESCRIPTION</p> <p>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the ServiceFactor1 stat type, the only ones counted for this metric are those where the filter expression is TRUE and those that fall within the specified time ranges.</p> <p>Refer to ServiceFactor1 in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>Prior to release 6.5, the calling CCPulse+ template specified one time range for this metric: Range0-10 defined as 00-10 seconds. In 6.5 and forward releases, this template specifies two Service Factor time ranges:</p> <p>Time Range: ServiceFactorAnsweredThreshold=0-10 (seconds) Time Range 1: ServiceFactorAbandonedThreshold=0-5 (seconds)</p> <p>The time-number format changed from 2 to 0.00 in the 7.0.1 release of this metric.</p>					
CALLING TEMPLATE QueueView							

SITDetected

STAT TYPE CampSITDetected		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_SIT_DETECTED		DESCRIPTION Refer to CampSITDetected in the “Stat Server Stat Type Definitions” section for a complete description. In the CallingListView and CampCallingListView templates, the statistical group was changed from CaLLReport to CaLLsReport for the 7.0.1 release of this metric.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

SITNoCircuit

STAT TYPE CampSITNoCircuit		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_SIT_NO_CIRCUIT		DESCRIPTION Refer to CampSITNoCircuit in the “Stat Server Stat Type Definitions” section for a complete description. In the CallingListView and CampCallingListView templates, the statistical group was changed from CaLLReport to CaLLsReport for the 7.0.1 release of this metric.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

SITOperIntercept

STAT TYPE CampSITOperIntercept		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_SIT_OPER_INTER		<div>DESCRIPTION</div> <div>Refer to CampSITOperIntercept in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>In the CallingListView and CampCallingListView templates, the statistical group was changed from CaLLReport to CaLLsReport for the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

SITReorder

STAT TYPE CampSITReorder		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_SIT_REORDER		DESCRIPTION Refer to CampSITReorder in the “Stat Server Stat Type Definitions” section for a complete description. In the CallingListView and CampCallingListView templates, the statistical group was changed from CaLLReport to CaLLsReport for the 7.0.1 release of this metric.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

SITUnknown

STAT TYPE CampSITUnknown		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_SIT_UNKNOWN		<div>DESCRIPTION</div> <div>Refer to CampSITUnknown in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>In the CallingListView and CampCallingListView templates, the statistical group was changed from CaLLReport to CaLLsReport for the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							



SITVacant

STAT TYPE CampSITVacant		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_SIT_VACANT		DESCRIPTION Refer to CampSITVacant in the “Stat Server Stat Type Definitions” section for a complete description. In the CallingListView and CampCallingListView templates, the statistical group was changed from Ca llReport to Ca llsReport for the 7.0.1 release of this metric.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Stopped Processing

STAT TYPE IxnQueue_Email_Stopped		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_Q_STOPPED		<div>DESCRIPTION</div> <div>The total number of e-mail interactions for which processing has stopped while in this queue.</div> <div>Refer to IxnQueue_Email_Stopped in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE E-mail Queue							

Succeeded

STAT TYPE CallbacksProcessed		STATISTICAL GROUP Dial Attempts		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_ATT_SUCCES		<div>DESCRIPTION</div> <p>The total number of callback attempts that were successfully connected between the original caller and this agent.</p> <p>This metric was originally based on the CallsReceived stat type and applied the isVCB filter to results that Stat Server calculated directly. In 7.1+, this metric uses the CallbacksProcessed stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksProcessed in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Callback Operation							

Successful CB

STAT TYPE “CallbacksAnswered”		STATISTICAL GROUP Callback Phase		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_CB_SUCCES		<div>DESCRIPTION</div> <p>The total number of callback interactions that were marked successful by this receiving agent.</p> <p>This metric was originally based on the “VCB_Result” stat type and applied the <code>isCBSuccess</code> filter. In 7.1+, this metric uses the CallbacksAnswered stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to “CallbacksAnswered” in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Callback Operation							

SystemError_[1]

STAT TYPE CampGrCurrElapsedSystemErrorTime		STATISTICAL GROUP Performance		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CampGrCurrElapsedSystemErrorTime in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE CampGroupView							

SystemError_[2]

STAT TYPE CampGrSystemErrorDuration		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_SYSEERROR_DURATIN		DESCRIPTION Refer to CampGrSystemErrorDuration in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE CampGroupView							

Talk

STAT TYPE N/A		STATISTICAL GROUP Service Call Average Times		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time spent by this agent handling service (inbound and outbound) calls.</div> <div>CCPulse+ calculates this metric from the values of the Inbound, Outbound, Talk Inbound, and Talk Outbound CCPulse+ metrics using this formula:</div> <div>result.Duration = CalculateDuration();</div> <div>function CalculateDuration() { var den = ccpulse.group("Service Calls").Inbound + ccpulse.group("Service Calls").Outbound; var num = ccpulse.group("Service Call Total Times").statistic("Talk Inbound") + ccpulse.group("Service Call Total Times").statistic("Talk Outbound"); return 0 == den ? num : num / den; }</div>					
CALLING TEMPLATE Resource Voice Handling							

Talk Consult Made

STAT TYPE Consult_Time_Made		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_CNS_MD_T		<div>DESCRIPTION</div> <p>The total amount of time this agent spent on consult voice interactions that he either initiated or accepted.</p> <p>Of all the values returned by the Consult_Time_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Consult_Time_Made in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Resource Voice Handling							

Talk Consult Taken

STAT TYPE Consult_Time_Taken		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_CNS_TK_T		<div>DESCRIPTION</div> <div>The total amount of time this agent spent handling consult interactions that he accepted.</div> <div>Of all the values returned by the Consult_Time_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Consult_Time_Taken in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Talk Inbound

STAT TYPE Talk_Time_Inbound		STATISTICAL GROUP Service Calls Total Time		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_TLK_INB_T		<div>DESCRIPTION</div> <div>The total amount of time that this agent spent handling inbound calls.</div> <div>Of all the values returned by the Talk_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Talk_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Talk Internal Made

STAT TYPE Internal_Time_Made		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_INT_MD_T		<div>DESCRIPTION</div> <div>The total amount of time this agent spent handling internal calls that he initiated.</div> <div>Of all the values returned by the Internal_Time_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Time_Made in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Talk Internal Taken

STAT TYPE Internal_Time_Taken		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_INT_TK_T		<div>DESCRIPTION</div> <div>The total amount of time that this agent spent handling internal calls that he accepted.</div> <div>Of all the values returned by the Internal_Time_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Time_Taken in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Talk Outbound

STAT TYPE Talk_Time_Outbound		STATISTICAL GROUP Service Calls Total Time		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_TLK_OUT_T		<div>DESCRIPTION</div> <div>The total amount of time that this agent spent handling outbound calls.</div> <div>Of all the values returned by the Talk_Talk_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Talk_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Talk Time Inbound^[1]

STAT TYPE Talk_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Talk_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Talk Time Inbound^[2]

STAT TYPE Talk_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Talk_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Talk Time Outbound^[1]

STAT TYPE Talk_Time_Outbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Talk_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Talk Time Outbound^[2]

STAT TYPE Talk_Time_Outbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Talk_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Terminated

STAT TYPE General_Email_Terminated		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_TERMINAT		DESCRIPTION The total number of inbound e-mail interactions within this tenant’s e-mail system that were terminated. Refer to General_Email_Terminated in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Time to Abandon_[1]

STAT TYPE AbandTime		STATISTICAL GROUP Total Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceAnd-NotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_EV_TIME_ABAN		<div>DESCRIPTION</div> <p>The total amount of time that abandoned voice interactions spent in this queue before they were abandoned.</p> <p>Of all the values returned by the AbandTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to AbandTime in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1⁺, this metric applies the VoiceAndNotVCB filter.</p>					
CALLING TEMPLATE Queue Evaluation							

Time to Abandon_[2]

STAT TYPE Total_Abandon_Time		STATISTICAL GROUP Total Time		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ABND_T		<div>DESCRIPTION</div> <p>The total amount of time that abandoned voice interactions spent in this queue before they were abandoned.</p> <p>In release 7.0, this metric relied on the Total_Time_To_Abandon stat type. In release 7.1, however, this stat type's name was changed to Total_Abandon_Time to avoid confusing it with the similar, but different Total_Time_To_Abandon stat type which is used for some metrics provided by the Outbound Contact Solution. Refer to Total_Abandon_Time in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Voice Queue							

Time to Distribute_[1]

STAT TYPE DistributeTime		STATISTICAL GROUP Total Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceAnd-NotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_EV_TIME_DIST		<div>DESCRIPTION</div> <p>The total amount of time that distributed voice interactions spent in this queue before they were distributed.</p> <p>Of all the values returned by the DistributeTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to DistributeTime in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1⁺, this metric applies the VoiceAndNotVCB filter.</p>					
CALLING TEMPLATE Queue Evaluation							

Time to Distribute^[2]

STAT TYPE Total_Distribute_Time		STATISTICAL GROUP Total Time		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_DSTR_T		<div>DESCRIPTION</div> <p>The total amount of time that distributed voice interactions spent in this queue before they were distributed.</p> <p>In release 7.0, this metric relied on the Total_Time_To_Distribute stat type. In release 7.1, this stat type's name was changed to Total_Distribute_Time. Refer to Total_Distribute_Time in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Voice Queue							

Timed Out

STAT TYPE Interactions_Timed_Out		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_TIMED_OUT		<div>DESCRIPTION</div> <div>The total number of e-mail interactions that this agent accepted, pulled, or created and were then subsequently revoked because of prolonged non-activity.</div> <div>Of all the values returned by the Interactions_Timed_Out stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Timed_Out in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource E-mail Handling							

TimeToAbandon

STAT TYPE Total_Time_to_Abandon		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_ABANDONED		<div>DESCRIPTION</div> <p>The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead.</p> <p>Of all the values returned by the Total_Time_to_Distribute stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Abandon in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</p>					
CALLING TEMPLATE QueueView							

TimeToAnswer

STAT TYPE Total_Time_to_Answer		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_ANSWERED		<div>DESCRIPTION</div> <p>The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead.</p> <p>Of all the values returned by the Total_Time_to_Answer stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Answer in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</p>					
CALLING TEMPLATE QueueView							

TimeToDistrib

STAT TYPE Total_Time_to_Distribute		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_DISTRIBUTED		<div>DESCRIPTION</div> <p>The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1⁺, this metric uses the isNotVCB filter instead.</p> <p>Of all the values returned by the Total_Time_to_Distribute stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Distribute in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</p>					
CALLING TEMPLATE QueueView							

To Abandon

STAT TYPE AbandTime		STATISTICAL GROUP Total Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_TIME_ABANDON		<div>DESCRIPTION</div> <div>The total amount of time it took to abandon interactions from this queue.</div> <div>Refer to AbandTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric. The VoiceCall filter was first applied to the 7.1 release of this metric.</div>					
CALLING TEMPLATE Callback Queue							

To Distribute CB

STAT TYPE DistributeTime		STATISTICAL GROUP Total Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 10
FILTER isVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_TI_DISTR_CB		<div>DESCRIPTION</div> <div>The total amount of time it took to distribute callback interactions from this queue.</div> <div>Of all the values returned by the DistributeTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to DistributeTime in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Callback Queue							

To Distribute Live

STAT TYPE DistributeTime		STATISTICAL GROUP Total Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_TI_DISTR_LIVE		<div>DESCRIPTION</div> <p>The total amount of time it took to distribute live interactions from this queue.</p> <p>Of all the values returned by the DistributeTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to DistributeTime in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1+, this metric applies the VoiceAndNotVCB filter.</p>					
CALLING TEMPLATE Callback Queue							

Total Abandoned

STAT TYPE Total_Abandoned		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Total_Abandoned in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Accepted

STAT TYPE Interactions_Accepted		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that were offered for processing to an agent, a place, or group thereof and that were accepted during a specific time period. Refer to Interactions_Accepted in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Answered_[1]

STAT TYPE CallsAnswered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to CallsAnswered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Total Answered_[2]

STAT TYPE Total_Calls_Answered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Total_Calls_Answered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Cleared

STAT TYPE N_Calls_Cleared		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to N_Calls_Cleared in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Distributed

STAT TYPE N_Calls_Distributed		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to N_Calls_Distributed in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Entered_[1]

STAT TYPE VoiceTotalEntered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to VoiceTotalEntered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Total Entered_[2]

STAT TYPE VoiceTotalEntered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to VoiceTotalEntered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Entered_[3]

STAT TYPE MediaX_Total_Entered_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that entered a staging area during a specific time period. Refer to MediaX_Total_Entered_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Total Finished Processing

STAT TYPE Interactions_Processed		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that were handled by an agent, a place, or a group thereof during a specific time period. Refer to Interactions_Processed in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Login Time_[1]

STAT TYPE Total_Login_Time		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Total_Login_Time in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Total Login Time_[2]

STAT TYPE Total_Login_Time		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Total_Login_Time in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Moved

STAT TYPE MediaX_Total_Moved_From_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that were moved from a particular staging area to any other staging area during a specific time period. Refer to MediaX_Total_Moved_From_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Total Offered

STAT TYPE Interactions_Offered		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that were offered for processing to an agent, a place, or a group thereof during a specific time period. Refer to Interactions_Offered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Processing Time

STAT TYPE Interactions_Processing_Time		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total amount of time that an agent, a place, or a group thereof spent handling interactions of the media X type during a specific time period. Refer to Interactions_Processing_Time in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Ready Time_[1]

STAT TYPE Total_Ready_Time		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Total_Ready_Time in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Total Ready Time_[2]

STAT TYPE Total_Ready_Time		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Total_Ready_Time in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Rejected

STAT TYPE Interactions_Rejected		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that were offered for processing to this resource and that were rejected during the specified period. Refer to Interactions_Rejected in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Released_[1]

STAT TYPE CallsReleased		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to CallsReleased in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Total Released_[2]

STAT TYPE N_Released		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to N_Released in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Terminated

STAT TYPE Inbound_Interactions_Stopped		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of inbound interactions of the media X type that were terminated by an agent, a place, or a group thereof during a specific time period. Refer to Inbound_Interactions_Stopped in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Time To Answer

STAT TYPE Total_Time_to_Answer		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Total_Time_to_Answer in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Timed Out

STAT TYPE Interactions_Timed_Out		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that were accepted, pulled, or created, and subsequently revoked by an agent, a place, or a group thereof because of prolonged non-activity during a specific time period. Refer to Interactions_Timed_Out in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Transferred_[1]

STAT TYPE Transfers_Made		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Total Transferred_[2]

STAT TYPE Transfers_Made		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Transfers

STAT TYPE Total_Number_Transfers_Made		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of transfers that were made with regard to interactions of the media X type by an agent, a place, or a group thereof during a specific time period. Refer to Total_Number_Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total_Abandoned

STAT TYPE Total_Abandoned		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Total_Abandoned in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Total_Answered

STAT TYPE Total_Answered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Total_Answered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Total_Cleared

STAT TYPE Total_Cleared		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Total_Cleared in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Total_Distributed

STAT TYPE Total_Distributed		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Total_Distributed in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Total_Entered

STAT TYPE Total_Entered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Total_Entered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Total_Time_To_Answer

STAT TYPE Total_Time_to_Answer		STATISTICAL GROUP Total Time		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Voice. Refer to Total_Time_to_Answer in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

TotalACW_[1]

STAT TYPE Total_Work_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_WORK		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Work_Time in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

TotalACW_[2]

STAT TYPE TotalAfterCallWorkDNSta- tusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalAfterCallWorkDNStatusTime in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh : mm : ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE DNView							



TotalASM_Outbound

STAT TYPE Total_Talk_Time_ASM_Outbound		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_ASM_OUTBOUND		<div>DESCRIPTION</div> <div>Refer to Total_Talk_Time_ASM_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>Note: The historical association does not apply when this metric is assigned to a group of places—it does apply, however, when assigned to a group of agents.</div>					
CALLING TEMPLATE GroupsView							

TotalCallsOnHold

STAT TYPE Total_Number_on_Hold		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 60 seconds		INSENSITIVITY 1	
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5		DISCONTINUED IN N/A	
HISTORICAL ASSOCIATION N_HOLD		DESCRIPTION Refer to Total_Number_on_Hold in the “Stat Server Stat Type Definitions” section for a complete description.							
CALLING TEMPLATE GroupsView									

TotalConsult

STAT TYPE Total_Consult_Talk_Time		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_CONSULT		DESCRIPTION Refer to Total_Consult_Talk_Time in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView							

TotalInbound

STAT TYPE Total_Talk_Time_Inbound		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_INBOUND		DESCRIPTION Refer to Total_Talk_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView							

TotalLogin

STAT TYPE Total_Login_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_LOGIN		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Login_Time in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE AgentView, PlaceView							

TotalNR_[1]

STAT TYPE Total_Not_Ready_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_NOT_READY		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Not_Ready_Time in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

TotalNR_[2]

STAT TYPE TotalNotReadyDNStatus-Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds		INSENSITIVITY 10	
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0		DISCONTINUED IN N/A	
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNotReadyDNStatusTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>							
CALLING TEMPLATE DNView									

TotalOutbound

STAT TYPE Total_Talk_Time_Outbound		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_OUTBOUND		DESCRIPTION Refer to Total_Talk_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView							

TotalTalk_[1]

STAT TYPE Total_Talk_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_TALK		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Talk_Time in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

TotalTalk_[2]

STAT TYPE Total_Talk_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalTalkDNStatusTime in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE DNView							

TotalWait

STAT TYPE Total_Wait_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.5	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_WAIT		DESCRIPTION Refer to Total_Wait_Time in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

Transfer Ratio^[1]

STAT TYPE N/A		STATISTICAL GROUP Call Handling		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The percentage of time that this agent has spent in the NotReady state.</div> <div>CCPulse+ calculates this metric from the values of the Total Transferred and Total Entered CCPulse+ metrics using this formula:</div> <div>result.Long = CalculateDuration();</div> <div>function CalculateDuration()</div> <div>{</div> <div>var num = 100 * (ccpulse.group("Total Calls").statistic("Total Transferred"));</div> <div>var den = (ccpulse.group("Total Calls").statistic("Total Entered"));</div> <div>return 0 == den ? num : num / den;</div> <div>}</div>					
CALLING TEMPLATE KPI Agent							

Transfer Ratio^[2]

STAT TYPE N/A		STATISTICAL GROUP Call Handling		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The percentage of time that agents belonging to this Tenant have spent in the NotReady state.</p> <p>CCPulse+ calculates this metric from the values of the Total Transferred and Total Entered CCPulse+ metrics using this formula:</p> <pre>result.Long = CalculateDuration(); function CalculateDuration() { var num = 100 * (ccpulse.group("Total Calls").statistic("Total Transferred")); var den = (ccpulse.group("Total Calls").statistic("Total Entered")); return 0 == den ? num : num / den; }</pre>					
CALLING TEMPLATE KPI Tenant							

Transfers^[1]

STAT TYPE General_Email_Transfers		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_TRANSFER		DESCRIPTION The total number of transfers made with respect to inbound e-mail interactions within this tenant's e-mail system. Refer to General_Email_Transfers in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Transfers^[2]

STAT TYPE Chat_Total_Transfers		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_TRF		<div>DESCRIPTION</div> <div>The total number of times that inbound chat interactions were transferred within this tenant's chat system.</div> <div>Refer to Chat_Total_Transfers in the "Stat Server Stat Type Definitions" section for a complete description.</div>					
CALLING TEMPLATE General Chat Handling							

Transfers Made_[1]

STAT TYPE Total_Number_Transfers_Made		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER ChatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_TRF_MD		<div>DESCRIPTION</div> <div>The total number of chat interaction transfers made by this agent.</div> <div>Of all the values returned by the Total_Number_Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Chat Handling							

Transfers Made_[2]

STAT TYPE Transfers_Made		STATISTICAL GROUP Transfers		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_TFR_MD		DESCRIPTION The total number of voice interaction transfers made by this agent. Of all the values returned by the Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Transfers Taken_[1]

STAT TYPE Total_Number_Transfers_Taken		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER ChatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_TRF_TK		<div>DESCRIPTION</div> <div>The total number of chat interaction transfers taken by this agent.</div> <div>Of all the values returned by the Total_Number_Transfers_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Transfers_Taken in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Chat Handling							



TransfersTaken_[2]

STAT TYPE Transfers_Taken		STATISTICAL GROUP Transfers		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_TFR_TK		DESCRIPTION The total number of voice interaction transfers accepted by this agent. Of all the values returned by the Transfers_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Transfers_Taken in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

TransfersMade

STAT TYPE Total_Number_of_Transfers_Made		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 60 seconds		INSENSITIVITY 1	
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5		DISCONTINUED IN N/A	
HISTORICAL ASSOCIATION N_TRANSFERS_MADE		DESCRIPTION Refer to Total_Number_of_Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.							
CALLING TEMPLATE GroupsView									

TransfersTaken

STAT TYPE Total_Number_of_Transfers_Taken		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_TRANSFERS_TAKEN		DESCRIPTION Refer to Total_Number_of_Transfers_Taken in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

Wait Time_[1]

STAT TYPE N/A		STATISTICAL GROUP Total Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The total amount of time that voice interactions waited in this queue before they were either distributed or abandoned.</p> <p>CCPulse+ calculates this metric from the values of the Time to Abandon and Time to Distribute CCPulse+ metrics using this formula:</p> <pre>result.Duration = (ccpulse.group("Total Time").statistic("Time to Abandon") + ccpulse.group("Total Time").statistic("Time to Distribute"));</pre>					
CALLING TEMPLATE Queue Evaluation							

Wait Time_[2]

STAT TYPE N/A		STATISTICAL GROUP Averages		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The average amount of time that voice interactions waited in this queue before being distributed or abandoned.</p> <p>CCPulse+ calculates this metric from the values of the Abandoned, Distributed, Time to Abandon, and Time to Distribute CCPulse+ metrics using this formula:</p> <pre>result.Duration = (((ccpulse.group("Total Number").Abandoned + ccpulse.group("Total Number").Distributed) == 0) ? (ccpulse.group("Total Time").statistic("Time to Abandon") + ccpulse.group("Total Time").statistic("Time to Distribute")) : (ccpulse.group("Total Time").statistic("Time to Abandon") + ccpulse.group("Total Time").statistic("Time to Distribute")) / (ccpulse.group("Total Number").Abandoned + ccpulse.group("Total Number").Distributed));</pre>					
CALLING TEMPLATE Queue Evaluation							

Waiting

STAT TYPE Chat_Current_Waiting		STATISTICAL GROUP Current		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The current number of chat interactions within this tenant’s entire chat system that have been submitted for processing excluding those that are currently being processed.</div> <div>Refer to Chat_Current_Waiting in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General Chat Handling							



Waiting Processing_[1]

STAT TYPE IxnQueue_Email_Waiting_Pr ocessing		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of e-mail interactions in this queue at the moment of measurement that are waiting to be processed.</div> <div>Refer to IxnQueue_Email_Waiting_Processing in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE E-mail Queue							

Waiting Processing_[2]

STAT TYPE General_Email_Waiting_Pro cessing		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of submitted interactions that are awaiting processing within this tenant's e-mail system at the moment of measurement. Refer to General_Email_Waiting_Processing in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

WaitingAgent

STAT TYPE CampGrCurrElapsedWaitin- gAgentsTime		STATISTICAL GROUP Performance		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CampGrCurrElapsedWaitingAgentsTime in the “Stat Server Stat Type Defini- tions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE CampGroupView							

WaitingAgents

STAT TYPE CampGrWaitingAgentsDuration		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_WAIT_AGENT_DURAT		DESCRIPTION Refer to CampGrWaitingAgentsDuration in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE CampGroupView							

WaitingForACall

STAT TYPE CurrNumberWaitStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Network Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberWaitStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

WaitingPort_[1]

STAT TYPE CampGrCurrElapsedWait- ingPortTime		STATISTICAL GROUP Performance		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CampGrCurrElapsedWaitingPortTime in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh : mm : ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE CampGroupView							

WaitingPort_[2]

STAT TYPE CampGrWaitingPortDuration		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_WAIT_PORT_DURAT		<div>DESCRIPTION</div> <div>Refer to CampGrWaitingPortDuration in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE CampGroupView							

WaitingRecords

STAT TYPE CampGrWaitingRecordsDuration		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_WAIT_RECORD_DURA		DESCRIPTION Refer to CampGrWaitingRecordsDuration in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE CampGroupView							

WaitinRecords

STAT TYPE CampGrCurrElapsedWaitin- gRecordsTime		STATISTICAL GROUP Performance		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CampGrCurrElapsedWaitingRecordsTime in the “Stat Server Stat Type Defini- tions” section for a complete description. The time-number format changed from 0 to hh : mm : ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE CampGroupView							

Within SL

STAT TYPE CallsExitedInTimeRange		STATISTICAL GROUP Total Number		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceAnd-NotVCB	TIME RANGE ServiceLevel		INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_EV_WITHIN_SL		<div>DESCRIPTION</div> <p>The total number of voice interactions that were either distributed or abandoned from this queue within a specified time range.</p> <p>Of all the values returned by the CallsExitedInTimeRange stat type, the only ones counted for this metric are those where the filter expression is TRUE and those that fall within the specified time range. Refer to CallsExitedInTimeRange in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1+, this metric applies the VoiceAndNotVCB filter.</p>					
CALLING TEMPLATE Queue Evaluation							

Historical Reporting Metrics–Sourced from GIM

This section describes the historical metrics that are used in CCPulse+ query-based templates. Genesys Info Mart is the data source for these metrics that report on contact center activity and on the contact center resources that handle this activity. A query-based metric is derived from a SQL query in order to produce reports off the Genesys Info Mart database.

Descriptions of Form Labels

Form Title	The name of the CCPulse+ query-based metric.
Statistical Group	Lists the statistical grouping under which the metric falls.

Note: For the statistical groups that define time ranges (for example, 0–15), the default time ranges are documented. You can customize the time ranges during Genesys Info Mart deployment. If you do that, see “Customizing Report Time Ranges” on [page 285](#).

Solution	GIM Inbound Voice is currently the only product area using query-based metrics from Genesys Info Mart.
Introduced In	Identifies the GA release in which this metric was first introduced. All metrics are available in the current release.
Data Type	One of the following: <ul style="list-style-type: none">• Number• String• Timestamp• Percent• Time
Used by the Following Query-Based Templates	Lists the CCPulse+ query-based templates that contain this metric. Template names change between releases. The value in this field refers to the name of the template in the latest release of Solution Reporting.
Description	Describes the metric’s meaning and the calculation method, including any differences between the metric’s use for different objects, if applicable.

Contents

This section addresses the following query-based metrics:

(Skill Combination) Ratio	Maximum Time to Match
(Skill Combination) Requested	Not Ready (Reason) Ratio
Abandoned	Not Ready for (Reason)
Abandoned Ratio	Not Ready Ratio
Answered Ratio	Outbound Calls AHT
Answered Total	Ratio
Average ACW - Calls	Ratio for Matched Skill to Calls Answered
Average ACW · Matched Calls	Ratio for Matched Skill to Total Requested
Average Handle Time · Calls Answered	Reason
Average Handle Time · Matched Calls	Session Duration
Average Hold Time · Calls Answered	Time Available
Average Hold Time · Matched Calls	Time Not Ready
Average Speed of Answer	Time to Abandon
Average Speed of Answer (ASA)	Total
Average Talk Time · Calls	Total Abandoned
Average Talk Time · Matched Calls	Total Calls Inbound
Average Time to Abandon	Total Calls Internal
Average Time to Match	Total Calls Outbound
Inbound Calls AHT	Total Entered
Internal Calls AHT	Total Not Ready
Interval Login Session Duration	Total Requested
Login Date	Transferred · Calls
Logout Date	Transferred · Matched Calls
Matched Ratio	Transferred Ratio
Matched Total	Transferred Ratio · Matched Calls
Maximum Time to Answer	

(Skill Combination) Ratio

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES General Skill Demand Report			
DESCRIPTION The percentage of inbound voice interactions in which a caller requested a given skill combination, out of the total number of inbound voice interactions that arrived within the reporting interval. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

(Skill Combination) Requested

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES General Skill Demand Report			
DESCRIPTION The total number of inbound voice interactions in which a caller requested a given skill combination, and which arrived within the reporting interval. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Abandoned

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Report			
DESCRIPTION The total number of inbound voice interactions in which a caller requested a given skill combination, and which arrived within the reporting interval but were abandoned. The interactions that were abandoned while ringing are included in this statistic. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			



Abandoned Ratio

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Report			
DESCRIPTION The percentage of inbound voice interactions in which a caller requested a given skill combination, and which were abandoned, out of the total number of inbound voice interactions that arrived within the reporting interval. The interactions that were abandoned while ringing are included in this statistic. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Answered Ratio

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Answered Report Skill Combination Report			
DESCRIPTION The percentage of inbound voice interactions in which a caller requested a given skill combination, and which were answered by agents, out of the total number of inbound voice interactions in which this skill combination was requested within the reporting interval. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Answered Total

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Answered Report Skill Combination Report			
DESCRIPTION The total number of inbound voice interactions in which a caller requested a given skill combination, and which arrived within the reporting interval and were answered by agents. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Average ACW - Calls

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Answered Report			
DESCRIPTION The average time that agents spend on after-call work after they handled the inbound voice interactions in which callers requested a given skill combination. This statistic accounts for all the calls with a given skill combination that arrived within the reporting interval and were answered by agents. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Average ACW – Matched Calls

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Matched Report			
DESCRIPTION The average time that agents spend on after-call work after they handled the inbound voice interactions in which callers requested a given skill combination. Out of the calls with a given skill combination that arrived within the reporting interval, this statistic accounts for only those calls that were <i>matched</i> —that is, answered by agents who possessed the requested skills. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Average Handle Time – Calls Answered

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Answered Report			
DESCRIPTION The average time that agents spend handling the inbound voice interactions in which callers requested a given skill combination. This statistic accounts for all the calls with a given skill combination that arrived within the reporting interval and were answered by agents. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			



Average Handle Time – Matched Calls

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Matched Report			
DESCRIPTION The average time that agents spend handling the inbound voice interactions in which callers requested a given skill combination. Out of the calls with a given skill combination that arrived within the reporting interval, this statistic accounts for only those calls that were <i>matched</i> —that is, answered by agents who possessed the requested skills. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Average Hold Time – Calls Answered

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Answered Report			
DESCRIPTION The average time that the callers who requested a given skill combination spend on hold. This statistic accounts for all the calls with a given skill combination that arrived within the reporting interval and were answered by agents. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Average Hold Time – Matched Calls

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Matched Report			
DESCRIPTION The average time that the callers who requested a given skill combination spend on hold. Out of the calls with a given skill combination that arrived within the reporting interval, this statistic accounts for only those calls that were <i>matched</i> —that is, answered by agents who possessed the requested skills. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Average Speed of Answer

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Answered Report			
DESCRIPTION The average time it takes to answer the calls in which a particular skill combination was requested. This time is referred to as either <i>Average Speed of Answer (ASA)</i> or <i>Average Time to Answer</i> . A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Average Speed of Answer (ASA)

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Report			
DESCRIPTION The average time it takes to answer the calls in which a particular skill combination was requested. This time is referred to as either <i>Average Speed of Answer (ASA)</i> or <i>Average Time to Answer</i> . A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Average Talk Time – Calls

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Answered Report			
DESCRIPTION The average time that agents spend talking to the callers who requested a given skill combination. This statistic accounts for all the calls with a given skill combination that arrived within the reporting interval and were answered by agents. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Average Talk Time – Matched Calls

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Matched Report			
DESCRIPTION The average time that agents spend talking to the callers who requested a given skill combination. Out of the calls with a given skill combination that arrived within the reporting interval, this statistic accounts for only those calls that were <i>matched</i> —that is, answered by agents who possessed the requested skills. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			



Average Time to Abandon

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Report			
DESCRIPTION The average time after which the callers who requested a particular skill combination abandon their calls. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Average Time to Match

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Matched Report Skill Combination Report			
DESCRIPTION The average time it takes to match a caller who requested a particular skill combination with an agent who possesses the requested skills, and for the agent to answer the call. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Inbound Calls AHT

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Task Report			
DESCRIPTION The average time it takes to handle an inbound voice interaction. AHT stands for <i>Average Handling Time</i> .			

Internal Calls AHT

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Task Report			
DESCRIPTION The average time it takes to handle an internal voice interaction. AHT stands for <i>Average Handling Time</i> .			

Interval Login Session Duration

STAT GROUP Time Group	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Login Session Report			
DESCRIPTION The duration of an agent's login session that falls within the reporting interval. If an agent logs out by the end of the reporting interval, the value of this statistic equals the difference between the time when the agent logged out or when the data was last loaded into the Genesys Info Mart database (whichever occurred first) and the time when the interval started or when the agent logged in (whichever occurred last). If an agent does not log out by the end of the reporting interval, the value of this statistic equals the difference between the time when the interval ended or when the data was last loaded to the Genesys Info Mart database (whichever occurred first), and the time when the interval started or when the agent logged in (whichever occurred last).			

Login Date

STAT GROUP Session	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Timestamp
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Login Session Report			
DESCRIPTION The time when an agent logs in at a voice channel.			

Logout Date

STAT GROUP Session	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Timestamp
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Login Session Report			
DESCRIPTION The time when an agent logs out from a voice channel. If an agent does not log out by the end of the reporting interval, this statistic has no value.			

Matched Ratio

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Matched Report			
DESCRIPTION The percentage of inbound voice interactions that were <i>matched</i> —that is, answered by agents who possessed the requested skills at the required, or a higher, level—out of all the inbound voice interactions in which callers requested a particular skill combination. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Matched Total

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Matched Report Skill Combination Report			
DESCRIPTION The total number of inbound voice interactions that were <i>matched</i> —that is, the interactions in which callers requested a particular skill combination and which were answered by agents who possessed the requested skills at the required, or a higher, level. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Maximum Time to Answer

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Answered Report			
DESCRIPTION The maximum time it takes to answer an inbound voice interaction in which a caller requested a particular skill combination. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Maximum Time to Match

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Matched Report			
DESCRIPTION The maximum time it takes to match a caller who requested a particular skill combination with an agent who possesses the requested skills at the required, or a higher, level, and for the agent to answer the call. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Not Ready (Reason) Ratio

STAT GROUP Not Ready Time	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES Not Ready Reason Report			
DESCRIPTION The percentage of time an agent has been in the NotReady state for a certain reason, out of all the time the agent spent in the NotReady state. This statistic accounts for software reasons only—that is, the reasons established at a software level by a request from a software application, such as an agent desktop.			

Not Ready for (Reason)

STAT GROUP Not Ready Time	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Not Ready Reason Report			
DESCRIPTION The total time an agent has been in the NotReady state for a certain reason. This statistic accounts for software reasons only—that is, the reasons established at a software level by a request from a software application, such as an agent desk-top. If no reason is provided by an agent, Not Available is displayed as a reason value.			

Not Ready Ratio

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Task Report			
DESCRIPTION The percentage of time an agent has been in the NotReady state, out of all the time the agent was logged in during the reporting interval.			

Outbound Calls AHT

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Task Report			
DESCRIPTION The average time it takes to handle an outbound voice interaction. AHT stands for <i>Average Handling Time</i> .			

Ratio_[1]

STAT GROUP 0-15 15-30 30-60 >60	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES <div> Delay Before Abandon Performance Report </div> <div> Delay Before Abandon Performance Report (by Skill Combination) </div>			
DESCRIPTION The percentage of inbound voice interactions in which callers requested a particular skill combination and then abandoned the interaction, within the predefined period of time. The default time intervals, in seconds, are 0–15, 15–30, 30–60, and >60. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			



Ratio_[2]

STAT GROUP 0-15 15-30 30-60 >60	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Answered Report			
DESCRIPTION The percentage of inbound voice interactions in which callers requested a particular skill combination, and which were answered by agents, within the predefined period of time. The default time intervals, in seconds, are 0–15, 15–30, 30–60, and >60. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Ratio_[3]

STAT GROUP 0-15 15-30 30-60 >60	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Matched Report			
DESCRIPTION The percentage of inbound voice interactions in which callers requested a particular skill combination, and which were matched to the agents who possessed the requested skills, within the predefined period of time. The default time intervals, in seconds, are 0–15, 15–30, 30–60, and >60. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Ratio for Matched Skill to Calls Answered

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Report			
DESCRIPTION The percentage of inbound voice interactions that were <i>matched</i> —that is, answered by agents who possessed the requested skills at the required, or a higher, level—out of all the answered inbound voice interactions in which callers requested a particular skill combination. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Ratio for Matched Skill to Total Requested

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Report			
DESCRIPTION The percentage of inbound voice interactions that were <i>matched</i> —that is, answered by agents who possessed the requested skills at the required, or a higher, level—out of all the inbound voice interactions in which callers requested a particular skill combination, whether these interactions were answered or abandoned. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Reason

STAT GROUP Not Ready Time	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE String
USED BY THE FOLLOWING CCPULSE+ QUERIES Not Ready Reason Report			
DESCRIPTION The reason an agent was in the NotReady state. This statistic accounts for software reasons only—that is, the reasons established at a software level by a request from a software application, such as an agent desktop. If no reason is provided by an agent, Not Available is displayed as a reason value.			

Session Duration

STAT GROUP Time Group	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Login Session Report			
DESCRIPTION The duration of an agent's login session—that is, the difference between the time when the agent logged in at a voice channel, and the time when the agent logged out—regardless of whether the login and logout times fall within the reporting interval. If an agent logs out by the end of the reporting interval, the value of this statistic equals the difference between the time when the agent logged out or when the data was last loaded into the Genesys Info Mart database (whichever occurred first) and the time when the agent logged in. If an agent does not log out by the end of the reporting interval, the value of this statistic equals the difference between the time when the data was last loaded to the Genesys Info Mart database, and the time when the agent logged in.			

Time Available

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Task Report			
DESCRIPTION The total time an agent was logged in at a voice channel and in the Ready state—that is, available to handle voice interactions—during the reporting interval.			

Time Not Ready

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Task Report			
DESCRIPTION The total time an agent was logged in at a voice channel and in the NotReady state during the reporting interval.			

Time to Abandon^[1]

STAT GROUP Average	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Delay Before Abandon Performance Report Delay Before Abandon Performance Report (by Skill Combination)			
DESCRIPTION The average time after which the callers who requested a particular skill combination abandon their calls. <i>A skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Time to Abandon^[2]

STAT GROUP Maximum	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Delay Before Abandon Performance Report Delay Before Abandon Performance Report (by Skill Combination)			
DESCRIPTION The maximum time after which a caller who requested a particular skill combination abandons the calls. <i>A skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Total_[1]

STAT GROUP 0-15 15-30 30-60 >60	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Delay Before Abandon Performance Report			
DESCRIPTION The total number of inbound voice interactions in which callers requested a particular skill combination and then abandoned the interaction, within the predefined period of time. The default time intervals, in seconds, are 0–15, 15–30, 30–60, and >60. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Total_[2]

STAT GROUP 0-15 15-30 30-60 >60	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Answered Report			
DESCRIPTION The total number of inbound voice interactions in which callers requested a particular skill combination, and which were answered by agents, within the predefined period of time. The default time intervals, in seconds, are 0–15, 15–30, 30–60, and >60. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Total_[3]

STAT GROUP 0-15 15-30 30-60 >60	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Matched Report			
DESCRIPTION The total number of inbound voice interactions in which callers requested a particular skill combination, and which were matched to the agents who possessed the requested skills, within the predefined period of time. The default time intervals, in seconds, are 0–15, 15–30, 30–60, and >60. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			



Total Abandoned

STAT GROUP Total	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Delay Before Abandon Performance Report Delay Before Abandon Performance Report (by Skill Combination)			
DESCRIPTION The total number of inbound voice interactions in which callers requested a particular skill combination and later abandoned the interactions. This statistic also accounts for interactions that were abandoned while ringing. <i>A skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Total Calls Inbound

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Task Report			
DESCRIPTION The total number of distinct inbound voice interactions handled at this agent's DN within the reporting interval, including when this agent's DN was the recipient of consultation calls associated with those inbound voice interactions.			

Total Calls Internal

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Task Report			
DESCRIPTION The total number of distinct internal voice interactions handled—that is, either initiated or received—at this agent's DN within the reporting interval, including when this agent's DN was the recipient of consultation calls associated with those internal voice interactions.			

Total Calls Outbound

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Task Report			
DESCRIPTION The total number of distinct outbound voice interactions handled at this agent's DN within the reporting interval, including when this agent's DN was the recipient of consultation calls associated with those outbound voice interactions.			

Total Entered

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES General Skill Demand Report			
DESCRIPTION The total number of inbound voice interactions that arrived at the specified resource within the reporting interval.			

Total Not Ready

STAT GROUP Not Ready Time	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Not Ready Reason Report			
DESCRIPTION The total time an agent was logged in at a voice channel and in the NotReady state during the reporting interval.			

Total Requested

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Answered Report Skill Combination Matched Report Skill Combination Report			
DESCRIPTION The total number of inbound voice interactions in which callers requested a particular skill combination. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Transferred – Calls

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Answered Report			
DESCRIPTION The total number of inbound voice interactions in which callers requested a particular skill combination, and which were transferred at least once while being handled by an agent. This statistic accounts for all the calls with a given skill combination that arrived within the reporting interval, and that were answered by agents prior to being transferred. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			



Transferred – Matched Calls

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Matched Report			
DESCRIPTION The total number of inbound voice interactions in which callers requested a particular skill combination and which were transferred at least once while being handled by an agent. Out of the calls with a given skill combination that arrived within the reporting interval, this statistic accounts for only those calls that were <i>matched</i> —that is, answered by agents who possessed the requested skills at the requested, or a higher, level—prior to being transferred. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Transferred Ratio

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Answered Report			
DESCRIPTION The percentage of inbound voice interactions in which callers requested a particular skill combination, and which were transferred at least once while being handled by an agent, out of all the calls with that same skill combination that were handled by agents within the reporting interval. This statistic accounts for all the calls with a given skill combination that arrived within the reporting interval, and that were answered by agents prior to being transferred. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Transferred Ratio – Matched Calls

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Matched Report			
DESCRIPTION The percentage of inbound voice interactions in which callers requested a particular skill combination, and which were transferred at least once while being handled by an agent, out of all the calls with that same skill combination that were handled by agents within the reporting interval. Out of the calls with a given skill combination that arrived within the reporting interval, this statistic accounts for only those calls that were <i>matched</i> —that is, answered by agents who possessed the requested skills at the requested, or a higher, level—prior to being transferred. A <i>skill combination</i> is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Historical Reporting Metrics–Sourced from Stat Server

The metrics listed in this section are defined by the stat types on which they are based. In some instances, parameters have been applied to further restrict the metric’s value. Historical Reporting parameters fall into one of two categories: time ranges and filters. “Statistical Parameters” on [page 680](#) describes the parameters used within the various ODS layout templates.

A metric is comprised of a stat type, time profile, time range, and filter as illustrated in [Figure 154](#). Elements that are not mandatory are enclosed in broken lines.

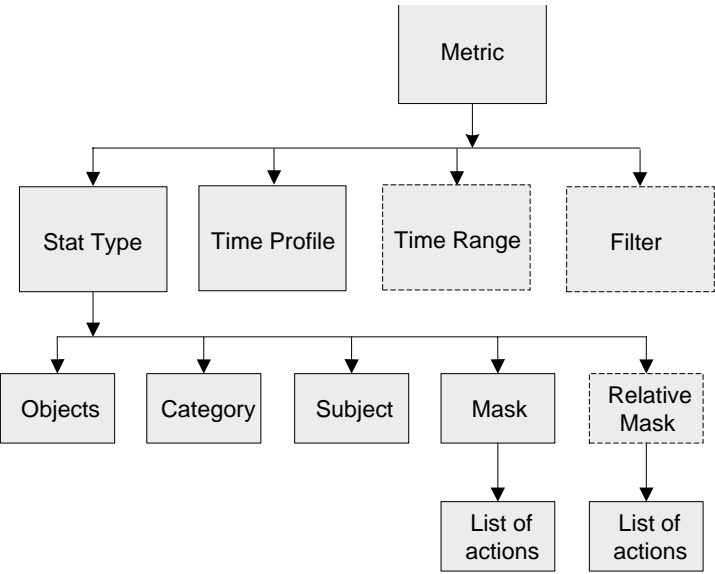


Figure 154: Elements of a Metric

Refer to “The Statistical Model” on [page 75](#) for a detailed description of a metric.

Descriptions of Form Labels

Form Title	The name of the Stat Server metric.
Stat Type Name	The name of the stat type on which this metric is based. See Chapter 2 for an in-depth discussion of stat types.
Introduced In	Identifies the GA release in which this metric was first introduced. All metrics are Available in the current release.

Solution	One or more of the following: <ul style="list-style-type: none">• E-mail• Enterprise Routing• Network Routing• Outbound Contact• Voice• Voice Callback• Web Media
Description	Provides a hyperlink to the “Stat Server Stat Type Definitions” section where the stat type on which this metric is based is fully described.
Parameter	Either N/A (for not applicable) or one of the following filters: <ul style="list-style-type: none">• ChatSession• EMAIL_MEDIA• IsNotCBSuccess• IsNotVCB• IsNotVCBwithEWT• IsVCB• IsVCBwithEWT• NoVCB• VCB_ASAP_CB• VCBNotRescheduled• VCBRequestsAttempts• VCBRescheduled• VoiceAndNotVCB• VoiceCall and/or time ranges: <ul style="list-style-type: none">• EWT_ANNOUNCE_TR• ServiceFactorAbandonedThreshold• ServiceFactorAnsweredThreshold• ServiceLevel With the introduction of the Voice Callback (VCB) option of the Enterprise Routing Solution in release 7.0, the NoVCB filter was created and applied to most mediation DN-related metrics for the Enterprise Routing (ERS) and Outbound Contact (OCS) solutions. This filter prevented the user-selection of callback functionality where VCB was also deployed in their environment from affecting ERS and OCS metrics. (A mediation DN includes queue, route points, and groups of queues.) In release 7.1, the NoVCB filter was replaced throughout with the IsNotVCB filter.
Used by the Following ODS Layout Templates	Lists the ODS layout templates that contain this metric. Template names changed between the releases. The value in this field refers to the name of the template in the latest release of Historical Reporting.

