

Reporting Technical Reference

7.6 Solution Reporting Templates

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Preface

Welcome to the *Solution Reporting Templates* book of the *Reporting Technical Reference* series. This document introduces you to the concepts, terminology, and procedures relevant to reporting within a Genesys environment.

This guide is valid only for the 7.6 release(s) of this product.

Note: For versions of this document created for other releases of this product, 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:

- The Reporting Technical Reference Series, page 5
- Intended Audience, page 6
- Making Comments on This Document, page 6
- Navigating This Document, page 7
- Contacting Genesys Technical Support, page 8
- Chapter Summaries, page 8
- New In This Release, page 9

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on page 447.

The Reporting Technical Reference Series

This *Solution Reporting Templates* is the third of four books in the *Reporting Technical Reference* series. The other books are:

- Reporting Technical Reference 7.6 Overview
- Reporting Technical Reference 7.6 Customization
- Reporting Technical Reference 7.6 Data Mart Conceptual Data Model

This book describes nearly every aspect of the Genesys-provided reporting templates for Genesys Universal Routing (which consists of Enterprise Routing and Network

Preface Intended Audience

> Routing), Genesys eServices (which consists of Email, Web Media, Open Media, and Voice channels), Genesys SIP Instant Messaging, and Genesys Outbound Contact. To learn how to tailor these templates, refer to the Customization book of the Reporting Technical Reference series.

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 and operation of CCPulse+ and CC Analyzer, including SAP Crystal Reports 14.

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. webadmi n@genesysl ab. com.

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Navigating This Document

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.

Figure 1 shows the form that is used to describe CCPulse+ metrics.

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | INSENSITIVITY |
|------------------------|------------|----------------|-------------|---------|--------------|--------|------------------------|-----------------|
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PΕ | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | |
| CALLING TEMPLATE | | | | | | | | |
| | | | | | | | | |

Figure 1: Form Used to Describe Each CCPulse+ Metric

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 QueueVi ew 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 11, where you see the Outbound Contact hyperlink.
- 2. Clicking this link takes you to page 14 where you see the Outbound Contact form listing all the templates provided by this solution.
- 3. Clicking the QueueVi ew hyperlink listed in the Real-Time Templates area of the form takes you to page 33, where the QueueView form lists the metrics and provides a description of the QueueVi ew real-time template.
- **4.** Clicking the %Di stri b metric listed under the Performance category of the QueueView form takes you to page 145, where the real-time %Di stri b metric is described in the form of the same name.
- **5.** Finally, clicking the Di stri bCal I sPercentage hyperlink listed under the Stat Type area of this form takes you to page 375, where the DistribCallsPercentage form displays and describes the Di stri bCal I sPercentage stat type in full.

This format, in conjunction with Adobe Reader's navigation capabilities, enables you to jump back and forth between the templates, layouts, metrics, and statistical parameters. In this way, you can drill down to the most granular level and study a stat type's definition, for instance. The Adobe Reader 8.0 Page Navigation toolbar includes Go to Previous View and Go to Next View buttons, as well as other standard navigation buttons, to help you traverse the document.

Note: This toolbar may appear differently in other versions of Adobe Reader.

Contacting Genesys Technical Support

If you have purchased support directly from Genesys, please contact Genesys Technical Support. Before contacting technical support, please refer to the *Genesys Technical Support Guide* for complete contact information and procedures.

Chapter Summaries

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 chapters of this book are:

- Chapter 1, "Solution-Provided Templates," beginning on page 11—listing the CCPulse+ and CC Analyzer templates provided with each solution and solution option.
- Chapter 2, "CCPulse+ Templates," beginning on page 17—describing each solution-provided CCPulse+ template and listing its metrics.
- Chapter 3, "CCPulse+ Query-Based Templates," beginning on page 37—describing each CCPulse+ query-based template for GIM Inbound Voice, listing its metrics, and providing a corresponding SQL query
- Chapter 4, "Solution-Provided Metrics," beginning on page 63—listing, as applicable, the real-time, historical, and query-based metrics provided with CCPulse+ and CC Analyzer templates for each solution and solution option.
- Chapter 5, "CC Analyzer Report Templates," beginning on page 71—describing each report template, listing the aggregation levels provided by each, and connecting presentation names to column names in the Data Mart.
- Chapter 6, "ODS Layout Templates," beginning on page 79—describing each layout template's purpose and listing its ODS column names on which Historical Reporting metrics are based.
- Chapter 7, "Data Mart Folder Templates," beginning on page 101—describing functionality and listing the composite metrics used by each folder template.
- Chapter 8, "Data Mart Composite Metrics," beginning on page 109—providing the formulae used for each metric.
- Chapter 9, "CCPulse+ Metrics," beginning on page 141—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.



Preface New In This Release

• Chapter 10, "Historical Reporting Metrics—Sourced from Stat Server," beginning on page 251—listing the filters and stat types used by the Historical Reporting metrics sourced from Stat Server.