Contents

This section addresses the following column names:

CHAT_CCH_INTR	CHAT_GN_ABND	CHAT_GN_HNDL_T	CHAT_PRC_T
CHAT_CCH_RQ	CHAT_GN_ANSW	CHAT_GN_TRF	CHAT_RCV_CCH
CHAT_CNF_INIT	CHAT_GN_ANSW_T	CHAT_INB	CHAT_RQ_CCH
CHAT_CNF_INTR	CHAT_GN_ENTR	CHAT_MNTR	CHAT_TRF_MD
CHAT_CNF_JOIN	CHAT_GN_HNDL	CHAT_MNTR_INIT	CHAT_TRF_TK

EMAIL_ACCEPTED	N_CONSULT	T_DIALING	VCB_NOT_RESCHED
EMAIL_GEN_ENTERED	N_DIAL_DROPPED	T_DISTRIBUTED	VCB_REQ_ATTMP
EMAIL_GEN_FORWARD	N_DIAL_MADE	T_HOLD	VCB_SCHED_CB
EMAIL_GEN_INTERNAL	N_DIALING	T_INBOUND	VCB_TI_DISTR_CB
EMAIL_GEN_MAX_INT	N_DISTRIB_IN_TR	T_INTERNAL	VCB_TI_DISTR_LIVE
EMAIL_GEN_MIN_INT	N_DISTRIBUTED	T_LOGIN	VCB_TIME_ABANDON
EMAIL_GEN_OUTBOUND	N_DO_NOT_CALL	T_NOT_READY	VOICE_ABND
EMAIL_GEN_REDIRECT	N_ENTERED	T_OUTBOUND	VOICE_ABND_T
EMAIL_GEN_RESPOND	N_ENTRD	T_READY	VOICE_ABND_WR
EMAIL_GEN_RESPTIME	N_FAXMODEM_DETECT	T_RINGING	VOICE_ACW_AUX_T
EMAIL_GEN_TERMINAT	N_HOLD	T_RUNNING_DURATION	VOICE_ACW_INB_T
EMAIL_GEN_TRANSFER	N_INBOUND	T_SYSErrorR_DURATIN	VOICE_ACW_OUT_T
EMAIL_INB_TERM	N_INTERNAL	T_TALK	VOICE_ANSW
EMAIL_INB_TRANS	N_NO_ANSWER	T_UNKNOWN	VOICE_ANSW_T
EMAIL_INT_INI	N_NO_RPC	T_WAIT	VOICE_CLR
EMAIL_OFFERED	N_NOT_READY	T_WAIT_AGENT_DURAT	VOICE_CNS_MD
EMAIL_OUT_INI	N_OUTBOUND	T_WAIT_PORT_DURAT	VOICE_CNS_MD_T
EMAIL_PROC_TIME	N_PER_CALLBK_COMPL	T_WAIT_RECORD_DURA	VOICE_CNS_TK
EMAIL_PROCESSED	N_PER_CALLBK_MISS	T_WORK	VOICE_CNS_TK_T
EMAIL_PULLED	N_PER_CALLBK_SCHED	VCB_ABANDON	VOICE_DSTR
EMAIL_Q_ENTERED	N_RECORDS_COMPLETE	VCB_ASAP_CB	VOICE_DSTR_T
EMAIL_Q_MAX_INT	N_RINGING	VCB_ATT_MADE	VOICE_ENTR
EMAIL_Q_MIN_INT	N_RLSD	VCB_ATT_SUCCES	VOICE_FRCD_OFF
EMAIL_Q_MOVED_OUT	N_SIT_DETECTED	VCB_CB_DISPOS_EWT	VOICE_FRWD
EMAIL_Q_STOPPED	N_SIT_INVALID_NUM	VCB_CB_DISTR	VOICE_HLD_INB
EMAIL_REJECTED	N_SIT_NO_CIRCUIT	VCB_CB_ENTER	VOICE_HLD_INB_T
EMAIL_TIMED_OUT	N_SIT_OPER_INTER	VCB_CB_EWT	VOICE_HLD_OUT
MAX_T_ABANDONED	N_SIT_REORDER	VCB_CB_FAILED	VOICE_HLD_OUT_T
MAX_T_ANSWERED	N_SIT_UNKNOWN	VCB_CB_RESCHED	VOICE_INB
N_ABANDONED*	N_SIT_VACANT	VCB_CB_SUCCES	VOICE_INT_MD
N_ABANDONED_IN_TR	N_TALK	VCB_EV_ABAN_TR	VOICE_INT_MD_T
N_ANSW_MACHINE	N_TRANSFERS_MADE	VCB_EV_ABAND	VOICE_INT_TK
N_ANSWERED	N_TRANSFERS_TAKEN	VCB_EV_DISP_EWT	VOICE_INT_TK_T
N_ANSWERS	N_UNKNOWN	VCB_EV_DISTRIB	VOICE_MAX
N_ANSWRD	N_WAIT	VCB_EV_ENTERED	VOICE_MIN
N_ASM_ENGAGE	N_WORK	VCB_EV_EWT	VOICE_OUT
N_ASM_OUTBOUND	T_ABANDONED	VCB_EV_TIME_ABAN	VOICE_RLSD
N_BUSY	T_ACTIVAT_DURATION	VCB_EV_TIME_DIST	VOICE_SENT_Q
N_CALLBKS_COMPL	T_ANSWERED	VCB_EV_WITHIN_SL	VOICE_TFR_MD
N_CALLBKS_MISSED	T_ASM_ENGAGE	VCB_LIVE_DISP_EWT	VOICE_TFR_TK
N_CALLBKS_SCHEDULED	T_ASM_OUTBOUND	VCB_LIVE_DISTR	VOICE_TLK_INB_T
N_CANCEL	T_CONSULT	VCB_LIVE_ENTER	VOICE_TLK_OUT_T
N_CONFERENCES	T_DEACTIV_DURATION	VCB_LIVE_EWT	



CHAT_CCH_INTR

STAT TYPE NAME Total_Number_Coaching_By_Intrusion_Initiated	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: ChatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Refer to Total_Number_Coaching_By_Intrusion_Initiated in the “Stat Server Stat Types” section for a complete description. Note: This metric is reserved for future use.			

CHAT_CCH_RQ

STAT TYPE NAME Total_Number_Coaching_By_Request_Initiated	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: ChatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Coaching_By_Request_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Coaching_By_Request_Initiated in the “Stat Server Stat Types” section for a complete description. Note: This metric is reserved for future use.			

CHAT_CNF_INIT

STAT TYPE NAME Total_Number_Conferences_Initiated	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: ChatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Conferences_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Conferences_Initiated in the “Stat Server Stat Types” section for a complete description.			

CHAT_CNF_INTR

STAT TYPE NAME Total_Number_Of_Joined_To_Conference_By_Intrusion	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: ChatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Of_Joined_To_Conference_By_Intrusion stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Of_Joined_To_Conference_By_Intrusion in the “Stat Server Stat Types” section for a complete description. Note: This metric is reserved for future use.			

CHAT_CNF_JOIN

STAT TYPE NAME Total_Number_Conferences_Joined	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: ChatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Conferences_Joined stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Conferences_Joined in the “Stat Server Stat Types” section for a complete description.			

CHAT_GN_ABND

STAT TYPE NAME Chat_Total_Abandoned	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_GH			
DESCRIPTION Refer to Chat_Total_Abandoned in the “Stat Server Stat Types” section for a complete description.			

CHAT_GN_ANSW

STAT TYPE NAME Chat_Total_Answered	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_GH			
DESCRIPTION Refer to Chat_Total_Answered in the “Stat Server Stat Types” section for a complete description.			

CHAT_GN_ANSW_T

STAT TYPE NAME Chat_Total_Answer_Time	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_GH			
DESCRIPTION Refer to Chat_Total_Answer_Time in the “Stat Server Stat Types” section for a complete description.			

CHAT_GN_ENTR

STAT TYPE NAME Chat_Total_Entered	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_GH			
DESCRIPTION Refer to Chat_Total_Entered in the “Stat Server Stat Types” section for a complete description.			

CHAT_GN_HNDL

STAT TYPE NAME Chat_Total_Inbound_Handled	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_GH			
DESCRIPTION Refer to Chat_Total_Inbound_Handled in the “Stat Server Stat Types” section for a complete description.			

CHAT_GN_HNDL_T

STAT TYPE NAME Chat_Total_Handle_Time	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_GH			
DESCRIPTION Refer to Chat_Total_Handle_Time in the “Stat Server Stat Types” section for a complete description.			

CHAT_GN_TRF

STAT TYPE NAME Chat_Total_Transfers	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_GH			
DESCRIPTION Refer to Chat_Total_Transfers in the “Stat Server Stat Types” section for a complete description.			

CHAT_INB

STAT TYPE NAME Total_Inbound_Handled	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: ChatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Inbound_Handled stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Inbound_Handled in the “Stat Server Stat Types” section for a complete description.			

CHAT_MNTR

STAT TYPE NAME Total_Number_Being_Monitored	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: ChatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Being_Monitored stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Being_Monitored in the “Stat Server Stat Types” section for a complete description. Note: This metric is reserved for future use.			

CHAT_MNTR_INIT

STAT TYPE NAME Total_Number_Of_Monitoring_Initiated	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: ChatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Of_Monitoring_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Of_Monitoring_Initiated in the “Stat Server Stat Types” section for a complete description. Note: This metric is reserved for future use.			

CHAT_PRC_T

STAT TYPE NAME Total_Processing_Time	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: ChatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Processing_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Processing_Time in the “Stat Server Stat Types” section for a complete description.			

CHAT_RCV_CCH

STAT TYPE NAME Total_Number_Coached	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: ChatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Coached stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Coached in the “Stat Server Stat Types” section for a complete description. Note: This metric is reserved for future use.			

CHAT_RQ_CCH

STAT TYPE NAME Total_Number_Interactions_Invited_For_Coaching	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: ChatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Interactions_Invited_For_Coaching stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Interactions_Invited_For_Coaching in the “Stat Server Stat Types” section for a complete description. Note: This metric is reserved for future use.			



CHAT_TRF_MD

STAT TYPE NAME Total_Number_Transfers_Made	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: ChatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Transfers_Made in the “Stat Server Stat Types” section for a complete description.			

CHAT_TRF_TK

STAT TYPE NAME Total_Number_Transfers_Taken	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: ChatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Transfers_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Transfers_Taken in the “Stat Server Stat Types” section for a complete description.			

EMAIL_ACCEPTED

STAT TYPE NAME Interactions_Accepted	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Interactions_Accepted stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Accepted in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_ENTERED

STAT TYPE NAME General_Email_Entered	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Entered in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_FORWARD

STAT TYPE NAME General_Email_Forwarded	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Forwarded in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_INTERNAL

STAT TYPE NAME General_Email_Internal	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Internal in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_MAX_INT

STAT TYPE NAME General_Email_Maximum	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Maximum in the “Stat Server Stat Type Definition” section for a complete description.			

EMAIL_GEN_MIN_INT

STAT TYPE NAME General_Email_Minimum	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Maximum in the “Stat Server Stat Type Definition” section for a complete description.			

EMAIL_GEN_OUTBOUND

STAT TYPE NAME General_Email_Outbound	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Outbound in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_REDIRECT

STAT TYPE NAME General_Email_Redirected	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Redirected in the “Stat Server Stat Type Definition” section for a description of this stat type.			



EMAIL_GEN_RESPOND

STAT TYPE NAME General_Email_Responded	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Responded in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_RESPTIME

STAT TYPE NAME General_Email_Response_Time	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Response_Time in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_TERMINAT

STAT TYPE NAME General_Email_Terminated	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Terminated in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_TRANSFER

STAT TYPE NAME General_Email_Transfers	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Transfers in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_INB_TERM

STAT TYPE NAME Inbound_Interactions_Stopped	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Inbound_Interactions_Stopped stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Inbound_Interactions_Stopped in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_INB_TRANS

STAT TYPE NAME Inbound_Transfers_Made	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Inbound_Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Inbound_Transfers_Made in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_INT_INI

STAT TYPE NAME Internal_Interactions_Initiated	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Internal_Interactions_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Interactions_Initiated in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_OFFERED

STAT TYPE NAME Interactions_Offered	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Interactions_Offered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Offered in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_OUT_INI

STAT TYPE NAME Outbound_Interactions_Initiated	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Outbound_Interactions_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Outbound_Interactions_Initiated in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_PROC_TIME

STAT TYPE NAME Interactions_Processing_Time	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Interactions_Processing_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Processing_Time in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_PROCESSED

STAT TYPE NAME Interactions_Processed	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Interactions_Processed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Processed in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_PULLED

STAT TYPE NAME Interactions_Pulled	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Refer to Interactions_Pulled in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_Q_ENTERED

STAT TYPE NAME IxnQueue_Email_Entered	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_IQ			
DESCRIPTION Refer to IxnQueue_Email_Entered in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_Q_MAX_INT

STAT TYPE NAME IxnQueue_Email_Maximum	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_IQ			
DESCRIPTION Refer to IxnQueue_Email_Maximum in the “Stat Server Stat Type Definition” section for a complete description.			

EMAIL_Q_MIN_INT

STAT TYPE NAME IxnQueue_Email_Minimum	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_IQ			
DESCRIPTION Refer to IxnQueue_Email_Minimum in the “Stat Server Stat Type Definition” section for a complete description.			

EMAIL_Q_MOVED_OUT

STAT TYPE NAME IxnQueue_Email_Moved	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_IQ			
DESCRIPTION Refer to IxnQueue_Email_Moved in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_Q_STOPPED

STAT TYPE NAME IxnQueue_Email_Stopped	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_IQ			
DESCRIPTION Refer to IxnQueue_Email_Stopped in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_REJECTED

STAT TYPE NAME Interactions_Rejected	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Interactions_Rejected stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Rejected in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_TIMED_OUT

STAT TYPE NAME Interactions_Timed_Out	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Interactions_Timed_Out stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Timed_Out in the “Stat Server Stat Type Definition” section for a complete description.			



MAX_T_ABANDONED

STAT TYPE NAME Max_Time_to_Abandon	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
<p>DESCRIPTION</p> <p>Of all the values returned by the Max_Time_to_Abandon stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Max_Time_to_Abandon in the “Stat Server Stat Type Definition” section for a complete description.</p> <p>The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1+, the isNotVCB filter replaces the NoVCB filter.</p>			

MAX_T_ANSWERED

STAT TYPE NAME Max_Time_to_Answer	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
<p>DESCRIPTION</p> <p>Of all the values returned by the Max_Time_to_Answer stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Max_Time_to_Answer in the “Stat Server Stat Type Definition” section for a complete description.</p> <p>The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1+, the isNotVCB filter replaces the NoVCB filter.</p>			

N_ABANDONED_[1]

STAT TYPE NAME Total_Calls_Abandoned	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
<p>DESCRIPTION</p> <p>Of all the values returned by the Total_Calls_Abandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Calls_Abandoned in the “Stat Server Stat Type Definition” section for a complete description.</p> <p>The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1+, the isNotVCB filter replaces the NoVCB filter.</p>			

N_ABANDONED_[2]

STAT TYPE NAME CampAbandoned	SOLUTION Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
<p>DESCRIPTION</p> <p>Refer to CampAbandoned in the “Stat Server Stat Type Definition” section for a complete description.</p>			

N_ABANDONED_IN_TR

STAT TYPE NAME Total_Short_Abandoned_Calls	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER TR: ServiceFactorAbandonedThreshold Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION The only calls counted for this metric are those that were abandoned within 5 seconds and those where the filter expression is TRUE. Refer to Total_Short_Abandoned_Calls in the “Stat Server Stat Type Definition” section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1+, the isNotVCB filter replaces the NoVCB filter.			

N_ANSW_MACHINE

STAT TYPE NAME CampAnsweringMachine	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampAnsweringMachine in the “Stat Server Stat Type Definition” section for a complete description.			

N_ANSWERED

STAT TYPE NAME Total_Calls_Answered	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by the Total_Calls_Answered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Calls_Answered in the “Stat Server Stat Type Definition” section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1+, the isNotVCB filter replaces the NoVCB filter.			

N_ANSWERS

STAT TYPE NAME CampAnswers	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampAnswers in the “Stat Server Stat Type Definition” section for a complete description.			



N_ANSWRD

STAT TYPE NAME CallsAnswered	SOLUTION Voice	INTRODUCED IN 7.2	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_AG VOICE_PG			
DESCRIPTION Of all the values returned by the CallsAnswered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsAnswered in the “Stat Server Stat Type Definition” section for a complete description.			

N_ASM_ENGAGE

STAT TYPE NAME Total_Calls_ASM_Received	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES O_AGENT O_AGENT_GR			
DESCRIPTION Refer to Total_Calls_ASM_Received in the “Stat Server Stat Type Definition” section for a complete description.			

N_ASM_OUTBOUND

STAT TYPE NAME Total_Calls_ASM_Outbound	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES O_AGENT O_AGENT_GR			
DESCRIPTION Refer to Total_Calls_ASM_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

N_BUSY

STAT TYPE NAME CampBusy	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampBusy in the “Stat Server Stat Type Definition” section for a complete description.			

N_CALLBKS_COMPL

STAT TYPE NAME CampCallbacksCompleted	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampCallbacksCompleted in the “Stat Server Stat Type Definition” section for a complete description.			

N_CALLBKS_MISSED

STAT TYPE NAME CampCallbacksMissed	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampCallbacksMissed in the “Stat Server Stat Type Definition” section for a complete description.			

N_CALLBKS_SCHEDULED

STAT TYPE NAME CampCallbacksScheduled	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampCallbacksScheduled in the “Stat Server Stat Type Definition” section for a complete description.			

N_CANCEL

STAT TYPE NAME CampCancel	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampCancel in the “Stat Server Stat Type Definition” section for a complete description.			

N_CONFERENCES

STAT TYPE NAME Total_Number_of_Conferences	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Number_of_Conferences in the “Stat Server Stat Type Definition” section for a complete description.			

N_CONSULT

STAT TYPE NAME Total_Calls_Consult	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Calls_Consult in the “Stat Server Stat Type Definition” section for a complete description.			

N_DIAL_DROPPED

STAT TYPE NAME CampDropped	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampDropped in the “Stat Server Stat Type Definition” section for a complete description.			

N_DIAL_MADE

STAT TYPE NAME CampDialMade	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampDialMade in the “Stat Server Stat Type Definition” section for a complete description.			

N_DIALING

STAT TYPE NAME Total_Dialing_Number	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Dialing_Number in the “Stat Server Stat Type Definition” section for a complete description.			

N_DISTRIB_IN_TR

STAT TYPE NAME Total_Calls_Distributed_In_Threshold or Total_Calls_Answered_In_Threshold	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER TR: ServiceFactorAnsweredThreshold Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by either stat type, the only ones counted for this metric are those distributed within ten seconds and those where the filter expression is TRUE. Refer to Total_Calls_Distributed_In_Threshold (for 6.1 and prior) or Total_Calls_Answered_In_Threshold (for 6.5 and subsequent) in the “Stat Server Stat Type Definition” section for a description of either stat type. The stat type definition for this metric changed in 6.5 to better align service factor values returned with those returned by Real-Time Reporting. This metric is used only for the calculation of service factor in queue and route-point reports. If you have installed 6.5 reports, this metric returns the total calls answered in threshold from queues and route points—not the total calls distributed in threshold as is implied by the metric’s name (N_DISTRIB_IN_TR). The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1+, the isNotVCB filter replaces the NoVCB filter.			

N_DISTRIBUTED

STAT TYPE NAME Total_Calls_Distributed	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
<p>DESCRIPTION</p> <p>Of all the values returned by the Total_Calls_Distributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Calls_Distributed in the “Stat Server Stat Type Definition” section for a complete description.</p> <p>The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1⁺, the isNotVCB filter replaces the NoVCB filter.</p>			

N_DO_NOT_CALL

STAT TYPE NAME CampDoNotCall	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
<p>DESCRIPTION</p> <p>Refer to CampDoNotCall in the “Stat Server Stat Type Definition” section for a complete description.</p>			

N_ENTERED

STAT TYPE NAME Total_Calls_Entered	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
<p>DESCRIPTION</p> <p>Of all the values returned by the Total_Calls_Entered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Calls_Entered in the “Stat Server Stat Type Definition” section for a complete description.</p> <p>The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1⁺, the isNotVCB filter replaces the NoVCB filter.</p>			

N_ENTRD

STAT TYPE NAME VoiceTotalEntered	SOLUTION Voice	INTRODUCED IN 7.2	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_AG VOICE_PG			
<p>DESCRIPTION</p> <p>Of all the values returned by the VoiceTotalEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to VoiceTotalEntered in the “Stat Server Stat Type Definition” section for a complete description.</p>			



N_FAXMODEM_DETECT

STAT TYPE NAME CampFaxModem	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampFaxModem in the “Stat Server Stat Type Definition” section for a complete description.			

N_HOLD

STAT TYPE NAME Total_Number_on_Hold	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Number_on_Hold in the “Stat Server Stat Type Definition” section for a complete description.			

N_INBOUND

STAT TYPE NAME Total_Calls_Inbound	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Calls_Inbound in the “Stat Server Stat Type Definition” section for a complete description.			

N_INTERNAL

STAT TYPE NAME Total_Calls_Internal	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Calls_Internal in the “Stat Server Stat Type Definition” section for a complete description.			

N_NO_ANSWER

STAT TYPE NAME CampNoAnswer	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampNoAnswer in the “Stat Server Stat Type Definition” section for a complete description.			

N_NO_RPC

STAT TYPE NAME CampNoRPC	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampNoRPC in the “Stat Server Stat Type Definition” section for a complete description.			

N_NOT_READY

STAT TYPE NAME Total_Not_Ready_Number	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Not_Ready_Number in the “Stat Server Stat Type Definition” section for a complete description.			

N_OUTBOUND

STAT TYPE NAME Total_Calls_Outbound	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Calls_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

N_PER_CALLBACK_COMPL

STAT TYPE NAME CampPersonalCallbacksCompleted	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampPersonalCallbacksCompleted in the “Stat Server Stat Type Definition” section for a complete description.			

N_PER_CALLBACK_MISS

STAT TYPE NAME CampPersonalCallbacksMissed	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampPersonalCallbacksMissed in the “Stat Server Stat Type Definition” section for a complete description.			

N_PER_CALLBK_SCHED

STAT TYPE NAME CampPersonalCallbacksScheduled	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampPersonalCallbacksScheduled in the “Stat Server Stat Type Definition” section for a complete description.			

N_RECORDS_COMPLETE

STAT TYPE NAME CampRecordsCompleted	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampRecordsCompleted in the “Stat Server Stat Type Definition” section for a complete description.			

N_RINGING

STAT TYPE NAME Total_Ringing_Number	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Ringing_Number in the “Stat Server Stat Type Definition” section for a complete description.			

N_RLSD

STAT TYPE NAME CallsReleased	SOLUTION Voice	INTRODUCED IN 7.2	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_AG VOICE_PG			
DESCRIPTION Of all the values returned by the CallsReleased stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsReleased in the “Stat Server Stat Type Definition” section for a complete description.			

N_SIT_DETECTED

STAT TYPE NAME CampSITDetected	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampSITDetected in the “Stat Server Stat Type Definition” section for a complete description.			

N_SIT_INVALID_NUM

STAT TYPE NAME CampSITInvalidNum	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP			
DESCRIPTION Refer to CampSITInvalidNum in the “Stat Server Stat Type Definition” section for a complete description.			

N_SIT_NO_CIRCUIT

STAT TYPE NAME CampSITNoCircuit	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampSITNoCircuit in the “Stat Server Stat Type Definition” section for a complete description.			

N_SIT_OPER_INTER

STAT TYPE NAME CampSITOperIntercept	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampSITOperIntercept in the “Stat Server Stat Type Definition” section for a complete description.			

N_SIT_REORDER

STAT TYPE NAME CampSITReorder	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampSITReorder in the “Stat Server Stat Type Definition” section for a complete description.			

N_SIT_UNKNOWN

STAT TYPE NAME CampSITUnknown	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampSITUnknown in the “Stat Server Stat Type Definition” section for a complete description.			



N_SIT_VACANT

STAT TYPE NAME CampSITVacant	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampSITVacant in the “Stat Server Stat Type Definition” section for a complete description.			

N_TALK

STAT TYPE NAME Total_Calls	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Calls in the “Stat Server Stat Type Definition” section for a complete description.			

N_TRANSFERS_MADE

STAT TYPE NAME Total_Number_of_Transfers_Made	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Number_of_Transfers_Made in the “Stat Server Stat Type Definition” section for a complete description.			

N_TRANSFERS_TAKEN

STAT TYPE NAME Total_Number_of_Transfers_Taken	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Number_of_Transfers_Taken in the “Stat Server Stat Type Definition” section for a complete description.			

N_UNKNOWN

STAT TYPE NAME Total_Calls_Unknown	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Calls_Unknown in the “Stat Server Stat Type Definition” section for a complete description.			

N_WAIT

STAT TYPE NAME Total_Wait_Number	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Wait_Number in the “Stat Server Stat Type Definition” section for a complete description.			

N_WORK

STAT TYPE NAME Total_Work_Number	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Work_Number in the “Stat Server Stat Type Definition” section for a complete description.			

T_ABANDONED

STAT TYPE NAME Total_Time_to_Abandon	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by the Total_Time_to_Abandon stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Abandon in the “Stat Server Stat Type Definition” section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1+, the isNotVCB filter replaces the NoVCB filter.			

T_ACTIVAT_DURATION

STAT TYPE NAME CampGrActivatedDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrActivatedDuration in the “Stat Server Stat Type Definition” section for a complete description.			

T_ANSWERED

STAT TYPE NAME Total_Time_to_Answer	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by the Total_Time_to_Answer stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Answer in the “Stat Server Stat Type Definition” section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1+, the isNotVCB filter replaces the NoVCB filter.			

T_ASM_ENGAGE

STAT TYPE NAME Total_ASM_Engage_Time for O_AGENT Total_Time_ASM_Engage for O_AGENT_GR	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES O_AGENT O_AGENT_GR			
DESCRIPTION Refer to Total_ASM_Engage_Time or Total_Time_ASM_Engage in the “Stat Server Stat Type Definition” section for a complete description.			

T_ASM_OUTBOUND

STAT TYPE NAME Total_Talk_Time_ASM_Outbound	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES O_AGENT O_AGENT_GR			
DESCRIPTION Refer to Total_Talk_Time_ASM_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

T_CONSULT

STAT TYPE NAME Total_Consult_Talk_Time	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Consult_Talk_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_DEACTIV_DURATION

STAT TYPE NAME CampGrDeactivatedDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrDeactivatedDuration in the “Stat Server Stat Type Definition” section for a complete description.			

T_DIALING

STAT TYPE NAME Total_Dialing_Time	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Dialing_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_DISTRIBUTED

STAT TYPE NAME Total_Time_to_Distribute	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by the Total_Time_to_Distribute stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Distribute in the “Stat Server Stat Type Definition” section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1+, the isNotVCB filter replaces the NoVCB filter.			

T_HOLD

STAT TYPE NAME Total_Hold_Time	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Hold_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_INBOUND

STAT TYPE NAME Total_Talk_Time_Inbound	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Talk_Time_Inbound in the “Stat Server Stat Type Definition” section for a complete description.			

T_INTERNAL

STAT TYPE NAME Total_Talk_Time_Internal	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Talk_Time_Internal in the “Stat Server Stat Type Definition” section for a complete description.			

T_LOGIN

STAT TYPE NAME Total_Login_Time	SOLUTION Enterprise Routing, Voice, Network Routing, Outbound Contact	INTRODUCED IN 5.1*	PARAMETER Filter: VoiceCall for Voice templates N/A for others
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFPLS O_AGENT_GR VOICE_AG VOICE_PG VOICE_T GROFAGS O_AGENT PLACE			
DESCRIPTION Refer to Total_Login_Time in the “Stat Server Stat Type Definition” section for a complete description. *Introduced for Voice in release 7.2, with a VoiceCall filter. Of all the values returned by the Total_Login_Time stat type for MCR Voice reports, the only ones counted for this metric are those where the filter expression is TRUE.			

T_NOT_READY

STAT TYPE NAME Total_Not_Ready_Time	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Not_Ready_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_OUTBOUND

STAT TYPE NAME Total_Talk_Time_Outbound	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Talk_Time_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

T_READY

STAT TYPE NAME Total_Ready_Time	SOLUTION Voice	INTRODUCED IN 7.2	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_AG VOICE_PG VOICE_T			
DESCRIPTION Of all the values returned by the Total_Ready_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Ready_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_RINGING

STAT TYPE NAME Total_Ringing_Time	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Ringing_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_RUNNING_DURATION

STAT TYPE NAME CampGrRunningDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrRunningDuration in the “Stat Server Stat Type Definition” section for a complete description.			

T_SYSError_DURATION

STAT TYPE NAME CampGrSystemErrorDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrSystemErrorDuration in the “Stat Server Stat Type Definition” section for a complete description.			

T_TALK

STAT TYPE NAME Total_Talk_Time	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Talk_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_UNKNOWN

STAT TYPE NAME Total_Talk_Time_Unknown	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Talk_Time_Unknown in the “Stat Server Stat Type Definition” section for a complete description.			

T_WAIT

STAT TYPE NAME Total_Wait_Time	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Wait_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_WAIT_AGENT_DURAT

STAT TYPE NAME CampGrWaitingAgentsDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrWaitingAgentsDuration in the “Stat Server Stat Type Definition” section for a complete description.			

T_WAIT_PORT_DURAT

STAT TYPE NAME CampGrWaitingPortDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrWaitingPortDuration in the “Stat Server Stat Type Definition” section for a complete description.			

T_WAIT_RECORD_DURA

STAT TYPE NAME CampGrWaitingRecordsDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrWaitingRecordsDuration in the “Stat Server Stat Type Definition” section for a complete description.			

T_WORK

STAT TYPE NAME Total_Work_Time	SOLUTION Enterprise Routing, Network Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Work_Time in the “Stat Server Stat Type Definition” section for a complete description.			

VCB_ABANDON

STAT TYPE NAME CallsAbandoned	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION Of all the values returned by the CallAbandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsAbandoned in the “Stat Server Stat Type Definition” section for a complete description. The VoiceCall filter was first applied to the 7.1 release of this metric.			

VCB_ASAP_CB

STAT TYPE NAME CallbacksAcceptedASAP	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_TENANT			
DESCRIPTION This metric was originally based on the CallsExited stat type and applied the VCB_ASAP_CB filter to results that Stat Server calculated directly. In 7.1+, this metric uses the CallbacksAcceptedASAP stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksAcceptedASAP in the “Stat Server Stat Type Definition” section for a complete description.			

VCB_ATT_MADE

STAT TYPE NAME CallbacksDialed	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_TENANT			
DESCRIPTION This metric was originally based on the CallsExited stat type and applied the isVCB filter to results that Stat Server calculated directly. In 7.1+, this metric uses the CallbacksDialed stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksDialed in the “Stat Server Stat Type Definition” section for a complete description.			

VCB_ATT_SUCCE

STAT TYPE NAME CallbacksProcessed	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_TENANT			
DESCRIPTION This metric was originally based on the CallsReceived stat type and applied the isVCB filter to results that Stat Server calculated directly. In 7.1+, this metric uses the CallbacksProcessed stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksProcessed in the “Stat Server Stat Type Definition” section for a complete description.			

VCB_CB_DISPOS_EWT

STAT TYPE NAME CallsExited	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: isVCBwithEWT
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION Of all the values returned by the CallsExited stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsExited in the “Stat Server Stat Type Definition” section for a complete description.			

VCB_CB_DISTR

STAT TYPE NAME CallsDistributed	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER isVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION Of all the values returned by the CallsDistributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsDistributed in the “Stat Server Stat Type Definition” section for a complete description.			

VCB_CB_ENTER

STAT TYPE NAME CallsEntered	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: isVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the “Stat Server Stat Type Definition” section for a complete description.			

VCB_CB_EWT

STAT TYPE NAME TotalEWT	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: isVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION Of all the values returned by the TotalEWT stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to TotalEWT in the “Stat Server Stat Type Definition” section for a complete description.			

VCB_CB_FAILED

STAT TYPE NAME VCB_Result	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: isNotCBSuccess
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_TENANT			
DESCRIPTION Of all the values returned by the VCB_Result stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to VCB_Result in the “Stat Server Stat Type Definition” section for a complete description.			

VCB_CB_RESCHED

STAT TYPE NAME CallsEntered	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VCBRescheduled
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_TENANT			
DESCRIPTION Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the “Stat Server Stat Type Definition” section for a complete description.			



VCB_CB_SUCCE

STAT TYPE NAME CallbacksAnswered	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_TENANT			
<p>DESCRIPTION</p> <p>Of all the values returned by the CallbacksAnswered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallbacksAnswered in the “Stat Server Stat Type Definition” section for a complete description.</p> <p>This metric was originally based on the VCB_Result stat type and applied the isCBSuccess filter. In 7.1+, this metric uses the CallbacksAnswered stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data.</p>			

VCB_EV_ABAN_TR

STAT TYPE NAME CallsAbandonedInTimeRange	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB TR: EWT_ANNOUNCE_TR
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQ_EV VCB_Q_EV			
<p>DESCRIPTION</p> <p>Of all the values returned by the CallsAbandonedInTimeRange stat type, the only ones counted for this metric are those that were abandoned within three minutes and those where the filter expression is TRUE. Refer to CallsAbandoned in the “Stat Server Stat Type Definition” section for a complete description.</p> <p>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1+, this metric applies the VoiceAndNotVCB filter.</p>			

VCB_EV_ABAND

STAT TYPE NAME CallsAbandoned	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQ_EV VCB_Q_EV			
<p>DESCRIPTION</p> <p>Of all the values returned by the CallsAbandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsAbandoned in the “Stat Server Stat Type Definition” section for a complete description.</p> <p>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1+, this metric applies the VoiceAndNotVCB filter.</p>			

VCB_EV_DISP_EWT

STAT TYPE NAME CallsExited	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: isNotVCBwithEWT
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQ_EV VCB_Q_EV			
<p>DESCRIPTION</p> <p>Of all the values returned by the CallsExited stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsExited in the “Stat Server Stat Type Definition” section for a complete description.</p>			

VCB_EV_DISTRIB

STAT TYPE NAME CallsDistributed	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQ_EV VCB_Q_EV			
DESCRIPTION Of all the values returned by the CallsDistributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsDistributed in the “Stat Server Stat Type Definition” section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1 ⁺ , this metric applies the VoiceAndNotVCB filter.			

VCB_EV_ENTERED

STAT TYPE NAME CallsEntered	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQ_EV VCB_Q_EV			
DESCRIPTION Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the “Stat Server Stat Type Definition” section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1 ⁺ , this metric applies the VoiceAndNotVCB filter.			

VCB_EV_EWT

STAT TYPE NAME TotalEWT	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQ_EV VCB_Q_EV			
DESCRIPTION Of all the values returned by the TotalEWT stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to TotalEWT in the “Stat Server Stat Type Definition” section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1 ⁺ , this metric applies the VoiceAndNotVCB filter.			

VCB_EV_TIME_ABAN

STAT TYPE NAME AbandTime	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQ_EV VCB_Q_EV			
DESCRIPTION Of all the values returned by the AbandTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to AbandTime in the “Stat Server Stat Type Definition” section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1 ⁺ , this metric applies the VoiceAndNotVCB filter.			

VCB_EV_TIME_DIST

STAT TYPE NAME DistributeTime	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQ_EV VCB_Q_EV			
DESCRIPTION Of all the values returned by the DistributeTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to DistributeTime in the “Stat Server Stat Type Definition” section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1+, this metric applies the VoiceAndNotVCB filter.			

VCB_EV_WITHIN_SL

STAT TYPE NAME CallsExitedInTimeRange	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB TR: ServiceLevel
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQ_EV VCB_Q_EV			
DESCRIPTION Of all the values returned by the CallsExitedInTimeRange stat type, the only ones counted for this metric are those that are abandoned within 3 minutes and where the filter expression is TRUE. Refer to CallsExitedInTimeRange in the “Stat Server Stat Type Definition” section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1+, this metric applies the VoiceAndNotVCB filter.			

VCB_LIVE_DISP_EWT

STAT TYPE NAME CallsExited	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER isNotVCBwithEWT
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION Of all the values returned by the CallsExited stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsExited in the “Stat Server Stat Type Definition” section for a complete description.			

VCB_LIVE_DISTR

STAT TYPE NAME CallsDistributed	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION Of all the values returned by the CallsDistributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsDistributed in the “Stat Server Stat Type Definition” section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1+, this metric applies the VoiceAndNotVCB filter.			

VCB_LIVE_ENTER

STAT TYPE NAME CallsEntered	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
<p>DESCRIPTION</p> <p>Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the “Stat Server Stat Type Definition” section for a complete description.</p> <p>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1⁺, this metric applies the VoiceAndNotVCB filter.</p>			

VCB_LIVE_EWT

STAT TYPE NAME TotalEWT	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
<p>DESCRIPTION</p> <p>Of all the values returned by the TotalEWT stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to TotalEWT in the “Stat Server Stat Type Definition” section for a complete description.</p> <p>The isNotVCB filter was first applied to this metric in release 7.0. In 7.1⁺, this metric applies the VoiceAndNotVCB filter.</p>			

VCB_NOT_RESCHED

STAT TYPE NAME CallsEntered	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VCBNotRescheduled
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_TENANT			
<p>DESCRIPTION</p> <p>Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the “Stat Server Stat Type Definition” section for a complete description.</p>			

VCB_REQ_ATTMP

STAT TYPE NAME CallbacksSubmitted	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_TENANT			
<p>DESCRIPTION</p> <p>This metric was originally based on the CB_Request stat type and applied the VCBRequestsAttempts filter to results that Stat Server calculated directly. In 7.1⁺, this metric uses the CallbacksSubmitted stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksSubmitted in the “Stat Server Stat Type Definition” section for a complete description.</p>			

VCB_SCHED_CB

STAT TYPE NAME CallbacksAcceptedScheduled	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_TENANT			
DESCRIPTION This metric was originally based on the CallsEntered stat type and applied the VCB_Scheduled_CB filter to results that Stat Server calculated directly. In 7.1+, this metric uses the CallbacksAcceptedScheduled stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksAcceptedScheduled in the “Stat Server Stat Type Definition” section for a complete description.			

VCB_TI_DISTR_CB

STAT TYPE NAME DistributeTime	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: isVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION Of all the values returned by the DistributeTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to DistributeTime in the “Stat Server Stat Type Definition” section for a complete description.			

VCB_TI_DISTR_LIVE

STAT TYPE NAME DistributeTime	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION Of all the values returned by the DistributeTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to DistributeTime in the “Stat Server Stat Type Definition” section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1+, this metric applies the VoiceAndNotVCB filter.			

VCB_TIME_ABANDON

STAT TYPE NAME AbandTime	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION Of all the values returned by the AbandTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to AbandTime in the “Stat Server Stat Type Definition” section for a complete description. This metric first applies a filter in the 7.1 release.			

VOICE_ABND

STAT TYPE NAME Total_Abandoned	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Abandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Abandoned in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ABND_T

STAT TYPE NAME Total_Time_to_Abandon	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Time_to_Abandon stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Abandon in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ABND_WR

STAT TYPE NAME Total_Abandoned_WR	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Abandoned_WR stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Abandoned_WR in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ACW_AUX_T

STAT TYPE NAME ACW_Time_Other	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the ACW_Time_Other stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Other in the “Stat Server Stat Type Definition” section for a complete description.			



VOICE_ACW_INB_T

STAT TYPE NAME ACW_Time_Inbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the ACW_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Inbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ACW_OUT_T

STAT TYPE NAME ACW_Time_Outbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the ACW_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ANSW

STAT TYPE NAME Total_Answered	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Answered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Answered in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ANSW_T

STAT TYPE NAME Total_Time_to_Answer	SOLUTION Voice	INTRODUCED IN 7.2	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP VOICE_T			
DESCRIPTION Of all the values returned by the Total_Time_to_Answer stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Answer in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_CLR

STAT TYPE NAME Total_Cleared	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Cleared stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Cleared in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_CNS_MD

STAT TYPE NAME Calls_Consult_Made	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Consult_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Consult_Made in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_CNS_MD_T

STAT TYPE NAME Consult_Time_Made	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Consult_Time_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Consult_Time_Made in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_CNS_TK

STAT TYPE NAME Calls_Consult_Taken	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Consult_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Consult_Taken in the “Stat Server Stat Type Definition” section for a complete description.			



VOICE_CNS_TK_T

STAT TYPE NAME Consult_Time_Taken	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Consult_Time_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Consult_Time_Taken in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_DSTR

STAT TYPE NAME Total_Distributed	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Distributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Distributed in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_DSTR_T

STAT TYPE NAME Total_Time_To_Distribute	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Time_to_Distribute stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_To_Distribute in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ENTR

STAT TYPE NAME Total_Entered	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Enter stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Entered in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_FRCD_OFF

STAT TYPE NAME Calls_Forced_Off	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Forced_Off stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Forced_Off in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_FRWD

STAT TYPE NAME Total_Forwarded	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Forwarded stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Forwarded in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_HLD_INB

STAT TYPE NAME Calls_Held_Inbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Held_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Held_Inbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_HLD_INB_T

STAT TYPE NAME Hold_Time_Inbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Hold_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Hold_Time_Inbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_HLD_OUT

STAT TYPE NAME Calls_Held_Outbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Held_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Held_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_HLD_OUT_T

STAT TYPE NAME Hold_Time_Outbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Hold_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Hold_Time_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_INB

STAT TYPE NAME Calls_Inbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Inbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_INT_MD

STAT TYPE NAME Calls_Internal_Made	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Internal_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Internal_Made in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_INT_MD_T

STAT TYPE NAME Internal_Time_Made	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Internal_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Time_Made in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_INT_TK

STAT TYPE NAME Calls_Internal_Taken	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Internal_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Internal_Taken in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_INT_TK_T

STAT TYPE NAME Internal_Time_Taken	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Internal_Time_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Time_Taken in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_MAX

STAT TYPE NAME Maximum_Calls	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q			
DESCRIPTION Of all the values returned by the Maximum_Calls stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Maximum_Calls in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_MIN

STAT TYPE NAME Minimum_Calls	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Minimum_Calls stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Minimum_Calls in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_OUT

STAT TYPE NAME Calls_Outbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			



VOICE_RLSD

STAT TYPE NAME N_Released	SOLUTION Voice	INTRODUCED IN 7.2	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_T			
DESCRIPTION Of all the values returned by the N_Released stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to N_Released in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_SENT_Q

STAT TYPE NAME Total_Sent_To_Queue	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q			
DESCRIPTION Of all the values returned by the Total_Sent_to_Queue stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Sent_To_Queue in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_TFR_MD

STAT TYPE NAME Transfers_Made	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Transfers_Made in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_TFR_TK

STAT TYPE NAME Transfers_Taken	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Transfers_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Transfers_Taken in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_TLK_INB_T

STAT TYPE NAME Talk_Time_Inbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Talk_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Talk_Time_Inbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_TLK_OUT_T

STAT TYPE NAME Talk_Time_Outbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Talk_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Talk_Time_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

Stat Server Stat Type Definitions

Historical Reporting metrics are based on the Genesys Statistics Model, which employs statistical types, or stat types for short (in conjunction with filter, time range, time profile, and user data) to define a metric. Stat types, defined within the Configuration Manager, determine how statistics are calculated. The following elements define a stat type:

- Category
- JavaSubCategory
- Subject
- Object
- Main Mask
- Relative Mask
- Formula
- AggregationType

Not all of these elements are required to define a stat type. Their definitions are discussed at length in the “Statistical Type” section on [page 91](#). [Figure 155](#) shows the Options tab of a sample Stat Server Application object, ER_StatServer, where five of the eight elements are used to define the [AverAbandCallTime](#) stat type.

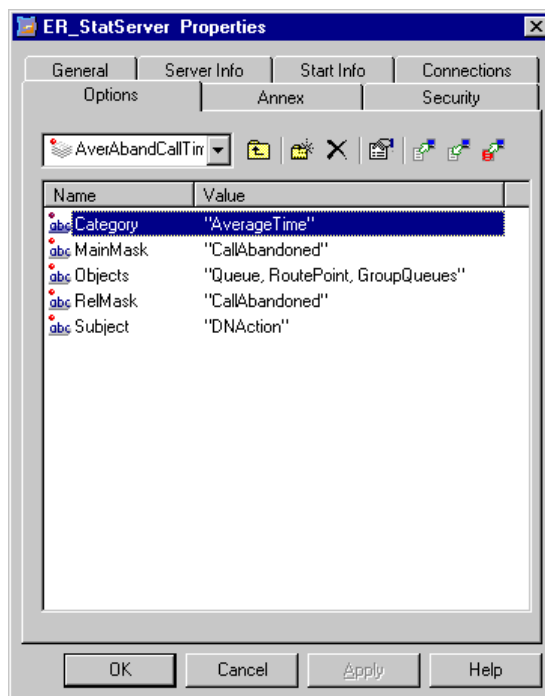


Figure 155: The AverAbandCallTime Stat Type Showing Its Elements

Refer to Chapter 2 of this document or to the *Framework 7.2 Stat Server User's Guide* for information about how to define your own stat types.

None of the stat types referenced by ODS layout templates employ a relative mask.

Metrics, used by Data Sourcer to request statistics from Stat Server, are termed *basic metrics*. Basic metrics are elementary; that is, it is possible to calculate other

metrics (such as averages and percentages) from basic metrics. Metrics used by Real-Time Reporting could be more complicated, and hence, unsuitable for additional aggregation. Such would be the case for stat types that determine averages and for the `ServiceFactor1` stat type.

Some statistics requested by CCPulse+ are snapshots of some real-time values (with delays from one to three seconds). Other statistics are historical in nature, so essentially data for such statistics is aggregated for some period of time (hourly or daily, but 24 hours is the maximum interval for gathering data for historical statistics). Current statistics could present data that exceeds the 24-hour limit—there are no time limitations for current statistics. For example, current logout time for an agent could be seen in CCPulse+ equal to several days.

All stat types require masks—the action or status element of a statistical type that determines how to calculate the statistic. And some stat types used by CCPulse+ (`ServiceFactor1`, for example) have masks that cannot be customized.

Real-time stat types pertaining to current statistical categories use computations not present in historical stat types. For example, current aggregated values are based only on durable actions and statuses occurring at the present moment—an agent is participating in a chat session right now, for example. These values do not depend on computational intervals. Refer to the *Framework 7.2 Stat Server User's Guide* for a more in-depth discussion of these statistical categories.

The statistical categories used in Historical Reporting stat types include:

- `MaxTime`
- `TotalNumber`
- `TotalTime`
- `TotalNumberInTimeRange`
- `TotalAdjustedTime`
- `TotalAdjustedNumber`
- `TotalCustomValue`

In a standard Framework installation, the Configuration Server provides several predefined stat types that Stat Server and Data Sourcer rely upon. When Data Sourcer is run for the first time following a standard Data Sourcer installation, Data Sourcer creates the `OL_STAT_TYPE` and `OL_STATISTIC_CATEG` tables in ODS and initializes them with all of the predefined statistical types and categories. Not all of them are used by the statistics listed in the Genesys-provided ODS layout templates. This section describes only those that are actively used in the layout templates.

Descriptions of Form Labels

Form Title	The name of the statistical type.
Main Mask	Lists the actions or statuses Stat Server uses in this statistic's calculation. For example, the <code>CallAnswered</code> mask in concert with the <code>DNAction</code> subject instructs Stat Server to measure answered voice (DN) interactions. One or more main masks must be specified for each stat type.

Relative Mask	Provides an additional list of actions to calculate the statistic (a variable in the statistic category formula). Relative mask specification is optional. Refer to “RelMask” on page 93 for a more detailed explanation.
Aggregation Type	Applicable only if the <code>JavaSubCategory</code> field points to a Java Extension. The Java aggregation types employed in Reporting include one of the following: <ul style="list-style-type: none"> • Maximum • Minimum • Total
Category	Specifies the rule Stat Server uses to aggregate statistics. For instance, for the Total_Calls_Answered stat type, Stat Server is to sum the number of calls answered to arrive at a total number (<code>TotalNumber</code>). One, and only one, category must be specified for each stat type.
Subject	Subject is determined by the type of elementary values that will be used for category calculation. More strictly, subject determines the significance of main and relative masks. For example, the <code>DNAction</code> forces Stat Server to treat main and relative mask entries as names of <code>DNActions</code> ; the <code>AgentStatus</code> subject forces Stat Server to treat main and relative mask entries as names of <code>AgentStatuses</code> . The <code>Action</code> subject type is new to the 7.0 release and is used in the definition of some new stat types in this section.
JavaSubCategory	Applicable only if the value specified in the <code>Category</code> field is <code>JavaSubCategory</code> . The value in the <code>JavaSubCategory</code> field indicates the name of a Java extension. Where no Java extension is indicated, this value reads N/A for not applicable.
Object Type(s)	Lists the device objects to which Stat Server actions (main masks) could be applied. For example, the <code>CallAnswered</code> action could be applied to the <code>GroupQueues</code> , <code>Queue</code> , and <code>RoutePoint</code> objects for the Total_Calls_Answered stat type to measure the calls answered within the specified group of queues, within a specified queue, or within a specified route point. The same action could be applied to the <code>GroupAgents</code> object for the CallsReceived stat type to measure the number of interactions received and answered by agents within an agent group. One or more object types must be specified for each stat type.
Description	Provides a general description of what a statistic defined using this stat type measures. This section also lists differences in definitions throughout the releases.
Introduced In	Identifies the GA release in which this stat type was first introduced.
Discontinued In	Identifies the first GA release in which this stat type was no longer used in Genesys-provided solution reports. This not to imply that the stat type is no longer available. Where a stat type is still available, this value reads N/A for not applicable.
Formula	Indicates whether the stat type is distinguishable by connection ID. If so, <code>DCID</code> appears. If not, N/A denotes not applicable. This field only appears for regular stat types.

Extended Parameters	Indicates the additional parameters that are passed to the Stat Server Java Extension. If no additional parameters are passed, N/A denotes not applicable. This field only appears for stat types that are based on Stat Server Java Extensions.
Used in Which Reporting Application	<p>Either or both of:</p> <ul style="list-style-type: none"> • Historical Reporting • Real-Time Reporting.

Contents

This section addresses the following statistical type definitions, which are based on Stat Server Java Extensions, as well as those regular stat types (see next page) defined directly within Stat Server. This section does *not* describe stat types that are not used in Genesys-provided, out-of-box templates.

VCB Extension

[CallbacksAccepted](#)
[CallbacksAcceptedASAP](#)
[CallbacksAcceptedScheduled](#)
[CallbacksAnswered](#)
[CallbacksDialed](#)
[CallbacksProcessed](#)
[CallbacksSubmitted](#)

eService Contact Extension

[General_Email_Entered](#)
[General_Email_Forwarded](#)
[General_Email_In_Processing](#)
[General_Email_Internal](#)
[General_Email_Maximum](#)
[General_Email_Minimum](#)
[General_Email_Not_Submitted](#)
[General_Email_Oldest_Age](#)
[General_Email_Outbound](#)
[General_Email_Redirected](#)
[General_Email_Responded](#)
[General_Email_Response_Time](#)
[General_Email_Terminated](#)

eService Interaction Extension

[Chat_Current_Handled](#)
[Chat_Current_Waiting](#)
[Chat_Total_Abandoned](#)
[Chat_Total_Answer_Time](#)
[Chat_Total_Answered](#)
[Chat_Total_Entered](#)
[Chat_Total_Handle_Time](#)
[Chat_Total_Inbound_Handled](#)
[Chat_Total_Transfers](#)
[General_Email_Transfers](#)
[General_Email_Waiting_Processing](#)
[IxnQueue_Email_Entered](#)
[IxnQueue_Email_In_Processing](#)
[IxnQueue_Email_In_Queue](#)
[IxnQueue_Email_Maximum](#)
[IxnQueue_Email_Minimum](#)
[IxnQueue_Email_Moved](#)
[IxnQueue_Email_Stopped](#)
[IxnQueue_Email_Waiting_Processing](#)



Regular Stat Types

AbandCallsPercentage	CampGrCurrElapsedSystemErrorTime
AbandTime	CampGrCurrElapsedTimeForCurrDialMode
ACW_Time_Inbound	CampGrCurrElapsedWaitingAgentsTime
ACW_Time_Other	CampGrCurrElapsedWaitingPortTime
ACW_Time_Outbound	CampGrCurrElapsedWaitingRecordsTime
AverAbandCallTime	CampGrDeactivatedDuration
AverASM_EngagedStatusTime	CampGrRunningDuration
AverConsultDNActionTime	CampGrSystemErrorDuration
AverConsultPlaceStatusTime	CampGrWaitingAgentsDuration
AverConsultStatusTime	CampGrWaitingPortDuration
AverDistribCallTime	CampGrWaitingRecordsDuration
AverHandleDNActionTime	CampHitRatio
AverHandlePlaceStatusTime	CampNoAnswer
AverHandleStatusTime	CampNoRPC
AverHandleStatusTimewithASM	CampPersonalCallbacksCompleted
AverInboundDNActionTime	CampPersonalCallbacksMissed
AverInboundPlaceStatusTime	CampPersonalCallbacksScheduled
AverInboundStatusTime	CampRecordsCompleted
AverOutboundDNActionTime	CampSITDetected
AverOutboundPlaceStatusTime	CampSITInvalidNum
AverOutboundStatusTime	CampSITNoCircuit
Calls_Conconsult_Made	CampSITOperIntercept
Calls_Conconsult_Taken	CampSITReorder
Calls_Forced_Off	CampSITUnknown
Calls_Held_Inbound	CampSITVacant
Calls_Held_Outbound	CB_Request
Calls_Inbound	Consult_Time_Made
Calls_Internal_Made	Consult_Time_Taken
Calls_Internal_Taken	CurrAgentsLoggedIn
Calls_Outbound	CurrAgentsLoggedInQueue
CallsAbandoned	CurrAgentsReadyInQueue
CallsAbandonedInTimeRange	CurrAgentsReadyRatio
CallsAnswered	Current_In_Queue
CallsDistributed	Current_Interaction_In_Processing
CallsEntered	Current_Interactions_In_Processing
CallsExited	CurrentAgentState
CallsExitedInTimeRange	CurrentDNState
CallsReceived	CurrentGroupState
CallsReleased	CurrentNotReadyAgents
CampAbandoned	CurrentPlaceState
CampAnsweringMachine	CurrentReadyAgents
CampAnswers	CurrMaxCallWaitingTime
CampBusy	CurrNumberACWStatuses
CampCallbacksCompleted	CurrNumberASM_EngagedStatuses
CampCallbacksMissed	CurrNumberASMOutboundStatuses
CampCallbacksScheduled	CurrNumberConsultStatuses
CampCancel	CurrNumberDialingStatuses
CampCurrentState	CurrNumberHoldStatuses
CampDialMade	CurrNumberInboundStatuses
CampDoNotCall	CurrNumberInternalStatuses
CampDropped	CurrNumberNotReadyStatuses
CampEstimatedTimeToComplete	CurrNumberOutboundStatuses
CampFaxModem	CurrNumberRingingStatuses
CampGrActivatedDuration	CurrNumberWaitingCalls

CurrNumberWaitStatuses	Total_Calls_Inbound
DistribCallsPercentage	Total_Calls_Internal
DistributeTime	Total_Calls_Outbound
EstimTimeToDistribCall	Total_Calls_Unknown
ExpectedWaitTime	Total_Cleared
Hold_Time_Inbound	Total_Consult_Talk_Time
Hold_Time_Outbound	Total_Dialing_Number
Inbound_Interactions_Stopped	Total_Dialing_Time
Inbound_Transfers_Made	Total_Distribute_Time
Interactions_Accepted	Total_Distributed
Interactions_Offered	Total_Entered
Interactions_Processed	Total_Forwarded
Interactions_Processing_Time	Total_Hold_Time
Interactions_Pulled	Total_Inbound_Handled
Interactions_Rejected	Total_Login_Time
Interactions_Timed_Out	Total_Not_Ready_Agent_St_Number
Internal_Interactions_Initiated	Total_Not_Ready_Agent_St_Time
Internal_Time_Made	Total_Not_Ready_Number
Internal_Time_Taken	Total_Not_Ready_Time
Max_Time_to_Abandon	Total_Number_Being_Monitored
Max_Time_to_Answer	Total_Number_Coached
Max_Time_to_Distribute	Total_Number_Coaching_By_Intrusion_Initiated
Maximum_Calls	Total_Number_Coaching_By_Request_Initiated
MediaX_Current_In_Processing_In_Queue	Total_Number_Conferences_Initiated
MediaX_Current_In_Queue	Total_Number_Conferences_Joined
MediaX_Current_Waiting_Processing_In_Queue	Total_Number_Interactions_Invited_For_Coaching
MediaX_Maximum_Interactions_In_Queue	Total_Number_of_Conferences
MediaX_Minimum_Interactions_In_Queue	Total_Number_Of_Joined_To_Conference_By_Intrusion
MediaX_Stopped_Processing_In_Queue	Total_Number_Of_Monitoring_Initiated
MediaX_Total_Entered_Queue	Total_Number_of_Transfers_Made
MediaX_Total_Moved_From_Queue	Total_Number_of_Transfers_Taken
N_Calls_Cleared	Total_Number_on_Hold
N_Calls_Distributed	Total_Number_Transfers_Made
N_Released	Total_Number_Transfers_Taken
NotReadyAgentsRatio	Total_Processing_Time
Outbound_Interactions_Initiated	Total_Ready_Time
ServiceFactor1	Total_Ringing_Number
Talk_Time_Inbound	Total_Ringing_Time
Talk_Time_Outbound	Total_Sent_To_Queue
Total_Abandon_Time	Total_Short_Abandoned_Calls
Total_Abandoned	Total_Talk_Time
Total_Abandoned_WR	Total_Talk_Time_ASM_Outbound
Total_AfterCallWork_Agent_St_Number	Total_Talk_Time_Inbound
Total_Answered	Total_Talk_Time_Internal
Total_ASM_Engage_Time	Total_Talk_Time_Outbound
Total_Calls	Total_Talk_Time_Unknown
Total_Calls_Abandoned	Total_Time_ASM_Engage
Total_Calls_Answered	Total_Time_to_Abandon
Total_Calls_Answered_In_Threshold	Total_Time_To_Abandon
Total_Calls_ASM_Outbound	Total_Time_to_Answer
Total_Calls_ASM_Received	Total_Time_to_Distribute
Total_Calls_Consult	Total_Time_To_Distribute
Total_Calls_Dialed	Total_Wait_Agent_St_Number
Total_Calls_Distributed	Total_Wait_Agent_St_Time
Total_Calls_Distributed_In_Threshold	Total_Wait_Number
Total_Calls_Entered	Total_Wait_Time



Total_Work_Number	TotalNumberInternalCalls
Total_Work_Time	TotalNumberOutboundCalls
TotalAfterCallWorkDNStatusTime	TotalTalk_Agent_St_Time
TotalAfterCallWorkPlaceStatusTime	TotalTalkDNStatusTime
TotalAfterCallWorkStatusTime	TotalTalkPlaceStatusTime
TotalEWT	Transfers_Made
TotalNotReadyDNStatusTime	Transfers_Taken
TotalNotReadyPlaceStatusTime	VCB_Result
TotalNumberConsultCalls	VoiceTotalEntered
TotalNumberInboundCalls	

AbandCallsPercentage

MAIN MASK CallAbandoned		DESCRIPTION The percentage of live or virtual voice interactions abandoned on a specified queue or at a specified route point relative to the total number of calls distributed and calls abandoned from that queue or route point during the same period of time. (In CCPulse+, voice interactions are considered abandoned when the caller hangs up while waiting on a queue or while the phone is ringing.) <ul style="list-style-type: none">AbandCallsPercentage applied to GroupQueues shows the percentage of abandoned voice interactions on all the queues in the group relative to the total number of calls abandoned on or distributed from the specified group of queues.If a voice interaction appears on the specified object (Queue or Route Point) several times during the interaction's life cycle, all successful distributions of that interaction are counted in CallDistributed (if the DistinguishByConnectionID attribute is not set). The percentage of abandoned calls is calculated as follows: $\frac{(\text{Sum}(\text{CallAbandoned}) * 100)}{(\text{Sum}(\text{CallDistributed}) + \text{Sum}(\text{CallAbandoned}))}$ Interactions redirected from a queue (CallCleared) are not included in the calculation for AbandCallsPercentage. CallDistributed and CallCleared are separate actions. This stat type does not take CallCleared (redirected calls) into account.	
RELATIVE MASK CallDistributed, CallAbandoned	AGGREGATIONTYPE N/A		
CATEGORY RelativeNumber- Percentage	SUBJECT DNAAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AbandTime

MAIN MASK CallAbandoned		<p>DESCRIPTION</p> <p>The total time that live or virtual voice interactions waited on a queue or at a route point before they were abandoned. The cumulative wait time on a specified queue or route point. (See Figure 21, on page 46, and Figure 22, on page 47.)</p> <p>Abandoned time includes only the portion of the time that the interaction spends on the specified object (Queue or Route Point) before being abandoned at this object. This stat type does not count instances when the interaction is abandoned after distribution to an agent and before the agent has answered it (CallAbandonedWhileRinging).</p> <p>Applied to GroupQueues, this stat type sums all wait times for abandoned voice interactions on all queues in the group.</p> <p>DCID was first applied in the 7.0.1 release of this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

ACW_Time_Inbound

MAIN MASK AfterCallWorkInbound		<div>DESCRIPTION</div> <p>The total amount of time that this agent's directory number(s) spend(s) in AfterCallWorkInbound status while the agent is performing after-call work for inbound calls during the reporting interval.</p> <ul style="list-style-type: none">Applied to Place, this stat type calculates the total time in AfterCallWorkInbound status for all DNs configured for the specified place.Applied to GroupAgents, this stat type calculates the total time in AfterCallWorkInbound status for all DNs associated with agents in the specified agent group.Applied to GroupPlaces, this stat type calculates the total time in AfterCallWorkInbound status for all DNs associated with agents logged in at places included in the specified place group. <p>Note: This stat type counts ACW that starts while an associated inbound call is still in progress.</p> <p>ACW_Time_Inbound is calculated as follows: Sum(DN_AfterCallWorkInboundStatus.time)</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting



ACW_Time_Other

MAIN MASK AfterCallWorkUnknown, AfterCallWorkInternal, AfterCallWorkConsult		DESCRIPTION The total amount of time agents spent performing after-call work for internal and consult calls as well as after-call work that cannot be associated with any call during the reporting interval. This stat type includes ACW that started while the associated consult and internal calls were in progress as well as all ACW sessions that started after the associated calls were released. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type returns the total duration of ACW for such calls for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type returns the total duration of ACW for such calls for all the agents logged in to places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

ACW_Time_Outbound

MAIN MASK AfterCallWorkOutbound		DESCRIPTION The total amount of time that an agent's directory number(s) spend(s) in AfterCallWorkOutbound status performing after-call work for outbound calls during the reporting interval. <ul style="list-style-type: none">Applied to Place objects, this stat type calculates the total time in AfterCallWorkOutbound status for all DNs configured for the specified place.Applied to GroupAgents, this stat type calculates the total time in AfterCallWorkOutbound status for all DNs associated with agents in the specified agent group.Applied to GroupPlaces, this stat type calculates the total time in AfterCallWorkOutbound status for all DNs associated with agents logged in at places included in the specified place group. Note: This stat type counts ACW that starts while an associated outbound call is still in progress. This stat type excludes durations of voice interactions placed on hold by the agent. This statistic excludes the related after call work time. This statistic also excludes the time spent on the outbound voice interactions that are part of outbound campaigns, including ASM. This stat type is calculated as follows: Sum(DN_AfterCallWorkOutboundStatus.time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

AverAbandCallTime

MAIN MASK CallAbandoned		<div>DESCRIPTION</div> <p>The average amount of time that callers wait on a specified queue or at a specified route point before hanging up during the reporting interval.</p> <p>Applied to GroupQueues, this stat type shows the average amount of time that customers wait on the queues in the specified group before abandoning their calls.</p> <p>Note that abandoned calls do not include calls abandoned while ringing. Abandoned time includes only the portion of the time that the call spends on the specified object (Queue or Route Point) before being abandoned at this object. If a call appears several times on the specified object during the call's life cycle, only the time of the last appearance is used in the time calculation.</p> <p>This stat type is calculated as follows: Sum(CallAbandoned.time) / Sum(CallAbandoned)</p> <p>Prior to the 6.0 release, the stat type name was AverAbandTime.</p>	
RELATIVE MASK CallAbandoned	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverASM_EngagedStatusTime

MAIN MASK ASM_Engaged		<div>DESCRIPTION</div> <p>The average amount of time during which a specified agent or place is engaged in the ASM (Active Switching Matrix) dialing mode before the status changes from ASM_Engaged to a different status during the reporting interval.</p> <p>When applied to GroupAgents or GroupPlaces, this stat type returns the average time that agents or places in their respective groups are spending in the ASM dialing mode before transitioning to another state.</p> <p>This stat type is calculated as follows: $\frac{\text{Sum}(\text{Agent_ASM_EngagedStatus.time})}{\text{Sum}(\text{Agent_ASM_EngagedStatus})}$</p> <p>Though this stat type is included in the configuration files deployed for Real-Time Reporting, beginning with release 6.5, this stat type is no longer referenced by any of the metrics provided in the canned reports.</p>	
RELATIVE MASK ASM_Engaged	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN 7.0	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting



AverConsultDNActionTime

MAIN MASK CallConsult		DESCRIPTION The average length of time that an agent's directory number (RegDN) spends in Consult DN status (consultation calls), whether or not this status is completed during the designated time interval. Applied to Agent, Place, GroupAgents, or GroupPlaces, this stat type returns the average length of time the corresponding agents' DNs (RegDN) spend on consultation calls. This stat type is calculated as follows: Sum(DN_ConultStatus.time) / Sum (DN_ConultStatus) Subject changed from DNStatus to DNAction in release 6.5. Later, in release 7.0.1, the name of this stat type changed from AverConsultDN-StatusTime to its current name, AverConsultDNActionTime.	
RELATIVE MASK CallConsult	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverConsultPlaceStatusTime

MAIN MASK CallConsult		<div>DESCRIPTION</div> <div>The average length of time that places spend in consult status.</div> <div><ul style="list-style-type: none">Applied to GroupAgents, AverConsultStatusTime shows the average time of being in the Consult status for all agents in the specified agent group.Applied to GroupPlaces, AverConsultStatusTime shows the average time of being in the Consult status for places belonging to the specified place group.</div> <div>AverConsultPlaceStatusTime is calculated as follows: Sum(Place_ConultStatus.time)/Sum(Place_ConultStatus)</div>	
RELATIVE MASK CallConsult	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverConsultStatusTime

MAIN MASK CallConsult		<div>DESCRIPTION</div> <div>The average length of time that this agent spends in consult status during the reporting interval.</div> <div><ul style="list-style-type: none">Applied to GroupAgents, the stat type calculates the AverConsultStatusTime for all the agents who belong to the specified agent group.Applied to GroupPlaces, the stat type calculates the AverConsultStatusTime for all the agents who are logged in at the places that belong to the specified place group.</div> <div>This stat type is calculated as follows: Sum (Agent_ConultStatus.time)/Sum (Agent_ConultStatus)</div>	
RELATIVE MASK CallConsult	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverDistribCallTime

MAIN MASK CallDistributed		DESCRIPTION The average amount of time during the reporting interval that a live or virtual voice interaction waits on a specified queue or at a specified route point before the interaction is distributed. Applied to GroupQueues, this stat type is the average wait time before interaction distribution from any queue or route point belonging to the specified group. If an interaction appears several times along the specified object (Queue or Route Point) during the life cycle of the interaction, all successful distributions of that call are counted (if the attribute DistinguishByConnectionID is not set). This stat type is calculated as follows: Sum(CallDistributed.time) / Sum(CallDistributed) Prior to the 6.0 release, the stat type name was AverDistribTime.	
RELATIVE MASK CallDistributed	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverHandleDNActionTime

MAIN MASK AfterCallWork, CallInbound, CallOutbound		DESCRIPTION The average amount of time during the reporting interval that an agent's directory number(s) (DN[s]) spend(s) in the Inbound, Outbound, and AfterCallWork DN statuses (versus the number of appearances of Inbound and Outbound DN statuses). <ul style="list-style-type: none">• Applied to Place, this stat type calculates the average time in the Inbound, Outbound, and AfterCallWork DN statuses for all the DNs configured for the specified place.• Applied to GroupAgents, this stat type calculates the average time in the Inbound, Outbound, and AfterCallWork DN statuses for all the DNs associated with the agents in the specified agent group.• Applied to GroupPlaces, this stat type calculates the average time in the Inbound, Outbound, and AfterCallWork status for all the DNs associated with agents logged in at the places included in the specified place group. This stat type is calculated as follows: (Sum(DN_CallInboundStatus.time) + Sum(DN_CallOutboundStatus.time) + Sum(DN_AfterCallWorkStatus.time))/ (Sum(DN_CallInboundStatus) + Sum(DN_CallOutboundStatus)) Subject changed from DNStatus to DNAction and the AfterCallWork main mask replaced OfflineWorkType1 in release 6.5. Later, in release 7.0.1, the name of this stat type changed from AverHandleDNStatus-Time to its current name, AverHandleDNActionTime.	
RELATIVE MASK CallInbound, Call-Outbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting



AverHandlePlaceStatusTime

MAIN MASK CallInbound, CallOutbound, OfflineWorkType1		DESCRIPTION The average length of time during the reporting interval that places spend in the Inbound, Outbound, and AfterCallWork statuses. <ul style="list-style-type: none">• Applied to GroupAgents, AverHandleStatusTime shows the average time that agents in the specified agent groups are in these statuses.• Applied to GroupPlaces, this stat type calculates the AverHandleStatusTime for all the places belonging to the specified place group. This stat type is calculated as follows: $\frac{\text{Sum}(\text{Place_CallInboundStatus.time}) + \text{Sum}(\text{Place_CallOutboundStatus.time}) + \text{Sum}(\text{Place_OfflineWorkType1.time})}{(\text{Sum}(\text{Place_CallInboundStatus}) + \text{Sum}(\text{Place_CallOutboundStatus}))}$	
RELATIVE MASK CallInbound, Call-Outbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverHandleStatusTime

MAIN MASK AfterCallWork, CallInbound, CallOutbound		DESCRIPTION The average length of time during the reporting interval that agents spend in the Inbound, Outbound, and AfterCallWork statuses. <ul style="list-style-type: none">• Applied to GroupAgents, the stat type calculates the AverHandleStatusTime for all the agents belonging to the specified agent group.• Applied to GroupPlaces, the stat type calculates the AverHandleStatusTime for all the agents logged in at the places belonging to the specified place group. This stat type is calculated as follows: $\frac{\text{Sum}(\text{Agent_CallInboundStatus.time}) + \text{Sum}(\text{Agent_CallOutboundStatus.time}) + \text{Sum}(\text{Agent_AfterCallWorkStatus.time})}{(\text{Sum}(\text{Agent_CallInboundStatus}) + \text{Sum}(\text{Agent_CallOutboundStatus}))}$ The AfterCallWork main mask replaced OfflineWorkType1 in release 6.5.	
RELATIVE MASK CallInbound, CallOutbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverHandleStatusTimewithASM

MAIN MASK AfterCallWork, ASM_Outbound, CallInbound, CallOutbound		DESCRIPTION The average length of time during the reporting interval that agents spend in the Inbound, Outbound, ASM_Outbound (ASM = Active Switching Matrix dialing mode), and AfterCallWork statuses. <ul style="list-style-type: none">• Applied to GroupAgents, the stat type calculates the AverHandleStatusTimewithASM for all the agents belonging to specified agent group.• Applied to GroupPlaces, the stat type calculates the AverHandleStatusTimewithASM for all the agents logged in at places that belong to the specified place group. This stat type is calculated as follows: $\frac{(\text{Sum}(\text{Agent_CallInboundStatus.time}) + \text{Sum}(\text{Agent_CallOutboundStatus.time}) + \text{Sum}(\text{Agent_AfterCallWorkStatus.time}) + \text{Sum}(\text{Agent_ASMOutboundStatus.time}))}{(\text{Sum}(\text{Agent_CallInboundStatus}) + \text{Sum}(\text{Agent_CallOutboundStatus}) + \text{Sum}(\text{Agent_ASMOutboundStatus}))}$	
RELATIVE MASK ASM_Outbound, CallInbound, CallOutbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverInboundDNActionTime

MAIN MASK CallInbound		<div>DESCRIPTION</div> <p>The average amount of time during the reporting interval that an agent's DN (directory number) spends in the Inbound DN status.</p> <ul style="list-style-type: none">Applied to Agent, this stat type calculates the average time of an agent's Inbound DN status for all the DNs configured at the place where the agent is logged in.Applied to Place, this stat type calculates the average time of an agent's Inbound DN status for all the DNs configured at the specified place.Applied to GroupAgents, AverInboundDNStatusTime calculates the average time of the agents' Inbound DN status for all the DNs of the agents configured in the AgentGroup.Applied to GroupPlaces, AverInboundDNStatusTime calculates the average time of an agent's Inbound DN status for all the DNs configured at the places in the specified PlaceGroup. <p>This stat type is calculated as follows: Sum(DN_CallInboundStatus.time) / Sum(DN_CallInboundStatus)</p> <p>Subject changed from DNStatus to DNAction in release 6.5. Later, in release 7.0.1, the name of this stat type changed from AverInboundDNStatusTime to its current name, AverInboundDNActionTime.</p>	
RELATIVE MASK CallInbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting



AverInboundPlaceStatusTime

MAIN MASK CallInbound		DESCRIPTION The average length of time during the reporting interval that places spend in Inbound status. Applied to GroupAgents, this stat type calculates the average time of being in this status by all agents belonging to the specified agent group. Applied to GroupPlaces, this stat type calculates the AverInboundStatuTime for all the places belonging to the specified place group. This stat type is calculated as follows: $\frac{\text{Sum}(\text{Place_CallInboundStatus.time})}{\text{Sum}(\text{Place_CallInboundStatus})}$	
RELATIVE MASK CallInbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverInboundStatusTime

MAIN MASK CallInbound		DESCRIPTION The average length of time during the reporting interval that agents spend in Inbound status. <ul style="list-style-type: none">• Applied to GroupAgents, the stat type calculates the AverInboundStatusTime for all the agents belonging to the specified agent group.• Applied to GroupPlaces, the stat type calculates the AverInboundStatusTime for all the agents logged in at places belonging to the specified place group. This stat type is calculated as follows: $\frac{\text{Sum}(\text{Agent_CallInboundStatus.time})}{\text{Sum}(\text{Agent_CallInboundStatus})}$	
RELATIVE MASK CallInbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverOutboundDNActionTime

MAIN MASK CallOutbound		DESCRIPTION The average amount of time during the reporting interval that an agent's DN spends in Outbound DN Status. <ul style="list-style-type: none">• Applied to Agent or Place, this stat type calculates the average time that an agent's DN is in Outbound Status for all the DNs configured at the place where the agent is logged in (Agent case) or for all the DNs configured at a specified place (Place case).• Applied to GroupAgents, this stat type calculates the average time that the agents' DNs are in Outbound DN Status for all the DNs configured for places where the agents are logged in.• Applied to GroupPlaces, this stat type calculates the average time of the agents' DNs in Outbound DN Status for all the DNs configured for the places in a specified place group. This stat type is calculated as follows: Sum(DN_CallOutboundStatus.time) / Sum(DN_CallOutboundStatus) Subject changed from DNStatus to DNAction in release 6.5. Later, in release 7.0.1, the name of this stat type changed from AverOutbound DNStatusTime to its current name, AverOutboundDNActionTime.	
RELATIVE MASK CallOutbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverOutboundPlaceStatusTime

MAIN MASK CallOutbound		DESCRIPTION The average time in Outbound status by places who are related to the specified group. The stat type calculates the AverOutboundPlaceStatusTime for all the places belonging to the specified group. This stat type is calculated as follows: $\frac{\text{Sum}(\text{Place_CallOutboundStatus.time})}{\text{Sum}(\text{Place_CallOutboundStatus})}$	
RELATIVE MASK CallOutbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverOutboundStatusTime

MAIN MASK CallOutbound		<div>DESCRIPTION</div> <div>The average amount of time that agents had calls in Outbound status.</div> <div><ul style="list-style-type: none">Applied to GroupAgents, the stat type calculates the AverOutbound-StatusTime for all the agents of the specified agent group.Applied to GroupPlaces, the stat type calculates the AverOutbound-StatusTime for all the agents who are logged in at places belonging to the specified place group.</div> <div>This stat type is calculated as follows: Sum(Agent_CallOutboundStatus.time) / Sum(Agent_CallOutboundStatus)</div>	
RELATIVE MASK CallOutbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting



CallbacksAccepted

MAIN MASK N/A		DESCRIPTION The total number of accepted callback submissions the customer made on behalf of particular routepoint or queue in terms of callback request distribution during the reporting interval. An accepted callback is a callback request that the Voice Callback server acknowledges. When applied to a RoutePoint object, this stat type calculates the total number of accepted ASAP callback submissions on behalf of a particular routepoint, virtual routepoint, or routing queue. When applied to a Queue object, this stat type returns no values. When applied to a Switch object, this stat type calculates the total number of accepted callback submissions for all routepoints and virtual routepoints assigned to a particular switch. When applied to a Tenant object, this stat type calculates the total number of accepted callback submissions for all routepoints and virtual routepoints assigned to a particular tenant (through the switches assigned to the tenant). Note: You must have the VCB Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY VCBStatExtension.jar:TotalNumber CallbacksAccepted			
OBJECT TYPE(S) Tenant, Switch, RoutePoint, Queue			
INTRODUCED IN 7.1	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CallbacksAcceptedASAP

MAIN MASK N/A		DESCRIPTION <p>The total number of accepted ASAP callback submissions the customer made on behalf of particular routepoint or queue in terms of callback request distribution during the reporting interval. An ASAP callback is one where the caller retains their virtual place in the calling queue and will receive a callback from an available agent, regardless of any announced estimated wait time. An accepted callback is a callback request that the Voice Callback server acknowledges.</p> <p>When applied to a RoutePoint object, this stat type calculates the total number of accepted ASAP callback submissions on behalf of a particular routepoint, virtual routepoint, or routing queue.</p> <p>When applied to a Queue object, this stat type returns no values.</p> <p>When applied to a Switch object, this stat type calculates the total number of accepted callback submissions for all routepoints and virtual routepoints assigned to a particular switch.</p> <p>When applied to a Tenant object, this stat type calculates the total number of accepted callback submissions for all routepoints and virtual routepoints assigned to a particular tenant (through the switches assigned to the tenant).</p> <p>Note: You must have the VCB Stat Server Java Extension loaded to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY VCBStatExtension.jar:TotalNumber CallbacksAccepted			
OBJECT TYPE(S) Tenant, Switch, RoutePoint, Queue			
INTRODUCED IN 7.1	DISCONTINUED IN N/A	EXTENDED PARAMETERS VCB_TYPE=1 (signifying "ASAP")	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallbacksAcceptedScheduled

MAIN MASK N/A		DESCRIPTION The total number of accepted callback submissions the customer made on behalf of particular routepoint or queue in terms of callback request distribution that were scheduled. A scheduled callback is one where the caller is prompted to enter a date and time when they would like to receive a callback. An accepted callback is a callback request that the Voice Callback server acknowledges. When applied to a RoutePoint object, this stat type calculates the total number of accepted and scheduled callback submissions assigned to a particular routepoint, virtual routepoint, or routing queue. When applied to a Queue object, this stat type returns no values. When applied to a Switch object, this stat type calculates the total number of accepted and scheduled callback submissions assigned to all the routepoints and virtual routepoints belonging to a particular switch. When applied to a Tenant object, this stat type calculates the total number of accepted and scheduled callback submissions assigned to all the routepoints and virtual routepoints belonging to a particular tenant (through the switches assigned to the tenant). Note: You must have the VCB Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY VCBStatExtension.jar:TotalNumber CallbacksAccepted			
OBJECT TYPE(S) Tenant, Switch, RoutePoint, Queue			
INTRODUCED IN 7.1	DISCONTINUED IN N/A	EXTENDED PARAMETERS VCB_TYPE=2 (signifying "Scheduled")	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallbacksAnswered

MAIN MASK N/A		DESCRIPTION The total number of callback dial attempts that were made on a particular routepoint or queue in terms of callback request distribution and which were answered. When applied to a RoutePoint object, this stat type calculates the total number of callback dial attempts that were answered on a particular routepoint, virtual routepoint, or routing queue. When applied to a Queue object, this stat type calculates the total number of callback dial attempts that were answered on a particular virtual queue. When applied to a Switch object, this stat type calculates the total number of callback dial attempts that were answered on all routepoints, virtual routepoints, and routing queues assigned to a particular switch. When applied to a Tenant object, this stat type calculates the total number of callback dial attempts that were answered on all routepoints, virtual routepoints, and routing queues assigned to a particular tenant (through the switches assigned to the tenant). Note: You must have the VCB Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY VCBStatExtension.jar:TotalNumberCibDial			
OBJECT TYPE(S) Tenant, Switch, RoutePoint, Queue			
INTRODUCED IN 7.1	DISCONTINUED IN N/A	EXTENDED PARAMETERS VCB_CALL_RESULT=33 (signifying "Answer")	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



CallbacksDialed

MAIN MASK N/A		DESCRIPTION The total number of callback dial attempts that were made on a particular routepoint or queue in terms of callback request distribution regardless of call result. Refer to the <i>Voice Callback 7.1 Reference Manual</i> for a listing and description of possible call results. When applied to a RoutePoint object, this stat type calculates the total number of callback dial attempts on a particular routepoint, virtual routepoint, or routing queue. When applied to a Queue object, this stat type calculates the total number of callback dial attempts on a particular virtual queue. When applied to a Switch object, this stat type calculates the total number of callback dial attempts on all routepoints, virtual routepoints, and routing queues assigned to a particular switch. When applied to a Tenant object, this stat type calculates the total number of callback dial attempts on all routepoints, virtual routepoints, and routing queues assigned to a particular tenant (through the switches assigned to the tenant). Note: You must have the VCB Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY VCBStatExtension.jar:TotalNumberClbDial			
OBJECT TYPE(S) Tenant, Switch, RoutePoint, Queue			
INTRODUCED IN 7.1	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallbacksProcessed

MAIN MASK N/A		DESCRIPTION The total number of callback submissions on a particular routepoint or queue that were processed by any agent. When applied to a RoutePoint object, this stat type calculates the total number of agent-processed callback submissions on a particular routepoint, virtual routepoint, or routing queue. When applied to a Queue object, this stat type calculates the total number of agent-processed callback submissions on a particular virtual queue. When applied to a Switch object, this stat type calculates the total number of agent-processed callback submissions for all routepoints and virtual routepoints assigned to a particular switch. When applied to a Tenant object, this stat type calculates the total number of agent-processed callback submissions for all routepoints and virtual routepoints assigned to a particular tenant (through the switches assigned to the tenant). Note: You must have the VCB Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY VCBStatExtension.jar:TotalNumber CallbacksProcessed			
OBJECT TYPE(S) Tenant, Switch, RoutePoint, Queue			
INTRODUCED IN 7.1	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallbacksSubmitted

MAIN MASK N/A		DESCRIPTION The total number of callback submissions the customer made on behalf of particular routepoint or queue in terms of callback request distribution. A submitted callback request may or may not be accepted by the VCB Server. The request may be rejected, for instance, if there are insufficient licenses or if the caller is on the black list. Refer to the <i>Voice Callback 7.1 Reference Manual</i> for additional information. When applied to a RoutePoint object, this stat type calculates the total number of callback submissions at a particular routepoint, virtual routepoint, or routing queue. When applied to a Queue object, this stat type returns no values. When applied to a Switch object, this stat type calculates the total number of callback submissions for all routepoints and virtual routepoints assigned to a particular switch. When applied to a Tenant object, this stat type calculates the total number of callback submissions assigned to all the routepoints and virtual routepoints belonging to a particular tenant (through the switches assigned to the tenant). Note: You must have the VCB Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY VCBStatExtension.jar:TotalNumber CallbacksSubmitted			
OBJECT TYPE(S) Tenant, Switch, RoutePoint, Queue			
INTRODUCED IN 7.1	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Consult_Made

MAIN MASK CallConsultOriginated		DESCRIPTION <p>The total number of consultation voice interactions on an agent's RegDN in which that agent was the initiating party. This stat type excludes unsuccessful attempts to initiate a consult interaction.</p> <p>Applied to GroupAgents or GroupPlaces, this stat type shows the total number of consultation voice interactions on the DNs of all agents in a specified agent group or on all the DNs at places in the specified place group where the agents were the initiating party.</p> <p>Because DCID is not turned on, this stat type counts every instance of consultation originations even if performed more than once on a single call.</p> <p>This stat type is calculated as follows: Sum (RegDN.CallConsultOriginated)</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



Calls_Constult_Taken

MAIN MASK CallConsultReceived		DESCRIPTION The total number of consultation voice interactions on an agent's RegDN in which that agent was not the initiating party. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of consultation voice interactions on the DN's of all agents in a specified agent group or on all the DN's at places in the specified place group where the agents were not the initiating party. Because DCID is not turned on, this stat type counts every instance of consultations taken even if performed more than once on a single call. This stat type is calculated as follows: Sum (RegDN.CallConsultTaken)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Forced_Off

MAIN MASK CallForwardedInbound, CallForwardedOutbound, CallAbandonedfrom- RingingInbound, CallAbandonedfromRing- ingOutbound		DESCRIPTION The total number of inbound and outbound voice interactions offered to, but not accepted by, an agent. This stat type includes interactions that were abandoned or forwarded before the agent had the chance to accept or reject the call. This stat type counts each instance of nonacceptance, even if an agent rejects the same interaction more than once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Held_Inbound

MAIN MASK CallOnHoldInbound		DESCRIPTION The total number of inbound voice interactions that an agent placed on hold. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of held inbound voice interactions on the DNs of all agents in a specified agent group or on all the DNs at places in the specified place group. Because DCID is not turned on, this stat type counts every instance of a held inbound voice interaction even if performed more than once on a single call. This stat type is calculated as follows: Sum (RegDN.CallHeldInbound)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Held_Outbound

MAIN MASK CallOnHoldOutbound		DESCRIPTION The total number of outbound voice interactions that an agent placed on hold. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of held outbound voice interactions on the DN's of all agents in a specified agent group or on all the DN's at places in the specified place group. Because DCID is not turned on, this stat type counts every instance of a held outbound voice interaction even if performed more than once on a single call. This stat type is calculated as follows: Sum (RegDN.CallHeldOutbound)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Inbound

MAIN MASK CallInbound		<div>DESCRIPTION</div> <p>The total number of live, inbound voice interactions occurring on an agent's DN without considering after-call work. This stat type attributes an inbound call to a specific interval even if its associated after-call work spills into the next interval. This stat type counts each instance of inbound, interaction processing even if the agent handles a particular inbound interaction more than once.</p> <p>Applied to GroupAgents or GroupPlaces, this stat type shows the total number of inbound voice interactions on the DNs of all agents within a specified agent group or on all the DNs at places within the specified place group. This stat type counts each instance of inbound call handling by group members even if a particular interaction is transferred more than once within the group.</p> <p>This stat type is calculated as follows: Sum (RegDN.CallInbound)</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



Calls_Internal_Made

MAIN MASK CallInternalOriginated		DESCRIPTION The total number of live, internal voice interactions on an agent's DN in which the agent was the initiating party. This stat type excludes unsuccessful attempts to initiate an internal interaction. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of live, internal voice interactions on DNs of all agents in a specified agent group (GroupAgents) or on all DNs at places in the specified place group (GroupPlaces) where the agents are the originating party. This stat type is calculated as follows: Sum (RegDN.CallInternalOriginated)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Internal_Taken

MAIN MASK CallInternalReceived		DESCRIPTION The total number of live, internal voice interactions on an agent's DN in which the agent was not the initiating party. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of live, internal voice interactions on DNs of all agents in a specified agent group (GroupAgents) or on all DNs at places in the specified place group (GroupPlaces) where the agents are not the originating party. This stat type is calculated as follows: Sum (RegDN.CallInternalReceived)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Outbound

MAIN MASK CallOutbound		DESCRIPTION The total number of live, outbound voice interactions that occurred on an agent's DN within a specified interval. This stat type attributes an outbound call to a specific interval even if its associated after-call work spills into the next interval. This stat type counts each instance of outbound, interaction processing even if the agent handles a particular outbound interaction more than once. This stat type also counts outbound voice interactions that are part of outbound campaigns, including ASM calls. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of outbound voice interactions on the DNs of all agents within a specified agent group or on all the DNs at places within the specified place group. This stat type counts each instance of outbound call handling by group members even if a particular interaction is transferred more than once within the group. This stat type is calculated as follows: Sum (RegDN.CallOutbound)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsAbandoned

MAIN MASK CallAbandoned		<p>DESCRIPTION</p> <p>The total number of virtual or live voice interactions abandoned on a specified queue or route point. Abandoned interactions include those where 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 stat type sums the number of transitions from a queued state to a NULL state when a party was abandoned from a specified queue or route point.</p> <p>This stat type does not count instances when the interaction is abandoned after its distribution to an agent and before the agent has answered it (CallAbandonedWhileRinging).</p> <p>DCID was first applied in the 7.0.1 release of this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsAbandonedInTimeRange

MAIN MASK CallAbandoned		<p>DESCRIPTION</p> <p>The total number of live or virtual voice interactions abandoned within specified threshold (measured in seconds) on a specified queue or route point. Abandoned interactions include 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.</p> <p>This stat type does not count instances within the specified threshold when the interaction is abandoned after its distribution to an agent and before the agent has answered it (CallAbandonedWhileRinging).</p> <p>As applied to GroupQueues, this stat type sums all abandoned interactions within the specified threshold for all queues or route points in that group. Because the DistinguishByConnID option is turned off, Stat Server counts every instance of a particular abandoned interaction when it exists on more than one queue or route point.</p> <p>DCID was first applied in the 7.0.1 release of this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumberInTime-Range	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsAnswered

MAIN MASK CallAnsweredInbound, CallAnsweredOutbound		DESCRIPTION The total number of inbound and outbound calls answered by agents during the reporting interval. <ul style="list-style-type: none">Applied to GroupAgents, this stat type shows the total number of answered inbound and outbound voice interactions. The DNs of all agents within a specified agent group are taken into account.Applied to GroupPlaces, this stat type shows the total number of answered inbound and outbound voice interactions. The DNs at all places within the specified place group are taken into account. This stat type counts each instance of an inbound or outbound call answered by group members, even if a particular interaction is transferred more than once within the group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsDistributed

MAIN MASK CallDistributed, CallCleared		DESCRIPTION The total number of live or virtual voice interactions distributed from a distribution DN. This count includes calls distributed from a distribution DN to another distribution DN and calls that were diverted, or cleared, from one virtual queue to another. Prior to 7.0.1, Stat Server counted each distributed interaction separately, even if the same interaction was distributed from a queue, route point, or group of queues more than once. In 7.0.1 and forward releases, Stat Server only counts unique distributed interactions.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsEntered

MAIN MASK CallEntered		DESCRIPTION The total number of virtual or live voice interactions that enter a distribution DN. This stat type counts all entries, even if a particular interaction enters a queue or route point more than once or if the interaction enters several queues or route points. This stat type is identical to Total_Entered .	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsExited

MAIN MASK CallDistributed, CallAbandoned, CallCleared		DESCRIPTION The total number of virtual or live voice interactions that exited because of distribution or abandonment. An interaction is abandoned if the caller hangs up before the interaction is distributed from a distribution DN or if the customer line is dropped for any reason. This stat type does not include instances when the interaction is abandoned after distribution to an agent and before the agent has answered it (CallAbandonedWhile-Ringing). Prior to 7.0.1, this stat type counted every instance of interaction distribution, even if the interaction was distributed from a distribution DN more than once. In the 7.0.1 release of this stat type, only unique interactions are counted.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



CallsExitedInTimeRange

MAIN MASK CallDistributed, CallAbandoned, CallCleared		DESCRIPTION The total number of live or virtual voice interactions abandoned within a specified threshold (measured in seconds). An interaction is abandoned if the caller hangs up before the interaction is distributed from a distribution DN or if the customer line is dropped for any reason within the threshold. Prior to 7.0.1, this stat type counted every instance of interaction distribution within the threshold, even if the interaction was distributed from a distribution DN more than once. In the 7.0.1 release of this stat type, only unique interactions that are abandoned with the specified time range are counted.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumberInTime-Range	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsReceived

MAIN MASK CallAnswered, CallDialed		DESCRIPTION The total number of live voice interactions received and answered by agents within an agent group. This stat type has been replaced by the CallbacksProcessed stat type in the 7.1 release.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents			
INTRODUCED IN 7.0	DISCONTINUED IN 7.1	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsReleased

MAIN MASK CallInbound, CallOutbound		DESCRIPTION The total number of inbound and outbound voice interactions processed by this resource (for example, a single agent) during the reporting interval, without accounting for after-call work. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type shows the total number of processed inbound and outbound voice interactions. The DNs of all agents within a specified agent group are taken into account.• Applied to GroupPlaces, this stat type shows the total number of processed inbound and outbound voice interactions. The DNs at all places within the specified place group are taken into account.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampAbandoned

MAIN MASK DialAbandoned		DESCRIPTION The total number of dialing attempts with a call result of Abandon. CampaignAbandoned statistics pertain to a specified campaign or to a specified calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampAnsweringMachine

MAIN MASK DialAnswMachine		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Answering Machine Detected; that is, the Campaign Manager dropped the call because an answering machine was detected on the called party's side. <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (Answering Machine Detected) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (Answering Machine Detected) initiated by any campaign from records on the specified calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (Answering Machine Detected), initiated by a specified campaign from records on a specified calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



CampAnswers

MAIN MASK DialAnswer		<div>DESCRIPTION</div> <p>The total number of dialing attempts initiated by a Campaign Manager with a call result of Answer (when a call is answered by a human voice). In some contact centers, the call result can also mean Right Party Contacted; that is, the call is answered by a live person who is not the Wrong Party.</p> <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of successful dialing attempts (calls answered) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of successful dialing attempts (call answered) initiated by any campaign from records of this calling list.Applied to CampaignCallingList, this stat type calculates the number of successful dialing attempts (call answered) initiated by a specified campaign from records on a specified calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampBusy

MAIN MASK DialBusy		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign manager with a call result of Busy; that is, the call does not go through because of a busy signal for the called party. <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (with a call result of Busy) performed on behalf of a specified campaign while the campaign is running.• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (with a call result of Busy) initiated by any campaign from records on this calling list.• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (with a call result of Busy) initiated by a specified campaign from records on this calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampCallbacksCompleted

MAIN MASK CallbackCompleted		<div>DESCRIPTION</div> <p>The total number of callbacks completed (executed). The completion of a callback only indicates that the callback was performed; it does not indicate that the callback was completed successfully.</p> <ul style="list-style-type: none">Applied to a CallingList, this stat type calculates the number of completed callbacks that were scheduled for any campaign from records on this calling list.Applied to Campaign, this stat type calculates the number of completed callbacks that were scheduled for a specified campaign. Note that the campaign cannot be running at the time of callback completion.Applied to a CampaignCallingList, this stat type calculates the number of callbacks completed that were scheduled for a specified campaign from records on this calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampCallbacksMissed

MAIN MASK CallbackMissed		<div>DESCRIPTION</div> <p>The total number of callbacks missed. A callback is considered as “missed” if it is scheduled for a certain period of time, but for some reason the callback is not performed. A callback is missed, for example, if all outbound trunks are busy at the time of the scheduled callback, or if no agents are available at the time scheduled for the callback.</p> <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of missed callbacks that were scheduled for a specified campaign. (Note that the campaign could not be running at the time of the missed callback.)Applied to CallingList, this stat type calculates the number of missed callbacks that were scheduled for any campaign from the records on the specified calling list.Applied to a CampaignCallingList, this stat type calculates the number of missed callbacks that were scheduled for a specified campaign from the records on a specified calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



CampCallbacksScheduled

MAIN MASK CallbackScheduled		DESCRIPTION The total number of callbacks scheduled. <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of callbacks that were scheduled for a specified campaign.• Applied to CallingList, this stat type calculates the number of callbacks that were scheduled for any campaign from the records on the specified calling list.• Applied to a CampaignCallingList, this stat type calculates the number of callbacks that were scheduled for a specified campaign from the records on a specified calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampCancel

MAIN MASK DialCancel		<div>DESCRIPTION</div> <p>The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Cancel.</p> <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of canceled dialing attempts that were performed on behalf of a specified campaign while the campaign was running.Applied to CallingList, this stat type calculates the number of canceled dialing attempts that were initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of canceled dialing attempts that were initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampCurrentState

MAIN MASK *		<div>DESCRIPTION</div> <p>The current state of a campaign or a particular group in a campaign. The state of a campaign (CampaignGroup) is determined by one of three possible object statuses—StatusDeactivated, StatusActivated, or StatusRunning—and additional durable actions, which can accompany a particular status. Several groups in the same campaign can have different statuses; however, a Campaign or CampaignGroup can be in only one of the three statuses at one time. The statuses of the CampaignGroup configured for the campaign determine the overall status of the campaign. The statuses are explained as follows:</p> <p>StatusDeactivated: The StatusDeactivated status can occur a number of times during the life of the Campaign or CampaignGroup. Also this is initial status of a campaign (meaning that the campaign has not started) and also the final status of a campaign (meaning that the campaign has been completed).</p> <ul style="list-style-type: none">For a CampaignGroup, the StatusDeactivated status means that a campaign is not loaded for a particular group. A Campaign Manager processes no activity of any kind for a group in StatusDeactivated status. The StatusDeactivated status starts when a campaign is being unloaded from a group and ends when a campaign is being loaded on a group.For Campaign, StatusDeactivated status occurs if all groups associated with the campaign (CampaignGroup) are in this status. <p>StatusActivated: The campaign is loaded but no active dialing has started. In StatusActivated status, scheduled callbacks can be processed, but no dialing is performed nor are preview records delivered.</p> <ul style="list-style-type: none">For a CampaignGroup, StatusActivated means that the campaign is active (loaded) for this particular group, but there is no active dialing process. The status StatusActivated for CampaignGroup starts when either a campaign is being loaded on a group or the dialing process stops in this group.For Campaign, StatusActivated status occurs when at least one CampaignGroup has StatusActivated status, but none has StatusRunning. <p>StatusRunning: Dialing has started.</p> <ul style="list-style-type: none">For CampaignGroup, StatusRunning means that dialing has started for this group. This status for CampaignGroup is always accompanied by only one of the following dialing modes:<ul style="list-style-type: none">ModeNoDial—no dialing performedModePredict (Predictive dialing mode)—dials calls from a calling list and predicts agent availabilityModeProgress (Progressive dialing mode)—dials calls from a calling list only when an agent is availableModePreview (Preview dialing mode)—dials calls from a calling list only when an agent previews a calling list record and manually requests a call to be dialedModeProgressAndSeize (Progressive with Seizing)—used only with Active Switching Matrix (ASM) mode, calls are dialed automaticallyModePredictAndSeize (Predictive with Seizing)—used only with ASM mode, calls are dialed automatically
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY CurrentState	SUBJECT CampaignAction	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Campaign, CampaignGroup		



CampCurrentState

		<p>Only a CampaignGroup can have additional campaign system conditions (shown below) with the StatusRunning status:</p> <ul style="list-style-type: none"> • CampaignWaitingRecords shows that the campaign is out of records and that actual dialing has stopped (but the campaign is still running). • CampaignWaitingPorts reveals that no ports are available to initiate new calls and that dialing has stopped. • CampaignWaitingAgents indicates that no agents are available to run the campaign and that dialing has stopped. • SystemError serves as an alert that a system error has prevented the campaign from dialing new records and that dialing has stopped. <p>Campaign System Conditions can overlap; for example, it is possible to have WaitingPorts and WaitingAgents conditions at the same time.</p> <p>For Campaign, StatusRunning occurs when at least one Campaign-Group has StatusRunning.</p> <p>For a more detailed explanation of CampaignGroup DialingModes please consult the Outbound Contact documentation set.</p>	
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampDialMade

MAIN MASK DialMade		<div>DESCRIPTION</div> <div>Total number of all dialing attempts made (initiated) by a Campaign Manager with any call results.</div> <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of all dialing attempts that were performed on behalf of a specified campaign while the campaign was running.• Applied to CallingList, this stat type calculates the number of all dialing attempts that were initiated by any campaign from records on this calling list.• Applied to CampaignCallingList, this stat type calculates the number of all dialing attempts that were initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampDoNotCall

MAIN MASK DialDoNotCall		DESCRIPTION The total number of completed dialing attempts initiated by a Campaign Manager with a call result of DoNotCall; that is, the customer asked to be put onto the "Do not call list" when the call was intercepted by an operator. This case is also considered as an unsuccessful dial attempt <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DoNotCall) performed on behalf of a specified campaign.• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DoNotCall) initiated by any campaign from records on this calling list.• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DoNotCall) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampDropped

MAIN MASK DialDropped		<div>DESCRIPTION</div> <p>The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Dropped. Dropped calls are those that are answered at the destination but then abandoned in the queue because no agent is available to take them.</p> <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of Dropped) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Dropped) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Dropped) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



CampEstimatedTimeToComplete

MAIN MASK *		DESCRIPTION The estimated time, in minutes, to complete a campaign or calling list. This stat type is calculated as follows: Number0fRecordsLeft / Number0fRecordsProceededPerMinute where Number0fRecordsLeft is the number of records left to process in the campaign or calling list and Number0fRecordsProceededPerMinute is a number of records proceeded in the last minute (by campaign or from calling list).	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY EstimTimeToComplete	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampFaxModem

MAIN MASK DialFaxDetected		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Fax Detected or Modem Detected. <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of Fax Detected or Modem Detected) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Fax Detected or Modem Detected) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Fax Detected or Modem Detected) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrActivatedDuration

MAIN MASK StatusActivated		DESCRIPTION The total amount of time that a specific campaign group was in Status-Activated status. StatusActivated status indicates that the campaign has been loaded for a specified group, but that no dialing has yet occurred. Refer to the CampCurrentState stat type for more information about campaign states.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrCurrElapsedSystemErrorTime

MAIN MASK StatusSystemError		DESCRIPTION The time since the system condition SystemError started for a specified campaign group. SystemError serves as an alert that a system error is preventing the campaign from dialing new records and that dialing has stopped. Note that if the CampaignGroup is not currently in this system condition, the value of the statistic is 0. Refer to the CampCurrentState stat type for more information about campaign states.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampGrCurrElapsedTimeForCurrDialMode

MAIN MASK ModePredict, ModeProgress, ModePreview, ModeProgressAndSeize, ModePredictAndSeize		DESCRIPTION <p>The amount of time that has elapsed during which a particular campaign group has been in the current dialing mode. The various types of dialing modes include:</p> <ul style="list-style-type: none">• ModeNoDial—no dialing performed.• ModePredict (Predictive dialing mode)—dials calls from a calling list and predicts agent availability.• ModeProgress (Progressive dialing mode)—dials calls from a calling list only when an agent is available.• ModePreview (Preview dialing mode)—dials calls from a calling list only when an agent previews a calling list record and manually requests a call to be dialed.• ModeProgressAndSeize (Progressive with Seizing)—used only with Active Switching Matrix (ASM) mode, calls are dialed automatically.• ModePredictAndSeize (Predictive with Seizing)—used only with Active Switching Matrix (ASM) mode, calls are dialed automatically. <p>For additional information about dialing modes, refer to the <i>Outbound Contact 7.2 Deployment Guide</i> document.</p> <p>Note: The value of the statistic is 0 if the campaign group is not in StatusRunning status.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting



CampGrCurrElapsedWaitingAgentsTime

MAIN MASK StatusWaitingAgents		DESCRIPTION The time since the system condition Waiting Agents started for a specified CampaignGroup. In this system condition, no agents are available to run the campaign on this group and dialing has stopped for this group. Note that if the CampaignGroup is not currently in this system condition, the value of the statistic is 0. Refer to the CampCurrentState stat type for more information about CampaignGroup system conditions.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampGrCurrElapsedWaitingPortTime

MAIN MASK StatusWaitingPorts		DESCRIPTION The time that has elapsed since a CampaignGroup has been in the current Waiting Ports system condition. In this system condition, no ports are available to initiate new calls and dialing has stopped. Note that if the CampaignGroup is not currently in this system condition, the value of the statistic is 0. Refer to the CampCurrentState stat type for more information about CampaignGroup system conditions.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampGrCurrElapsedWaitingRecordsTime

MAIN MASK StatusWaitingRecords		DESCRIPTION The time that has elapsed while a specified campaign group has been in the current Waiting Record system condition. In this system condition, the campaign is out of records and dialing has stopped. Note that if the CampaignGroup is not currently in this system condition, the value of the statistic is 0. Refer to the CampCurrentState stat type for more information about CampaignGroup system conditions.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampGrDeactivatedDuration

MAIN MASK StatusDeactivated		DESCRIPTION The total amount of time that a specific campaign group stays in deactivated status. StatusDeactivated status indicates that a campaign has not been loaded for the specified campaign group. Refer to the CampCurrentState stat type for more information about campaign group statuses.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrRunningDuration

MAIN MASK StatusRunning		DESCRIPTION The total amount of time that a specific campaign group stays in Status-Running status. StatusRunning status means that a campaign is loaded for a specified group and that dialing is in progress. Refer to the CampCurrentState stat type for more information about campaign group statuses.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrSystemErrorDuration

MAIN MASK StatusSystemError		<div>DESCRIPTION</div> <p>The total time during which a specified campaign group has been in the SystemError system condition. This system condition indicates that a system error such as a switch failure or a software problem prevents the campaign from running and that dialing has stopped.</p> <p>Refer to the CampCurrentState stat type for more information about campaign group system conditions.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



CampGrWaitingAgentsDuration

MAIN MASK StatusWaitingAgents		<div>DESCRIPTION</div> <p>The total time during which a specified campaign group has been in the WaitingAgents system condition. WaitingAgents system condition indicates that no agents are available to run the campaign and dialing has stopped.</p> <p>Refer to the CampCurrentState stat type for more information about campaign group system conditions.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrWaitingPortDuration

MAIN MASK StatusWaitingPorts		DESCRIPTION The total time during which a specified campaign group has been in the WaitingPorts system condition. This system condition indicates that no ports are available to initiate new calls and that dialing has stopped. Refer to the CampCurrentState stat type for more information about campaign group system conditions.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrWaitingRecordsDuration

MAIN MASK StatusWaitingRecords		<div>DESCRIPTION</div> <p>The total time during which a specified campaign group has been in the WaitingRecords system condition. This system condition indicates that the campaign is out of records and that dialing has stopped.</p> <p>Refer to the CampCurrentState stat type for more information about campaign states.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampHitRatio

MAIN MASK DialAnswer		<div>DESCRIPTION</div> <p>The percentage of successful dialing attempts initiated by a Campaign Manager with a call result of Answer (DialAnswer)—that is, a call is answered by a human voice—relative to the number of all dialing attempts made (DialMade) during the same time period. (Note that in some contact centers, the call result can also mean Right Party Contacted; that is, the call is answered by a live person who is not the Wrong Party.)</p> <ul style="list-style-type: none">Applied to a Campaign, this stat type calculates the ratio of successful dialing attempts performed on behalf of a specified campaign while that campaign is running.Applied to a CallingList, this stat type calculates the ratio of successful dialing attempts initiated by any campaign from records on a specified calling list.Applied to CampaignCallingList, this stat type calculates the number of successful dialing attempts initiated by a specified campaign from records on a specified calling list. <p>This stat type is calculated as follows: (Sum(DialAnswer) * 100) / Sum(DialMade)</p>	
RELATIVE MASK DialMade	AGGREGATIONTYPE N/A		
CATEGORY RelativeNumber-Percentage	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN 7.0.1	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampNoAnswer

MAIN MASK DialNoAnswer		<div>DESCRIPTION</div> <p>The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of No Answer.</p> <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of No Answer) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of No Answer) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of No Answer) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



CampNoRPC

MAIN MASK DialWrongParty		<div>DESCRIPTION</div> <p>The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Wrong Party; that is, the call is answered by a live person but not the intended person.</p> <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of Wrong Party) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Wrong Party) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Wrong Party) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampPersonalCallbacksCompleted

MAIN MASK PersonalCallbackCompleted		<div>DESCRIPTION</div> <p>Total number of personal callbacks completed (executed). Completion of a personal callback only indicates that the callback was performed; it does not indicate if the callback was completed successfully.</p> <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of completed personal callbacks scheduled for an agent participating in a specified campaign. The campaign does not have to be running at the time of personal callback completion.Applied to CallingList, this stat type calculates the number of completed personal callbacks scheduled for any agent participating in any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of completed personal callbacks scheduled for agents participating in a specified campaign from records on this calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampPersonalCallbacksMissed

MAIN MASK PersonalCallbackMissed		DESCRIPTION Total number of personal callbacks missed. A personal callback is missed, for example, because all outbound trunks are busy at the time of a scheduled callback or because an agent for whom a callback is assigned is busy or not logged in at the time of the scheduled personal callback. <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of missed personal callbacks scheduled for an agent participating in a specified campaign.Applied to CallingList, this stat type calculates the number of missed personal callbacks scheduled for any agent participating in any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of missed personal callbacks scheduled for agents participating in a specified campaign from records on this calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampPersonalCallbacksScheduled

MAIN MASK PersonalCallbackScheduled		<div>DESCRIPTION</div> <div>The total number of personal callbacks scheduled.</div> <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of personal callbacks scheduled for an agent participating in a specified campaign.Applied to CallingList, this stat type calculates the number of personal callbacks scheduled for any agent participating in any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of personal callbacks scheduled for agents participating in a specified campaign from records on this calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



CampRecordsCompleted

MAIN MASK LeadProcessed		<div>DESCRIPTION</div> <p>The total number of leads from calling lists (counting records from the same lead as one record) processed to the point that no further action will be taken. (A lead—also called a chain—is a set of records from calling list(s) related to a specific customer or contact. A lead or chain may include one or more records belonging to the same contact.) CampRecordsCompleted can also apply to a specified campaign, in which case the statistic is the total number of records processed during that campaign.</p> <p>Note that “records processed” in the context of “LeadProcessed” does not necessarily mean that the contact has been successful or answered. A “processed” lead usually means that the contact has been dialed, but processing can also be done without dialing. Note also that a chain (lead) can be processed several times during the lifetime of a campaign.</p> <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of chains (leads) processed from any calling list in this campaign.• Applied to CallingList, this stat type calculates the number of chains (leads) processed by any campaign from this calling list.• Applied to CampaignCallingList, this stat type calculates the number of chains (leads) processed by a specified campaign from a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITDetected

MAIN MASK DialSITDetected		<div>DESCRIPTION</div> <p>The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITDetected. A Special Information Tone (SIT) identifies a network-provided announcement and precedes a machine-generated announcement when, for instance, a telephone number is invalid, no circuit is available, or a recorded operator message intercepts a call. (See these stat types for more information: CampSITInvalidNum, CampSITNoCircuit, CampSITOperIntercept, CampSITReorder, CampSITUnknown, and CampSITVacant.)</p> <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSITDetected) performed on behalf of a specified campaign while the campaign is running.• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITDetected) initiated by any campaign from records on this calling list.• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITDetected) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITInvalidNum

MAIN MASK DialSITInvalidNum		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITInvalidNum: a Special Information Tone (SIT) precedes an announcement pertaining to an invalid telephone number. (See CampSITDetected for additional information.) <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of Dial SITInvalidNum) performed on behalf of a specified campaign while the campaign is running.• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Dial SITInvalidNum) initiated by any campaign from records on this calling list.• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Dial SITInvalidNum) initiated by a specified campaign from records on a specified calling list assigned to this campaign. CallingList and CampaignCallingList object types were removed in the 6.5 release of this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Campaign			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

CampSITNoCircuit

MAIN MASK DialSITNoCircuit		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITNoCircuit; that is, an announcement, preceded by a Special Information Tone (SIT), indicates that no circuit is available. (See CampSITDetected for additional information.) <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSITNoCircuit) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITNoCircuit) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITNoCircuit) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



CampSITOperIntercept

MAIN MASK DialSITOperIntercept		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITOperIntercept; that is, the call is intercepted by an operator. (See CampSITDetected for additional information.) <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSITOperIntercept) performed on behalf of a specified campaign while the campaign is running.• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITOperIntercept) initiated by any campaign from records on this calling list.• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITOperIntercept) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITReorder

MAIN MASK DialSITReorder		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITReorder; that is, a reorder signal indicates that there is a problem connecting to the telephone number dialed. (See CampSITDetected for additional information.) <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSITReorder) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITReorder) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITReorder) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITUnknown

MAIN MASK DialSITUnknown		<div>DESCRIPTION</div> <p>The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DialSITUnknown; that is, a Special Information Tone (SIT) is present but not recognizable.</p> <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DialSITUnknown) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DialSITUnknown) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DialSITUnknown) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITVacant

MAIN MASK DialSITVacant		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITVacant; that is, an announcement, preceded by a Special Information Tone (SIT), indicates that the telephone number is not assigned to anyone. (See CampSIT-Detected for additional information.) <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSITVacant) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITVacant) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITVacant) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



CB_Request

MAIN MASK UserEvent, CallEntered, CallTreatmentCompleted		DESCRIPTION The total number of live or virtual voice interactions, user events (triggered by the EventUserEvent TEvent), or completed call treatments (triggered by the EventTreatmentCompleted TEvent) that enter a group of queues. This stat type has been replaced by the CallbacksSubmitted stat type in the 7.1 release.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues			
INTRODUCED IN 7.0	DISCONTINUED IN 7.1	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Chat_Current_Handled

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of chat interactions within the tenant's chat system that are currently at an agent's desktop.</div> <div>This stat type is calculated as follows: Sum (EventPartyAdded – EventPartyRemoved) where Party is an agent.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE TotalCurrent		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Current Handled			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Chat_Current_Waiting

MAIN MASK N/A		DESCRIPTION The current number of chat interactions within the tenant's chat system that have been submitted for processing excluding those interactions that are currently being processed by any tenant resource. This stat type is calculated as follows: Sum (EventInteractionSubmitted + EventPlacedInQueue + EventPlacedInWorkbin - EventPartyAdded [Operation:Pull] - EventProcessingStopped [State: Queued]) Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Current Waiting			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Chat_Total_Abandoned

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of chat interactions that were abandoned within a specified reporting period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Abandoned			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Chat_Total_Answer_Time

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total amount of time involved in answering chat interactions.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Answer Time			
OBJECT TYPE(s) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Chat_Total_Answered

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of chat interactions that were answered within the specified reporting period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Answered			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



Chat_Total_Entered

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of chat interactions that entered a tenant through all entry points during a specified reporting period.</div> <div>This stat type is calculated as follows: Sum (EventInteractionSubmitted)</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Entered			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Chat_Total_Handle_Time

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total amount of time that any agent within this tenant spends handling chat interactions at his desktop.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Handle Time			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Chat_Total_Inbound_Handled

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of inbound chat interactions that were handled by tenant resources within a specified period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Inbound Handled			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Chat_Total_Transfers

MAIN MASK N/A		DESCRIPTION The total number of times that inbound chat interactions were transferred within the specified period. If a chat interaction is transferred more than once, this stat type counts each instance. This stat type is calculated as follows: Sum (EventPartyAdded [Operation: Transfer]) where Party is a tenant in a multitenant environment or the entire contact center in a single-tenant environment. Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Transfers			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Consult_Time_Made

MAIN MASK CallConsultOriginated		DESCRIPTION The total duration of consultation voice interactions at an agent's RegDN in which that agent was the initiating party. This stat type includes durations that voice interactions were placed on hold by the agent. Applied to GroupAgents or GroupPlaces, this stat type provides the total duration of consultation voice interactions on the DNs of all agents in a specified agent group or on all the DNs at places in the specified place group where the agents were the initiating party. Because DCID is not turned on, this stat type includes the duration of every instance of consultation originations even if performed more than once on a single call. This stat type is calculated as follows: Sum (RegDN.CallConsultOriginated.time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



Consult_Time_Taken

MAIN MASK CallConsultReceived		<div>DESCRIPTION</div> <p>The total duration of consultation voice interactions at an agent's RegDN in which that agent was not the initiating party. This stat type includes durations that voice interactions were placed put on hold by the agent.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type provides the total duration of consultation voice interactions on the DN's of all agents in a specified agent group where the agents were not the initiating partyApplied to GroupPlaces, this stat type provides the total duration of consultation voice interactions on all the DN's at places belonging to specified place group where the agents were not the initiating party. <p>Because DCID is not turned on, this stat type includes the duration of every instance of consultation originations even if performed more than once on a single call.</p> <p>The calculation is shown below.</p> <p>Sum (RegDN.CallConsultReceived.time)</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupPlaces, GroupAgents, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CurrAgentsLoggedIn

MAIN MASK *, ~LoggedOut		DESCRIPTION The number of agents that are currently logged in at all the DNs within a specified agent group, or at all the DNs at places within the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrAgentsLoggedInQueue

MAIN MASK AgentLogin		DESCRIPTION The number of agents that are currently logged into a given queue. Applied to GroupQueues, this stat type sums all the DNs that have agents currently logged in to the queues within the specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrAgentsReadyInQueue

MAIN MASK AgentReady		DESCRIPTION The number of agents who are currently in the Ready state, and who are logged in to the specified queue. Applied to GroupQueues, this stat type sums all the DNs that have agents who are currently logged in to the queues within the specified group, and who are ready to handle calls.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrAgentsReadyRatio

MAIN MASK AgentReady		DESCRIPTION The number of agents who are in the Ready state, out of all the agents who are currently logged in to the specified queue. Applied to GroupQueues, this stat type calculates statistics for all the DNs that have agents logged in to the queues within the specified group.	
RELATIVE MASK AgentLogin	AGGREGATIONTYPE N/A		
CATEGORY CurrentRelative- NumberPercentage	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Current_In_Queue

MAIN MASK CallWait		DESCRIPTION The number of live voice interactions currently waiting on a queue or at a route point. Applied to GroupQueues, this stat type shows the total number of interactions waiting on all queues within a specified group. This stat type is identical to CurrNumberWaitingCalls .	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting



Current_Interaction_In_Processing

MAIN MASK InteractionHandling		DESCRIPTION The current number of interactions that have been submitted for processing and are currently being processed by a tenant resource. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type provides the current number of interactions being processed by all the agents in a specified agent group.• Applied to GroupPlaces, this stat type provides the current number of interactions being processed by all the agents logged in at places belonging to specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupPlaces, GroupAgents, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Current_Interactions_In_Processing

MAIN MASK InteractionHandling		DESCRIPTION The total number of interactions being handled by this resource at the moment of measurement. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type provides the current number of interactions being processed by all the agents in a specified agent group.• Applied to GroupPlaces, this stat type provides the current number of interactions being processed by all the agents logged in at places belonging to specified place group. <p>This stat type accounts for the current number of interactions waiting at a queue or routepoint for processing and is calculated as follows:</p> <p>Sum (</p> <p>EventPartyAdded [Operation:Pull] - EventPlacedInQueue</p> <p>- EventPlacedInWorkbin</p> <p>- EventProcessingStopped [State: NotQueued]</p> <p>)</p> <p>If a filter is applied, only interactions of a particular media type are accounted for. If no filter is applied, interactions of all media types are accounted for.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupPlaces, GroupAgents, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrentAgentState

MAIN MASK *		DESCRIPTION The current state (status) of a specified agent. Some examples of an agent's status include CallInbound, CallOutbound, and CallConsult. Prior to the 6.0 release, the stat type name was CurAgentState.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentState	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrentDNState

MAIN MASK *		DESCRIPTION The current status of a regular directory number (RegDN) such as Call-Inbound or CallOutbound.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentState	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrentGroupState

MAIN MASK *		DESCRIPTION The current status of GroupAgents or GroupPlaces. Prior to the 6.0 release, the stat type name was CurGroupState.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentState	SUBJECT GroupStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrentNotReadyAgents

MAIN MASK *, ~WaitForNextCall, ~LoggedOut		DESCRIPTION The number of agents who are currently logged in and who are currently in the NotReady state. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type provides the number of all logged-in agents who are not ready to handle calls, on all the DNs in a specified agent group.• Applied to GroupPlaces, this stat type provides the number of all logged-in agents who are not ready to handle calls, on all the DNs at places belonging to a specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting



CurrentPlaceState

MAIN MASK *		DESCRIPTION The current status of a specified place. Here are some examples of possible statuses at a place: CallInbound (handling inbound calls), Call-Outbound (handling outbound calls), AfterCallWork (such as performing follow-up paperwork after a call).	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentState	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Place			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrentReadyAgents

MAIN MASK WaitForNextCall		DESCRIPTION The number of agents who are currently in the Ready state. <ul style="list-style-type: none">Applied to GroupAgents, this stat type provides the number of all agents who are ready to handle calls, on all the DNs in a specified agent group.Applied to GroupPlaces, this stat type provides the number of all agents who are ready to handle calls, on all the DNs at places belonging to a specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrMaxCallWaitingTime

MAIN MASK CallWait		DESCRIPTION The maximum waiting time for live or virtual voice interactions currently on a queue or at a route point. Applied to GroupQueues, this stat type calculates statistics for all the queues in the specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentMaxTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberACWStatuses

MAIN MASK AfterCallWork		<div>DESCRIPTION</div> <p>The current number of agents in the AfterCallWork status.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the current number of all the agents in the group that are in the AfterCallWork status.Applied to GroupPlaces, this stat type calculates the current number of agents in the AfterCallWork status who are logged in on places belonging to the specified place group. <p>The following are subtypes of AfterCallWork:</p> <ul style="list-style-type: none">AfterCallWorkUnknown—work following a call of unknown typeAfterCallWorkInternal—work following internal callAfterCallWorkInbound—work following inbound callAfterCallWorkOutbound—work following outbound callAfterCallWorkConsult—work following consultation call	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberASM_EngagedStatuses

MAIN MASK ASM_Engaged		<div>DESCRIPTION</div> <div>The current number of agents in ASM_Engaged status.</div> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the current number of ASM_Engaged statuses for all the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the current number of ASM_Engaged statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberASMOutboundStatuses

MAIN MASK ASM_Outbound		<div>DESCRIPTION</div> <div>The current number of agents in ASM_Outbound status.</div> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the current number of ASM_Outbound statuses for all the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the current number of ASM_Outbound statuses for all the agents logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) GroupAgents, GroupPlaces			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberConsultStatuses

MAIN MASK CallConsult		DESCRIPTION The current number of agents in CallConsult status (participating in consultation calls) <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the current number of CallConsult statuses for all the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the current number of CallConsult statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberDialingStatuses

MAIN MASK CallDialing		DESCRIPTION The current number of agents in CallDialing status (dialing calls). <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of CallDialing statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the current number of CallDialing statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberHoldStatuses

MAIN MASK CallOnHold		<div>DESCRIPTION</div> <div>The current number of agents in CallOnHold status; that is, where the agent has one or more calls on hold.</div> <div><ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the current number of CallOnHold statuses for all the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the current number of CallOnHold statuses for all the agents logged in at places belonging to the specified place group.</div>	
RELATIVE MASK N/A			
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberInboundStatuses

MAIN MASK CallInbound		DESCRIPTION The current number of agents in CallInbound status; that is, where the agent is conducting one or more inbound calls. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of CallInbound statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the current number of CallInbound statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A			
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberInternalStatuses

MAIN MASK CallInternal		DESCRIPTION The current number of agents in CallInternal status; that is, where the agent is conducting one or more internal calls. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of CallInternal statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the current number of CallInternal statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A			
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberNotReadyStatuses

MAIN MASK NotReadyForNextCall		DESCRIPTION The current number of agents in the NotReadyForNextCall status; that is, the agent is logged in on one or more DNs that are not available for the next call. <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the current number of NotReadyForNextCall statuses for agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the current number of agents in the NotReadyForNextCall status who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting



CurrNumberOutboundStatuses

MAIN MASK CallOutbound		DESCRIPTION The current number of agents in CallOutbound status; that is, where the agent is conducting one or more outbound calls. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of CallOutbound statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the current number of CallOutbound statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberRingingStatuses

MAIN MASK CallRinging		DESCRIPTION The current number of agents in CallRinging status; that is, where one or more calls are waiting to be answered by an agent. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of CallRinging statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the current number of CallRinging statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberWaitingCalls

MAIN MASK CallWait		<div>DESCRIPTION</div> <p>The total number of live or virtual voice interactions currently waiting at a distribution DN. Applied to GroupQueues, this stat type calculates the total number of interactions waiting on all the queues belonging to the specified group.</p> <p>DCID was first applied in the 7.0.1 release of this stat type.</p> <p>This stat type is identical to Current_In_Queue.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberWaitStatuses

MAIN MASK WaitForNextCall		DESCRIPTION The current number of agents in WaitForNextCall status; that is, where one or more of an agent's DNs has no activity and is ready to receive the next call. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of WaitForNextCall statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the current number of WaitForNextCall statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

DistribCallsPercentage

MAIN MASK CallDistributed		DESCRIPTION The percentage of live or virtual voice interactions distributed from a queue or route point relative to the number of interactions distributed and abandoned from that same queue or route point. Applied to Group-Queues, this stat type shows the percentage of voice interactions distributed from all the queues in the group relative to the total number of voice interactions abandoned and distributed from the specified group of queues. This stat type is calculated as follows: (Sum(CallDistributed) * 100) / (Sum(CallAbandoned) + Sum(CallDistributed)) Voice interactions redirected from a queue (CallCleared) are not included in this calculation.	
RELATIVE MASK CallAbandoned, CallDistributed	AGGREGATIONTYPE N/A		
CATEGORY RelativeNumber-Percentage	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

DistributeTime

MAIN MASK CallDistributed, CallCleared		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before being distributed—the cumulative wait time before calls were distributed. Applied to GroupQueues, this stat type sums all wait times for voice interactions distributed from the queues in the group. (See Figure 22, on page 47 , and Figure 22, on page 47 .) DCID was first applied in the 7.0.1 release of this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



EstimTimeToDistribCall

MAIN MASK CallWait		<div>DESCRIPTION</div> <p>The estimated time taken to abandon or distribute live or virtual voice interactions currently waiting on a specified queue or at a specified route point. Applied to GroupQueues, the estimated waiting time pertains to all queues in the specified group.</p> <p>EstimTimeToDistribCall is calculated as follows: CurrentNumber of Calls Waiting in Queue x IntervalDuration / TotalNumber of Calls Abandoned or Distributed during the interval.</p> <p>A 5-minute interval is recommended for IntervalDuration.</p>	
RELATIVE MASK CallAbandoned, CallDistributed	AGGREGATIONTYPE N/A		
CATEGORY EstimTimeToEnd- CurrentNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN 7.0	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

ExpectedWaitTime

MAIN MASK CallWait		DESCRIPTION Provides an estimate of the amount of time, in seconds, that the last interaction that entered a queue or route point waited before it was distributed to an agent, another queue, or another route point.	
RELATIVE MASK CallDistributed, CallAbandoned	AGGREGATIONTYPE N/A		
CATEGORY ExpectedWaitTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

General_Email_Entered

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of e-mail interactions that entered this tenant through all entry points.</div> <div>This stat type is calculated as follows: New EmailIn where (type != INTERNAL)</div> <div>Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:total entered			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Forwarded

MAIN MASK N/A		DESCRIPTION The total number of inbound e-mail interactions that were forwarded. This stat type is calculated as follows: Updated EmailOut where (SentDate is modified) and (subtype= OUTBOUND_COLLABORATION_INVITE) Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:total forwarded			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_In_Processing

MAIN MASK N/A		DESCRIPTION The total number of e-mail interactions in all tenant queue that have both been submitted and are in processing at the moment of measurement. When Contact Server starts, it counts the number of e-mail interactions that having in_processing status. The count gets updated every time a new e-mail interaction enters or exits in_processing status. To optimize the data stream, messages are not sent following each email transition, but rather at periodic intervals defined in Contact Server options. The default interval is every 30 seconds. Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GEHR Current In Processing			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

General_Email_Internal

MAIN MASK N/A		DESCRIPTION The total number of internal e-mail interactions created by tenant resources. This stat type is calculated as follows: Inserted EmailIn where (type = INTERNAL) Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:total internal			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



General_Email_Maximum

MAIN MASK N/A		DESCRIPTION The highest number of inbound e-mail interactions that were either waiting processing or were in processing at the tenant during the requested time period. When Contact Server starts, it counts the number of e-mail interactions that having in_processing status. The count gets updated every time a new e-mail interaction enters or exits in_processing status. To optimize the data stream, messages are not sent following each email transition, but rather at periodic intervals defined in Contact Server options. The default interval is every 30 seconds. The Stat Server java extension (eServiceContactStat.jar:max number in_processing) can calculate statistics as minimum or maximum for a requested time period. Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Maximum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:max number in processing			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Minimum

MAIN MASK N/A		DESCRIPTION <p>The lowest number of inbound e-mail interactions that were either waiting processing or were in processing at the tenant during the requested time period.</p> <p>When Contact Server starts, it counts the number of e-mail interactions that having <code>in_processing</code> status. The count gets updated every time a new e-mail interaction enters or exits <code>in_processing</code> status. To optimize the data stream, messages are not sent following each email transition, but rather at periodic intervals defined in Contact Server options. The default interval is every 30 seconds.</p> <p>The Stat Server java extension (<code>eServiceContactStat.jar:min number in processing</code>) can calculate statistics as minimum or maximum for a requested time period.</p> <p>Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Minimum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:min number in processing			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Not_Submitted

MAIN MASK N/A		DESCRIPTION The total number of e-mail interactions that have not been submitted to the Interaction Server by the e-mail server. When Contact Server starts, it counts the number of e-mail interactions that having pending status. The count gets updated every time a new e-mail interaction enters or exits pending status. To optimize the data stream, messages are not sent following each email transition, but rather at periodic intervals defined in Contact Server options. The default interval is every 30 seconds. Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:current unsubmitted			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

General_Email_Oldest_Age

MAIN MASK N/A		DESCRIPTION The age of the inbound e-mail interaction having the longest duration at the end of the reporting interval. When Contact Server starts, it selects a list of inbound e-mail interactions (Id, CreatedDate) having a status other than STOPPED and orders them by CreatedDate. The oldest interaction is the first one on the list. List size is limited to 100 interactions. Each time the status of an inbound e-mail interactions changes to STOPPED, the interaction is removed from the list if it still resides there. If the stopped interaction is the first one, the next one on the list becomes the oldest inbound e-mail interaction and an event is triggered. When the list is empty, another select query is performed to get a listing of oldest, inbound e-mail interactions. Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT DNStatus		
JAVASUBCATEGORY eServiceContactStat.jar:age of oldest email			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

General_Email_Outbound

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of purely outbound e-mail interactions sent by tenant resources.</div> <div>This stat types is calculated as follows: Updated EmailOut where (SentDate is modified) and (subtype = OUTBOUND_NEW)</div> <div>Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:total outbound			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Redirected

MAIN MASK N/A		DESCRIPTION The total number of inbound e-mail interactions that were re-directed within the tenant. This stat type is calculated as follows: Updated EmailOut where (SentDate is modified) and (subtype= OUTBOUND_REDIRECT) Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:total redirected			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Responded

MAIN MASK N/A		DESCRIPTION The total number of inbound e-mail interactions that tenant resources responded to within the reporting period. This stat type excludes auto-acknowledgement responses. This stat type is calculated as follows: Updated EmailOut where (SentDate is modified) and (subtype=OUTBOUND_REPLY or subtype=OUTBOUND_AUTO_RESPONSE) This stat types calculates all such responses, even if more than one response was sent for a particular inbound e-mail interaction. Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:total responded			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Response_Time

MAIN MASK N/A		DESCRIPTION The total amount of time that tenant resources spent responding to inbound e-mail interactions within the reporting period. This stat type counts only the first meaningful response sent with respect to an inbound e-mail interaction. The responded-to date is the SentDate of the sent e-mail interaction (EmailOut) and ResponseTime=RespondedDate · CreatedDate . Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:emailin responsetime			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Terminated

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of inbound e-mail interactions that were terminated within the tenant.</div> <div>Note: At this time, this stat type always returns a 0 value.</div> <div>This stat type is calculated as follows: Updated EmailIn where (status=STOPPED) and (type=INBOUND)</div> <div>Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:total terminated			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Transfers

MAIN MASK N/A		<p>DESCRIPTION</p> <p>The total number of transfers made with respect to inbound interactions within the tenant. This stat type counts each instance of transfer even if a particular e-mail interaction is transferred more than once.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GEHR Total Transfers			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Waiting_Processing

MAIN MASK N/A		<p>DESCRIPTION</p> <p>The total number of e-mail interactions that have both been submitted and are awaiting processing for all queues within the tenant at the moment of processing.</p> <p>This stat type is calculated as follows: Sum(Current Waiting Processing) for all e-mail queues of the tenant</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GEHR Current Waiting Processing			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Hold_Time_Inbound

MAIN MASK CallOnHoldInbound		<div>DESCRIPTION</div> <div>The total amount of time this agent placed inbound calls on hold.</div> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the duration of inbound calls placed on hold by all agents in a specified agent groupApplied to GroupPlaces, this stat type calculates the duration inbound calls placed on hold by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Hold_Time_Outbound

MAIN MASK CallOnHoldOutbound		<div>DESCRIPTION</div> <div>The total amount of time that this agent placed outbound calls on hold.</div> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the duration outbound calls placed on hold by all agents in a specified agent group.Applied to GroupPlaces, this stat type calculates the duration outbound calls placed on hold by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Inbound_Interactions_Stopped

MAIN MASK InteractionStoppedInbound		<div>DESCRIPTION</div> <p>The total number of inbound interactions that were terminated by this agent at his desktop during the specified period.</p> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of inbound interactions terminated by all agents in a specified agent group.• Applied to GroupPlaces, this stat type calculates the total number of inbound interactions terminated by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Inbound_Transfers_Made

MAIN MASK InteractionTransferMadeInbound		DESCRIPTION The total number of inbound interactions transferred by this agent from his desktop. This stat type counts every instance of interaction transfer, even if the agent transfers the same interaction more than once. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of inbound interactions transferred by all agents in a specified agent group• Applied to GroupPlaces, this stat type calculates the total number of inbound interactions transferred by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

Interactions_Accepted

MAIN MASK InteractionAccepted		DESCRIPTION The total number of interactions that were offered for processing to this resource, and that were accepted during the specified period.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Interactions_Offered

MAIN MASK InteractionDeliveringStarted		DESCRIPTION The total number of interactions that were offered for processing to this resource during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Interactions_Processed

MAIN MASK InteractionHandling		DESCRIPTION The total number of interactions handled by this agent at his desktop during the specified period. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of interactions handled by all agents at their desktops in a specified agent group.• Applied to GroupPlaces, this stat type calculates the total number of interactions handled by all agents, at their desktops, who are logged in at places belonging to the specified place group. The calculation for this stat type is shown below. Total Timed Out + Total Placed to Queue + Total Stopped Processing + Total Transferred	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Interactions_Processing_Time

MAIN MASK InteractionHandling		DESCRIPTION The total amount of time that interactions either: <ul style="list-style-type: none">• Were in processing at an agent's desktop at the beginning of the reporting interval and finished processing within the same reporting interval or• Started processing within the reporting interval and finished processing within the same reporting interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Interactions_Pulled

MAIN MASK InteractionPulled		DESCRIPTION The total number of interactions that this agent pulled from any queue. <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total number of interactions pulled by all agents within a specified agent groupApplied to GroupPlaces, this stat type calculates the total number of interactions pulled by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Interactions_Rejected

MAIN MASK InteractionRejected		DESCRIPTION The total number of interactions that were offered for processing to the this agent, and that were rejected, during the specified period. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of offered and rejected interactions by all agents in a specified agent group• Applied to GroupPlaces, this stat type calculates the total number of offered and rejected interactions by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Interactions_Timed_Out

MAIN MASK InteractionRevoked		DESCRIPTION The total number of interactions that were accepted, pulled, or created and subsequently revoked by this resource during the specified period because of prolonged nonactivity. For e-mail interactions, this stat type excludes revoked e-mail interactions that were rejected by the agent and includes interactions that timed out as not accepted while delivering.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Internal_Interactions_Initiated

MAIN MASK InteractionStartedInternal		<div>DESCRIPTION</div> <div>The total number of internal interactions originated by this agent.</div> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of internal interactions originated by all agents in a specified agent group• Applied to GroupPlaces, this stat type calculates the total number of internal interactions originated by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Internal_Time_Made

MAIN MASK CallInternalOriginated		DESCRIPTION The total amount of time this agent spent handling internal calls which the agent initiated. This stat type includes durations of voice interactions that were placed on hold by the agent.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Internal_Time_Taken

MAIN MASK CallInternalReceived		DESCRIPTION The total amount of time this agent spent handling internal calls which the agent received. This stat type includes durations of voice interaction that were placed on hold by the agent.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

IxnQueue_Email_Entered

MAIN MASK N/A		<div>DESCRIPTION</div> <p>The total number of e-mail interactions that entered a queue. This stat type includes those interactions that were placed in queue upon creation. This stat type counts each entrance instance even if a particular e-mail interaction enters a specific queue more than once. This stat type does not count interactions that are taken from the queue for processing and left in the queue upon completion of processing.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Total Entered			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

lqnQueue_Email_In_Processing

MAIN MASK N/A		<div>DESCRIPTION</div> <p>The total number of e-mail interactions in queue that are being processed at the moment of measurement. This stat type excludes e-mail interactions that are in queue waiting to be processed.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Current in Processing			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

lqnQueue_Email_In_Queue

MAIN MASK N/A		<div>DESCRIPTION</div> <p>The total number of e-mail interactions in queue at the moment of measurement.</p> <p>The calculation for this stat type is shown below.</p> <p>Current Waiting Processing + Current in Processing</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Current in Queue			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

lqnQueue_Email_Maximum

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The highest number of e-mail interactions in queue during the reported time period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Maximum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Maximum Interactions			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

IxnQueue_Email_Minimum

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The lowest number of e-mail interactions in queue during the reported time period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Minimum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Minimum Interactions			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

IxnQueue_Email_Moved

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of e-mail interactions that were moved from this queue to any other queue during the reported time period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Total Moved			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

IxnQueue_Email_Stopped

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of e-mail interactions for which processing has stopped while in this queue during the reported time period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Total Stopped			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

IdxQueue_Email_Waiting_Processing

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of email interactions that have been submitted, are currently waiting processing, and are not being processed at the moment of measurement.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Current Waiting Processing			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Max_Time_to_Abandon

MAIN MASK CallAbandoned, CallAbandonedFromRinging		DESCRIPTION The maximum time that live or virtual voice interactions waited in a queue or route point before they were abandoned. An interaction is abandoned if the caller hangs up before the interaction is distributed from a distribution DN or if the customer line is dropped for any reason. Applied to GroupQueues, this stat type represents the maximum duration of all wait times for abandoned voice interactions on all distribution DNs within the group. During the 6.5 release, this metric was changed to include CallAbandonedFromRinging actions which includes interactions that were distributed from a specific distribution DN and then either terminated by the caller before the call could be answered or where the customer line is dropped for any reason. This stat type excludes interactions that were sent to other (or the same) distribution DNs before being distributed and then abandoned.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY MaxTime	SUBJECT DNAAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Max_Time_to_Answer

MAIN MASK CallAnswered		DESCRIPTION The maximum time that live or virtual voice interactions waited in a queue or at a route point before being answered by this agent. Applied to GroupQueues, this stat type represents the maximum duration of all wait times for answered interactions distributed from all queues or route points in the specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY MaxTime	SUBJECT DNAAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Max_Time_to_Distribute

MAIN MASK CallDistributed		DESCRIPTION The maximum time that live or virtual voice interactions waited in a queue or at a route point before they were distributed. Applied to Group-Queues, this stat type represents the maximum duration of all wait times for distributed interactions on all queues or route points in the group. This stat type has been replaced by the CallbacksProcessed stat type in the 7.1 release.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY MaxTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN 7.1	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Maximum_Calls

MAIN MASK CallWait		DESCRIPTION The maximum number of voice interactions simultaneously waiting in this queue during the given interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY MaxNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

MediaX_Current_In_Processing_In_Queue

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of interactions of the media type X that have been submitted to this staging area and that are currently in processing.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Current In Processing			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

MediaX_Current_In_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The total number of interactions of the media type X within this staging area at the moment of measurement.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Current in Queue			
OBJECT TYPE(s) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

MediaX_Current_Waiting_Processing_In_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The total number of interactions of the media type X that have been submitted to this staging area and that are currently awaiting processing.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Current Waiting Processing			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

MediaX_Maximum_Interactions_In_Queue

MAINMASK N/A		<p>DESCRIPTION</p> <p>The maximum number of interactions of the media type X that either were awaiting processing or were in processing within this staging area during the specified period.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Maximum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Maximum Interactions			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

MediaX_Minimum_Interactions_In_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The minimum number of interactions of the media type X that either were awaiting processing or were in processing within this staging area during the specified period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Minimum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Minimum Interactions			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

MediaX_Stopped_Processing_In_Queue

MAINMASK N/A		<p>DESCRIPTION</p> <p>The total number of interactions of the media type X that stopped processing while in this staging area during the specified period.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Total Stopped Processing			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

MediaX_Total_Entered_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The total number of interactions of the media type X that entered this staging area during the specified period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Total Entered			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

MediaX_Total_Moved_From_Queue

MAIN MASK N/A		<p>DESCRIPTION</p> <p>The total number of interactions of the media type X that were moved from this staging area to any other staging area during the specified period.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Total Moved			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

Minimum_Calls

MAIN MASK CallWait		DESCRIPTION The minimum number of voice interactions simultaneously waiting in this queue during the given interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY MinNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

N_Calls_Cleared

MAIN MASK CallCleared		DESCRIPTION The total number of voice interactions that have been cleared from this queue or routing point. This stat type counts every voice interaction that leaves a given queue or routing point because of being delivered to an agent from another queue. In other words, <i>cleared</i> means that an interaction is diverted from another queue, with a CallState of <i>Cleared</i> or <i>Diverted</i> , in the case of a regular ACD queue, or with a CallState of <i>Redirected</i> , in the case of a virtual queue. Applied to GroupQueues, this stat type sums all voice interactions cleared from all the queues in a specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Real-Time Reporting



N_Calls_Distributed

MAIN MASK CallDistributed		DESCRIPTION The total number of voice interactions that have been diverted from a queue or routing point to an agent's DN for further processing. Applied to GroupQueues, this stat type sums all voice interactions distributed from all the queues in a specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

N_Released

MAIN MASK CallReleased		DESCRIPTION The total number of voice interactions that have been released by agents. Applied to GroupQueues, this stat type sums statistics for all the DNs on which agents are logged in at queues in the specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

NotReadyAgentsRatio

MAIN MASK WaitForNextCall		DESCRIPTION The number of agents who are in the Ready state, out of all the agents who are currently logged in to the specified queue. Applied to GroupQueues, this stat type calculates statistics for all the DNs that have agents logged in to the queues within the specified group. Note that, despite its name, this stat type actually calculates the ratio of “ready” agents. It is recommended that you rename this stat type to ReadyAgentsRatio in your environment and reassign it, under the new name, to the Real-Time and Historical templates (in particular, the templates using the Ready Ratio CCPulse+ metric).	
RELATIVE MASK *, ~LoggedOut	AGGREGATIONTYPE N/A		
CATEGORY RelativeNumberPer-centage	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Outbound_Interactions_Initiated

MAIN MASK InteractionStartedOutbound		DESCRIPTION The total number of purely outbound e-mail interactions originated by a resource.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