- Chapter 11, "Historical Reporting Metrics—Sourced from GIM," beginning on page 297—listing the metrics provided in CCPulse+ query-based templates sourced from Genesys Info Mart.
- Chapter 12, "Stat Server Stat Type Definitions," beginning on page 315—providing the masks, statistical categories, object types, subjects, and full description for each stat type.
- Chapter 13, "Statistical Parameters," beginning on page 433—providing the definitions for time ranges, filters, and time profiles used in the canned report templates.

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on page 445.

New In This Release

This section lists topics that are new or that have changed significantly since the 7.2 release of this document.

- For your reference, the previous edition of this document is the *Reporting Technical Reference Guide for the Genesys 7.2 Release*. All of the books listed on page 5 comprised this single volume.
- All historical report templates (*.rpt) (listed in Table 1 on page 74) have been recreated in order to function in SAP Crystal Reports 14.
- The definition of the AverHandl eDNActi onTi me has been improved. See page 328.

Preface New In This Release



Chapter

1

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 chapter describes the real-time and historical templates that Genesys provides:

- Listing of Templates, page 11
- Solution Templates, page 13

Listing of Templates

Genesys provides templates for the following solutions and solution channels:

• E-mail

- Open Media
- Voice

- Enterprise Routing
- Outbound Contact
- Voice Callback

GIM Inbound Voice

Web Media

The E-mail, Web Media, and Open Media templates support Genesys Multimedia 7.6. The Enterprise Routing templates support Universal Routing 7.6 to provide reporting for events sourced from Network Routing as well as from Enterprise Routing.

Each Genesys product comes with a complete set of documentation that describes its deployment, configuration, installation, start-and-stop procedures, and so forth.

Descriptions of Form Labels

Form Title The name of the Genesys solution or option.

CCPulse+ Lists all CCPulse+ templates offered by the solution or option.

Templates

Lists all CCPulse+ templates offered by the solution or option.

Unlike previous release, each CCPulse+ template is provided individually in a binary-formatted file having a .btpl extension. In prior releases, all CCPulse+ templates that were offered by a solution or solution channel were stored collectively together in the

Templates. stg file.

Historical ODS Layout Templates Lists all historical ODS layout templates offered by the solution or by the solution channel. ODS layout templates specify which data is to be collected. These templates are provided as . xml files.

Historical Report Templates Lists all historical SAP Crystal Reports templates currently offered by the solution or solution channel. These templates enable reporting about various contact center activities using predefined aggregation levels Report templates are stored as .rpt files.

Note: In the 7.0 release, many report templates were consolidated. To view the listing of report templates available prior to 7.0, refer to an earlier version of this document, such as the *Reporting Technical Reference Guide for the 7.0 Release.*

Refer to the "CCPulse+ Templates", "ODS Layout Templates", and "CC Analyzer Report Templates" chapters for information about the content of these templates.



Solution Templates

E-mail

| CCPulse+ Templates E-mail Queue | General E-mail Handling | Resource E-mail Handling |
|--|-------------------------|--------------------------|
| 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 |
|---|------------------------------|---------------------------|
| HISTORICAL ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS | GROFQUEUES PLACE QUEUE | ROUTEPOINT |
| HISTORICAL REPORT TEMPLATES AGENT AGENT_COMPARISON | PLACE PLACE_COMPARISON | QUEUE QUEUE_COMPARISON |

^{*} **Note:** Enterprise Routing templates are provided for Universal Routing and can be used for Network Routing as well. All data is sourced from enterprise or network T-Servers.

GIM Inbound Voice

| CCPULSE+ QUERY-BASED TEMPLATES Agent Login Session Report [1] Agent Login Session Report [2] Agent Task Report Delay Before Abandon Performance Report [1] Delay Before Abandon Performance Report [2] | Delay Before Abandon Performance Report [3] Delay Before Abandon Performance Report (by Skill Combination) General Skill Demand Report [1] General Skill Demand Report [2] General Skill Demand Report [2] | Not Ready Reason Report Skill Combination Answered Report Skill Combination Matched Report Skill Combination Report |
|--|--|--|
| HISTORICAL ODS LAYOUT TEMPLATES (7.0+) None | | |

Open Media

| CCPULSE+ TEMPLATES Media X Queue Template | Media X Resource Template |
|--|---------------------------|
| HISTORICAL ODS LAYOUT TEMPLATES None | |
| HISTORICAL REPORT TEMPLATES None | |

Outbound Contact

| CCPULSE+ TEMPLATES AgentView CallingListView CampCallingListView | CampGroupView CampaignView DNView | PlaceView QueueView GroupsView |
|--|--|--------------------------------------|
| 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 OUTBOUND_AGENT OUTBOUND_AGENT_COMPARISON PLACE PLACE_COMPARISON QUEUE QUEUE_COMPARISON | OUTBOUND_CALLING_I OUTBOUND_CAMPAIGN OUTBOUND_CAMPAIGN OUTBOUND_CAMPAIGN | I_CALLING_LIST_DAILY |