ServiceFactor1

MAIN MASK CallAbandoned, CallAbandonedFromRinging, CallAnswered		DESCRIPTION <p>An empirical ratio which can be used to measure performance for a queue and/or route point. Its formula yields results different from 0 only for “final” queues and/or route points; that is, queues and/or route points from which calls are intended to be distributed directly to agents. This stat type is not designed to be used for intermediate queues or route points, such as those designed primarily to distribute calls to other queues or route points.</p> <p>This stat type’s formula requires setting two separate thresholds while requesting this statistic; the value of these thresholds greatly influence the statistic’s value. Setting meaningful thresholds and applying this statistic to “valid” queue /route point is your responsibility.</p> <p>ServiceFactor1 is calculated as follows:</p> $\frac{(nAnswTh1 * 100)}{(nAnsw + nAband - nAbandTh2)}$ <p>where</p> <ul style="list-style-type: none">• nAnswTh1 represents the number of calls answered within the first threshold, Th1.• nAnsw is the number of calls answered.• nAband is the number of abandoned calls.• nAbandTh2 is number of calls abandoned within the second threshold, Th2. <p>Note: You are supposed to set Th1 to a reasonable range, reflecting your real (or strategic) behavior—from 10 to 60 seconds, for example—so that nAnswTh1 calculates the number of answered calls within the expected threshold for calls to be answered. Th2 should be defined as a smaller range—from 0 to 5 seconds, for example—so that nAbandTh2 calculates short abandoned calls.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY ServiceFactor1	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting



Talk_Time_Inbound

MAIN MASK CallInbound		DESCRIPTION The total amount of time an agent spent handling live, inbound calls. This stat type excludes durations that voice interactions were placed on hold by the agent and the time spent on related after-call work.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

Talk_Time_Outbound

MAIN MASK CallOutbound		DESCRIPTION The total amount of time this agent spent on live, outbound calls. This stat type excludes durations that voice interactions were placed on hold by the agent as well as the time spent on related after call work. This stat type also excludes durations spent on outbound voice interactions that are part of an outbound campaigns, including ASM interactions.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

Total_Abandon_Time

MAIN MASK CallAbandoned		<div>DESCRIPTION</div> <p>The total time that live or virtual voice interactions waited on an ACD queue, virtual queue, or route point before they were abandoned (that is, before the caller hung up without reaching this agent). The cumulative wait time on a specified queue or route point. (See Figure 21, on page 46, and Figure 22, on page 47.) Applied to GroupQueues, this stat type sums all wait times for abandoned voice interactions on all the queues in the group.</p> <p>This stat type excludes interactions that were distributed to an agent and then abandoned before the agent could answer (CallAbandoned-WhileRinging).</p> <p>This stat type replaces the Total_Time_To_Abandon stat type (which differs from the Total_Time_to_Abandon stat type).</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

Total_Abandoned

MAIN MASK CallAbandoned		DESCRIPTION The total number of voice interactions that were terminated by the caller while in this queue. This stat type excludes interactions that were distributed to an agent and then abandoned before the agent could answer (CallAbandonedWhileRinging).	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

Total_Abandoned_WR

MAIN MASK CallAbandonedFromRinging		DESCRIPTION The total number of live, voice interactions that were distributed from this distribution DN to an agent and terminated by the caller before the agent could answer. This stat type excludes interactions that were sent to other queues or routepoints before being distributed to an agent and then abandoned by the caller.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

Total_AfterCallWork_Agent_St_Number

MAIN MASK AfterCallWork		<div>DESCRIPTION</div> <div>The total number of times that agents were in AfterCallWork status.</div> <div><ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total AfterCall-Work statuses for all the agents belonging to the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of times in this status for all the agents logged in at places belonging to the specified place group.</div> <div>The calculation is shown below.</div> <div>Sum (Agent_AfterCallWork)</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN 6.5	FORMULA	USED IN WHICH REPORTING APPLICATION Historical Reporting



Total_Answered

MAIN MASK CallAnswered		DESCRIPTION The total number of voice interactions that were distributed from a queue to this agent and were answered. This stat type excludes interactions that were sent to other queues before being answered.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_ASM_Engage_Time

MAIN MASK ASM_Engaged		<div>DESCRIPTION</div> <div>The total time that agents spent in ASM_Engaged status.</div> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the group were in the ASM_Engaged status.• Applied to GroupPlaces, this stat type calculates the total time of agents in the ASM_Engaged status who were logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Calls

MAIN MASK CallConsult, CallInternal, CallOutbound, CallInbound, CallUnknown, ASM_Outbound		<div>DESCRIPTION</div> <p>The total number of times that agents completed being in one or more of the call-handling statuses, which include CallConsult (consultation calls), CallInternal (internal calls), CallOutbound (outbound calls), CallInbound (inbound calls), CallUnknown (calls of unknown types), and ASM_Outbound.</p> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of times that all the agents in the specified agent group completed being in one or more of the call-handling statuses.• Applied to GroupPlaces, this stat type calculates the total number of times in these statuses for all the agents who were logged in at places belonging to the specified place group. <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls included those statuses where the agent's DN(s) was still in one of the call-handling statuses at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A for H Rept 7.0 for R-T Rept	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Abandoned

MAIN MASK CallAbandoned, CallAbandonedFromRinging		DESCRIPTION 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. The total number of transitions from a queued state to a NULL state when a party was abandoned from a specified queue or route point. Because DCID is turned on, Stat Server counts a specific interaction that was abandoned on more than one queue or route point only once. During the 6.5 release, this stat type was changed to include CallAbandonedFromRinging actions which include interactions that were distributed from a specific distribution DN and then either terminated by the caller before the call could be answered or where the customer line is dropped for any reason. This stat type excludes interactions that were sent to other (or the same) distribution DNs before being distributed and then abandoned. For Real-Time Reporting, prior to the 6.5 release, the name of this stat type was TotalNumberCallsAband.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Answered

MAIN MASK CallAnswered		DESCRIPTION The total number of virtual or live voice interactions distributed from a queue or route point directly to this agent and answered by this agent. Applied to GroupQueues, this stat type sums all answered calls (distinguished by connection ID) for all the queues or route points in that group. Note that because the DistinguishByConnID option is turned on, Stat Server counts an answered interaction that is distributed from several queues or route points in the same group only once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



Total_Calls_Answered_In_Threshold

MAIN MASK CallAnswered		DESCRIPTION The total number of live or virtual voice interactions distributed from a queue or route point directly to this agent and answered by this agent within specified threshold (measured in seconds). As applied Group-Queues, this stat type sums all answered interactions within the specified threshold for all queues or route points in that group. Because the DistinguishByConnID option is turned on, Stat Server counts an answered interaction distributed from several queues or route points within the same queue group only once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumberInTimeRange	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 6.5	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Calls_ASM_Outbound

MAIN MASK ASM_Outbound		DESCRIPTION The total number of ASM (Active Switching Matrix) outbound calls placed automatically for this agent or a place and then connected to the intended contact person. Applied to GroupAgents or GroupPlaces, this stat type sums all ASM outbound calls for all the agents or all the places in their respective groups.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_ASM_Received

MAIN MASK ASM_Engaged		DESCRIPTION The total number of ASM (Active Switching Matrix) outbound calls placed automatically for an available agent who is waiting to be connected to the customer. Applied to GroupAgents or to GroupPlaces, this stat type sums all automatically placed calls for all agents or all places in their respective groups. Because DCID is turned on, Stat Server counts an outbound call that is placed with more than one available agent (or place) only once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Consult

MAIN MASK CallConsult		<p>DESCRIPTION</p> <p>The total number of CallConsult statuses that completed during the reporting interval; that is, the number of times that agents participated in consultation calls.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total number of times that agents in the specified agent group completed being in the CallConsult status.Applied to GroupPlaces, this stat type calculates the total number of completed CallConsult statuses for all agents who are logged in at places belonging to the specified place group. <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Consult included those statuses where the agent's DN(s) was still in CallConsult status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Dialed

MAIN MASK CallDialed		DESCRIPTION The total number of interactions that this agent or place dials. Applied to GroupAgents or to GroupPlaces, this stat type sums all dialed interactions for all agents or all places in their respective groups.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN 7.0	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Calls_Distributed

MAIN MASK CallDistributed		<p>DESCRIPTION</p> <p>The total number of unique voice interactions, whether virtual or live, distributed from a specified queue or route point. The DistinguishByConnID option is turned on for this stat type; therefore, the Stat Server counts each distributed call only once, even if an interaction is distributed from a queue or a route point or group of queues more than one time. Applied to GroupQueues, this stat type sums all such interactions for all queues in the group. Note that redirected interactions are not included in the count for distributed interactions.</p> <p>For Real-Time Reporting, prior to the 6.5 release, the name of this stat type was TotalNumberCallsDistrib.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Distributed_In_Threshold

MAIN MASK CallAnswered		<div>DESCRIPTION</div> <p>The total number of unique voice interactions, whether live or virtual, distributed from a specific queue or route point within the specified time threshold (measured in seconds). The DistinguishByConnID option is turned on for this stat type; therefore, Stat Server counts each distributed interaction only once, even if an interaction is distributed from a queue, route point, or group of queues more than once. Applied to GroupQueues, this stat type sums all the numbers of such interactions for all queues or route points in the same queue group.</p> <p>Note: Redirected calls are not included in the count for distributed calls.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumberInTimeRange	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN 6.5	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Calls_Entered

MAIN MASK CallEntered		DESCRIPTION The total number of first entries of voice interactions on a specified queue or at a specified route point. (See Figure 21, on page 46 , and Figure 22, on page 47 .) 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.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Inbound

MAIN MASK CallInbound		DESCRIPTION The total number of times this agent's DN completed being in CallInbound status within the reporting interval. <ul style="list-style-type: none">Applied to GroupAgents, this stat type sums such status appearances for all the agents in the specified agent group.Applied to GroupPlaces, this stat type sums such status appearances for all agents logged in at places belonging to the specified place group. Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Inbound included interactions where the agent's DN(s) was still in CallInbound status at the end of the reporting interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Internal

MAIN MASK CallInternal		<div>DESCRIPTION</div> <p>The total number of times this agent's DN completed being in CallInternal status.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type sums such status appearances for all agents belonging to the specified agent group.Applied to GroupPlaces, this stat type sums such status appearances for all the agents logged in at places belonging to the specified place group. <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Internal included interactions where the agent's DN(s) was still in CallInternal status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Outbound

MAIN MASK CallOutbound		<div>DESCRIPTION</div> <p>The total number of times this agent's DN completed being in CallOutbound status.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type sums such status appearances for all the agents in the specified agent group.Applied to GroupPlaces, this stat type sums such status appearances for all the agents logged in to places belonging to the specified place group <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Oubound included interactions where the agent's DN(s) was still in CallOutbound status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Unknown

MAIN MASK CallUnknown		<div>DESCRIPTION</div> <p>The total number of times this agent's DN completed being in CallUnknown status.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type sums such status appearances for all the agents in the specified agent group.Applied to GroupPlaces, this stat type sums such status appearances for all the agents logged into to places belonging to the specified place group. <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Unknownincluded interactions where the agent's DN(s) was still in CallUnknown status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting



Total_Cleared

MAIN MASK CallCleared		DESCRIPTION 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.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Consult_Talk_Time

MAIN MASK CallConsult		<div>DESCRIPTION</div> <p>The total time that agents spent handling consult calls that ended during the reporting interval.</p> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total consult talk time for all the agents belonging to the specified agent group.• Applied to GroupPlaces, this stat type calculates the total consult talk time for all the agents logged in at places belonging to the specified place group. <p>Total_Conult_Talk_Time is calculated as follows: Sum (Agent_CallConsultStatus.time)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Conult_Talk_Time included consult calls that not only ended but were also in progress during the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Dialing_Number

MAIN MASK CallDialing		<div>DESCRIPTION</div> <p>The total number of times that agents completed dialing calls within the reporting interval.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total number of times that dialing completed for all of the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of times that dialing completed for all of the agents logged in at places belonging to the specified place group. <p>Total_Dialing_Time is calculated as follows: Sum(Agent_CallDialing status)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Dialing_Number included dialing that not only completed but also dialing that was in progress during the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Dialing_Time

MAIN MASK CallDialing		<div>DESCRIPTION</div> <p>The total time that agents completed dialing calls within the reporting interval.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type shows the total time in this status by agents of the specified agent group.Applied to GroupPlaces, this stat type shows the total time in this status by agents logged in at places belonging to the specified place group. <p>This stat type is calculated as follows: Sum(Agent_CallDialing_Status.time)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Dialing_Time included the time related to dialing that not only completed but also dialing that was in progress during the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting



Total_Distribute_Time

MAIN MASK CallDistributed		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before being distributed. The cumulative wait time before calls were distributed. Applied to GroupQueues, this stat type sums all wait times for voice interactions distributed from the queues in the group. This stat type is identical to Total_Time_to_Distribute and Total_Time_To_Distribute . This stat type replaces the Total_Time_To_Distribute stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Distributed

MAIN MASK CallDistributed		<div>DESCRIPTION</div> <p>The total number of voice interactions distributed from a queue, queue group, or routepoint regardless of destination. This stat type includes interaction distributions to the same queue, other queues, and/or route-points.</p> <p>And, because DCID is not turned on, this stat type counts each instance of interaction distribution even if a particular interaction is distributed more than once before being processed or abandoned.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Entered

MAIN MASK CallEntered		<div>DESCRIPTION</div> <div>The total number of live voice interactions that entered a distribution DN. This stat type counts all entries, even if a particular interaction enters a queue more than once or if the interaction enters several queues or route points.</div> <div>This stat type is identical to CallsEntered.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Forwarded

MAIN MASK CallForwarded		DESCRIPTION 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. This stat type counts all instances of transfer, even if a particular interaction was transferred to another destination more than once. This stat type excludes interactions that were sent directly to other queues before being distributed to an agent and then forwarded or redirected.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Hold_Time

MAIN MASK CallOnHold		<div>DESCRIPTION</div> <p>The total time that agents had the most recent call on hold for all instances where CallOnHold status completed within the reporting interval.</p> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates this total time of such instances by all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates this total time of such instances by all the agents logged in to places belonging to the specified place group. <p>Total_Hold_Time is calculated as follows: Sum(Agent_CallOnHold Status.time)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Hold_Time included held interactions that were still in progress at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Inbound_Handled

MAIN MASK InteractionHandlingInbound		DESCRIPTION The total number of live or virtual inbound interactions handled by this agent. This number includes inbound interactions that were transferred to the agent as well as multiple instances of the agent handling the same interaction more than once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



Total_Login_Time

MAIN MASK *, ~LoggedOut, ~NotMonitored		DESCRIPTION The total time that monitored agents were logged in. This stat type does not include logged-in time when the switch is disconnected from Stat Server. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group. Prior to the 6.5 release, this stat type was named TotalLoginTime for Real-Time Reporting.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Not_Ready_Agent_St_Number

MAIN MASK NotReadyForNextCall		DESCRIPTION The total number of times that agents are in NotReadyForNextCall status. <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total NotReadyForNextCall statuses for all the agents belonging to the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of times in this status for all the agents logged in at places belonging to the specified place group. The calculation is shown below. Sum (Agent_NotReadyForNextCall status)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Not_Ready_Agent_St_Time

MAIN MASK NotReadyForNextCall		DESCRIPTION The total time that agents spend in NotReadyForNextCall status. <ul style="list-style-type: none">Applied to GroupAgents, the formula calculates the total time agents spend in NotReadyForNextCall statuses for all the agents belonging to the specified agent group.Applied to GroupPlaces, the formula calculates total time agents spend in NotReadyForNextCall statuses for all the agents logged in at places belonging to the specified place group. The calculation is shown below. Sum (Agent_NotReadyForNextCall status.time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Not_Ready_Number

MAIN MASK NotReadyForNextCall		<div>DESCRIPTION</div> <p>The total number of times that agents completed being in NotReady-ForNextCall status during the reporting interval.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total number of NotReadyForNextCall statuses for all the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of NotReadyForNextCall statuses for all the agents logged in at places belonging to the specified place group. <p>The calculation is shown below.</p> <p>Sum (Agent_NotReadyForNextCall status)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Not_Ready_Number included interactions where the agent was still in NotReadyForNextCall status at the end of the reporting interval as well as those interactions that completed during the interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Not_Ready_Time

MAIN MASK NotReadyForNextCall		<p>DESCRIPTION</p> <p>The total time that an agent's DN completed being in NotReadyForNextCall status during the reporting interval.</p> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total duration of such statuses for all the agents' DNs of the specified agent group.• Applied to GroupPlaces, this stat type calculates the total duration of such statuses for all the agents logged in at places belonging to the specified place group. <p>The calculation is shown below.</p> <p>Sum(Agent_NotReadyForNextCall status.time)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Not_Ready_Time included interactions where the agent's DN was still in NotReadyForNextCall status at the end of the reporting interval as well as those interactions that completed during the interval.</p> <p>For Real-Time Reporting: Prior to the 6.0 release, the name of this stat type was TotalNotReadyTime. In release 6.1, the name was changed to TotalNotReadyStatusTime. In the release 6.5, the name was changed again to Total_Not_Ready_Time.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



Total_Number_Being_Monitored

MAIN MASK BeingMonitored		DESCRIPTION The total number of interactions handled by this agent that were monitored during the reporting interval. This stat type counts every monitoring instance even if a specific interaction was monitored more than once. This stat type is calculated as follows: Sum(EventPartyAdded [Reason=Intrusion; Mode=Monitor; Party=Agent])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Coached

MAIN MASK BeingCoached		DESCRIPTION The total number of chat interactions handled by an agent that were coached during handling. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Conference; Mode=Coach; Party=Agent]) This stat type counts each coaching instance separately even if the agent received coaching more than once on the same interaction.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Coaching_By_Intrusion_Initiated

MAIN MASK CoachingByIntrusionInitiated		DESCRIPTION The total number of chat interactions handled by this agent that were coached by intrusion (as opposed to being coached upon request). This stat type counts every instance coaching by intrusion even if a specific interaction was coached by intrusion more than once. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Intrusion; Mode=Coach; Party=Agent])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Coaching_By_Request_Initiated

MAIN MASK CoachingByRequestInitiated		DESCRIPTION The total number of chat interactions handled by an agent where the agent requested coaching (as opposed to coaching by intrusion). This stat type counts every instance requested coaching even if this agent requested coaching on a specific interaction more than once. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Conference; Mode=Coach; Party=Agent])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Conferences_Initiated

MAIN MASK InteractionConferenceMade		DESCRIPTION The total number of successful attempts by this agent to initiate a chat conference or add another participant to an existing conference. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Conference; Mode=Conference; Initiator=Agent])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Conferences_Joined

MAIN MASK InteractionConferenceJoined		DESCRIPTION The total number of conference requests accepted by this agent. For a specific interaction that was conferenced more than once to this resource and was accepted, this stat type counts each instance separately. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Conference; Mode=Conference; Party=Agent])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Interactions_Invited_For_Coaching

MAIN MASK CoachingRequested		DESCRIPTION The total number of times this agent requested coaching regardless of whether coaching was granted. This stat type counts every coaching invitation even if this agent requested coaching on the same interaction more than once. This stat type is calculated as follows: Sum (EventAgentInvited [Reason=Conference; Mode=Coach; Initiator=Agent])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_of_Conferences

MAIN MASK CallConferenceMade, CallConferenceJoined		DESCRIPTION The total number of unique conference interactions made (CallConferenceMade) or joined (CallConferenceJoined) by a specified agent. Applied to GroupAgents or GroupPlaces, this stat type sums unique conference calls for all agents or for all places in their respective groups.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Number_Of_Joined_To_Conference_By_Intrusion

MAIN MASK ConferenceJoinedByIntrusion		DESCRIPTION The total number interactions handled by this agent involved conferences that were joined by intrusion (as opposed to joined by request). This stat type counts every instance of intruded conferences even if a particular interaction involved conference by intrusion more than once. This stat type is calculated as follows: Sum (EventAgentInvited [Reason=Intrusion; Mode=Conference])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Of_Monitoring_Initiated

MAIN MASK MonitoringInitiated		DESCRIPTION The total number of times interactions handled by this agent were monitored. This stat type counts every monitoring instance for this agent even if the same interaction was monitored more than once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_of_Transfers_Made

MAIN MASK CallTransferMade		DESCRIPTION The total number of transfers made (CallTransferMade) by a specified agent. Applied to GroupAgents or GroupPlaces, this stat type sums all transfers made by all of the agents in the respective group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_of_Transfers_Taken

MAIN MASK CallTransferTaken		DESCRIPTION The total number of transferred voice interactions received (CallTransferTaken) by a specified agent. Applied to GroupAgents or GroupPlaces, this stat type sums all transferred voice interactions received by all of the agents in the respective group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



Total_Number_on_Hold

MAIN MASK CallOnHold		<div>DESCRIPTION</div> <p>The total number of times that agents completed being in CallOnHold status during the reporting interval.</p> <ul style="list-style-type: none">Applied to GroupAgents, the stat type calculates the total number of such CallOnHold statuses for all the agents of the specified agent group.Applied to GroupPlaces, the stat type calculates the total number of such CallOnHold statuses for all the agents logged in at places belonging to the specified place group. <p>The calculation is shown below.</p> <p>Sum (Agent_CallOnHold status)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Number_on_Hold included interactions where the agent was still in CallOnHold status at the end of the reporting interval as well as those held interactions that completed during the interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0 Removed in 6.5	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Transfers_Made

MAIN MASK InteractionTransferMade		DESCRIPTION The total number of interactions transfers made by this agent during the specified period. Applied to GroupAgents or GroupPlaces, this stat type calculates the total number of transfers made by all of the agents belonging to the respective group. This stat type counts each transfer instance separately including those where the agent transfers the same interaction more than once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Transfers_Taken

MAIN MASK InteractionTransferTaken		DESCRIPTION The total number of transferred interactions taken by this agent. Applied to GroupAgents or GroupPlaces, this stat type calculates the total number of transferred interactions taken by all of the agents belonging to the respective group. For interactions that were transferred more than once to this agent and taken, this stat type counts each instance of transfer separately.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Processing_Time

MAIN MASK InteractionHandlingInbound		<div>DESCRIPTION</div> <div>The total duration that inbound interactions that were either:<ul style="list-style-type: none">• In processing at the agent's desktop at the beginning of the reporting interval and finished processing within the same reporting interval or• Started processing within the reporting interval and finished processing within the same reporting interval.</div> <div>Applied to GroupAgents or GroupPlaces, this stat type calculates the total duration of inbound interactions processed by all of the agents belonging to the respective group.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Ready_Time

MAIN MASK WaitForNextCall		DESCRIPTION The total amount of time an agent was ready to handle voice interactions during the reporting interval. <ul style="list-style-type: none">• Applied to GroupAgents, the stat type calculates the total ready time for all of the agents belonging to the specified agent group.• Applied to GroupPlaces, the stat type calculates the total ready time for all of the agents logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



Total_Ringing_Number

MAIN MASK CallRinging		<div>DESCRIPTION</div> <p>The total number of times CallRinging status completed for an agent during the reporting interval.</p> <ul style="list-style-type: none">Applied to GroupAgents, the formula calculates the total number of such statuses for all agents belonging to the specified agent group.Applied to GroupPlaces, the formula calculates the total number of such statuses for all of the agents logged in at places belonging to the specified place group. <p>The calculation is shown below.</p> <p>Sum(Agent_CallRinging status)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Ringing_Number included interactions that were still in CallRinging status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Ringing_Time

MAIN MASK CallRinging		<div>DESCRIPTION</div> <p>The total amount of time that calls were in CallRinging status and this status completed for an agent during the reporting interval.</p> <ul style="list-style-type: none">Applied to GroupAgents, the stat type calculates the total duration of such statuses for all agents belonging to the specified agent group.Applied to GroupPlaces, the stat type calculates total duration of such statuses for all of the agents logged in at places belonging to the specified place group. <p>The calculation is shown below.</p> <p>Sum(Agent_CallRinging_status.time)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Ringing_Time included interactions where the call was still in CallRinging status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Sent_To_Queue

MAIN MASK CallDistributedToQueue		DESCRIPTION The total number of live or virtual voice interactions that were distributed from this distribution DN to another (or the same) distribution DN. This stat type counts every call-distribution-to-queue instance even if the same call was distributed to the same (or other) distribution DN more than once. This stat type excludes interactions that are forwarded, redirected, or transferred to another (or the same) distribution DN.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

Total_Short_Abandoned_Calls

MAIN MASK CallAbandoned, CallAbandonedFromRinging		<div>DESCRIPTION</div> <p>The total number of live or virtual voice interactions abandoned on a specified distribution DN within the predefined threshold. An interaction is abandoned, for instance, if the caller hangs up before the interaction is distributed from the distribution DN. Applied to GroupQueues, this stat type sums all abandoned calls for all queues or route points belonging to the specified group.</p> <p>During the 6.5 release, this metric was changed to include CallAbandonedFromRinging actions which include interactions that were distributed from a specific distribution DN to an agent and then either terminated by the caller before the agent could answer or where the customer line is dropped for any reason within the predefined threshold. This stat type excludes interactions that were sent to other (or the same) distribution DNs before being distributed to an agent and then abandoned within the predefined threshold.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumberInTimeRange	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting



Total_Talk_Time

MAIN MASK CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, ASM_Outbound		DESCRIPTION <p>The total time that agents spent handling completed calls including: inbound calls, outbound calls, consult calls, internal calls, and calls of unknown type.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total duration of any of the aforementioned statuses for all the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the total duration of any of the aforementioned statuses for all the agents logged in at places belonging to the specified place group. <p>The calculation for this stat type is shown below.</p> $\text{Sum}(\text{Agent_CallUnknown.time} + \text{CallConsult.time} + \text{CallInternal.time} + \text{CallOutbound.time} + \text{CallInbound.time} + \text{ASM_Outbound.time})$ <p>For Real-Time Reporting, prior to the 6.0 release, the stat type name was TotalTalkTime. In the 6.0 release, the name was changed to TotalTalkStatusTime. In release 6.5, the name was changed again to Total_Talk_Time.</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time included interactions where the call was still in one of the aforementioned statuses at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Talk_Time_ASM_Outbound

MAIN MASK ASM_Outbound		<div>DESCRIPTION</div> <div>The total time that agents spend in ASM_Outbound status.</div> <div><ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spend in the ASM_Outbound status.Applied to GroupPlaces, this stat type calculates the total time spent in the ASM_Outbound status by all the agents logged in at places belonging to the specified place group.</div> <div>Counted interactions include those that were in progress at the end of the reporting interval as well as those that completed.</div> <div>The calculation is shown below: Sum (Agent_ASM_Outbound . time)</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Talk_Time_Inbound

MAIN MASK CallInbound		<div>DESCRIPTION</div> <p>The total amount of time that agents were in CallInbound status; that is, the total time agents completed handling inbound calls.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spent handling inbound calls.Applied to GroupPlaces, this stat type calculates the total time that all the agents logged in at places belonging to the specified place group spent handling inbound calls. <p>This stat type excludes those inbound calls that were in progress at the end of the reporting interval.</p> <p>The calculation is shown below.</p> <p>Sum(Agent_CallInbound.time)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time_Inbound included inbound calls that were in progress at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Talk_Time_Internal

MAIN MASK CallInternal		<div>DESCRIPTION</div> <p>The total amount of time that agents were in CallInternal status; that is, the total time agents completed handling internal calls.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spent handling internal calls.Applied to GroupPlaces, this stat type calculates the total time that all the agents logged in at places belonging to the specified place group spent handling internal calls. <p>This stat type excludes those internal calls that were in progress at the end of the reporting interval.</p> <p>The calculation is shown below.</p> <p>Sum(Agent_CallInternal.time)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time_Internal included internal calls that were in progress at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Talk_Time_Outbound

MAIN MASK CallOutbound		<div>DESCRIPTION</div> <p>The total amount of time that agents were in CallOutbound status; that is, the total time agents completed handling outbound calls.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spent handling outbound calls.Applied to GroupPlaces, this stat type calculates the total time that all the agents logged in at places belonging to the specified place group spent handling outbound calls. <p>This stat type excludes those outbound calls that were in progress at the end of the reporting interval.</p> <p>The calculation is shown below.</p> <p>Sum(Agent_CallOutbound.time)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time_Outbound included outbound calls that were in progress at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Talk_Time_Unknown

MAIN MASK CallUnknown		<div>DESCRIPTION</div> <p>The total amount of time that agents were in CallUnknown status; that is, the total time agents completed handling calls of unknown type.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spent handling calls of unknown type.Applied to GroupPlaces, this stat type calculates the total time that all the agents logged in at places belonging to the specified place group spent handling calls of unknown type. <p>This stat type excludes those calls of unknown type that were in progress at the end of the reporting interval.</p> <p>The calculation is shown below.</p> <p>Sum(Agent_CallUnknown.time)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time_Unknown included calls of unknown type that were in progress at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Time_ASM_Engage

MAIN MASK ASM_Engaged		DESCRIPTION This stat type is specific for agents involved with outbound predictive dialing interactions which run in “Predictive with seizing mode”. The status indicates that an agent, on a particular DN, waits for the customer to be connected in Predictive mode and ends when the customer is connected to the agent or when either the predictive dialing or the engaging call is released before the agent and the customer are connected to each other. This stat type represents the total time that agents spend in the ASM_Engaged status. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spend in the ASM_Engaged status.• Applied to GroupPlaces, this stat type calculates the total time spent in the ASM_Engaged status by all the agents logged in at places belonging to the specified place group. The calculation is shown below. Sum (Agent_ASM_Engaged . time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Time_to_Abandon

MAIN MASK CallAbandoned, CallAbandonedFromRinging		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before they were abandoned (that is, before the caller hung up without reaching an agent). The cumulative wait time on a specified queue or route point. Applied to GroupQueues, this stat type sums all wait times for abandoned voice interactions on all of the distribution DNs within the queue group. Prior to the 6.0 release, the stat type name was TotalAbandTime. During the 6.5 release, this metric was changed to include CallAbandonedFromRinging actions which include interactions that were distributed from a specific distribution DN and then either terminated by the caller before the call could be answered or where the customer line is dropped for any reason. This stat type excludes interactions that were sent to other (or the same) distribution DNs before being distributed and then abandoned.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



Total_Time_To_Abandon

MAIN MASK CallAbandoned		<div>DESCRIPTION</div> <p>The total time that live or virtual voice interactions waited on a queue or at a route point before they were abandoned (that is, before the caller hung up without reaching this agent). The cumulative wait time on a specified queue or route point. (See Figure 21, on page 46, and Figure 22, on page 47.) Applied to GroupQueues, this stat type sums all wait times for abandoned voice interactions on all the queues in the group.</p> <p>This stat type excludes interactions that were distributed to an agent and then abandoned before the agent could answer (CallAbandoned-WhileRinging).</p> <p>Prior to the 6.0 release, the stat type name was TotalAbandTime.</p> <p>In the 7.1 release, Total_Abandon_Time replaced this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN 7.1	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Time_to_Answer

MAIN MASK CallAnswered		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before they reached this agent. The cumulative wait time before calls were answered. Applied to GroupQueues, this stat type sums all wait times for answered voice interactions distributed from queues in the specified queue group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Time_to_Distribute

MAIN MASK CallDistributed		<div>DESCRIPTION</div> <p>The total time that live or virtual voice interactions waited on a queue or at a route point before being distributed. The cumulative wait time before calls were distributed. Applied to GroupQueues, this stat type sums all wait times for voice interactions distributed from the queues in the group.</p> <p>Prior to the 6.0 release, the stat type name was TotalDistribTime.</p> <p>This stat type is identical to Total_Time_To_Distribute.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Time_To_Distribute

MAIN MASK CallDistributed		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before being distributed. The cumulative wait time before calls were distributed. Applied to GroupQueues, this stat type sums all wait times for voice interactions distributed from the queues in the group. (SeeFigure 21, on page 46 , and Figure 22, on page 47 .) This stat type is identical to Total_Time_to_Distribute .	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN 7.1	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Wait_Agent_St_Number

MAIN MASK WaitForNextCall		DESCRIPTION The total number of times that agents were in WaitForNextCall status; that is, the total number of times that agents had one or more DN's ready to receive call(s). <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total WaitForNextCall statuses for all the agents belonging to the specified agent group.• Applied to GroupPlaces, this stat type calculates the total number of times in this status for all the agents logged in at places belonging to the specified place group. The calculation is shown below. Sum (Agent_WaitForNextCall)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Wait_Agent_St_Time

MAIN MASK WaitForNextCall		<div>DESCRIPTION</div> <div>The cumulative time that agents spent in WaitForNextCall status (waiting for calls).</div> <div><ul style="list-style-type: none">Applied to GroupAgents, this stat type presents the wait time for all the agents belonging to the specified agent group.Applied to GroupPlaces, this stat type presents the wait time for all the agents logged in at places in the specified place group.</div> <div>The calculation is shown below.</div> <div>Sum (Agent_WaitForNextCall.time)</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting



Total_Wait_Number

MAIN MASK WaitForNextCall		<div>DESCRIPTION</div> <p>The total number of times that agents completed being in the Wait-ForNextCall status.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total number of WaitForNextCall statuses for all the agents belonging to the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of times in this status for all the agents logged in at places belonging to the specified place group. <p>The calculation is shown below.</p> <p>Sum(Agent_WaitForNextCall status)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Wait_Number included statuses where the agent was still in WaitForNextCall status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Wait_Time

MAIN MASK WaitForNextCall		<div>DESCRIPTION</div> <p>The total time this agent spent waiting for the next call. The total duration of all WaitForNextCall statuses that completed for a particular agent during the reporting interval.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type sums all wait times for all the agents of the specified agent group.Applied to GroupPlaces, this stat type sums all wait times for all the agents logged in at places belonging to the specified place group. <p>The calculation is shown below.</p> <p>Sum (Agent_WaitForNextCall.time)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Wait_Time included statuses where the agent was still in WaitForNextCall status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Work_Number

MAIN MASK AfterCallWork		<div>DESCRIPTION</div> <p>The total number of times an agent's DN(s) completed being in After-CallWork status during the reporting interval.</p> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of such statuses for all the DN(s) of the specified agent group.• Applied to GroupPlaces, this stat type calculates the total number of such statuses for all the agent DN(s) logged in at places belonging to the specified place group. <p>The calculation is shown below.</p> <p>Sum(Agent_AfterCallWork status)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Work_Number included those statuses where the agent's DN(s) was still in WaitForNextCall status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Work_Time

MAIN MASK AfterCallWork		<div>DESCRIPTION</div> <p>The total time an agent's DN(s) completed being in AfterCallWork status during the reporting interval. This typically represents the time an agent spent doing follow-up work after calls.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type sums the total duration of such statuses for all the agents of the specified agent groupApplied to GroupPlaces, this stat type sums the total duration of such statuses for all the agents logged in to places belonging to the specified place group (GroupPlaces). <p>The calculation is shown below.</p> <p>Sum (Agent_AfterCallWork . t ime)</p> <p>Prior to the 6.0 release, the stat type name was TotalWorkTime.</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Work_Time included statuses where the agent's DN(s) was still in AfterCallWork status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



TotalAfterCallWorkDNStatusTime

MAIN MASK AfterCallWork		<div>DESCRIPTION</div> <div>The total time during which a RegDN is in AfterCallWork status. (Note that a RegDN is a regular destination directory number, usually an agent's DN).</div> <div><ul style="list-style-type: none">Applied to Agent, this stat type shows all the time spent in the After-CallWork status for the RegDN(s) configured for the place where the agent is logged in.Applied to Place, this stat type shows all the time spent in the After-CallWork status for all the RegDNs configured for this place.Applied to GroupAgents, this stat type shows all the time spent in the AfterCallWork status for the RegDNs configured for the place where the agents are logged in.Applied to GroupPlaces, this stat type shows all the time spent in the AfterCallWork status for all the RegDNs at places in the specified place group.</div> <div>The calculation is shown below.</div> <div>Sum (RegDN_AfterCallWork.time)</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalAfterCallWorkPlaceStatusTime

MAIN MASK OfflineWorkType1		DESCRIPTION The total time during which a place is in AfterCallWork status. The calculation is shown below. Sum (Place_AfterCallWorkStatus.time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalAfterCallWorkStatusTime

MAIN MASK OfflineWorkType1		<div>DESCRIPTION</div> <div>The total time during which this agent is in AfterCallWork status.</div> <div><ul style="list-style-type: none">Applied to Agent or Place, this stat type shows all the time the agent spent in the AfterCallWork status.Applied to GroupAgents, this stat type shows all the time agents spent in the AfterCallWork status.Applied to GroupPlaces, this stat type shows all the time agents spent in the AfterCallWork status for all agents logged in at places in the specified place group.</div> <div>The calculation is shown below.</div> <div>Sum (Agent_AfterCallWorkStatus.time)</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalEWT

MAIN MASK CallDistributed, CallAbandoned, CallCleared		DESCRIPTION The total estimated wait time, in seconds, that live or virtual voice interactions wait at a distribution DN before being distributed or abandoned. Abandoned interactions include only those abandoned on the specified object (queue or route point). They do not include instances when the interaction is abandoned after distribution to an agent but before the agent has answered it (CallAbandonedWhileRinging). Estimated wait time is derived from the first value retrieved from user data that Router attaches via the VCB_EWT key.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalCustomValue	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID GetNumber("VCB_EWT", 1)	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

TotalNotReadyDNStatusTime

MAIN MASK NotReadyForNextCall		<div>DESCRIPTION</div> <div>Total time during which a RegDN is in NotReadyForNextCall status. (Note that a RegDN is a regular destination directory number, usually an agent's DN).</div> <div><ul style="list-style-type: none">• Applied to Agent, this stat type shows all the time spent in the NotReadyForNextCall status for the RegDN(s) configured for the place where the agent is logged in.• Applied to Place, this stat type shows all the time spent in the NotReadyForNextCall status for all the RegDNs configured for this place.• Applied to GroupAgents, this stat type shows all the time spent in the NotReadyForNextCall status for the RegDNs configured for the place where the agents are logged in.• Applied to GroupPlaces, this stat type shows all the time spent in the NotReadyForNextCall status for all the RegDNs at places in the specified place group.</div> <div>The calculation is shown below.</div> <div>Sum (RegDN_NotReadyForNextCall.time)</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting



TotalNotReadyPlaceStatusTime

MAIN MASK NotReadyForNextCall		<div>DESCRIPTION</div> <p>The total number of times that places are in NotReadyForNextCall status; that is, the total number of times that places have one or more DNs not ready for the next call.</p> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of times in this status for all the agents in the specified agent group.• Applied to GroupPlaces, this stat type calculates the total number of NotReadyForNextCall statuses for all the places belonging to the specified place group. <p>The calculation is shown below.</p> <p>Sum(Place_NotReadyForNextCall status)</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalNumberConsultCalls

MAIN MASK CallConsult		DESCRIPTION The total number of consultation voice interactions on this agent's RegDN (regular directory number). Applied to GroupAgents or GroupPlaces, this stat type shows the total number of consultation voice interactions on DNs of all agents in a specified agent group or on all DNs at places in the specified place group. The calculation is shown below. Sum DCID (RegDN.CallConsult)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalNumberInboundCalls

MAIN MASK CallInbound		DESCRIPTION The total number of live or virtual inbound voice interactions on this agent's RegDN (regular directory number). Applied to GroupAgents or GroupPlaces, this stat type sums the inbound voice interactions on the DNs of all agents in a specified agent group or on all the DNs at places in the specified place group. The calculation is shown below. Sum DCID(RegDN.CallInbound)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalNumberInternalCalls

MAIN MASK CallInternal		DESCRIPTION The total number of live or virtual internal voice interactions on this agent's RegDN (regular directory number). Applied to GroupAgents or GroupPlaces, this stat type shows the total number of internal voice interactions on DN's of all agents in a specified agent group (GroupAgents) or on all DN's at places in the specified place group (GroupPlaces). The calculation is shown below. Sum DCID (RegDN.CallInternal)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalNumberOutboundCalls

MAIN MASK CallOutbound		DESCRIPTION The total number of live or virtual outbound voice interactions on this agent's RegDN (regular directory number). Applied to GroupAgents or GroupPlaces, this stat type shows the total number of outbound calls on DN's of all agents in a specified agent group (GroupAgents) or on all DN's at places in the specified place group (GroupPlaces). The calculation is shown below. Sum DCID (RegDN.CallOutbound)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalTalk_Agent_St_Time

MAIN MASK CallConsult, CallInbound, CallInternal, CallOutbound, CallUnknown		DESCRIPTION The total time that agents spend in any of the call-handling statuses (shown in Main Mask), including CallUnknown (calls of unknown type), CallConsult (consultation calls), CallInternal (internal calls), CallOutbound (outbound calls), and CallInbound (inbound calls). <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total time that agents spend in any of the aforementioned statuses for all the agents belonging to the specified agent group.• Applied to GroupPlaces, this stat type calculates the total time that agents spend in these statuses for all the agents logged in at places belonging to the specified place group. The calculation is shown below. Sum(Agent_CallUnknown.time + CallConsult.time + CallInternal.time + CallOutbound.time + CallInbound.time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting



TotalTalkDNStatusTime

MAIN MASK CallConsult, CallInbound, CallInternal, CallOutbound, CallUnknown, ASM_Outbound		DESCRIPTION Total time during which a RegDN is in one of the call-handling statuses: CallConsult, CallInbound, CallInternal, CallOutbound, CallUnknown. (Note that a RegDN is a regular destination directory number, usually this agent's DN.) <ul style="list-style-type: none">• Applied to Agent, this stat type shows all the time spent in the call-handling statuses for the RegDN(s) configured for the place where the agent is logged in.• Applied to Place, this stat type shows all the time spent in the call-handling statuses for all the RegDNs configured for this place.• Applied to GroupAgents, this stat type shows all the time spent in the call-handling statuses for the RegDNs configured for the place where the agents are logged in.• Applied to GroupPlaces, this stat type shows all the time spent in the call-handling statuses for all the RegDNs at places in the specified place group. The calculation is shown below: Sum(RegDN_CallConsult.time) + Sum(RegDN_CallInbound.time) + Sum(RegDN_CallInternal.time) + Sum(RegDN_CallOutbound.time) + Sum(RegDN_CallUnknown.time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalTalkPlaceStatusTime

MAIN MASK CallConsult, CallInbound, CallInternal, CallOutbound, CallUnknown		DESCRIPTION The total time that places spend in any of the call-handling statuses (shown in Main Mask), including CallUnknown (calls of unknown type), CallConsult (consultation calls), CallInternal (internal calls), CallOutbound (outbound calls), CallInbound (inbound calls), and ASM_Outbound.) The calculation for this stat type is shown below. Sum(CallUnknown.time + CallConsult.time + CallInternal.time + CallOutbound.time + CallInbound.time + ASM_Outbound.time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Transfers_Made

MAIN MASK CallTransferMade		<div>DESCRIPTION</div> <p>The total number of voice interactions transferred by this agent during the reporting interval.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total number of voice interactions transferred by all the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of voice interactions transferred by all the agents logged in at places belonging to the specified place group. <p>This stat type excludes unsuccessful attempts by agents to transfer interactions but includes each instance of successful transfer, even if the same agent transfers the same interaction more than once.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Transfers_Taken

MAIN MASK CallTransferTaken		<div>DESCRIPTION</div> <p>The total number of voice interactions accepted by this agent during the reporting interval.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total number of voice interactions accepted by all the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of voice interactions accepted by all the agents logged in at places belonging to the specified place group. <p>This stat type excludes unsuccessful attempts to transfer interactions to agents. If, however, the same interaction was transferred to an agent more than once, this stat type counts each instance of successful transfer separately.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

VCB_Result

MAIN MASK UserEvent		DESCRIPTION The total number of user events specifying a call result for a voice call-back interaction.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

VoiceTotalEntered

MAIN MASK CallRingingInbound, CallRingingOutbound		DESCRIPTION The total number of inbound voice interactions that arrived at agents' DNs during the reporting interval. <ul style="list-style-type: none">• Applied to GroupAgents, the stat type calculates the total inbound calls for all of the agents belonging to the specified agent group.• Applied to GroupPlaces, the stat type calculates the total inbound calls for all of the agents logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Statistical Parameters

The purpose of a statistical parameter is to further restrict the values that Stat Server returns to its clients based on predefined business attributes. Within the Genesys realm, a statistical parameter is one of the following:

- `Filter`
- `TimeRange`
- `TimeProfile`

These parameter types have been part of Reporting since its initial release. For Historical Reporting, you define statistical parameters using Data Modeling Assistant—by importing them from layout templates or by creating them anew using one of the DMA Constructor dialog boxes. Data Sourcer then records the definitions, or modifications to the definitions, to both ODS and Stat Server. Conversely, Real-Time Reporting takes its parameter definitions directly from Stat Server. You cannot use CCPulse+ to create a new statistical parameter or to modify or delete an existing one.

Methodology changed beginning with release 6.5.1 regarding some parameters that filtered values based on a media-type specification. Instead of attaching key-value pairs as strings to TEvents—for example, `PairExist("MediaType", "Chat")`—media types in 6.5.1⁺ are now considered attributes of TEvents—for example, `MediaType=Chat`. These attributes are stored, by default, in the `Business Attributes` folder of Configuration Manager. Filters provided in Reporting templates for 7.0 and forward releases include the language of business attributes in their definition. KV language, prevalent in definitions prior to 6.5.1, remains part of a filter's definition to preserve backward compatibility. For example, the 7.0 release of the Chat filter (originally introduced with ICS release 6.0) considers both methodologies in its definition: `PairExist("MediaType", "Chat") | MediaType=Chat`. Prior to 7.0, the Chat filter definition was `PairExist("MediaType", "Chat")`.

The Historical Reporting layout templates contain parameter definitions within each XML file. When you import the templates, Data Sourcer stores the definitions in both ODS and Stat Server. [Figure 156](#) shows a cutaway of the Voice Callback Queue Evaluation layout template and its parameter definitions.

By default, Real-Time Reporting (CCPulse+) relies on `StatProfile.stg`, a storage file deployed by the Real-Time Reporting Wizard containing a readable version of all statistical parameters used for a particular solution or solution option and their definitions. `Templates.stg` is another storage file that is deployed by the Wizard and contains metrics—parameters and statistical types. [Figure 157](#) shows a portion of `StatProfile.stg` for the VCB option of Enterprise Routing and some of its parameters.

Refer to the “Statistic Configuration Options” chapter of the *Framework 7.2 Stat Server User's Guide* for more information about time profiles, time ranges, and filters.

```

<?xml version="1.0" ?>
- <IM_DataBase Version="7.0.100">
- <LayoutTemplate TemplateName="VCB_Q_EV" LayoutName="Voice Callback Queue
.
.
.
- <Parameter ParameterId="22" ParameterKey="Filter" ParameterName="isNotVCB"
  ParameterDefinition=~( PairExist("EXECUTION_MODE", "*") )>
  <Description />
</Parameter>
- <Parameter ParameterId="24" ParameterKey="Filter" ParameterName="isNotVCBwithEWT"
  ParameterDefinition=( ~( PairExist("EXECUTION_MODE", "*") ) ) & ( PairExist
    ("VCB_EWT", "*") )>
  <Description />
</Parameter>
- <Parameter ParameterId="32" ParameterKey="TimeRange"
  ParameterName="EWT_Announce_TR" ParameterDefinition="0-180">
  <Description />
</Parameter>
- <Parameter ParameterId="33" ParameterKey="TimeRange" ParameterName="ServiceLevel"
  ParameterDefinition="0-180">
  <Description>Service Level</Description>
</Parameter>
- <Parameter ParameterId="133" ParameterKey="TimeRange"
  ParameterName="ServiceFactorAbandonedThreshold" ParameterDefinition="0-5">
  <Description />
</Parameter>
- <Parameter ParameterId="134" ParameterKey="TimeRange"
  ParameterName="ServiceFactorAnsweredThreshold" ParameterDefinition="0-10">
  <Description />
</Parameter>
</IM_DataBase>

```

Figure 156: Statistical Parameters in the Queue Evaluation Template

```

;
; CCPulse+ VCB Reporting Templates
; Version 7.0.100.05
;

[TimeRanges]
EWT_Announce_TR=0-180
ServiceLevel=0-180
ServiceFactorAbandonedThreshold=0-5
ServiceFactorAnsweredThreshold=0-10

[TimeProfiles]
CollectorDefault=0:00:0:15
OneHourSlide,Sliding=3600:60

[Filters]
isUCB=PairExist("EXECUTION_MODE", "*")
isNotUCB=~( PairExist("EXECUTION_MODE", "*") )
isUCBwithEWT=( PairExist("EXECUTION_MODE", "*") ) & ( PairExist("VCB_EWT", "*") )
isNotUCBwithEWT=( ~( PairExist("EXECUTION_MODE", "*") ) ) & (
  PairExist("VCB_EWT", "*") )

```

Figure 157: Statistical Parameters in StatProfile.cfg

Descriptions of Form Labels

- | | |
|-----------------------|---|
| Form Title | The name of the statistical parameter. This name provides the key for parameters using key-value pairs. |
| Parameter Type | One of three values: <ul style="list-style-type: none"> • Filter |

- TimeRange
- TimeProfile

Stat type parameters used for Historical and Real-Time Reporting are described on [page 563](#).

Introduced In	The first release in which this parameter was used in Reporting.
Definition	The definition of the parameter as stored in Stat Server. Where parameter definitions changed between releases, this field provides each definition.
Description	A brief description of the parameter.

Contents

This section lists the filters, time ranges, and time profiles applied to statistics used in the provided CCPulse+ and CC Analyzer templates. With the exception of the Default time profile, all of the parameters listed in this section are defined explicitly in the Stat Server Application object servicing Reporting.

Filters		
ChatSession	isVCB	VCBNotRescheduled
EMAIL_MEDIA	isVCBwithEWT	VCBRequestsAttempts
isCBSuccess	Media_X	VCBRescheduled
isNotCBSuccess	NoVCB	VCBSubmit
isNotVCB	VCB_ASAP_CB	VoiceAndNotVCB
isNotVCBwithEWT	VCB_Scheduled_CB	VoiceCall

Time Ranges	Time Profiles
EWT_ANNOUNCE_TR	CollectorDefault
Range0-5	Default
Range0-10	OneHourSlide
Range0-120	
ServiceFactorAbandonedThreshold	
ServiceFactorAnsweredThreshold	
ServiceLevel	

ChatSession

PARAMETER TYPE Filter	DEFINITION IN 7.0+ Media Type = Chat
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Web Media	
DESCRIPTION Returns values only when the MediaType key, generated by the Web Media Server, returns a “Chat” value.	

CollectorDefault

PARAMETER TYPE TimeProfile	DEFINITION 0:00+0:15
INTRODUCED IN 5.1	
USED IN SOLUTION(S) See Description.	
DESCRIPTION This time profile uses a Growing interval type that resets statistics to 0 every 15 minutes. Real-Time Reporting does not use this time profile. All Genesys solutions (or solution options) offering historical reports use this time profile, including Enterprise Routing , E-mail , Voice , Web Media , Network Routing , Outbound Contact , and Voice Callback . Real-Time Reporting defines this time profile in the same manner, although it does not actively use it within any of the Real-Time Reporting templates.	

Default

PARAMETER TYPE TimeProfile	DEFINITION 0 : 00
INTRODUCED IN 5.1	
USED IN SOLUTION(S) See Description.	
DESCRIPTION This time profile uses a Growing interval type that resets statistics every night at midnight. This time profile is hard-coded in Stat Server and does not appear in any of the Reporting configuration files, such as StatProfile.cfg (used most prominently by the solutions that offer CCPulse+ templates). You can override this definition by creating a time profile named Default within your Stat Server application. By default, Historical Reporting does not use this time profile.	

EMAIL_MEDIA

PARAMETER TYPE Filter	DEFINITION Media Type=email
INTRODUCED IN 7.0	
USED IN SOLUTION(S) E-mail	
DESCRIPTION This filter returns values only when the Media Type key, generated by Interaction Server, returns a value of "email".	

EWT_ANNOUNCE_TR

PARAMETER TYPE TimeRange	DEFINITION 0-180
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION <p>This time range attempts to help identify the interactions that are abandoned because of a high wait time that is announced by the Estimated Wait Time (EWT) recording. Because there is no way to exactly calculate the actual number of interactions abandoned because of this announcement, it is expected that EWT will be announced within some specified time range—within 180 seconds as defined above—and that all calls abandoned within this time range may be considered abandoned because of the high wait time.</p> <p>Note: It is expected that you will set a value for this time range that suits your business needs.</p>	

isCBSuccess

PARAMETER TYPE Filter	DEFINITION (PairExist("VCB_CALL_RESULT", 33)) & (PairExist("VCB_USER_EVENT_REQUEST", "RequestCallbackProcessed"))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values only when the VCB_CALL_RESULT key, generated by the Universal Callback Server, returns a value of 33 (indicating an Answered call result) and the agent has indicated that the callback has been processed via his or her desktop application.	

isNotCBSuccess

PARAMETER TYPE Filter	DEFINITION (PairExist("VCB_USER_EVENT_REQUEST", "RequestCallbackProcessed")) & (~(PairExist("VCB_CALL_RESULT", 33)))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values only when the VCB_CALL_RESULT key, generated by the Universal Callback Server, returns a value other than 33 (to indicate a call result other than Answered) and the agent has indicated that the callback has been processed via his or her desktop application.	

isNotVCB

PARAMETER TYPE Filter	DEFINITION ~(PairExist("EXECUTION_MODE", "*"))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) See description	
DESCRIPTION Returns values only when the interaction does not involve a virtual call. This parameter was used exclusively in the Voice Callback option of ERS for the 7.0 release. With the discontinued use of the NoVCB parameter in release 7.1, historical and real-time reports of the Enterprise Routing and Outbound Contact solutions now use this parameter as well.	

isNotVCBwithEWT

PARAMETER TYPE Filter	DEFINITION (~(PairExist("EXECUTION_MODE", "*"))) & (PairExist("VCB_EWT", "*"))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values only when the interaction involves a live call and an estimated wait time has been specified in the user environment and attached to the interaction.	

isVCB

PARAMETER TYPE Filter	DEFINITION PairExist("EXECUTION_MODE", "*")
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values where the interaction involves a virtual call.	

isVCBwithEWT

PARAMETER TYPE Filter	DEFINITION (PairExist("EXECUTION_MODE", "*")) & (PairExist("VCB_EWT", "*"))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values only when the interaction involves a virtual call and an Estimated Wait Time has been specified in the user environment and attached to the interaction.	

Media_X

PARAMETER TYPE Filter	DEFINITION PairExist("MediaType", "x")
INTRODUCED IN 7.2	
USED IN SOLUTION(S) Open Media	
DESCRIPTION Returns values only when the interaction is of the media type X.	

NoVCB

PARAMETER TYPE Filter	DEFINITION ~(PairExist("VCB_RECORD_HANDLE", "*")
INTRODUCED IN 7.0	
USED IN SOLUTION(S) See Description.	
DESCRIPTION <p>This filter was first applied to all metrics in the Genesys-provided Queue, Group of Queues, and Route Point templates for the Enterprise Routing, Network Routing, and Outbound Contact solutions in the 7.0 release to distinguish actual live calls from virtual call interactions created by the Universal Callback Server. Voice callback functionality was not available prior to release 7.0, so applying this filter before then unnecessary.</p> <p>Starting with the 7.1 release, historical and real-time reports use the isNotVCB filter instead whenever NoVCB was used in the 7.0 release.</p>	



OneHourSlide

PARAMETER TYPE TimeProfile	DEFINITION 3600:60
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Uses a one-hour (3600 seconds) sliding interval with samplings taken every 60 seconds. This time profile is applied only to the Last Hour (CB Requested) metric in the VCB Callback Operation CCPulse+ template.	

Range0-5

PARAMETER TYPE TimeRange	DEFINITION 00-05
INTRODUCED IN 7.0	
USED IN SOLUTION(S) E-mail	
DESCRIPTION Though this time range is not used by any of Reporting template, the configuration file defines it for Multimedia real-time templates.	

Range0-10

PARAMETER TYPE TimeRange	DEFINITION 00-10
INTRODUCED IN 7.0	
USED IN SOLUTION(S) E-mail	
DESCRIPTION Though this time range is not used by any of Reporting template, the configuration file defines it for Multimedia real-time templates.	

Range0-120

PARAMETER TYPE TimeRange	DEFINITION 0-120
INTRODUCED IN 7.0	
USED IN SOLUTION(S) E-mail	
DESCRIPTION Though not used by any of Reporting template, the configuration file for Multimedia real-time templates defines this time range.	

ServiceFactorAbandonedThreshold

PARAMETER TYPE TimeRange	DEFINITION 0-5
INTRODUCED IN 5.1	
USED IN SOLUTION(S) See Description.	
<p>DESCRIPTION</p> <p>This time range is used with the N_ABANDONED_IN_TR and ServiceFactor metrics to return values that represent the number of calls abandoned within a specified time range—0-5 seconds as defined above.</p> <p>This time range is used in the Enterprise Routing, Network Routing, and Outbound Contact solutions. E-mail, Voice, Web Media, and the Voice Callback option of Enterprise Routing also define this time range although they do not actively use it.</p> <p>Note: It is expected that you will set a value for this time range that suits your business needs.</p>	

ServiceFactorAnsweredThreshold

PARAMETER TYPE TimeRange	DEFINITION 0-10
INTRODUCED IN 5.1	
USED IN SOLUTION(S) See Description.	
<p>DESCRIPTION</p> <p>This time range is used with the N_DISTRIB_IN_TR, N_ENTERED, and ServiceFactor metrics to return values that represent the number of calls answered within a specified time range—0-10 seconds as defined above.</p> <p>This time range is used in the Enterprise Routing, Network Routing, and Outbound Contact solutions. E-mail, Voice, Web Media, and the Voice Callback option of Enterprise Routing also define this time range although they do not actively use it.</p> <p>Note: It is expected that you will set a value for this time range that suits your business needs.</p>	

ServiceLevel

PARAMETER TYPE TimeRange	DEFINITION 0-180
INTRODUCED IN 7.0	
USED IN SOLUTION(S) See Description.	
<p>DESCRIPTION</p> <p>This time range is used with the Within SL metric in the VCB Queue Evaluation CCPulse+ template to return values that represent the number of calls falling within the specified service level—within an acceptable time range of 0-180 seconds as defined above.</p> <p>This time range is used in the Enterprise Routing, Network Routing, Outbound Contact solutions as well as the Voice Callback option of Enterprise Routing.</p> <p>Note: It is expected that you will set a value for this time range that suits your business needs.</p>	



VCB_ASAP_CB

PARAMETER TYPE Filter	DEFINITION (PairExist("VCB_SUBMIT", "1")) & (PairExist("VCB_TYPE", "1")) & (~(PairExist("EXECUTION_MODE", "*")))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values involving live calls for which the callback server successfully submitted an ASAP callback request on behalf of the caller.	

VCB_Scheduled_CB

PARAMETER TYPE Filter	DEFINITION (PairExist("VCB_SUBMIT", "1")) & (~(PairExist("EXECUTION_MODE", "*"))) & (PairExist("VCB_TYPE", "2"))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values involving live calls for which the callback server successfully submitted a scheduled callback request.	

VCBNotRescheduled

PARAMETER TYPE Filter	DEFINITION (PairExist("VCB_TYPE", "2")) & (PairExist("EXECUTION_MODE", "*")) & (~(PairExist("VCB_ATTEMPTS", "*")))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values involving virtual calls for which the callback server successfully submitted a call-back request, which is as yet to be scheduled and for which no dialing attempts have been made.	

VCBRequestsAttempts

PARAMETER TYPE Filter	DEFINITION (PairExist("VCB_SUBMIT", "1")) (PairExist("VCB_USER_EVENT_REQUEST", "RequestCallbackAdd"))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values involving live or virtual calls where the callback server has issued a request for call-back service. This request could have originated either from the agent's desktop or the caller.	

VCBRescheduled

PARAMETER TYPE Filter	DEFINITION (PairExist("VCB_TYPE", "2")) & (PairExist("EXECUTION_MODE", "*")) & (PairExist("VCB_ATTEMPTS", "1"))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values involving virtual calls for which the callback server successfully submitted a call-back request, which is as yet to be scheduled and for which only one dial attempt has already been made.	

VCBSubmit

PARAMETER TYPE Filter	DEFINITION (PairExist("VCB_SUBMIT", "1")) & (~(PairExist("EXECUTION_MODE", "*")))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values only when the interaction involves a live call for which the callback server successfully submitted a callback request on behalf of the caller. This filter is applied only to the Last Hour (CB Requested) metric in the VCB Callback Operation CCPulse+ template.	

VoiceAndNotVCB

PARAMETER TYPE Filter	DEFINITION (~(PairExist("EXECUTION_MODE", "*")) & (MediaType=voice))
INTRODUCED IN 7.1	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values only when the interaction involves a live, voice call.	

VoiceCall

PARAMETER TYPE Filter	DEFINITION MediaType = voice
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice, Voice Callback	
DESCRIPTION Returns values only when the MediaType key returns a “voice” value. This filter was used exclusively in the Voice solution for the 7.0 release. In release 7.1+, the Voice Callback option of ERS also employs this filter for calculating the VCB_ABANDON and VCB_TIME_ABANDON metrics.	



Appendix

A

Acronym List

This appendix provides the meaning of the acronyms used in this document.

Acronym	Meaning
ACD	Automatic Call Distribution
ACW	After-call Work
AHT	Average Handling Time
ANI	Automatic Number Identification
ASA	Average speed of answer
ASAP	As soon as possible
AWT	Actual Waiting Time
ANI	Automatic Number Identification
CCA	Genesys Contact Center Analyzer
CIM	Customer Interaction Management
CPD	Call Progress Detection
CTI	Computer-Telephony Integration
DCID	Distinguish by Connection ID
DMA	Data Modeling Assistant
DN	Directory Number
DNIS	Directory Number Information Service

Acronym	Meaning
ERS	Enterprise Routing Solution
ETL	Extraction, Transformation, and Loading
EWT	Estimated Waiting Time
GIM	Genesys Info Mart
GUI	Graphical User Interface
ICON	Interaction Concentrator
ICS	Internet Contact Solution
IDB	Interaction Database
IVR	Interactive Voice Response
IxN	Interaction
MCR	Multi-Channel Routing (in release 7.2 ⁺ , referred to as Multimedia)
OCS	Outbound Contact Solution
ODS	Operational Data Storage
PBX	Private Branch eXchange
PSTN	Public Switch Telephone Network
SDK	Software Developer Kit
RGA	Report Generation Assistant
SSJE	Stat Server Java Extension
UCS	Universal Contact Server
UML	Unified Modeling Language
URS	Universal Routing Server
VCB	Voice Callback
VoIP	Voice over Internet Protocol
WCB	Web Callback



Appendix

B

Data Mart Conceptual Data Model

This appendix provides the conceptual data model for the Data Mart, including:

- [A list of objects.](#)
- [Entity information.](#)
- [Relationship information.](#)

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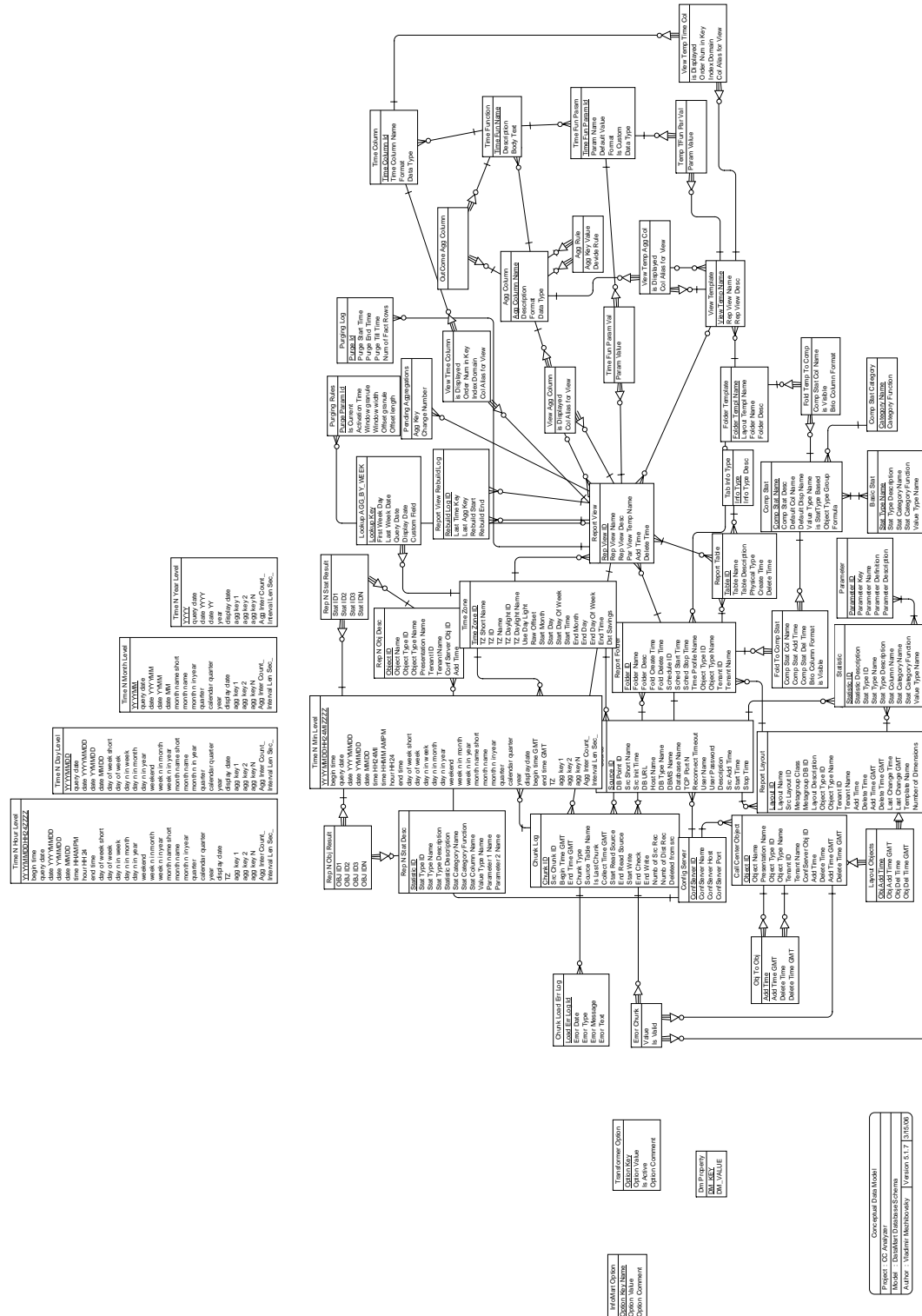
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Relationship Cs To Obj	779
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Relationship ELog2ChLog	781
Relationship Fold To Log	782
Relationship Fold To Rep	782
Relationship Fold To Tab	783
Relationship Fold2CompS	783
Relationship FoldT To Fold	784
Relationship FoldT To ViewT	784
Relationship FoldT2Comp	785
Relationship In Agg Col	785
Relationship InfoType2Tab	786
Relationship LAGGW2TZ	786
Relationship Lay To Fold	787
Relationship Lay To Obj	787
Relationship Lay To Stat	788
Relationship Obj To Lay	788
Relationship Obj2EChunk	789

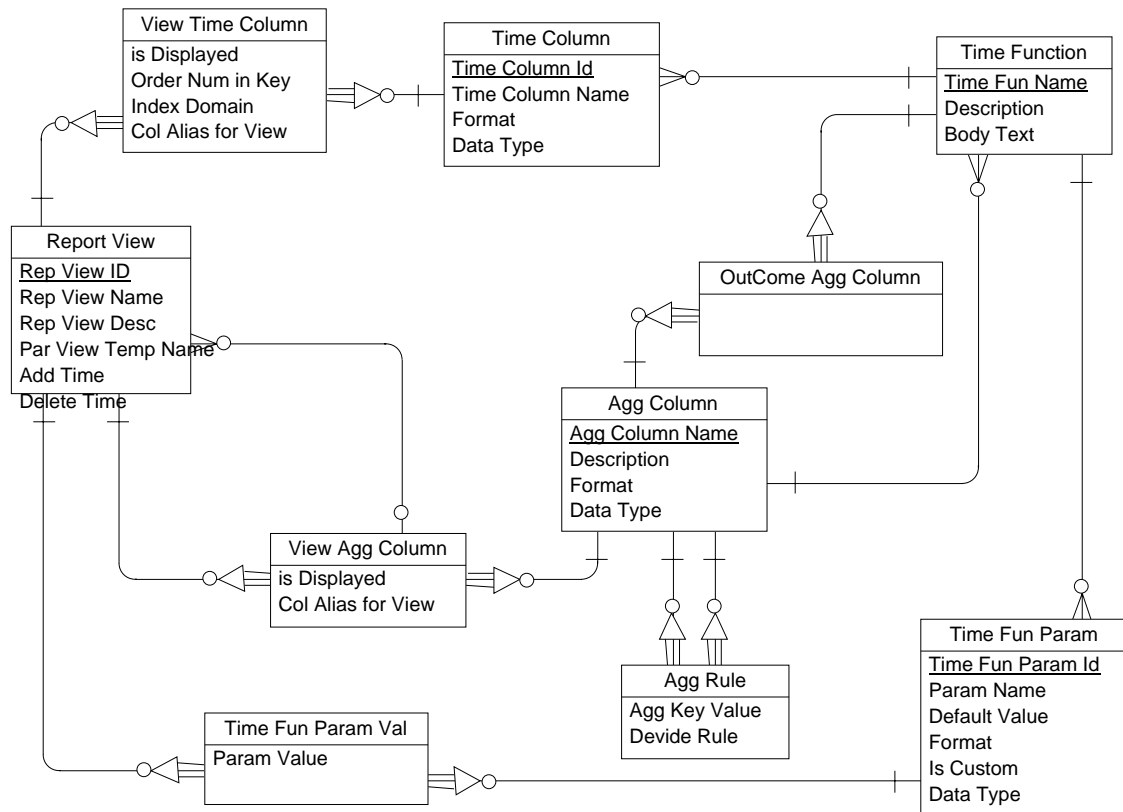
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CDM Graphs

Global model Graph



Graph of submodel InfoMart Agg Mod



Lists of objects**Data Item List**

Name	Code	Type
Activation Time	ACTIVATION_TIME	DT
Add Time	ADD_TIME	DT
Add Time	ADD_TIME	DT
Add Time GMT	ADD_TIME_GMT	DT
Agg Column Name	AGG_COLUMN_NAME	VA18
Agg Inter Count_	AGG_INTER_COUNT_	N
Agg Key	AGG_KEY	VA255
agg key 1	AGG_KEY_1	VA255
agg key 2	AGG_KEY_2	VA255
agg key 2	AGG_KEY_2	VA255
agg key N	AGG_KEY_N	VA255
Agg Key Value	AGG_KEY_VALUE	VA255
begin time	BEGIN_TIME	DT
Begin Time GMT	BEGIN_TIME_GMT	DT
Body Text	BODY_TEXT	TXT
Brio Column Format	BRIO_COLUMN_FORMAT	VA255
calendar quarter	CALENDAR_QUARTER	VA8
Category Function	CATEGORY_FUNCTION	VA10
Category Name	CATEGORY_NAME	VA64
Change Number	CNUMBER	N
Chunk ID	CHUNK_ID	VA14
Chunk Type	CHUNK_TYPE	I
Col Alias for View	COL_ALIAS_FOR_VIEW	VA18
Collect Time GMT	COLLECT_TIME_GMT	DT
Comp Stat Add Time	COMP_STAT_ADD_TIME	DT
Comp Stat Col Name	COMP_STAT_COL_NAME	VA18
Comp Stat Col Name	COMP_STAT_COL_NAME	VA18
Comp Stat Del Time	COMP_STAT_DEL_TIME	DT
Comp Stat Desc	COMP_STAT_DESC	VA255
Comp Stat Name	COMP_STAT_NAME	VA64
ConfServer Host	CONFSERVER_HOST	VA64
ConfServer ID	CONFSERVER_ID	VA3
ConfServer Name	CONFSERVER_NAME	VA64
ConfServer Obj ID	CONFSERVER_OBJ_ID	I
ConfServer Port	CONFSERVER_PORT	I
Create Time	CREATE_TIME	DT
Custom Field	CUSTOM_FIELD	VA255
Data Type	DATA_TYPE	VA32
Database Name	DATABASE_NAME	VA255
date MM	DATE_MM	VA4
date MMDD	DATE_MMDD	VA4
date YY	DATE_YY	VA2
date YYYYMM	DATE_YYYYMM	VA4
date YYYYMMDD	DATE_YYYYMMDD	VA6
date YYYY	DATE_YYYY	VA4
date YYYYMM	DATE_YYYYMM	VA6
date YYYYMMDD	DATE_YYYYMMDD	VA8
day n in month	DAY_N_IN_MONTH	VA2
day n in week	DAY_N_IN_WEEK	VA1
day n in year	DAY_N_IN_YEAR	VA3

Name	Code	Type
day of week	DAY_OF_WEEK	VA16
day of week short	DAY_OF_WEEK_SHORT	VA3
DB Point ID	DB_POINT_ID	I
DB Type Name	DB_TYPE_NAME	VA10
DB URL	DB_URL	VA255
DBMS Name	DBMS_NAME	VA255
Default Col Name	DEFAULT_COL_NAME	VA18
Default Disp Name	DEFAULT_DISP_NAME	VA255
Default Value	DEFAULT_VALUE	VA255
Delete Time	DELETE_TIME	DT
Delete Time GMT	DELETE_TIME_GMT	DT
Deleted from src	DELETED_FROM_SRC	DT
Description	DESCRIPTION	VA255
Devide Rule	DEVIDE_RULE	DC
Display Date	DISPLAY_DATE	VA255
DM_KEY	DM_KEY	VA255
DM_VALUE	DM_VALUE	VA255
Dst Savings	DST_SAVINGS	I
End Check	END_CHECK	DT
End Day	END_DAY	I
End Day Of Week	END_DAY_OF_WEEK	I
End Month	END_MONTH	I
End Read Source	END_READ_SOURCE	DT
end time	END_TIME	DT
End Time	END_TIME	I
End Time GMT	END_TIME_GMT	DT
end time GMT	END_TIME_GMT	DT
End Write	END_WRITE	DT
Error Date	ERROR_DATE	DT
Error Message	ERROR_MESSAGE	VA255
Error Text	ERROR_TEXT	TXT
Error Type	ERROR_TYPE	VA255
First Week Day	FIRST_WEEK_DAY	DT
Fold Create Time	FOLD_CREATE_TIME	DT
Fold Delete Time	FOLD_DELETE_TIME	DT
Folder Desc	FOLDER_DESC	VA255
Folder ID	FOLDER_ID	I
Folder Name	FOLDER_NAME	VA255
Folder Templ Name	FOLDER_TEMPL_NAME	VA64
Format	FORMAT	VA255
Formula	FORMULA	TXT
Host Name	HOST_NAME	VA255
hour HH24	HOUR_HH24	VA2
hour HH24	HOUR_HH242	VA2
Index Domain	INDEX_DOMAIN	VA255
Info Type	INFO_TYPE	VA20
Info Type Desc	INFO_TYPE_DESC	VA255
Interval Len Sec_	INTERVAL_LEN_SEC_	N
Is Active	IS_ACTIVE	BL
Is Current	IS_CURRENT	N1
Is Custom	IS_CUSTOM	VA1
is Displayed	IS_DISPLAYED	VA1
Is Last Chunk	IS_LAST_CHUNK	N1
is StatType Based	IS_STATTYPE_BASED	VA1
Is Valid	IS_VALID	N1

Name	Code	Type
is Visible	IS_VISIBLE	VA1
Last Agg Key	LAST_AGG_KEY	VA255
Last Change GMT	LAST_CHANGE_GMT	DT
Last Change Time	LAST_CHANGE_TIME	DT
Last Time Key	LAST_TIME_KEY	VA255
Last Week Date	LAST_WEEK_DATE	DT
Layout Description	LAYOUT_DESCRIPTION	VA255
Layout ID	LAYOUT_ID	VA14
Layout Name	LAYOUT_NAME	VA255
Layout Templ Name	LAYOUT_TEMPL_NAME	VA10
Load Err Log Id	LOAD_ERR_LOG_ID	I
Lookup Key	LOOKUP_KEY	VA6
Metagroup Class	METAGROUP_CLASS	I
Metagroup DB ID	METAGROUP_DB_ID	VA14
month n in year	MONTH_N_IN_YEAR	VA2
month name	MONTH_NAME	VA16
month name short	MONTH_NAME_SHORT	VA3
Num of Fact Rows	NUM_OF_FACT_ROWS	N
Numb of Dist Rec	NUMB_OF_DIST_REC	I
Numb of Src Rec	NUMB_OF_SRC_REC	I
Number of Dimensions	NUM_OF_DIMENSIONS	VA3
Obj Add Time	OBJ_ADD_TIME	DT
Obj Add Time GMT	OBJ_ADD_TIME_GMT	DT
Obj Del Time	OBJ_DEL_TIME	DT
Obj Del Time GMT	OBJ_DEL_TIME_GMT	DT
OBJ ID1	OBJ_ID1	N
OBJ ID2	OBJ_ID2	N
OBJ ID3	OBJ_ID3	N
OBJ IDN	OBJ_IDN	N
Object ID	OBJECT_ID	VA14
Object ID	OBJECT_ID	VA27
Object Name	OBJECT_NAME	VA255
Object Type Group	OBJECT_TYPE_GROUP	VA64
Object Type ID	OBJECT_TYPE_ID	I
Object Type Name	OBJECT_TYPE_NAME	VA255
Offset granule	OFFSET_GRANULE	VA64
Offset length	OFFSET_LENGTH	N
Option Comment	OPTION_COMMENT	VA255
Option Key	OPTION_KEY	I
Option Key Name	OPTION_KEY_NAME	VA255
Option Value	OPTION_VALUE	VA255
Order Num in Key	ORDER_NUM_IN_KEY	N
Order Num in Key	ORDER_NUM_IN_KEY	N
Par View Temp Name	PAR_VIEW_TEMP_NAME	VA64
Param Name	PARAM_NAME	VA255
Param Value	PARAM_VALUE	VA255
Parameter 1 Name	PARAMETER_1_NAME	VA255
Parameter 2 Name	PARAMETER_2_NAME	VA255
Parameter Definition	PARAMETER_DEF	TXT
Parameter Description	PARAMETER_DESCR	VA255
Parameter ID	PARAMETER_ID	VA14
Parameter Key	PARAMETER_KEY	VA32
Parameter Name	PARAMETER_NAME	VA255
Physical Type	PHYSICAL_TYPE	VA20
Presentation Name	PRESENTATION_NAME	VA255

Name	Code	Type
Purge End Time	PURGE_END_TIME	DT
Purge Id	PURGE_ID	N
Purge Param Id	PURGE_PARAM_ID	N
Purge Start Time	PURGE_START_TIME	DT
Purge Till Time	PURGE_TILL_TIME	DT
quarter	QUARTER	A1
Query Date	QUERY_DATE	VA255
Raw Offset	RAW_OFFSET	I
Rebuild End	REBUILD_END	DT
Rebuild End2	REBUILD_END2	DT
Rebuild Log ID	REBUILD_LOG_ID	I
Rebuild Log ID2	REBUILD_LOG_ID2	I
Rebuild Start	REBUILD_START	DT
Rebuild Start2	REBUILD_START2	DT
Reconnect Timeout	RECONNECT_TIMEOUT	I
Rep View Desc	REP_VIEW_DESC	VA255
Rep View ID	REP_VIEW_ID	I
Rep View Name	REP_VIEW_NAME	VA64
Rep View Name	REP_VIEW_NAME	VA255
Sched Start Time	SCHED_START_TIME	DT
Sched Stop Time	SCHED_STOP_TIME	DT
Schedule ID	SCHEDULE_ID	VA14
Source ID	SOURCE_ID	VA4
Source Table Name	SOURCE_TABLE_NAME	VA20
Src Add Time	SRC_ADD_TIME	DT
Src Chunk ID	SRC_CHUNK_ID	I
Src Init Time	SRC_INIT_TIME	VA255
Src Layout ID	SRC_LAYOUT_ID	I
Src Short Name	SRC_SHORT_NAME	VA30
Start Day	START_DAY	I
Start Day Of Week	START_DAY_OF_WEEK	I
Start Month	START_MONTH	I
Start Read Source	START_READ_SOURCE	DT
Start Time	START_TIME	DT
Start Time	START_TIME	I
Start Write	START_WRITE	DT
Stat Category Function	STAT_CATEGORY_FUNC	VA10
Stat Category Name	STAT_CATEGORY_NAME	VA64
Stat Column Name	STAT_COLUMN_NAME	VA18
Stat Delete Time	STAT_DEL_TIME	DT
Stat ID1	STAT_ID1	N
Stat ID2	STAT_ID2	N
Stat ID3	STAT_ID3	N
Stat IDN	STAT_IDN	N
Stat Type Description	STAT_TYPE_DESCR	VA255
Stat Type ID	STAT_TYPE_ID	VA14
Stat Type Name	STAT_TYPE_NAME	VA255
Statistic Description	STATISTIC_DESCR	VA255
Statistic ID	STATISTIC_ID	VA14
Stop Time	STOP_TIME	DT
Table Description	TABLE_DESCRIPTION	VA255
Table ID	TABLE_ID	I
Table Name	TABLE_NAME	VA255
TCP Port N	TCP_PORT_N	I
Template Name	TEMPLATE_NAME	VA10

Name	Code	Type
Tenant ID	TENANT_ID	VA14
Tenant Name	TENANT_NAME	VA255
Time Column Id	TIME_COLUMN_ID	I
Time Column Name	TIME_COLUMN_NAME	VA18
Time Fun Name	TIME_FUN_NAME	VA255
Time Fun Param Id	TIME_FUN_PARAM_ID	I
time HH24MI	TIME_HH24MI	VA4
time HHAMPM	TIME_HHAMPM	VA4
time HHMM AMPM	TIME_HHMM_AMPM	VA6
Time Profile Name	TIME_PROFILE_NAME	VA255
Time Zone ID	TIME_ZONE_ID	I
TZ	TZ	VA4
TZ Daylight ID	TZ_DAYLIGHT_ID	VA10
TZ Daylight Name	TZ_DAYLIGHT_NAME	VA255
TZ ID	TZ_ID	VA10
TZ Name	TZ_NAME	VA255
TZ Short Name	TZ_SHORT_NAME	VA30
Use Day Light	USE_DAY_LIGHT	VA1
User Name	USER_NAME	VA255
User Password	USER_PASSWORD	VA255
Value	DATA_VALUE	F
Value Type Name	VALUE_TYPE_NAME	VA64
View Temp Name	VIEW_TEMP_NAME	VA64
week n in month	WEEK_N_IN_MONTH	VA1
week n in year	WEEK_N_IN_YEAR	VA2
weekend	WEEKEND	A1
Window granule	WINDOW_GRANULE	VA64
Window width	WINDOW_WIDTH	N
year	YEAR	VA4
YYYY	TIME_KEY	VA4
YYYYMM	TIME_KEY	VA6
YYYYMMDD	TIME_KEY	VA8
YYYYMMDDHH24MIZZZZ	TIME_KEY	VA16
YYYYMMDDHH24ZZZZ	TIME_KEY	VA14

Entity List

Name	Code
Agg Column	AGG_COLUMN
Agg Rule	AGG_RULE
Basic Stat	BASIC_STAT
Call Center Object	OBJECT
Chunk Load Err Log	CHUNK_LOAD_ERR_LOG
Chunk Log	CHUNK_LOG
Comp Stat	COMP_STAT
Comp Stat Category	COMP_STAT_CATEGORY
Config Server	CONFIG_SERVER
Dm Property	DM_PROPERTY
Error Chunk	ERROR_CHUNK
Fold Temp To Comp	FOLD_TEMP_TO_COMP
Fold To Comp Stat	FOLD_TO_COMP_STAT
Folder Template	FOLDER_TEMPLATE
InfoMart Option	INFOMART_OPTION
Layout Objects	OBJ_TO_LAYOUT
Lookup AGG_BY_WEEK	LOOKUP_AGG_BY_WEEK

Name	Code
Obj To Obj	OBJ_TO_OBJ
OutCome Agg Column	OUTCOME_AGG_COLUMN
Parameter	STAT_PARAM
Pending Aggregations	PENDING_AGG
Purging Log	PURGING_LOG
Purging Rules	PURGING_RULES
Rep N Obj Desc	REP_N_OBJ_DESC
Rep N Obj Result	REP_N_OBJ_RESULT
Rep N Stat Desc	REP_N_STAT_DESC
Rep N Stat Result	REP_N_STAT_RESULT
Report Folder	REPORT_FOLDER
Report Layout	REPORT_LAYOUT
Report Table	REPORT_TABLE
Report View	REPORT_VIEW
Report View Rebuild Log	REP_REBUILD_LOG
Source	SOURCE
Statistic	STATISTIC
Tab Info Type	TAB_INFO_TYPE
Temp TFun Par Val	TEMP_TFUN_PAR_VAL
Time Column	TIME_COLUMN
Time Fun Param	TIME_FUN_PARAM
Time Fun Param Val	TIME_FUN_PARAM_VAL
Time Function	TIME_FUNCTION
Time N Day Level	TIME_N_DAY_LEVEL
Time N Hour Level	TIME_N_HOUR_LEVEL
Time N Min Level	TIME_N_MIN_LEVEL
Time N Month Level	TIME_N_MONTH_LEVEL
Time N Year Level	TIME_N_YEAR_LEVEL
Time Zone	TIME_ZONE
Transformer Option	TRANSFORMER_OPTION
View Agg Column	VIEW_AGG_COLUMN
View Temp Agg Col	VIEW_TEMP_AGG_COL
View Temp Time Col	VIEW_TEMP_TIME_COL
View Template	VIEW_TEMPLATE
View Time Column	VIEW_TIME_COLUMN

Relationship List

Name	Code
AggC2TView	AGGC2TVIEW
AggC2View	AGGC2VIEW
AggRFirst	AGGRFIRST
AggRSecond	AGGRSECOND
Cat2compStat	CAT2COMPSTAT
CHILD_O2O	CHILD_O2O
ChildView2Blog	CHILDVIEW2BLOG
ChunkLog2Time	CHUNKLOG2TIME
Comp To Basic Stat	COMP_TO_BASIC_STAT
Comp2FoldT	COMP2FOLDT
CompS2Fold	COMPS2FOLD
Cs To Obj	CS_TO_OBJ
Cs To ObjD	CS_TO_OBJD
Cs To Src	CS_TO_SRC
EChunk2ChLog	ECHUNK2CHLOG
ELog2ChLog	ELOG2CHLOG

Name	Code
Fold To Log	FOLD_TO_LOG
Fold To Rep	FOLD_TO_REP
Fold To Tab	FOLD_TO_TAB
Fold2CompS	FOLD2COMPS
FoldT To Fold	FOLT_TO_FOL
FoldT To ViewT	FTEMP_TO_VTEMP
FoldT2Comp	FOLDT2COMP
In Agg Col	IN_AGG_COL
InfoType2Tab	INFOTYPE2TAB
LAGGW2TZ	LAGGW2TZ
Lay To Fold	LAY_TO_FOLD
Lay To Obj	LAY_TO_OBJ
Lay To Stat	LAY_TO_STAT
Obj To Lay	OBJ_TO_LAY
Obj2EChunk	RELATION_7631
ObjD To StatR	OBJD_TO_STATR
ObjRes2Time	OBJRES2TIME
OutAgg2TimeF	OUTAGG2TIMEF
PAR_O2O	PAR_O2O
Parent Agg	PARENT_AGG
Rep To Tab	REP_TO_TAB
Src To Fold	SRC_TO_FOLD
Src To Lay	SRC_TO_LAY
Src To Log	SRC_TO_LOG
Src To Stat	SRC_TO_STAT
StaRes2Time	STARES2TIME
Stat To Par	STAT_TO_PAR
Stat2EChunk	STAT2ECHUNK
StatD To ObjR	STATD_TO_OBJR
TFunPV2Tview	TFUNPV2TVIEW
TimeC2ViewT	TIMEC2VIEWT
TimeF2OutAgg	TIMEF2OUTAGG
TimeF2Param	TIMEF2PARAM
TimeF2TimeC	TIMEF2TIMEC
TimeFParVal	TIMEFPARVAL
TView2AggC	TVIEW2AGGC
Tview2TFunPV	TVIEW2TFUNPV
TViewParent	TVIEWPARENT
TZ to Src	TZ_TO_SRC
Tz2TimeDim	TZ2TIMEDIM
Tz2View	TZ2VIEW
View To BLog	VIEW_TO_BLOG
View To Log	VIEW_TO_LOG
View to pending aggregation	VIEW_TO_PENDING_AG
View2AggC	VIEW2AGGC
View2FParV	VIEW2FPARV
View2l	VIEW2L
View2r	VIEW2R
View2TimeC	VIEW2TIMEC
View2ViewT	VIEW2VIEWT
ViewT2TimeC	VIEWT2TIMEC
VTimeC2TimeC	VTIMEC2TIMEC

Entity Information**Entity Agg Column**

Name:	Agg Column	Generate Table:	Yes
Code:	AGG_COLUMN		
Number:			

Description

Aggregation column definition

Attribute List

Name	Code	Type	I	M
Agg Column Name	AGG_COLUMN_NAME	VA18	Yes	Yes
Description	DESCRIPTION	VA255	No	No
Format	FORMAT	VA255	No	No
Data Type	DATA_TYPE	VA32	No	Yes

Data Item Agg Column Name

Name of aggregation column

Data Item Description

Detailed description

Data Item Format

The data format; for example: YYYYMMDDHH24ZZZ, YYYYMMDD, YYYYQQ

Data Item Data Type

VARCHAR(255) or VARCHAR2(255) depending on database type

Reference List

Entity	Card	Dep.	Relationship
View Agg Column(VIEW_AGG_COLUMN)	0,n	Yes	AggC2View(AGGC2VIEW)
Agg Rule(AGG_RULE)	0,n	Yes	AggRFirst(AGGRFIRST)
Agg Rule(AGG_RULE)	0,n	Yes	AggRSecond(AGGRSECOND)
Time Function(TIME_FUNCTION)	0,n	No	In Agg Col(IN_AGG_COL)
OutCome Agg Column(OUTCOME_AGG_COLUMN)	0,n	Yes	OutAgg2TimeF(OUTAGG2TIMEF)
View Temp Agg Col(VIEW_TEMP_AGG_COL)	0,n	Yes	TView2AggC(TVIEW2AGGC)

Entity Agg Rule

Name:	Agg Rule	Generate Table:	No
Code:	AGG_RULE		
Number:			

Description

Not implemented in this release

Attribute List

Name	Code	Type	I	M
Agg Key Value	AGG_KEY_VALUE	VA255	No	No
Devide Rule	DEVIDE_RULE	DC	No	Yes

Data Item Agg Key Value

Not implemented in this release

Data Item Devide Rule

Not implemented in this release

Reference List

Entity	Card	Dep.	Relationship
Agg Column(AGG_COLUMN)	1,1	Yes	AggRFirst(AGGRFIRST)
Agg Column(AGG_COLUMN)	1,1	Yes	AggRSecond(AGGRSECOND)

Entity Basic Stat

Name:	Basic Stat	Generate Table:	Yes
Code:	BASIC_STAT		
Number:			

Description

Describes the known "basic" or additive statistics coming from ODS. This static table is populated before formulas are defined in the COMP_STAT table.

Attribute List

Name	Code	Type	I	M
Stat Type Name	STAT_TYPE_NAME	VA255	Yes	Yes
Stat Type Description	STAT_TYPE_DESCR	VA255	No	Yes
Stat Category Name	STAT_CATEGORY_NAME	VA64	No	Yes
Stat Category Function	STAT_CATEGORY_FUNC	VA10	No	Yes
Value Type Name	VALUE_TYPE_NAME	VA64	No	Yes

Data Item Stat Type Name

Name of statistical type as defined by Stat Server. Necessary for the Stat Server API to request a particular statistic. Since Stat Type Name is usually self-descriptive, this field may be used in Configuration and Presentation as well.

Data Item Stat Type Description

Describes how a particular StatType is calculated. From this information, you should be able to determine if this statistical type is appropriate in your reports.

Data Item Stat Category Name

Category Name taken from Stat Server; for example, STotalValue, SAverageValue

Data Item Stat Category Function

The function that is applied to aggregate the values of this category. A null value signifies that this category cannot be aggregated.

Data Item Value Type Name

The statistical type's data type; for example: INTEGER or FLOAT

Reference List

Entity	Card	Dep.	Relationship
Comp Stat(COMP_STAT)	1,n	No	Comp To Basic Stat(COMP_TO_BASIC_STAT)

Entity Call Center Object

Name:	Call Center Object
Code:	OBJECT
Number:	Generate Table: Yes

Description

This table contains information about contact center objects extracted from all sources. These objects are defined in the Configuration Server. Objects from this table are assigned to one or more report layouts. Note that this table contains only those Configuration Server objects that are to be monitored.

Examples:

Agent01

Queue328@g-3

Each object is of a particular Object Type.

Note that the Configuration Server object ID does not uniquely identify an object. The unique identifier is the combination of the Configuration Server's object ID and object type; therefore, a relation to Object Type is mandatory.

OBJECT_ID is unique for the entire Data Mart.

Add Time and Delete Time fields are necessary for tracking objects status (active and deleted) .

Defining a relation to Tenant in this table is necessary for:

- 1) Configuration/Presentation, to hide objects belonging to different tenants
- 2) Easy tracking of contact center objects. Once a tenant has been deleted, all objects that belong to this Tenant are considered deleted as well.

Attribute List

Name	Code	Type	I	M
Object ID	OBJECT_ID	VA27	Yes	Yes
Object Name	OBJECT_NAME	VA255	No	Yes
Presentation Name	PRESENTATION_NAME	VA255	No	No
Object Type ID	OBJECT_TYPE_ID	I	No	Yes
Object Type Name	OBJECT_TYPE_NAME	VA255	No	Yes
Tenant ID	TENANT_ID	VA14	No	Yes
Tenant Name	TENANT_NAME	VA255	No	Yes
ConfServer Obj ID	CONFSERVER_OBJ_ID	I	No	Yes
Add Time	ADD_TIME	DT	No	Yes
Delete Time	DELETE_TIME	DT	No	No
Add Time GMT	ADD_TIME_GMT	DT	No	Yes
Delete Time GMT	DELETE_TIME_GMT	DT	No	No

Data Item Object ID

ObjectID = 'Config Server ID' + '_' + 'Object Type ID' + '_' + 'Conf. Server Object ID'

Data Item Object Name

The object name Stat Server should use to collect data. Its value depends on the object type:

- For agents, its value is Agent Login.
- For queue, its value is Queue_Name@switch.
- For place, its value is Place Name
- For all groups, its value is Group Name

This name is necessary for Stat Server's API to order statistics.

Data Item Presentation Name

Object name as displayed in reports. Its value is dependent on the Presentation module and contains information the user typically uses to identify object.

Data Item Object Type ID

Usually the same ID as specified in Configuration Server's API so that there is a unique index in the CALL_CENTER_OBJECT table. Custom object type IDs, however, can be used, but should differ from those specified in the Configuration Server.

Data Item Object Type Name

Name of object type--necessary for Presentation and for Configuration.

Data Item Tenant ID

A tenant's unique identifier within a particular Configuration Server. Generated as 'ConfigServer ID' + '_' + 'Original Tenant ID'.

Data Item Tenant Name

Same name as specified in the Configuration Server. Required for BrioQuery Designer to display the tenant name. This field is also required for the Tenants Alias Tracking module. Once a tenant is renamed, this field is updated to reflect the new name. Only the latest Tenant Name is maintained.

Data Item ConfServer Obj ID

The Configuration Server object ID. Objects of different types can have the same ID, but for objects of the same type this ID is unique even in a multi-tenant environment.

Data Item Add Time

The local-equivalent time of ADD_TIME_GMT

Data Item Delete Time

The local-equivalent time of DELETE_TIME_GMT

Data Item Add Time GMT

Same as OL_OBJECT.ADD_TIME in ODS.

Data Item Delete Time GMT

Same as OL_OBJECT.DELETE_TIME in ODS.

Reference List

Entity	Card	Dep.	Relationship
Obj To Obj(OBJ_TO_OBJ)	0,n	Yes	CHILD_O2O(CHILD_O2O)
Config Server(CONFIG_SERVER)	1,1	No	Cs To Obj(CS_TO_OBJ)
Layout Objects(OBJ_TO_LAYOUT)	0,n	Yes	Obj To Lay(OBJ_TO_LAY)
Error Chunk(ERROR_CHUNK)	0,n	Yes	Obj2EChunk(RELATION_7631)
Obj To Obj(OBJ_TO_OBJ)	0,n	Yes	PAR_O2O(PAR_O2O)

Entity Chunk Load Err Log

Name:	Chunk Load Err Log
Code:	CHUNK_LOAD_ERR_LOG
Number:	Generate Table: Yes

Description

Not implemented in this release

Attribute List

Name	Code	Type	I	M
Load Err Log Id	LOAD_ERR_LOG_ID	I	Yes	Yes
Error Date	ERROR_DATE	DT	No	Yes
Error Type	ERROR_TYPE	VA255	No	Yes
Error Message	ERROR_MESSAGE	VA255	No	No
Error Text	ERROR_TEXT	TXT	No	No

Data Item Load Err Log Id

Not implemented in this release

Data Item Error Date

Not implemented in this release

Data Item Error Type

Not implemented in this release

Data Item Error Message

Not implemented in this release

Data Item Error Text

Not implemented in this release

Reference List

Entity	Card	Dep.	Relationship
Chunk Log(CHUNK_LOG)	1,1	No	ELog2ChLog(ELOG2CHLOG)

Entity Chunk Log

Name:	Chunk Log		
Code:	CHUNK_LOG		
Number:		Generate Table:	Yes

Description

Maintains records about data chunks transferred from ODS sources

Attribute List

Name	Code	Type	I	M
Chunk ID	CHUNK_ID	VA14	Yes	Yes
Src Chunk ID	SRC_CHUNK_ID	I	No	Yes
Begin Time GMT	BEGIN_TIME_GMT	DT	No	Yes
End Time GMT	END_TIME_GMT	DT	No	Yes
Chunk Type	CHUNK_TYPE	I	No	No
Source Table Name	SOURCE_TABLE_NAME	VA20	No	Yes
Is Last Chunk	IS_LAST_CHUNK	N1	No	Yes
Collect Time GMT	COLLECT_TIME_GMT	DT	No	Yes
Start Read Source	START_READ_SOURCE	DT	No	Yes
End Read Source	END_READ_SOURCE	DT	No	Yes
Start Write	START_WRITE	DT	No	Yes
End Check	END_CHECK	DT	No	Yes
End Write	END_WRITE	DT	No	Yes
Numb of Src Rec	NUMB_OF_SRC_REC	I	No	Yes
Numb of Dist Rec	NUMB_OF_DIST_REC	I	No	Yes
Deleted from src	DELETED_FROM_SRC	DT	No	No

Data Item Chunk ID

Time Key Seq = 'SourceID' + '_' + 'ChunkID'

Data Item Src Chunk ID

Log Identifier--for reference by other tables

Data Item Begin Time GMT

The precise GMT-equivalent time when Stat Server began collecting information for the time interval for this statistic

Data Item End Time GMT

The GMT-equivalent time of the last update--when statistical calculations for the value stopped. For example, you may gather week-to-week data that is updated daily.

Data Item Chunk Type

Chunk Type value is:

- 0 - if the data chunk is the final value sent by Stat Server just before reset
- 1 - if statistics are generated by scheduled "peek" and at least one more notification will be sent
- 2 - if the statistics are generated on user demand and at least one more notification will be sent

Data Item Source Table Name

Table name of the ODS data source

Data Item Is Last Chunk

TRUE if this data chunk is the last in this table and ODS has created a new table. FALSE otherwise.

Data Item Collect Time GMT

The GMT-equivalent time that ODS collected this data chunk

Data Item Start Read Source

The local start time that ETL Runtime reads the data chunk

Data Item End Read Source

The local end time that ETL Runtime completes reading the data chunk

Data Item Start Write

The local start time that ETL Runtime writes the data chunk to the Data Mart

Data Item End Check

The local end time that ETL Runtime completes its check of the data chunk

Note: ETL Runtime immediately starts its check after the time specified by End Read Source.

Data Item End Write

The local end time that ETL Runtime completes writing the data chunk to the Data Mart

Data Item Numb of Src Rec

The number of records comprising the data chunk in ODS

Data Item Numb of Dist Rec

The number of records comprising the data chunk in the Data Mart

Data Item Deleted from src

The local time when the data chunk was deleted from the ODS source. Filled if the dropTransferredTables parameter has been set. If not set, data chunks are not deleted.

Reference List

Entity	Card	Dep.	Relationship
Time N Min Level(TIME_N_MIN_LEVEL)	0,n	No	ChunkLog2Time(CHUNKLOG2TIME)
Error Chunk(ERROR_CHUNK)	0,n	Yes	EChunk2ChLog(ECHUNK2CHLOG)
Chunk Load Err Log(CHUNK_LOAD_ERR_LOG)	0,n	No	ELog2ChLog(ELOG2CHLOG)
Report Folder(REPORT_FOLDER)	1,1	No	Fold To Log(FOLD_TO_LOG)
Source(SOURCE)	1,1	No	Src To Log(SRC_TO_LOG)
Report View(REPORT_VIEW)	1,1	No	View To Log(VIEW_TO_LOG)

Entity Comp Stat

Name:	Comp Stat		
Code:	COMP_STAT		
Number:		Generate Table:	Yes

Description

Composite statistic definition based on formulas that combine basic statistics within one report layout.

Attribute List

Name	Code	Type	I	M
Comp Stat Name	COMP_STAT_NAME	VA64	Yes	Yes
Comp Stat Desc	COMP_STAT_DESC	VA255	No	Yes
Default Col Name	DEFAULT_COL_NAME	VA18	No	Yes
Default Disp Name	DEFAULT_DISP_NAME	VA255	No	Yes
Value Type Name	VALUE_TYPE_NAME	VA64	No	Yes
is StatType Based	IS_STATTYPE_BASED	VA1	No	Yes
Object Type Group	OBJECT_TYPE_GROUP	VA64	No	Yes
Formula	FORMULA	TXT	No	Yes

Data Item Comp Stat Name

Name of the composite statistic

Data Item Comp Stat Desc

Description of the composite statistic

Data Item Default Col Name

Indicates the default name of the column holding this statistic

Data Item Default Disp Name

Indicates the default display name of the statistic in reports

Data Item Value Type Name

The composite statistic's data type; for example, INTEGER or FLOAT

Data Item is StatType Based

Yes/No = Y/N

If yes, the Transformation module assumes that the formula used StatType to calculate value and changes StatType to column name when defining new composite view.

If no, the Transformation module uses the formula as is--without translation--to allow for complex cases such as one composite statistic is based on the same two statistical types with different filters.

Data Item Object Type Group

Agent || Queue

Data Item Formula

The formula of the composite statistic

Reference List

Entity	Card	Dep.	Relationship
Comp Stat	1,1	No	Cat2compStat(CAT2COMPSTAT)
Category(COMP_STAT_CATEGORY)			
Basic Stat(BASIC_STAT)	1,n	No	Comp To Basic Stat(COMP_TO_BASIC_STAT)
Fold Temp To Comp(FOLD_TEMP_TO_COMP)	0,n	Yes	Comp2FoldT(COMP2FOLDT)
Fold To Comp Stat(FOLD_TO_COMP_STAT)	0,n	Yes	CompS2Fold(COMPS2FOLD)

Entity Comp Stat Category

Name:	Comp Stat Category
Code:	COMP_STAT_CATEGORY
Number:	Generate Table: Yes

Description

A static table containing definitions of composite statistics category.

Attribute List

Name	Code	Type	I	M
Category Name	CATEGORY_NAME	VA64	Yes	Yes
Category Function	CATEGORY_FUNCTION	VA10	No	No

Data Item Category Name

The name of the composite statistic category; for example,

'BASIC' - based directly on BASIC_STAT (totals time/number etc.)

'AVERAGE'

'PERCENTAGE'

AverageTime

AverageNumber

Data Item Category Function

The composite statistic category's function used for BASIC* category; for example, MAX or SUM

NULL if a function is not applicable (such as AVERAGE).

Reference List

Entity	Card	Dep.	Relationship
Comp Stat(COMP_STAT)	0,n	No	Cat2compStat(CAT2COMPSTAT)

Entity Config Server

Name:	Config Server
Code:	CONFIG_SERVER
Number:	Generate Table: Yes

Description

This table describes the Configuration Server. Host and port values are used in conjunction with the syncWithConfigServer parameter (if enabled) to establish connection with the Configuration Server and to populate the OBJ_TO_OBJ table.

Attribute List

Name	Code	Type	I	M
ConfServer ID	CONFSERVER_ID	VA3	Yes	Yes
ConfServer Name	CONFSERVER_NAME	VA64	No	Yes
ConfServer Host	CONFSERVER_HOST	VA64	No	No
ConfServer Port	CONFSERVER_PORT	I	No	No

Data Item ConfServer ID

The Configuration Server ID

Data Item ConfServer Name

The name of the Configuration Server

Data Item ConfServer Host

The Configuration Server host name

Data Item ConfServer Port

The Configuration Server port number

Reference List

Entity	Card	Dep.	Relationship
Call Center Object(OBJECT)	0,n	No	Cs To Obj(CS_TO_OBJ)
Rep N Obj Desc(REP_N_OBJ_DESC)	0,n	No	Cs To ObjD(CS_TO_OBJD)
Source(SOURCE)	0,n	No	Cs To Src(CS_TO_SRC)

Entity Dm Property

Name:	Dm Property	Generate Table:	Yes
Code:	DM_PROPERTY		
Number:			

Description

For ETL Runtime's use only. Implemented with Release 6.1 to store database version information. The values in this table are null for prior database versions.

Attribute List

Name	Code	Type	I	M
DM_KEY	DM_KEY	VA255	Yes	Yes
DM_VALUE	DM_VALUE	VA255	No	No

Data Item DM_KEY

Holds the value "version"

Data Item DM_VALUE

Contains the version number; for example, 6.1.001 for the first release of 6.1

Entity Error Chunk

Name:	Error Chunk
Code:	ERROR_CHUNK
Number:	Generate Table: Yes

Description

Not implemented in this release

Attribute List

Name	Code	Type	I	M
Value	DATA_VALUE	F	No	Yes
Is Valid	IS_VALID	N1	No	Yes

Data Item Value

Not implemented in this release

Data Item Is Valid

Not implemented in this release

Reference List

Entity	Card	Dep.	Relationship
Chunk Log(CHUNK_LOG)	1,1	Yes	EChunk2ChLog(ECHUNK2CHLOG)
Call Center Object(OBJECT)	1,1	Yes	Obj2EChunk(RELATION_7631)
Statistic(STATISTIC)	1,1	Yes	Stat2EChunk(STAT2ECHUNK)

Entity Fold Temp To Comp

Name:	Fold Temp To Comp
Code:	FOLD_TEMP_TO_COMP
Number:	Generate Table: Yes

Description

Composite statistics belonging to Folder Template. ETL will create a database view based on the definitions of all comp statistics that belong to the Folder Template and populate FOLD_TO_COMP_STAT table according to this template.

Attribute List

Name	Code	Type	I	M
Comp Stat Col Name	COMP_STAT_COL_NAME	VA18	No	Yes
is Visible	IS_VISIBLE	VA1	No	Yes
Brio Column Format	BRIO_COLUMN_FORMAT	VA255	No	No

Data Item Comp Stat Col Name

Name of table column that ETL Runtime uses when it creates report tables (or views) in the Data Mart for reports that use this statistic

Data Item is Visible

Indicates whether this column is visible in reports

Data Item Brio Column Format

Format specification for BrioQuery Designer. Used by the Report Wizard.

Reference List

Entity	Card	Dep.	Relationship
Comp Stat(COMP_STAT)	1,1	Yes	Comp2FoldT(COMP2FOLDT)
Folder Template(FOLDER_TEMPLATE)	1,1	Yes	FoldT2Comp(FOLDT2COMP)

Entity Fold To Comp Stat

Name:	Fold To Comp Stat
Code:	FOLD_TO_COMP_STAT
Number:	Generate Table: Yes

Description

Lists the composite statistics belonging to a particular report folder

Attribute List

Name	Code	Type	I	M
Comp Stat Col Name	COMP_STAT_COL_NAME	VA18	No	Yes
Comp Stat Add Time	COMP_STAT_ADD_TIME	DT	No	Yes
Comp Stat Del Time	COMP_STAT_DEL_TIME	DT	No	No
Brio Column Format	BRIO_COLUMN_FORMAT	VA255	No	No
is Visible	IS_VISIBLE	VA1	No	No

Data Item Comp Stat Col Name

Layout Stat Identity

Data Item Comp Stat Add Time

The local time when this record was added

Data Item Comp Stat Del Time

Not implemented in this release

Data Item Brio Column Format

Format specification for BrioQuery Designer. Used by the Report Wizard.

Data Item is Visible

Indicates whether this column is visible in reports

Reference List

Entity	Card	Dep.	Relationship
Comp Stat(COMP_STAT)	1,1	Yes	CompS2Fold(COMPS2FOLD)
Report Folder(REPORT_FOLDER)	1,1	Yes	Fold2CompS(FOLD2COMPS)

Entity Folder Template

Name:	Folder Template
Code:	FOLDER_TEMPLATE
Number:	Generate Table: Yes

Description

Template definition for folder creation. ETL Runtime uses this definition when creating new report folders and all aggregation-level report views. For each report layout coming from ODS, ETL Runtime attempts to match the Folder Template using LayoutTemplateName when the corresponding record in OL_TEMPLATE has 0 in the IS_CUSTOM column.

Attribute List

Name	Code	Type	I	M
Folder Templ Name	FOLDER_TEMPL_NAME	VA64	Yes	Yes
Layout Templ Name	LAYOUT_TEMPL_NAME	VA10	No	Yes
Folder Name	FOLDER_NAME	VA255	No	Yes
Folder Desc	FOLDER_DESC	VA255	No	No

Data Item Folder Templ Name

Name of this folder template

Data Item Layout Templ Name

Name of the corresponding layout template

Data Item Folder Name

Report presentation name. Filled by the ETL Runtime Transformation module as a combination of Report Layout Name and Time Profile Name. Special field for this purpose should be added to Schedule table.

Data Item Folder Desc

Filled by the Transformation module using the formula:

SUBSTR(Report Layout Name, 1, 30)

Reference List

Entity	Card	Dep.	Relationship
Report Folder(REPORT_FOLDER)	0,n	No	FoldT To Fold(FOLT_TO_FOL)
View Template(VIEW_TEMPLATE)	0,n	No	FoldT To ViewT(FTEMP_TO_VTEMP)
Fold Temp To Comp(FOLD_TEMP_TO_COMP)	0,n	Yes	FoldT2Comp(FOLDT2COMP)

Entity InfoMart Option

Name:	InfoMart Option
Code:	INFOMART_OPTION
Number:	Generate Table: No

Description

Not implemented in this release

Attribute List

Name	Code	Type	I	M
Option Key Name	OPTION_KEY_NAME	VA255	Yes	Yes
Option Value	OPTION_VALUE	VA255	No	Yes
Option Comment	OPTION_COMMENT	VA255	No	No

Entity Layout Objects

Name:	Layout Objects
Code:	OBJ_TO_LAYOUT
Number:	Generate Table: Yes

Description

This table indicates which contact center objects belong to a particular report layout. When an object is added to a report layout, an entry is created in this table and Add Time is set to the current time. Delete Time is null until the object is removed from this layout.

Attribute List

Name	Code	Type	I	M
Obj Add Time	OBJ_ADD_TIME	DT	Yes	Yes
Obj Add Time GMT	OBJ_ADD_TIME_GMT	DT	No	Yes
Obj Del Time	OBJ_DEL_TIME	DT	No	No
Obj Del Time GMT	OBJ_DEL_TIME_GMT	DT	No	No

Data Item Obj Add Time

The local time when object was added to the report layout

Data Item Obj Add Time GMT

The GMT-equivalent time when object was added to the report layout

Data Item Obj Del Time

The local time when object was deleted from the report layout

Data Item Obj Del Time GMT

The GMT-equivalent time when object was deleted from the report layout

Reference List

Entity	Card	Dep.	Relationship
Report Layout(REPORT_LAYOUT)	1,1	Yes	Lay To Obj(LAY_TO_OBJ)
Call Center Object(OBJECT)	1,1	Yes	Obj To Lay(OBJ_TO_LAY)

Entity Lookup AGG_BY_WEEK

Name:	Lookup AGG_BY_WEEK
Code:	LOOKUP_AGG_BY_WEEK
Number:	Generate Table: No

Description

Not implemented in this release

Attribute List

Name	Code	Type	I	M
Lookup Key	LOOKUP_KEY	VA6	Yes	Yes
First Week Day	FIRST_WEEK_DAY	DT	No	Yes
Last Week Date	LAST_WEEK_DATE	DT	No	Yes
Query Date	QUERY_DATE	VA255	No	Yes

Name	Code	Type	I	M
Display Date	DISPLAY_DATE	VA255	No	Yes
Custom Field	CUSTOM_FIELD	VA255	No	No

Data Item Display Date

The date that appears in the generated report

Reference List

Entity	Card	Dep.	Relationship
Time Zone(TIME_ZONE)	1,1	Yes	LAGGW2TZ(LAGGW2TZ)

Entity Obj To Obj

Name:	Obj To Obj		
Code:	OBJ_TO_OBJ		
Number:		Generate Table:	Yes

Description

Object to Object relation (groups)

Attribute List

Name	Code	Type	I	M
Add Time	ADD_TIME	DT	Yes	Yes
Add Time GMT	ADD_TIME_GMT	DT	No	Yes
Delete Time	DELETE_TIME	DT	No	No
Delete Time GMT	DELETE_TIME_GMT	DT	No	No

Data Item Add Time

Local time when the object was added

Data Item Add Time GMT

Same as OL_OBJECT.ADD_TIME in ODS.

Data Item Delete Time

If the object has been deleted, this field indicates the local time when ETL Tracking acquired information about the deletion which, by default, can be up to 24 hours later. If the object is active, this field is null.

Data Item Delete Time GMT

Same as OL_OBJECT.DELETE_TIME in ODS.

Reference List

Entity	Card	Dep.	Relationship
Call Center Object(OBJECT)	1,1	Yes	CHILD_O2O(CHILD_O2O)
Call Center Object(OBJECT)	1,1	Yes	PAR_O2O(PAR_O2O)

Entity OutCome Agg Column

Name:	OutCome Agg Column
Code:	OUTCOME_AGG_COLUMN
Number:	Generate Table: Yes

Description

Not implemented in this release

Reference List

Entity	Card	Dep.	Relationship
Agg Column(AGG_COLUMN)	1,1	Yes	OutAgg2TimeF(OUTAGG2TIMEF)
Time Function(TIME_FUNCTION)	1,1	Yes	TimeF2OutAgg(TIMEF2OUTAGG)

Entity Parameter

Name:	Parameter
Code:	STAT_PARAM
Number:	Generate Table: Yes

Description

Not implemented in this release

Attribute List

Name	Code	Type	I	M
Parameter ID	PARAMETER_ID	VA14	Yes	Yes
Parameter Key	PARAMETER_KEY	VA32	No	Yes
Parameter Name	PARAMETER_NAME	VA255	No	Yes
Parameter Definition	PARAMETER_DEF	TXT	No	No
Parameter Description	PARAMETER_DESCR	VA255	No	No

Data Item Parameter ID

Not implemented in this release.

Data Item Parameter Key

Not implemented in this release.

Data Item Parameter Name

Not implemented in this release.

Data Item Parameter Definition

Not implemented in this release.

Data Item Parameter Description

Not implemented in this release.

Reference List

Entity	Card	Dep.	Relationship
Statistic(STATISTIC)	1,n	No	Stat To Par(STAT_TO_PAR)

Entity Pending Aggregations

Name:	Pending Aggregations
Code:	PENDING_AGG
Number:	Generate Table: Yes

Description

This table contains information about pending aggregations. For each report view for which an aggregation is pending there is at least one row, which also specifies aggregation key.

Attribute List

Name	Code	Type	I	M
Agg Key	AGG_KEY	VA255	No	Yes
Change Number	CNUMBER	N	No	Yes

Data Item Agg Key

Aggregation key which is pending to be aggregated. This means that parent view contains at least one row with such value in AGG_BY_XXX column which hasn't been aggregated yet.

Data Item Change Number

Change number. Helps to distinguish new records from "old" ones. Each row inserted into PENDING_AGG table will have CNUMBER column populated with monotonically increasing integers.

Reference List

Entity	Card	Dep.	Relationship
Report View(REPORT_VIEW)	1,1	No	View to pending aggregation(VIEW_TO_PENDING_AG)

Entity Purging Log

Name:	Purging Log	Generate Table:	Yes
Code:	PURGING_LOG		
Number:			

Description

Describes the data purged

Attribute List

Name	Code	Type	I	M
Purge Id	PURGE_ID	N	Yes	Yes
Purge Start Time	PURGE_START_TIME	DT	No	Yes
Purge End Time	PURGE_END_TIME	DT	No	No
Purge Till Time	PURGE_TILL_TIME	DT	No	Yes
Num of Fact Rows	NUM_OF_FACT_ROWS	N	No	No

Data Item Purge Id

Autonumbered field

Data Item Purge Start Time

The local time when data purging started

Data Item Purge End Time

The local time when data purging ended

Data Item Purge Till Time

The local time marking the boundary beyond which data should not be purged

Data Item Num of Fact Rows

Number of rows deleted from the fact table

Reference List

Entity	Card	Dep.	Relationship
Report View(REPORT_VIEW)	1,1	No	View2I(VIEW2L)

Entity Purging Rules

Name:	Purging Rules
Code:	PURGING_RULES
Number:	Generate Table: Yes

Description

This table defines the rules you set for purging data for each report view.

Data is kept for [WINDOW_WIDTH] [WINDOW_GRANULE].

Data is purged on [OFFSET_LENGTH+1] [OFFSET_GRANULE] at 00:00 AM.

Example

To keep data for one full month and purge on the third day of the month following, using ETL Assistant you would set the following:

WINDOW_GRANULE = MONTH

WINDOW_WIDTH = 1

OFFSET_GRANULE = DAY

OFFSET_LENGTH = 2

Attribute List

Name	Code	Type	I	M
Purge Param Id	PURGE_PARAM_ID	N	Yes	Yes
Is Current	IS_CURRENT	N1	No	Yes
Activation Time	ACTIVATION_TIME	DT	No	Yes
Window granule	WINDOW_GRANULE	VA64	No	Yes
Window width	WINDOW_WIDTH	N	No	Yes
Offset granule	OFFSET_GRANULE	VA64	No	Yes
Offset length	OFFSET_LENGTH	N	No	Yes

Data Item Purge Param Id

Autonumbered field

Data Item Is Current

Indicates whether or not the purging rule is current or historical. This field's values are 0 for History and 1 for Actual.

Data Item Activation Time

The local time in which the rule was activated

Data Item Window granule

[DAY, WEEK, MONTH, YEAR]

The granularity of the time window

Data Item Window width

[0, 1, 2, 3, etc.]

The time window beyond which data is purged

Data Item Offset granule

[DAY, WEEK, MONTH, YEAR]

The granularity of the offset time

Data Item Offset length

[0, 1, 2, 3, etc.]

The length of time by which purging is offset

Reference List

Entity	Card	Dep.	Relationship
Report View(REPORT_VIEW)	0,1	No	View2r(VIEW2R)

Entity Rep N Obj Desc

Name:	Rep N Obj Desc		
Code:	REP_N_OBJ_DESC		
Number:		Generate Table:	No

Description

This table contains only those Configuration Server objects that are monitored. Objects in this table are assigned to one or more report layouts.

Examples:

Agent01

Queue328@g-3

Each object is of a particular object type (relation to Object Type).

Note that the Configuration Server object ID does not uniquely identify an object. The unique identifier is the combination of the Configuration Server's object ID and object type; therefore, its relation to Object Type is mandatory.

This table is necessary for:

- Reporting (Presentation Name)
- Requesting Statistics from Stat Server (Object Name)
- Configuration (to add/delete objects)

Add Time and Delete Time are necessary for tracking objects. Only active objects (where delete_time is null) should be used for report configuration/data collection. Objects with specified deleted time should be considered as deleted and should be used only for getting historical data accumulated before tenant deletion.

Defining a relation to Tenant is necessary for:

- 1) Configuration/Presentation, to hide objects belonging to different Tenants
- 2) Easy tracking of contact center objects. Once a tenant has been deleted, all objects belonging to this Tenant are considered deleted as well.

Attribute List

Name	Code	Type	I	M
Object ID	OBJECT_ID	VA14	Yes	Yes
Object Name	OBJECT_NAME	VA255	No	Yes
Object Type ID	OBJECT_TYPE_ID	I	No	Yes
Object Type Name	OBJECT_TYPE_NAME	VA255	No	Yes
Presentation Name	PRESENTATION_NAME	VA255	No	No
Tenant ID	TENANT_ID	VA14	No	Yes
Tenant Name	TENANT_NAME	VA255	No	Yes
ConfServer Obj ID	CONFSERVER_OBJ_ID	I	No	Yes
Add Time	ADD_TIME	DT	No	Yes

Data Item Object Name

The object name Stat Server should use to collect data. Its value depends on the object type:

- For agents, its value is Agent Login.
- For queue, its value is Queue_Name@switch.
- For place, its value is Place Name
- For all groups, its value is Group Name

This name is necessary for Stat Server's API to order statistics.

Data Item Object Type ID

Usually the same ID as specified in Configuration Server's API so that there is a unique index in the CALL_CENTER_OBJECT table. Custom object type IDs, however, can be used, but should differ from those specified in the Configuration Server.

Data Item Object Type Name

Name of object type--necessary for Presentation and for Configuration.

Data Item Presentation Name

Object name as displayed in reports. Its value is dependent on the Presentation module and contains information the user typically uses to identify object.

Data Item Tenant ID

A tenant's unique identifier within a particular Configuration Server. Generated as 'ConfigServer ID' + '_' + 'Original Tenant ID'.

Data Item Tenant Name

Same name as specified in the Configuration Server. Required for BrioQuery Designer to display the tenant name. This field is also required for the Tenants Alias Tracking module. Once a tenant is renamed, this field is updated to reflect the new name. Only the latest Tenant Name is maintained.

Data Item ConfServer Obj ID

The Configuration Server object ID. Objects of different types can have the same ID, but for objects of the same type this ID is unique even in a multi-tenant environment.

Data Item Add Time

The local-equivalent time of ADD_TIME_GMT

Reference List

Entity	Card	Dep.	Relationship
Config Server(CONFIG_SERVER)	1,1	No	Cs To ObjD(CS_TO_OBJD)
Rep N Stat Result(Rep N Stat Result(Rep N Stat Result))	0,n	Yes	ObjD To StatR(OBJD_TO_STATR)

Entity Rep N Obj Result

Name:	Rep N Obj Result
Code:	REP_N_OBJ_RESULT
Number:	Generate Table: No

Description

Not implemented in this release

Attribute List

Name	Code	Type	I	M
OBJ ID1	OBJ_ID1	N	No	No
OBJ ID2	OBJ_ID2	N	No	No
OBJ ID3	OBJ_ID3	N	No	No
OBJ IDN	OBJ_IDN	N	No	No

Reference List

Entity	Card	Dep.	Relationship
Time N Min Level(TIME_N_MIN_LEVEL)	1,1	Yes	ObjRes2Time(OBJRES2TIME)
Rep N Stat Desc(Rep N Stat Desc(Rep N Stat Desc))	1,1	Yes	StatD To ObjR(STATD_TO_OBJR)

Entity Rep N Stat Desc

Name:	Rep N Stat Desc
Code:	REP_N_STAT_DESC
Number:	Generate Table: No

Description

This table contains the set of statistics selected for the particular report layout. Statistics are based on statistical types as well as any (or none) of the following parameters:

- any number of filters
- TimeRange (one for some statistical types)
- TimeRange2 (for ServiceFactor2)
- StatusProfile

Attribute List

Name	Code	Type	I	M
Statistic ID	STATISTIC_ID	VA14	Yes	Yes
Stat Type ID	STAT_TYPE_ID	VA14	No	Yes
Stat Type Name	STAT_TYPE_NAME	VA255	No	Yes
Stat Type Description	STAT_TYPE_DESCR	VA255	No	Yes
Statistic Description	STATISTIC_DESCR	VA255	No	No
Stat Category Name	STAT_CATEGORY_NAME	VA64	No	Yes
Stat Category Function	STAT_CATEGORY_FUNC	VA10	No	Yes
Stat Column Name	STAT_COLUMN_NAME	VA18	No	Yes
Value Type Name	VALUE_TYPE_NAME	VA64	No	Yes
Parameter 1 Name	PARAMETER_1_NAME	VA255	No	No
Parameter 2 Name	PARAMETER_2_NAME	VA255	No	No

Data Item Statistic ID

The statistic ID assigned by the database for reference by report data

Data Item Stat Type ID

The unique identifier of the statistical type--used by other tables. The database generates this ID.

Data Item Stat Type Name

The statistical type's name as defined within Stat Server--necessary for the Stat Server API to request a particular statistic. Since this field is usually self-descriptive, its value may be used in Configuration and Presentation as well.

Data Item Stat Type Description

Specifies how a particular statistical type is calculated

Data Item Statistic Description

Optional field in which you describe the statistic

Data Item Stat Category Name

The name of this statistical category taken from Stat Server (for example, STotalValue, SAverageValue)

Data Item Stat Category Function

The function that is applied to aggregate values of this statistical category. A null value indicates that this category cannot be aggregated.

Data Item Stat Column Name

The name of the table column that the ETL Runtime Transformation module uses when it creates report tables or views in the Data Mart for reports that use this statistic

Data Item Value Type Name

The composite statistic's data type; for example, INTEGER or FLOAT

Data Item Parameter 1 Name

Not implemented in this release

Data Item Parameter 2 Name

Not implemented in this release

Reference List

Entity	Card	Dep.	Relationship
Rep N Obj Result(REP_N_OBJ_RESULT)	0,n	Yes	StatD To ObjR(STATD_TO_OBJR)

Entity Rep N Stat Result

Name:	Rep N Stat Result
Code:	REP_N_STAT_RESULT
Number:	Generate Table: No

Description

This table holds statistical values.

Attribute List

Name	Code	Type	I	M
Stat ID1	STAT_ID1	N	No	No
Stat ID2	STAT_ID2	N	No	No
Stat ID3	STAT_ID3	N	No	No
Stat IDN	STAT_IDN	N	No	No

Data Item Stat ID1

The value of the first statistic of the object for the interval

Data Item Stat ID2

The value of the second statistic of the object for the interval

Data Item Stat ID3

The value of the third statistic of the object for the interval

Data Item Stat IDN

The value of the nth statistic of the object for the interval

Reference List

Entity	Card	Dep.	Relationship
Rep N Obj Desc(REP_N_OBJ_DESC)	1,1	Yes	ObjD To StatR(OBJD_TO_STATR)
Time N Min Level(TIME_N_MIN_LEVEL)	1,1	Yes	StaRes2Time(STARES2TIME)

Entity Report Folder

Name:	Report Folder		
Code:	REPORT_FOLDER		
Number:		Generate Table:	Yes

Description

This table contains information about all report folders in the Data Mart. This table's link to the Source table identifies from which ODS the information is downloaded. This table's link to the ReportTable table identifies which database objects (and information about those objects) are present (for example, index, views, tables).

Attribute List

Name	Code	Type	I	M
Folder ID	FOLDER_ID	I	Yes	Yes
Folder Name	FOLDER_NAME	VA255	No	Yes
Folder Desc	FOLDER_DESC	VA255	No	Yes
Fold Create Time	FOLD_CREATE_TIME	DT	No	Yes
Fold Delete Time	FOLD_DELETE_TIME	DT	No	No
Schedule ID	SCHEDULE_ID	VA14	No	Yes
Sched Start Time	SCHED_START_TIME	DT	No	Yes
Sched Stop Time	SCHED_STOP_TIME	DT	No	No
Time Profile Name	TIME_PROFILE_NAME	VA255	No	Yes
Object Type ID	OBJECT_TYPE_ID	I	No	Yes
Object Type Name	OBJECT_TYPE_NAME	VA255	No	Yes
Tenant ID	TENANT_ID	VA14	No	Yes
Tenant Name	TENANT_NAME	VA255	No	Yes

Data Item Folder ID

Unique report identifier. Assigned to the report when the ETL Runtime Transformation module first recognizes it in ODS. This value never changes.

Data Item Folder Name

Report presentation name. Filled by the ETL Runtime Transformation module as a combination of Report Layout Name and Time Profile Name. Special field for this purpose should be added to Schedule table.

Data Item Folder Desc

Filled by the Transformation module using the formula:

`SUBSTR(Report Layout Name, 1, 30)`

Data Item Fold Create Time

The local time when this report folder was added to the Data Mart

Data Item Fold Delete Time

The local time when this report folder was deleted from the Data Mart. If null, this report folder is active.

Data Item Schedule ID

The Schedule ID from ODS

Data Item Sched Start Time

The local scheduled start time for data collection from ODS

Data Item Sched Stop Time

The local scheduled end time for data collection from ODS

Data Item Time Profile Name

Time Profile Name as specified in Stat Server's Configuration section

Data Item Object Type ID

Usually the same ID as specified in Configuration Server's API so that there is a unique index in the CALL_CENTER_OBJECT table. Custom object type IDs, however, can be used, but should differ from those specified in the Configuration Server.

Data Item Object Type Name

Name of object type--necessary for Presentation and for Configuration.

Data Item Tenant ID

A tenant's unique identifier within a particular Configuration Server. Generated as 'ConfigServer ID' + '_' + 'Original Tenant ID'.

Data Item Tenant Name

Same name as specified in the Configuration Server. Required for BrioQuery Designer to display the tenant name. This field is also required for the Tenants Alias Tracking module. Once a tenant is renamed, this field is updated to reflect the new name. Only the latest Tenant Name is maintained.

Reference List

Entity	Card	Dep.	Relationship
Chunk Log(CHUNK_LOG)	0,n	No	Fold To Log(FOLD_TO_LOG)
Report View(REPORT_VIEW)	0,n	No	Fold To Rep(FOLD_TO_REP)
Report Table(REPORT_TABLE)	0,n	No	Fold To Tab(FOLD_TO_TAB)
Fold To Comp Stat(FOLD_TO_COMP_STAT)	0,n	Yes	Fold2CompS(FOLD2COMPS)
Folder Template(FOLDER_TEMPLATE)	0,1	No	FoldT To Fold(FOLT_TO_FOL)
Report Layout(REPORT_LAYOUT)	1,1	No	Lay To Fold(LAY_TO_FOLD)
Source(SOURCE)	1,1	No	Src To Fold(SRC_TO_FOLD)

Entity Report Layout

Name:	Report Layout
Code:	REPORT_LAYOUT
Label:	label
Number:	Generate Table: Yes

Description

This table stores information about the report layouts you configure using Data Modeling Assistant including:

- 1) Object Type--such as agent, place, and queue. Only one object type can be defined for the report.
- 2) The set of statistics to be monitored. Only those statistical types applicable to the selected object type can be used. For every statistic selected, you can specify an arbitrary number of parameters for that statistic such as time ranges and/or filters.
- 3) The set of contact center objects for which the selected object type should gather data. This set can belong to only one particular object type.
- 4) Schedules. Each schedule defines time properties for data collection and is based on Stat Server's time profile.

Once a report layout is defined, the Data Sourcer collects the defined set of statistics for the objects according to the selected profiles. Note that every report belongs to a particular tenant.

Attribute List

Name	Code	Type	I	M
Layout ID	LAYOUT_ID	VA14	Yes	Yes
Layout Name	LAYOUT_NAME	VA255	No	Yes
Src Layout ID	SRC_LAYOUT_ID	I	No	Yes
Metagroup Class	METAGROUP_CLASS	I	No	No
Metagroup DB ID	METAGROUP_DB_ID	VA14	No	No
Layout Description	LAYOUT_DESCRIPTION	VA255	No	No
Object Type ID	OBJECT_TYPE_ID	I	No	Yes
Object Type Name	OBJECT_TYPE_NAME	VA255	No	Yes
Tenant ID	TENANT_ID	VA14	No	Yes
Tenant Name	TENANT_NAME	VA255	No	Yes
Add Time	ADD_TIME	DT	No	Yes
Delete Time	DELETE_TIME	DT	No	No
Add Time GMT	ADD_TIME_GMT	DT	No	Yes
Delete Time GMT	DELETE_TIME_GMT	DT	No	No
Last Change Time	LAST_CHANGE_TIME	DT	No	Yes
Last Change GMT	LAST_CHANGE_GMT	DT	No	Yes
Template Name	TEMPLATE_NAME	VA10	No	No
Number of Dimensions	NUM_OF_DIMENSIONS	VA3	No	No

Data Item Layout ID

LayoutID = 'Source ID' + '_' + 'Original Layout ID'

Data Item Layout Name

The report layout name you assign (for your own reference)

Data Item Src Layout ID

The source report layout ID as defined within the ODS.

Data Item Metagroup Class

Indicates whether the entire set of objects from a particular group (metagroup DB ID) should be used instead of a specified set. For example, you might want to gather data for all agents from a group of agents. In such cases, this field contains DB ID of the metagroup and Data Sourcer maintains the current set of objects from this group in the Contact Center object.

Data Item Metagroup DB ID

If the metagroup's class is specified, this field specifies the particular group to be used for maintaining the list of objects.

Data Item Layout Description

Optional field in which you describe what you want this report template to gather

Data Item Object Type ID

Usually the same ID as specified in Configuration Server's API so that there is a unique index in the CALL_CENTER_OBJECT table. Custom object type IDs, however, can be used, but should differ from those specified in the Configuration Server.

Data Item Object Type Name

Name of object type--necessary for Presentation and for Configuration.

Data Item Tenant ID

A tenant's unique identifier within a particular Configuration Server. Generated as 'ConfigServer ID' + '_' + 'Original Tenant ID'.

Data Item Tenant Name

Same name as specified in the Configuration Server. Required for BrioQuery Designer to display the tenant name. This field is also required for the Tenants Alias Tracking module. Once a tenant is renamed, this field is updated to reflect the new name. Only the latest Tenant Name is maintained.

Data Item Add Time

The local-equivalent time of ADD_TIME_GMT

Data Item Delete Time

The local-equivalent time of DELETE_TIME_GMT

Data Item Add Time GMT

Same as OL_OBJECT.ADD_TIME in ODS.

Data Item Delete Time GMT

Same as OL_OBJECT.DELETE_TIME in ODS.

Data Item Last Change Time

The local time when an object was added, deleted, or updated for this layout at source

Data Item Last Change GMT

LAST_CHANGED_TIME converted from source local time to GMT-equivalent time

Data Item Template Name

The name of the layout template on which this report layout was based.

Data Item Number of Dimensions

Number of dimensions this layout supports. If none specified, ETL Runtime assumes the '#2' value.

Supported values include:

'#2' - most simple case. STAT RESULT table will have:

Object dimension table (O_#_OBJ_DIM) - key: OBJECT_ID (agent, group, route point, and so on)

Time dimension table (O_#_OBJ_DIM) - key TIME_KEY

'#3' - layout support breakdown codes. STAT RESULT table will have:

-Object dimension table (O_#_OBJ_DIM) key: OBJECT_ID (agent, group, route point, and so on)

-Time dimension table (O_#_OBJ_DIM) key :TIME_KEY

-Breakdown dimension (B_#_BRK_DIM) key: BRKDOWN_CODE (transaction code, pilot, group, skill, and so on)

Values greater than '#2' are currently not supported.

Reference List

Entity	Card	Dep.	Relationship
Report Folder(REPORT_FOLDER)	0,n	No	Lay To Fold(LAY_TO_FOLD)
Layout Objects(OBJ_TO_LAYOUT)	0,n	Yes	Lay To Obj(LAY_TO_OBJ)
Statistic(STATISTIC)	0,n	No	Lay To Stat(LAY_TO_STAT)
Source(SOURCE)	1,1	No	Src To Lay(SRC_TO_LAY)

Entity Report Table

Name:	Report Table
Code:	REPORT_TABLE
Number:	Generate Table: Yes

Description

Tables in which report information is stored

Attribute List

Name	Code	Type	I	M
Table ID	TABLE_ID	I	Yes	Yes
Table Name	TABLE_NAME	VA255	No	Yes
Table Description	TABLE_DESCRIPTION	VA255	No	No
Physical Type	PHYSICAL_TYPE	VA20	No	Yes
Create Time	CREATE_TIME	DT	No	Yes
Delete Time	DELETE_TIME	DT	No	No

Data Item Table ID

Autonumbered field

Data Item Table Name

Table or view name where report information has been stored or from where data can be retrieved

Data Item Table Description

Table description.

Data Item Physical Type

Supported types are view, table, and synonym

Data Item Create Time

The local time the report table was created in the Data Mart

Data Item Delete Time

If the object has been deleted, this field indicates the local time when ETL Tracking acquired information about the deletion which, by default, can be up to 24 hours later. If the object is active, this field is null.

Reference List

Entity	Card	Dep.	Relationship
Report Folder(REPORT_FOLDER)	1,1	No	Fold To Tab(FOLD_TO_TAB)
Tab Info Type(TAB_INFO_TYPE)	1,1	No	InfoType2Tab(INFOTYPE2TAB)
Report View(REPORT_VIEW)	1,n	No	Rep To Tab(Rep_TO_TAB)

Entity Report View

Name:	Report View		
Code:	REPORT_VIEW		
Number:		Generate Table:	Yes

Description

Represents the aggregation level of a particular report. All report views for this folder are organized into a hierarchical tree with parent and children. A report view with a null parent ID represents the lowest level of aggregation from the ODS source.

Attribute List

Name	Code	Type	I	M
Rep View ID	REP_VIEW_ID	I	Yes	Yes
Rep View Name	REP_VIEW_NAME	VA255	No	Yes
Rep View Desc	REP_VIEW_DESC	VA255	No	No
Par View Temp Name	PAR_VIEW_TEMP_NAME	VA64	No	No
Add Time	ADD_TIME	DT	No	Yes
Delete Time	DELETE_TIME	DT	No	No

Data Item Rep View ID

The unique ID for this report view

Data Item Rep View Name

The report view name either user specified or generated automatically

Data Item Rep View Desc

Text description of this report view either user specified or generated automatically

Data Item Par View Temp Name

Name of the view template on which this report was based.

Data Item Add Time

The local-equivalent time of ADD_TIME_GMT

Data Item Delete Time

The local-equivalent time of DELETE_TIME_GMT

Reference List

Entity	Card	Dep.	Relationship
Report View Rebuild Log(REP_REBUILD_LOG)	0,n	No	ChildView2Blog(CHILDVIEW2BLOG)
Report Folder(REPORT_FOLDER)	1,1	No	Fold To Rep(FOLD_TO_REP)
View Agg Column(VIEW_AGG_COLUMN)	0,1	No	Parent Agg(PARENT_AGG)
Report Table(REPORT_TABLE)	0,n	No	Rep To Tab(REP_TO_TAB)
Time Zone(TIME_ZONE)	1,1	No	Tz2View(TZ2VIEW)
Report View Rebuild Log(REP_REBUILD_LOG)	0,n	No	View To BLog(VIEW_TO_BLOG)
Chunk Log(CHUNK_LOG)	0,n	No	View To Log(VIEW_TO_LOG)
Pending Aggregations(PENDING_AGG)	0,n	No	View to pending aggregation(VIEW_TO_PENDING_AG)
View Agg Column(VIEW_AGG_COLUMN)	0,n	Yes	View2AggC(VIEW2AGGC)
Time Fun Param Val(TIME_FUN_PARAM_VAL)	0,n	Yes	View2FParV(VIEW2FPARV)
Purging Log(PURGING_LOG)	0,n	No	View2l(VIEW2L)
Purging Rules(PURGING_RULES)	0,n	No	View2r(VIEW2R)
View Time Column(VIEW_TIME_COLUMN)	0,n	Yes	View2TimeC(VIEW2TIMEC)
View Template(VIEW_TEMPLATE)	0,1	No	View2ViewT(VIEW2VIEWT)

Entity Report View Rebuild Log

Name:	Report View Rebuild Log
Code:	REP_REBUILD_LOG
Number:	Generate Table: Yes

Description

This table contains information about completed levels of aggregation from parent to child and helps to optimize the aggregation process.

Attribute List

Name	Code	Type	I	M
Rebuild Log ID	REBUILD_LOG_ID	I	Yes	Yes
Last Time Key	LAST_TIME_KEY	VA255	No	Yes
Last Agg Key	LAST_AGG_KEY	VA255	No	Yes
Rebuild Start	REBUILD_START	DT	No	Yes
Rebuild End	REBUILD_END	DT	No	Yes

Data Item Rebuild Log ID

Autonumbered field

Data Item Last Time Key

The minimum TimeKey from a parent-level view that was used to create the child aggregation level (LAST_AGG_KEY)

Data Item Last Agg Key

The time key of aggregated data

Data Item Rebuild Start

The local start time when aggregation from parent to child took place

Data Item Rebuild End

The local end time when aggregation from parent to child is completed

Reference List

Entity	Card	Dep.	Relationship
Report View(REPORT_VIEW)	1,1	No	ChildView2Blog(CHILDVIEW2BLOG)
Report View(REPORT_VIEW)	1,1	No	View To BLog(VIEW_TO_BLOG)

Entity Source

Name:	Source		
Code:	SOURCE		
Number:		Generate Table:	Yes

Description

Contains information about DB sources from which ETL Runtime extracts data

Attribute List

Name	Code	Type	I	M
Source ID	SOURCE_ID	VA4	Yes	Yes
DB Point ID	DB_POINT_ID	I	No	No
Src Short Name	SRC_SHORT_NAME	VA30	No	Yes
Src Init Time	SRC_INIT_TIME	VA255	No	No
DB URL	DB_URL	VA255	No	No
Host Name	HOST_NAME	VA255	No	Yes
DB Type Name	DB_TYPE_NAME	VA10	No	Yes
DBMS Name	DBMS_NAME	VA255	No	No
Database Name	DATABASE_NAME	VA255	No	No
TCP Port N	TCP_PORT_N	I	No	Yes
Reconnect Timeout	RECONNECT_TIMEOUT	I	No	No
User Name	USER_NAME	VA255	No	Yes
User Password	USER_PASSWORD	VA255	No	No
Description	DESCRIPTION	VA255	No	No
Src Add Time	SRC_ADD_TIME	DT	No	Yes
Start Time	START_TIME	DT	No	No
Stop Time	STOP_TIME	DT	No	No

Data Item Source ID

Unique identifier of the ODS. Generated as SourceID = 'ConfigServerID' + '_' + 'DB Point ID'.

Data Item DB Point ID

Configuration Server DB Point ID for this source. DB Point ID is usually used by ODS (if available)

Data Item Src Short Name

Filled by the ETL Runtime Transformation module as a combination of report layout name and time profile name

Data Item Src Init Time

The local time when the ODS source was initialized

Data Item DB URL

The JDBC URL address of the ODS source

Data Item Host Name

Name or IP address of the host where ODS is located

Data Item DB Type Name

Either Informix, MS SQL, Oracle, or Sybase

Data Item DBMS Name

For Informix, MS SQL, Sybase: the DB Server name of the ODS

For Oracle: the SID of the ODS

Data Item Database Name

The name of the ODS source

Data Item TCP Port N

The TCP port number of the ODS source

Data Item Reconnect Timeout

The amount of time, in seconds, that will elapse before ETL Runtime attempts to reconnect the disconnected ODS source

Data Item User Name

The user name used to connect to the ODS source

Data Item User Password

The password used to connect to the ODS source

Data Item Description

Detailed description

Data Item Src Add Time

The local time when this ODS source was added to the Data Mart

Data Item Start Time

The local time when the ETL Runtime Transformation module should start extracting information from this ODS source. If null, data transformation will not take place.

Data Item Stop Time

The local time when the ETL Runtime Transformation module should cease extracting information from this ODS source. If null or greater than the current local time, this ODS is active.

Reference List

Entity	Card	Dep.	Relationship
Config Server(CONFIG_SERVER)	1,1	No	Cs To Src(CS_TO_SRC)
Report Folder(REPORT_FOLDER)	0,n	No	Src To Fold(SRC_TO_FOLD)
Report Layout(REPORT_LAYOUT)	0,n	No	Src To Lay(SRC_TO_LAY)
Chunk Log(CHUNK_LOG)	0,n	No	Src To Log(SRC_TO_LOG)
Statistic(STATISTIC)	0,n	No	Src To Stat(SRC_TO_STAT)
Time Zone(TIME_ZONE)	1,1	No	TZ to Src(TZ_TO_SRC)

Entity Statistic

Name:	Statistic		
Code:	STATISTIC		
Number:		Generate Table:	Yes

Description

This table lists the statistics requested from Stat Server and then collected by Data Sourcer.

Attribute List

Name	Code	Type	I	M
Statistic ID	STATISTIC_ID	VA14	Yes	Yes
Statistic Description	STATISTIC_DESCR	VA255	No	Yes
Stat Type ID	STAT_TYPE_ID	VA14	No	Yes
Stat Type Name	STAT_TYPE_NAME	VA255	No	Yes
Stat Type Description	STAT_TYPE_DESCR	VA255	No	No
Stat Column Name	STAT_COLUMN_NAME	VA18	No	Yes
Stat Category Name	STAT_CATEGORY_NAME	VA64	No	Yes
Stat Category Function	STAT_CATEGORY_FUNC	VA10	No	No
Value Type Name	VALUE_TYPE_NAME	VA64	No	Yes
Stat Delete Time	STAT_DEL_TIME	DT	No	No

Data Item Statistic ID

The unique ID identifying from where the statistic was obtained:

Statistic ID = 'SourceID' + '_' + 'Original Statistic ID'

Data Item Statistic Description

Optional field in which you describe the statistic

Data Item Stat Type ID

The unique identifier of the statistical type--used by other tables. The database generates this ID.

Data Item Stat Type Name

The statistical type's name as defined within Stat Server--necessary for the Stat Server API to request a particular statistic. Since this field is usually self-descriptive, its value may be used in Configuration and Presentation as well.

Data Item Stat Type Description

Specifies how a particular statistical type is calculated

Data Item Stat Column Name

The name of the table column that the ETL Runtime Transformation module uses when it creates report tables or views in the Data Mart for reports that use this statistic

Data Item Stat Category Name

The name of this statistical category taken from Stat Server (for example, STotalValue, SAverageValue)

Data Item Stat Category Function

The function that is applied to aggregate values of this statistical category. A null value indicates that this category cannot be aggregated.

Data Item Value Type Name

The composite statistic's data type; for example, INTEGER or FLOAT

Data Item Stat Delete Time

If a non-Null value exists in this column, it indicates that the corresponding statistic has been deleted. The specific time is propagated from the DELETE_TIME column in the OL_STATISTIC table, which is populated by Data Modeling Assistant.

Reference List

Entity	Card	Dep.	Relationship
Report Layout(REPORT_LAYOUT)	1,1	No	Lay To Stat(LAY_TO_STAT)
Source(SOURCE)	1,1	No	Src To Stat(SRC_TO_STAT)
Parameter(STAT_PARAM)	1,n	No	Stat To Par(STAT_TO_PAR)
Error Chunk(ERROR_CHUNK)	0,n	Yes	Stat2EChunk(STAT2ECHUNK)

Entity Tab Info Type

Name:	Tab Info Type
Code:	TAB_INFO_TYPE
Number:	Generate Table: Yes

Attribute List

Name	Code	Type	I	M
Info Type	INFO_TYPE	VA20	Yes	Yes
Info Type Desc	INFO_TYPE_DESC	VA255	No	No

Data Item Info Type

The following types are supported:

'TIME_DIM'
 'OBJECT_DIM'
 'STAT_DIM'
 'STAT_RES'
 'OBJECT_RES'
 'STAT_VIEW'
 'OBJECT_VIEW'

Data Item Info Type Desc

Description of nature of the information contained in the tables of this type.

Reference List

Entity	Card	Dep.	Relationship
Report Table(REPORT_TABLE)	0,n	No	InfoType2Tab(INFOTYPE2TAB)

Entity Temp TFun Par Val

Name:	Temp TFun Par Val
Code:	TEMP_TFUN_PAR_VAL
Number:	Generate Table: Yes

Description

Time function parameters from view templates

Attribute List

Name	Code	Type	I	M
Param Value	PARAM_VALUE	VA255	No	No

Data Item Param Value

Not implemented in this release.

Reference List

Entity	Card	Dep.	Relationship
Time Fun Param(TIME_FUN_PARAM)	1,1	Yes	TFunPV2Tview(TFUNPV2TVIEW)
View Template(VIEW_TEMPLATE)	1,1	Yes	Tview2TFunPV(TVIEW2TFUNPV)

Entity Time Column

Name:	Time Column		
Code:	TIME_COLUMN		
Number:		Generate Table:	Yes

Description

Time column definition

Attribute List

Name	Code	Type	I	M
Time Column Id	TIME_COLUMN_ID	I	Yes	Yes
Time Column Name	TIME_COLUMN_NAME	VA18	No	Yes
Format	FORMAT	VA255	No	No
Data Type	DATA_TYPE	VA32	No	Yes

Data Item Time Column Id

Autonumbered field

Data Item Time Column Name

The name of the time column

Data Item Format

The data format; for example: YYYYMMDDHH24ZZZ, YYYYMMDD, YYYYQQ

Data Item Data Type

VARCHAR(255) or VARCHAR2(255) depending on database type

Reference List

Entity	Card	Dep.	Relationship
View Temp Time Col(VIEW_TEMP_TIME_COL)	0,n	Yes	TimeC2ViewT(TIMEC2VIEWT)
Time Function(TIME_FUNCTION)	1,1	No	TimeF2TimeC(TIMEF2TIMEC)
View Time Column(VIEW_TIME_COLUMN)	0,n	Yes	VTimeC2TimeC(VTIMEC2TIMEC)

Entity Time Fun Param

Name:	Time Fun Param
Code:	TIME_FUN_PARAM
Number:	Generate Table: Yes

Description

Input parameters for the time function

Attribute List

Name	Code	Type	I	M
Time Fun Param Id	TIME_FUN_PARAM_ID	I	Yes	Yes
Param Name	PARAM_NAME	VA255	No	Yes
Default Value	DEFAULT_VALUE	VA255	No	No
Format	FORMAT	VA255	No	Yes
Is Custom	IS_CUSTOM	VA1	No	Yes
Data Type	DATA_TYPE	VA32	No	Yes

Data Item Time Fun Param Id

The ID of the time function parameter

Data Item Param Name

The name of the time function parameter

Data Item Default Value

Not implemented in this release

Data Item Format

The data format; for example: YYYYMMDDHH24ZZZ, YYYYMMDD, YYYYQQ

Data Item Is Custom

Boolean, either 'YES' or 'NO'

Data Item Data Type

VARCHAR(255) or VARCHAR2(255) depending on database type

Reference List

Entity	Card	Dep.	Relationship
Temp TFun Par Val(TEMP_TFUN_PAR_VAL)	0,n	Yes	TFunPV2Tview(TFUNPV2TVIEW)
Time Function(TIME_FUNCTION)	1,1	No	TimeF2Param(TIMEF2PARAM)
Time Fun Param Val(TIME_FUN_PARAM_VAL)	0,n	Yes	TimeFParVal(TIMEFPARVAL)

Entity Time Fun Param Val

Name:	Time Fun Param Val
Code:	TIME_FUN_PARAM_VAL
Number:	Generate Table: Yes

Description

Values for time function parameters

Attribute List

Name	Code	Type	I	M
Param Value	PARAM_VALUE	VA255	No	No

Reference List

Entity	Card	Dep.	Relationship
Time Fun Param(TIME_FUN_PARAM)	1,1	Yes	TimeFParVal(TIMEFPARVAL)
Report View(REPORT_VIEW)	1,1	Yes	View2FParV(VIEW2FPARV)

Entity Time Function

Name:	Time Function
Code:	TIME_FUNCTION
Number:	Generate Table: Yes

Description

Time function description

Attribute List

Name	Code	Type	I	M
Time Fun Name	TIME_FUN_NAME	VA255	Yes	Yes
Description	DESCRIPTION	VA255	No	No
Body Text	BODY_TEXT	TXT	No	No

Data Item Time Fun Name

Not implemented in this release

Data Item Description

Detailed description

Data Item Body Text

Not implemented in this release

Reference List

Entity	Card	Dep.	Relationship
Agg Column(AGG_COLUMN)	1,1	No	In Agg Col(IN_AGG_COL)
OutCome Agg Column(OUTCOME_AGG_COLUMN)	0,n	Yes	TimeF2OutAgg(TIMEF2OUTAGG)
Time Fun Param(TIME_FUN_PARAM)	0,n	No	TimeF2Param(TIMEF2PARAM)
Time Column(TIME_COLUMN)	0,n	No	TimeF2TimeC(TIMEF2TIMEC)

Entity Time N Day Level

Name:	Time N Day Level
Code:	TIME_N_DAY_LEVEL
Number:	Generate Table: No

Description

All time indicators take their values from your system.

Annotation

04/27/99 1. TZ_ID, TZ_DAYLIGHT_ID added

Attribute List

Name	Code	Type	I	M
YYYYMMDD	TIME_KEY	VA8	Yes	Yes
query date	QUERY_DATE	VA255	No	Yes
date YYYYMMDD	DATE_YYYYMMDD	VA8	No	Yes

Name	Code	Type	I	M
date YYYYMMDD	DATE_YYYYMMDD	VA6	No	Yes
date MMDD	DATE_MMDD	VA4	No	Yes
day of week short	DAY_OF_WEEK_SHORT	VA3	No	Yes
day of week	DAY_OF_WEEK	VA16	No	Yes
day n in week	DAY_N_IN_WEEK	VA1	No	Yes
day n in month	DAY_N_IN_MONTH	VA2	No	Yes
day n in year	DAY_N_IN_YEAR	VA3	No	Yes
weekend	WEEKEND	A1	No	Yes
week n in month	WEEK_N_IN_MONTH	VA1	No	Yes
week n in year	WEEK_N_IN_YEAR	VA2	No	Yes
month name short	MONTH_NAME_SHORT	VA3	No	Yes
month name	MONTH_NAME	VA16	No	Yes
month n in year	MONTH_N_IN_YEAR	VA2	No	Yes
quarter	QUARTER	A1	No	Yes
calendar quarter	CALENDAR_QUARTER	VA8	No	Yes
year	YEAR	VA4	No	Yes
display date	DISPLAY_DATE	VA255	No	Yes
agg key 1	AGG_KEY_1	VA255	No	Yes
agg key 2	AGG_KEY_2	VA255	No	Yes
agg key N	AGG_KEY_N	VA255	No	Yes
Agg Inter Count_	AGG_INTER_COUNT_	N	No	Yes
Interval Len Sec_	INTERVAL_LEN_SEC_	N	No	Yes

Data Item YYYYMMDD

TIME_KEY constructed using specified TimeDimFunction using:

Begin_TimeGMT,
EndTimeGMT,
TZ_ID,
QUERY_DATE_FORMAT,
DISPLAY_DATE_FORMAT

In YYYYMMDDHH24MIZZZZ format

Data Item query date

Used in the SQL query definition for report creation (limit definition in BrioQuery Designer, for example)

Data Item date YYYYMMDD

Date formatted to YYYYMMDD

Data Item date YYMMDD

Date formatted to YYMMDD

Data Item date MMDD

Date formatted to MMDD

Data Item day of week short

The short form for day of the week; for example, 'Mon', 'Tue'

Data Item day of week

The full name of the weekday; for example, 'Monday', 'Tuesday'

Data Item day n in week

1-7

Data Item day n in month

1-31

Data Item day n in year

1-366

Data Item weekend

Boolean, either Y or N

Data Item week n in month

1-5

Data Item week n in year

1-52

Data Item month name short

The short form for the month of the year; for example, 'Jan', 'Feb'

Data Item month name

The full name of the month; for example, 'January', 'February'

Data Item month n in year

1-12

Data Item quarter

Boolean, either Y or N

Data Item calendar quarter

Q1-Q4

Data Item year

Four-digit year

Data Item display date

The hard-coded date used in BrioQuery Designer reports

Data Item agg key 1

The time keys for all aggregation levels in which this interval will participate; particularly week, month, quarter, year

Data Item agg key 2

The time keys for all aggregation levels in which this interval will participate; particularly week, month, quarter, year

Data Item agg key N

The time keys for all aggregation levels in which this interval will participate; particularly week, month, quarter, year

Data Item Agg Inter Count_

The number of parent report view intervals that were aggregated into this interval

Data Item Interval Len Sec_

"real" interval length derived from Stat Server

Entity Time N Hour Level

Name:	Time N Hour Level
Code:	TIME_N_HOUR_LEVEL
Number:	Generate Table: No

Description

All time indicators take their values from your system.

Annotation

04/27/99 1. TZ_ID, TZ_DAYLIGHT_ID added

Attribute List

Name	Code	Type	I	M
YYYYMMDDHH24ZZZZ	TIME_KEY	VA14	Yes	Yes
begin time	BEGIN_TIME	DT	No	Yes
query date	QUERY_DATE	VA255	No	Yes
date YYYYMMDD	DATE_YYYYMMDD	VA8	No	Yes
date YYMMDD	DATE_YYMMDD	VA6	No	Yes
date MMDD	DATE_MMDD	VA4	No	Yes
time HHAMPM	TIME_HHAMPM	VA4	No	Yes
hour HH24	HOUR_HH24	VA2	No	Yes
end time	END_TIME	DT	No	Yes
day of week short	DAY_OF_WEEK_SHORT	VA3	No	Yes
day of week	DAY_OF_WEEK	VA16	No	Yes
day n in week	DAY_N_IN_WEEK	VA1	No	Yes
day n in month	DAY_N_IN_MONTH	VA2	No	Yes
day n in year	DAY_N_IN_YEAR	VA3	No	Yes
weekend	WEEKEND	A1	No	Yes
week n in month	WEEK_N_IN_MONTH	VA1	No	Yes
week n in year	WEEK_N_IN_YEAR	VA2	No	Yes
month name short	MONTH_NAME_SHORT	VA3	No	Yes
month name	MONTH_NAME	VA16	No	Yes
month n in year	MONTH_N_IN_YEAR	VA2	No	Yes
quarter	QUARTER	A1	No	Yes
calendar quarter	CALENDAR_QUARTER	VA8	No	Yes
year	YEAR	VA4	No	Yes
display date	DISPLAY_DATE	VA255	No	Yes
TZ	TZ	VA4	No	Yes
agg key 1	AGG_KEY_1	VA255	No	Yes
agg key 2	AGG_KEY_2	VA255	No	Yes
agg key N	AGG_KEY_N	VA255	No	Yes
Agg Inter Count_	AGG_INTER_COUNT_	N	No	Yes
Interval Len Sec_	INTERVAL_LEN_SEC_	N	No	Yes

Data Item YYYYMMDDHH24ZZZZ

TIME_KEY constructed using specified TimeDimFunction using:

Begin_TimeGMT,
 EndTimeGMT,
 TZ_ID,
 QUERY_DATE_FORMAT,
 DISPLAY_DATE_FORMAT

In YYYYMMDDHH24ZZZZ format

Data Item begin time

Time when this interval began

Data Item query date

This field used in SQL query definition for report creation (Limit definition in Brio for example)

Data Item date YYYYMMDD

Date formatted to YYYYMMDD

Data Item date YYMMDD

Date formatted to YYMMDD

Data Item date MMDD

Date formatted to MMDD

Data Item time HHAMPM

Date formatted to HHAMPM

Data Item hour HH24

Date formatted to HH24

Data Item end time

Time when this interval ended

Data Item day of week short

The short form for day of the week; for example, 'Mon', 'Tue'

Data Item day of week

The full name of the weekday; for example, 'Monday', 'Tuesday'

Data Item day n in week

1-7

Data Item day n in month

1-31

Data Item day n in year

1-366

Data Item weekend

Boolean, either Y or N

Data Item week n in month

1-5

Data Item week n in year

1-52

Data Item month name short

The short form for the month of the year; for example, 'Jan', 'Feb'

Data Item month name

The full name of the month; for example, 'January', 'February'

Data Item month n in year

1-12

Data Item quarter

Boolean, either Y or N

Data Item calendar quarter

Q1-Q4

Data Item year

Four-digit year

Data Item display date

The hard-coded date used in BrioQuery Designer reports

Data Item TZ

Time zone of this report view

Data Item agg key 1

The time keys for all aggregation levels in which this interval will participate; particularly week, month, quarter, year

Data Item agg key 2

The time keys for all aggregation levels in which this interval will participate; particularly week, month, quarter, year

Data Item agg key N

The time keys for all aggregation levels in which this interval will participate; particularly week, month, quarter, year

Data Item Agg Inter Count_

The number of parent report view intervals that were aggregated into this interval

Data Item Interval Len Sec_

"real" interval length derived from Stat Server

Entity Time N Min Level

Name:	Time N Min Level
Code:	TIME_N_MIN_LEVEL
Number:	Generate Table: No

Description

All time indicators take their values from your system.

Annotation

04/27/99 1. TZ_ID, TZ_DAYLIGHT_ID added

Attribute List

Name	Code	Type	I	M
YYYYMMDDHH24MIZZZZ	TIME_KEY	VA16	Yes	Yes
begin time	BEGIN_TIME	DT	No	Yes
query date	QUERY_DATE	VA255	No	Yes
date YYYYMMDD	DATE_YYYYMMDD	VA8	No	Yes
date YYMMDD	DATE_YYMMDD	VA6	No	Yes
date MMDD	DATE_MMDD	VA4	No	Yes
time HH24MI	TIME_HH24MI	VA4	No	Yes
time HHMM AMPM	TIME_HHMM_AMPM	VA6	No	Yes
hour HH24	HOUR_HH24	VA2	No	Yes
end time	END_TIME	DT	No	Yes
day of week short	DAY_OF_WEEK_SHORT	VA3	No	Yes
day of week	DAY_OF_WEEK	VA16	No	Yes
day n in week	DAY_N_IN_WEEK	VA1	No	Yes
day n in month	DAY_N_IN_MONTH	VA2	No	Yes
day n in year	DAY_N_IN_YEAR	VA3	No	Yes
weekend	WEEKEND	A1	No	Yes
week n in month	WEEK_N_IN_MONTH	VA1	No	Yes
week n in year	WEEK_N_IN_YEAR	VA2	No	Yes
month name short	MONTH_NAME_SHORT	VA3	No	Yes
month name	MONTH_NAME	VA16	No	Yes
month n in year	MONTH_N_IN_YEAR	VA2	No	Yes

Name	Code	Type	I	M
quarter	QUARTER	A1	No	Yes
calendar quarter	CALENDAR_QUARTER	VA8	No	Yes
year	YEAR	VA4	No	Yes
display date	DISPLAY_DATE	VA255	No	Yes
begin time GMT	BEGIN_TIME_GMT	DT	No	Yes
end time GMT	END_TIME_GMT	DT	No	Yes
TZ	TZ	VA4	No	Yes
agg key 1	AGG_KEY_1	VA255	No	Yes
agg key 2	AGG_KEY_2	VA255	No	Yes
agg key N	AGG_KEY_N	VA255	No	Yes
Agg Inter Count_	AGG_INTER_COUNT_	N	No	Yes
Interval Len Sec_	INTERVAL_LEN_SEC_	N	No	Yes

Data Item YYYYMMDDHH24MIZZZZ

TIME_KEY constructed using specified TimeDimFunction using:

Begin_TimeGMT,
EndTimeGMT,
TZ_ID,
QUERY_DATE_FORMAT,
DISPLAY_DATE_FORMAT

In YYYYMMDDHH24MIZZZZ format

Data Item begin time

Time when this interval began

Data Item query date

This field used in SQL query definition for report creation (limit definition in Brio for example)

Data Item date YYYYMMDD

Date formatted to YYYYMMDD

Data Item date YYMMDD

Date formatted to YYMMDD

Data Item date MMDD

Date formatted to MMDD

Data Item time HH24MI

Date formatted to HH24MI

Data Item time HHMM AMPM

Date formatted to HHMM AMPM

Data Item hour HH24

Date formatted to HH24

Data Item end time

Time when interval ended

Data Item day of week short

The short form for the day of the week; for example, 'Mon', 'Tue'

Data Item day of week

The full weekday name; for example, 'Monday', 'Tuesday'

Data Item day n in week

1-7

Data Item day n in month

1-31

Data Item day n in year

1-366

Data Item weekend

Boolean, either Y or N

Data Item week n in month

1-5

Data Item week n in year

1-52

Data Item month name short

The short form for the month of the year; for example, 'Jan', 'Feb'

Data Item month name

The full name of the month; for example, 'January', 'February'

Data Item month n in year

1-12

Data Item quarter

Boolean, either Y or N

Data Item calendar quarter

Q1-Q4

Data Item year

Four-digit year

Data Item display date

The hard-coded date used in BrioQuery Designer reports

Data Item begin time GMT

The GMT-equivalent begin time

Data Item end time GMT

The GMT-equivalent end time

Data Item TZ

Time zone of this report view

Data Item agg key 1

The time keys for all aggregation levels in which this interval will participate; particularly week, month, quarter, year

Data Item agg key 2

The time keys for all aggregation levels in which this interval will participate; particularly week, month, quarter, year

Data Item agg key N

The time keys for all aggregation levels in which this interval will participate; particularly week, month, quarter, year

Data Item Agg Inter Count_

The number of parent report view intervals that were aggregated into this interval

Data Item Interval Len Sec_

"real" interval length derived from Stat Server

Reference List

Entity	Card	Dep.	Relationship
Chunk Log(CHUNK_LOG)	1,1	No	ChunkLog2Time(CHUNKLOG2TIME)
Rep N Obj Result(REP_N_OBJ_RESULT)	0,n	Yes	ObjRes2Time(OBJRES2TIME)
Rep N Stat Result(REP_N_STAT_RESULT)	0,n	Yes	StaRes2Time(STARES2TIME)
Time Zone(TIME_ZONE)	1,1	No	Tz2TimeDim(TZ2TIMEDIM)

Entity Time N Month Level

Name:	Time N Month Level
Code:	TIME_N_MONTH_LEVEL
Number:	Generate Table: No

Description

All time indicators take their values from your system.

Annotation

04/27/99 1. TZ_ID, TZ_DAYLIGHT_ID added

Attribute List

Name	Code	Type	I	M
YYYYMM	TIME_KEY	VA6	Yes	Yes
query date	QUERY_DATE	VA255	No	Yes
date YYYYMM	DATE_YYYYMM	VA6	No	Yes
date YYMM	DATE_YYMM	VA4	No	Yes
date MM	DATE_MM	VA4	No	Yes
month name short	MONTH_NAME_SHORT	VA3	No	Yes
month name	MONTH_NAME	VA16	No	Yes
month n in year	MONTH_N_IN_YEAR	VA2	No	Yes
quarter	QUARTER	A1	No	Yes
calendar quarter	CALENDAR_QUARTER	VA8	No	Yes
year	YEAR	VA4	No	Yes

Name	Code	Type	I	M
display date	DISPLAY_DATE	VA255	No	Yes
agg key 1	AGG_KEY_1	VA255	No	Yes
agg key 2	AGG_KEY_2	VA255	No	Yes
agg key N	AGG_KEY_N	VA255	No	Yes
Agg Inter Count_	AGG_INTER_COUNT_	N	No	Yes
Interval Len Sec_	INTERVAL_LEN_SEC_	N	No	Yes

Data Item YYYYMM

TIME_KEY constructed using specified TimeDimFunction using:

Begin_TimeGMT,
EndTimeGMT,
TZ_ID,
QUERY_DATE_FORMAT,
DISPLAY_DATE_FORMAT

In YYYYMMDDHH24MIZZZZ format

Data Item query date

Used in the SQL query definition for report creation (limit definition in BrioQuery Designer, for example)

Data Item date YYYYMM

Date formatted to YYYYMM

Data Item date YYMM

Date formatted to YYMM

Data Item date MM

Date formatted to MM

Data Item month name short

The short form for the month of the year; for example, 'Mon', 'Tue'

Data Item month name

The full name of the month; for example, 'January', 'February'

Data Item month n in year

1-12

Data Item quarter

Q1-Q4

Data Item calendar quarter

Boolean, either Y or N

Data Item year

Four-digit year

Data Item display date

This field will appear in generated report

Data Item agg key 1

The time keys for all aggregation levels in which this interval will participate; particularly week, month, quarter, year

Data Item agg key 2

The time keys for all aggregation levels in which this interval will participate; particularly week, month, quarter, year

Data Item agg key N

The time keys for all aggregation levels in which this interval will participate; particularly week, month, quarter, year

Data Item Agg Inter Count_

The number of parent report view intervals that were aggregated into this interval

Data Item Interval Len Sec_

"real" interval length derived from Stat Server

Entity Time N Year Level

Name:	Time N Year Level
Code:	TIME_N_YEAR_LEVEL
Number:	Generate Table: No

Description

All time indicators take their values from your system.

Annotation

04/27/99 1. TZ_ID, TZ_DAYLIGHT_ID added

Attribute List

Name	Code	Type	I	M
YYYY	TIME_KEY	VA4	Yes	Yes
query date	QUERY_DATE	VA255	No	Yes
date YYYY	DATE_YYYY	VA4	No	Yes
date YY	DATE_YY	VA2	No	Yes
year	YEAR	VA4	No	Yes
display date	DISPLAY_DATE	VA255	No	Yes
agg key 1	AGG_KEY_1	VA255	No	Yes
agg key 2	AGG_KEY_2	VA255	No	Yes
agg key N	AGG_KEY_N	VA255	No	Yes
Agg Inter Count_	AGG_INTER_COUNT_	N	No	Yes
Interval Len Sec_	INTERVAL_LEN_SEC_	N	No	Yes

Data Item YYYY

TIME_KEY constructed using specified TimeDimFunction using:

Begin_TimeGMT,
EndTimeGMT,
TZ_ID,
QUERY_DATE_FORMAT,
DISPLAY_DATE_FORMAT

In YYYYMMDDHH24MIZZZZ format

Data Item query date

Used in the SQL query definition for report creation (limit definition in BrioQuery Designer, for example)

Data Item date YYYY

Date formatted to YYYY

Data Item date YY

Date formatted to YY

Data Item year

Four-digit year

Data Item display date

The hard-coded date used in BrioQuery Designer reports

Data Item agg key 1

Not implemented in this release

Data Item agg key 2

Not implemented in this release

Data Item agg key N

Not implemented in this release

Data Item Agg Inter Count_

The number of parent report view intervals that were aggregated into this interval

Data Item Interval Len Sec_

"real" interval length derived from Stat Server

Entity Time Zone

Name:	Time Zone
Code:	TIME_ZONE
Number:	Generate Table: Yes

Description

Time zone definition created during installation

Attribute List

Name	Code	Type	I	M
Time Zone ID	TIME_ZONE_ID	I	Yes	Yes
TZ Short Name	TZ_SHORT_NAME	VA30	No	Yes
TZ ID	TZ_ID	VA10	No	Yes
TZ Name	TZ_NAME	VA255	No	Yes
TZ Daylight ID	TZ_DAYLIGHT_ID	VA10	No	Yes
TZ Daylight Name	TZ_DAYLIGHT_NAME	VA255	No	Yes
Use Day Light	USE_DAY_LIGHT	VA1	No	Yes
Raw Offset	RAW_OFFSET	I	No	Yes
Start Month	START_MONTH	I	No	No
Start Day	START_DAY	I	No	No
Start Day Of Week	START_DAY_OF_WEEK	I	No	No
Start Time	START_TIME	I	No	No
End Month	END_MONTH	I	No	No
End Day	END_DAY	I	No	No
End Day Of Week	END_DAY_OF_WEEK	I	No	No
End Time	END_TIME	I	No	No
Dst Savings	DST_SAVINGS	I	No	No

Data Item Time Zone ID

Autonumbered field

Data Item TZ Short Name

Short name of time zone; for example, Australia/Sydney, America/Los_Angeles

Data Item TZ ID

The unique ID identifying the time zone record; for example, "PST", "GMT-04:00", "GMT+10:00"

Data Item TZ Name

The name of the time zone; for example, "Pacific Standard Time"

Data Item TZ Daylight ID

Time zone ID during daylight saving time; for example, "PDT"

Data Item TZ Daylight Name

More detailed description of the time zone ID during daylight savings time; for example, "Pacific Daylight Time"

Data Item Use Day Light

Boolean, either Y or N. Indicates whether daylight savings time is applicable to this time zone

Data Item Raw Offset

Offset from GMT in milliseconds

Data Item Start Month

The month when daylight savings time begins

Data Item Start Day

The day when daylight savings time begins

Data Item Start Day Of Week

The day of the week when daylight savings time begins

Data Item Start Time

The time when daylight savings time begins, in milliseconds

Data Item End Month

The month when daylight savings time ends

Data Item End Day

The day when daylight savings time ends

Data Item End Day Of Week

The day of the week when daylight savings time ends

Data Item End Time

The time when daylight savings time ends, in milliseconds

Data Item Dst Savings

Savings amount in milliseconds; for example, 0, 1800000, 3600000

Reference List

Entity	Card	Dep.	Relationship
Lookup AGG_BY_WEEK(LOOKUP_AGG_BY_WEEK)	0,n	Yes	LAGGW2TZ(LAGGW2TZ)
Source(SOURCE)	0,n	No	TZ to Src(TZ_TO_SRC)
Time N Min Level(TIME_N_MIN_LEVEL)	0,n	No	Tz2TimeDim(TZ2TIMEDIM)
Report View(REPORT_VIEW)	0,n	No	Tz2View(TZ2VIEW)

Entity Transformer Option

Name:	Transformer Option
Code:	TRANSFORMER_OPTION
Number:	Generate Table: No

Description

Not implemented in this release

Attribute List

Name	Code	Type	I	M
Option Key	OPTION_KEY	I	Yes	Yes
Option Value	OPTION_VALUE	VA255	No	Yes
Is Active	IS_ACTIVE	BL	No	Yes
Option Comment	OPTION_COMMENT	VA255	No	No

Entity View Agg Column

Name:	View Agg Column
Code:	VIEW_AGG_COLUMN
Number:	Generate Table: Yes

Description

This table describes the aggregation columns belonging to the report view's time dimension.

Attribute List

Name	Code	Type	I	M
is Displayed	IS_DISPLAYED	VA1	No	Yes
Col Alias for View	COL_ALIAS_FOR_VIEW	VA18	No	No

Data Item is Displayed

Not implemented in this release

Data Item Col Alias for View

Not implemented in this release

Reference List

Entity	Card	Dep.	Relationship
Agg Column(AGG_COLUMN)	1,1	Yes	AggC2View(AGGC2VIEW)
Report View(REPORT_VIEW)	0,n	No	Parent Agg(PARENT_AGG)
Report View(REPORT_VIEW)	1,1	Yes	View2AggC(VIEW2AGGC)

Entity View Temp Agg Col

Name:	View Temp Agg Col
Code:	VIEW_TEMP_AGG_COL
Number:	Generate Table: Yes

Description

This table describes the aggregation columns belonging to the view template.

Attribute List

Name	Code	Type	I	M
is Displayed	IS_DISPLAYED	VA1	No	Yes
Col Alias for View	COL_ALIAS_FOR_VIEW	VA18	No	No

Data Item is Displayed

Not implemented in this release

Data Item Col Alias for View

Not implemented in this release

Reference List

Entity	Card	Dep.	Relationship
View Template(VIEW_TEMPLATE)	1,1	Yes	AggC2TView(AGGC2TVIEW)
Agg Column(AGG_COLUMN)	1,1	Yes	TView2AggC(TVIEW2AGGC)
View Template(VIEW_TEMPLATE)	0,n	No	TViewParent(TVIEWPARENT)

Entity View Temp Time Col

Name:	View Temp Time Col
Code:	VIEW_TEMP_TIME_COL
Number:	Generate Table: Yes

Description

This table describes the time columns belonging to the view template.

Attribute List

Name	Code	Type	I	M
is Displayed	IS_DISPLAYED	VA1	No	Yes
Order Num in Key	ORDER_NUM_IN_KEY	N	No	No
Index Domain	INDEX_DOMAIN	VA255	No	No
Col Alias for View	COL_ALIAS_FOR_VIEW	VA18	No	No

Data Item is Displayed

Not implemented in this release

Data Item Order Num in Key

Not implemented in this release

Data Item Index Domain

If this value is null, no index will be built.

If this value is the name of the domain, then all fields with the same domain name will participate in the composite index for each report view that uses this function in order of Func Param Id (if only one parameter per domain--index would be regular). If the domain name begins with '_' (like '_domain'), the index would be declared as unique.

Data Item Col Alias for View

The name of this column in the TIME_DIM table

Reference List

Entity	Card	Dep.	Relationship
Time Column(TIME_COLUMN)	1,1	Yes	TimeC2ViewT(TIMEC2VIEWT)
View Template(VIEW_TEMPLATE)	1,1	Yes	ViewT2TimeC(VIEWT2TIMEC)

Entity View Template

Name:	View Template
Code:	VIEW_TEMPLATE
Number:	Generate Table: Yes

Description

This table defines the aggregation view template

Attribute List

Name	Code	Type	I	M
View Temp Name	VIEW_TEMP_NAME	VA64	Yes	Yes
Rep View Name	REP_VIEW_NAME	VA64	No	Yes
Rep View Desc	REP_VIEW_DESC	VA255	No	No

Data Item View Temp Name

The unique ID for this report view

Data Item Rep View Name

The view name, either user specified or generated automatically

Data Item Rep View Desc

Text description of this report view, either user specified or generated automatically

Reference List

Entity	Card	Dep.	Relationship
View Temp Agg Col(VIEW_TEMP_AGG_COL)	0,n	Yes	AggC2TView(AGGC2TVIEW)
Folder Template(FOLDER_TEMPLATE)	1,1	No	FoldT To ViewT(FTEMP_TO_VTEMP)
Temp TFun Par Val(TEMP_TFUN_PAR_VAL)	0,n	Yes	Tview2TFunPV(TVIEW2TFUNPV)
View Temp Agg Col(VIEW_TEMP_AGG_COL)	0,1	No	TViewParent(TVIEWPARENT)
Report View(REPORT_VIEW)	0,n	No	View2ViewT(VIEW2VIEWT)

Entity	Card	Dep.	Relationship
View Temp Time Col(VIEW_TEMP_TIME_COL)	0,n	Yes	ViewT2TimeC(VIEWT2TIMEC)

Entity View Time Column

Name:	View Time Column
Code:	VIEW_TIME_COLUMN
Number:	Generate Table: Yes

Description

This table describes the time dimension fields included in the report view.

Attribute List

Name	Code	Type	I	M
is Displayed	IS_DISPLAYED	VA1	No	Yes
Order Num in Key	ORDER_NUM_IN_KEY	N	No	No
Index Domain	INDEX_DOMAIN	VA255	No	No
Col Alias for View	COL_ALIAS_FOR_VIEW	VA18	No	No

Data Item is Displayed

Not implemented in this release

Data Item Order Num in Key

Not implemented in this release

Data Item Index Domain

If this value null, no index will be built.

If this value is the name of domain, then all fields with same domain name will participate in composite index for each Report View that use this function in order of Func Param Id (if only one parameter per domain--index would be regular). If the domain name begins with '_' (like '_domain'), index would be declared as unique.

Data Item Col Alias for View

Not implemented in this release.

Reference List

Entity	Card	Dep.	Relationship
Report View(REPORT_VIEW)	1,1	Yes	View2TimeC(VIEW2TIMEC)
Time Column(TIME_COLUMN)	1,1	Yes	VTimeC2TimeC(VTIMEC2TIMEC)

Relationships Information

Relationship AggC2TView

Name: AggC2TView
Code: AGGC2TVIEW
Entity 1: View Template
Entity 2: View Temp Agg Col
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship AggC2View

Name: AggC2View
Code: AGGC2VIEW
Entity 1: Agg Column
Entity 2: View Agg Column
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship AggRFirst

Name: AggRFirst
Code: AGGRFIRST
Entity 1: Agg Column
Entity 2: Agg Rule
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship AggRSecond

Name: AggRSecond
Code: AGGRSECOND
Entity 1: Agg Column
Entity 2: Agg Rule
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Cat2compStat

Name: Cat2compStat
Code: CAT2COMPSTAT
Entity 1: Comp Stat Category
Entity 2: Comp Stat
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship CHILD_O2O

Name: CHILD_O2O
Code: CHILD_O2O
Entity 1: Call Center Object
Entity 2: Obj To Obj
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship ChildView2Blog

Name: ChildView2Blog
Code: CHILDVIEW2BLOG
Entity 1: Report View
Entity 2: Report View Rebuild Log
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship ChunkLog2Time

Name: ChunkLog2Time
Code: CHUNKLOG2TIME
Entity 1: Chunk Log
Entity 2: Time N Min Level
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Comp To Basic Stat

Name: Comp To Basic Stat
Code: COMP_TO_BASIC_STAT
Entity 1: Comp Stat
Entity 2: Basic Stat
Cardinality: Many to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, n

Relationship Comp2FoldT

Name: Comp2FoldT
Code: COMP2FOLDT
Entity 1: Comp Stat
Entity 2: Fold Temp To Comp
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship CompS2Fold

Name: CompS2Fold
Code: COMPS2FOLD
Entity 1: Comp Stat
Entity 2: Fold To Comp Stat
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Cs To Obj

Name: Cs To Obj
Code: CS_TO_OBJ
Entity 1: Config Server
Entity 2: Call Center Object
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Cs To ObjD

Name: Cs To ObjD
Code: CS_TO_OBJD
Entity 1: Config Server
Entity 2: Rep N Obj Desc
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Cs To Src

Name: Cs To Src
Code: CS_TO_SRC
Entity 1: Config Server
Entity 2: Source
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship EChunk2ChLog

Name: EChunk2ChLog
Code: ECHUNK2CHLOG
Entity 1: Chunk Log
Entity 2: Error Chunk
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship ELog2ChLog

Name: ELog2ChLog
Code: ELOG2CHLOG
Entity 1: Chunk Log
Entity 2: Chunk Load Err Log
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Fold To Log

Name: Fold To Log
Code: FOLD_TO_LOG
Entity 1: Report Folder
Entity 2: Chunk Log
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Fold To Rep

Name: Fold To Rep
Code: FOLD_TO_REP
Entity 1: Report Folder
Entity 2: Report View
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Fold To Tab

Name: Fold To Tab
Code: FOLD_TO_TAB
Entity 1: Report Folder
Entity 2: Report Table
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Fold2CompS

Name: Fold2CompS
Code: FOLD2COMPS
Entity 1: Report Folder
Entity 2: Fold To Comp Stat
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship FoldT To Fold

Name: FoldT To Fold
Code: FOLT_TO_FOL
Entity 1: Folder Template
Entity 2: Report Folder
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, 1

Relationship FoldT To ViewT

Name: FoldT To ViewT
Code: FTEMP_TO_VTEMP
Entity 1: Folder Template
Entity 2: View Template
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship FoldT2Comp

Name: FoldT2Comp
Code: FOLDT2COMP
Entity 1: Folder Template
Entity 2: Fold Temp To Comp
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship In Agg Col

Name: In Agg Col
Code: IN_AGG_COL
Entity 1: Agg Column
Entity 2: Time Function
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship InfoType2Tab

Name: InfoType2Tab
Code: INFOTYPE2TAB
Entity 1: Tab Info Type
Entity 2: Report Table
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship LAGGW2TZ

Name: LAGGW2TZ
Code: LAGGW2TZ
Entity 1: Time Zone
Entity 2: Lookup AGG_BY_WEEK
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Lay To Fold

Name: Lay To Fold
Code: LAY_TO_FOLD
Entity 1: Report Folder
Entity 2: Report Layout
Cardinality: Many to One
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Entity 2 --> Entity 1:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Relationship Lay To Obj

Name: Lay To Obj
Code: LAY_TO_OBJ
Entity 1: Report Layout
Entity 2: Layout Objects
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Lay To Stat

Name: Lay To Stat
Code: LAY_TO_STAT
Entity 1: Statistic
Entity 2: Report Layout
Cardinality: Many to One
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Entity 2 --> Entity 1:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Relationship Obj To Lay

Name: Obj To Lay
Code: OBJ_TO_LAY
Entity 1: Call Center Object
Entity 2: Layout Objects
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Obj2EChunk

Name: Obj2EChunk
Code: RELATION_7631
Entity 1: Call Center Object
Entity 2: Error Chunk
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship ObjD To StatR

Name: ObjD To StatR
Code: OBJD_TO_STATR
Entity 1: Rep N Obj Desc
Entity 2: Rep N Stat Result
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship ObjRes2Time

Name: ObjRes2Time
Code: OBJRES2TIME
Entity 1: Time N Min Level
Entity 2: Rep N Obj Result
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship OutAgg2TimeF

Name: OutAgg2TimeF
Code: OUTAGG2TIMEF
Entity 1: Agg Column
Entity 2: OutCome Agg Column
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship PAR_O2O

Name: PAR_O2O
Code: PAR_O2O
Entity 1: Call Center Object
Entity 2: Obj To Obj
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Parent Agg

Name: Parent Agg
Code: PARENT_AGG
Entity 1: Report View
Entity 2: View Agg Column
Cardinality: Many to One
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, 1

Entity 2 --> Entity 1:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Relationship Rep To Tab

Name: Rep To Tab
Code: REP_TO_TAB
Entity 1: Report Table
Entity 2: Report View
Cardinality: Many to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, n

Entity 2 --> Entity 1:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Relationship Src To Fold

Name: Src To Fold
Code: SRC_TO_FOLD
Entity 1: Report Folder
Entity 2: Source
Cardinality: Many to One
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Entity 2 --> Entity 1:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Relationship Src To Lay

Name: Src To Lay
Code: SRC_TO_LAY
Entity 1: Source
Entity 2: Report Layout
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Src To Log

Name: Src To Log
Code: SRC_TO_LOG
Entity 1: Source
Entity 2: Chunk Log
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Src To Stat

Name: Src To Stat
Code: SRC_TO_STAT
Entity 1: Source
Entity 2: Statistic
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship StaRes2Time

Name: StaRes2Time
Code: STARES2TIME
Entity 1: Time N Min Level
Entity 2: Rep N Stat Result
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Stat To Par

Name: Stat To Par
Code: STAT_TO_PAR
Entity 1: Statistic
Entity 2: Parameter
Cardinality: Many to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, n

Relationship Stat2EChunk

Name: Stat2EChunk
Code: STAT2ECHUNK
Entity 1: Statistic
Entity 2: Error Chunk
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship StatD To ObjR

Name: StatD To ObjR
Code: STATD_TO_OBJR
Entity 1: Rep N Stat Desc
Entity 2: Rep N Obj Result
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship TFunPV2Tview

Name: TFunPV2Tview
Code: TFUNPV2TVIEW
Entity 1: Time Fun Param
Entity 2: Temp TFun Par Val
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship TimeC2ViewT

Name: TimeC2ViewT
Code: TIMEC2VIEWT
Entity 1: Time Column
Entity 2: View Temp Time Col
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship TimeF2OutAgg

Name: TimeF2OutAgg
Code: TIMEF2OUTAGG
Entity 1: Time Function
Entity 2: OutCome Agg Column
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship TimeF2Param

Name: TimeF2Param
Code: TIMEF2PARAM
Entity 1: Time Function
Entity 2: Time Fun Param
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship TimeF2TimeC

Name: TimeF2TimeC
Code: TIMEF2TIMEC
Entity 1: Time Column
Entity 2: Time Function
Cardinality: Many to One
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Entity 2 --> Entity 1:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Relationship TimeFParVal

Name: TimeFParVal
Code: TIMEFPARVAL
Entity 1: Time Fun Param
Entity 2: Time Fun Param Val
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship TView2AggC

Name: TView2AggC
Code: TVIEW2AGGC
Entity 1: Agg Column
Entity 2: View Temp Agg Col
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Tview2TFunPV

Name: Tview2TFunPV
Code: TVIEW2TFUNPV
Entity 1: View Template
Entity 2: Temp TFun Par Val
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship TViewParent

Name: TViewParent
Code: TVIEWPARENT
Entity 1: View Temp Agg Col
Entity 2: View Template
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, 1

Relationship TZ to Src

Name: TZ to Src
Code: TZ_TO_SRC
Entity 1: Time Zone
Entity 2: Source
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Tz2TimeDim

Name: Tz2TimeDim
Code: TZ2TIMEDIM
Entity 1: Time Zone
Entity 2: Time N Min Level
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship Tz2View

Name: Tz2View
Code: TZ2VIEW
Entity 1: Time Zone
Entity 2: Report View
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship View To BLog

Name: View To BLog
Code: VIEW_TO_BLOG
Entity 1: Report View
Entity 2: Report View Rebuild Log
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship View To Log

Name: View To Log
Code: VIEW_TO_LOG
Entity 1: Chunk Log
Entity 2: Report View
Cardinality: Many to One
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Entity 2 --> Entity 1:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Relationship View to pending aggregation

Name: View to pending aggregation
Code: VIEW_TO_PENDING_AG
Entity 1: Report View
Entity 2: Pending Aggregations
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship View2AggC

Name: View2AggC
Code: VIEW2AGGC
Entity 1: Report View
Entity 2: View Agg Column
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship View2FParV

Name: View2FParV
Code: VIEW2FPARV
Entity 1: Report View
Entity 2: Time Fun Param Val
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship View2l

Name: View2l
Code: VIEW2L
Entity 1: Report View
Entity 2: Purging Log
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship View2r

Name: View2r
Code: VIEW2R
Entity 1: Report View
Entity 2: Purging Rules
Cardinality: One to Many
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, 1

Relationship View2TimeC

Name: View2TimeC
Code: VIEW2TIMEC
Entity 1: Report View
Entity 2: View Time Column
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship View2ViewT

Name: View2ViewT
Code: VIEW2VIEWT
Entity 1: Report View
Entity 2: View Template
Cardinality: Many to One
Entity 2 dependent of Entity 1: No

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, 1

Entity 2 --> Entity 1:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Relationship ViewT2TimeC

Name: ViewT2TimeC
Code: VIEWT2TIMEC
Entity 1: View Template
Entity 2: View Temp Time Col
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1

Relationship VTimeC2TimeC

Name: VTimeC2TimeC
Code: VTIMEC2TIMEC
Entity 1: Time Column
Entity 2: View Time Column
Cardinality: One to Many
Entity 2 dependent of Entity 1: Yes

Entity 1 --> Entity 2:

Role:
Mandatory: No
Dominant: No
Min, Max: 0, n

Entity 2 --> Entity 1:

Role:
Mandatory: Yes
Dominant: No
Min, Max: 1, 1



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