Voice

| CCPulse+ Templates KPI Agent KPI Queue | KPI Tenant Resource Voice Handling | Voice Queue Report |
|--|---------------------------------------|--------------------|
| HISTORICAL ODS LAYOUT TEMPLATES | | |
| VOICE_A | VOICE_P | VOICE_RP |
| VOICE AG | VOICE PG | VOICE T |
| VOICE GQ | VOICE Q | - |



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_Q_EV | VCB_RP | |
| VCB_GQUEUE | VCB_QUEUE | VCB_TENANT | |
| HISTORICAL REPORT TEMPLATES None | | | |

Web Media

| CCPULSE+ TEMPLATES General Chat Handling | Resource Chat Handling | | |
|--|------------------------|--------|--|
| HISTORICAL ODS LAYOUT TEMPLATES CHAT_A | CHAT_GH | CHAT_P | |
| CHAT_GA HISTORICAL REPORT TEMPLATES | CHAT_GP | | |
| None | | | |



Chapter

2

CCPulse+ Templates

The Genesys-provided CCPulse+ templates gather real-time data from Stat Server and Interaction Server and historical data from Data Mart. All CCPulse+ templates for a particular solution or solution channel are stored in the templates storage location which is defined during CCPulse+ configuration. Refer to the *Reporting 7.5 CCPulse+ Administrator's Guide* for information about the configuration of template storages.

CCPulse+ templates also define the content and appearance of report views. To view and/or modify the templates that are stored in the templates storage or to define 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 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 contact center objects within a customized CCPulse+ report using the Template Wizard. For more information, refer to "Creating Templates" in *Reporting 7.5 CCPulse+ Help* and the *Reporting 7.5 CCPulse+ Administrator's Guide*.

This chapter includes the following sections:

- CCPulse+ Statistical Groups, page 18
- Listing of CCPulse+ Templates by Solution/Channel, page 19
- Solution Reporting CCPulse+ Templates, page 20

CCPulse+ Statistical Groups

Each template organizes its statistics into statistical groups—a concept unique to CCPulse+. The Genesys-provided templates group statistics into the following statistical groups:

- Agent Ratios
- Agent Times
- Auxiliary Call Total Times
- Auxiliary Calls
- Average(s)
- Average Actual Wait Time
- Average Estimated Wait Time
- Average Time
- Call Handling
- Callback Phase
- CallsReport
- Campai gnState

- Current
- Current Agents
- CurrentState
- Dial Attempts
- Distributed Calls
- GroupState
- Max/Min
- Media X Resource
- Media X Queue
- 0ther
- Performance
- Queue Load
- Ratio(s)
- RecordReport

- Request Phase
- Service Call Average Times
- Service Call Total Times
- Service Calls
- TimeReport
- Total
- Total Calls
- Total Distributed
- Total Entered
- Total Number
- Total Time
- **Transfers**

Within the same group, statistics might share similar attributes (such as filters) or they might be based on stat types that use the same statistical category (for example, Total Time). When creating and customizing your own CCPulse+ templates, you can group statistics following other rules.



Listing of CCPulse+ Templates by Solution/ Channel

This section presents each solution's CCPulse+ templates:

E-mail Queue Media X Queue Template KPI Agent
General E-mail Handling Media X Resource Template KPI Queue
Resource E-mail Handling Outbound Contact Resource Voice Handling
AgentView Voice Queue Report

Enterprise Routing
AgentView
CallingListView
CampaignView
CampCallingListView
CampCallingListView
CampGroupView
CampGroupView

PlaceView
QueueView
DNView
GroupsView
PlaceView
QueueView

w Callback Queue
Queue Evaluation

Web Media

Voice Callback

Callback Operation

eueView General Chat Handling Resource Chat Handling

Note: Some Outbound Contact templates are based on the templates used in Enterprise Routing. Where the templates differ but are named identically, they are listed more than once in the pages that follow. A number enclosed in square brackets follows the name of the template in such cases.

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 Lists all statistics defined to each template and their statistical grouping. and **Statistics**

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.

Solution Reporting CCPulse+ Templates

AgentView[1]

| SOLUTION | | INTRODUCED IN | DISCONTINUED IN |
|--------------------|-------------|---------------|-----------------|
| Enterprise Routing | | 6.0 | N/A |
| CALLSREPORT | TIMEREPORT | CURRENTSTATE | - |
| Internal | AvgInbound | AgentStatus | |
| Consult | AvgOutbound | | |
| Outbound | AvgConsult | | |
| Inbound | AvgHandle | | |
| | TotalLogin | | |
| | TotalACW | | |
| | TotalNR | | |
| | TotalTalk | | |
| | TotalWait | | |
| | | | |

DESCRIPTION

Collects metrics about agent 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.

Prior to the 6.5.001 release, metrics in the Call sReport group were based on several stat types all using the Total Number statistical category. In release 6.5.001, these metrics use the Total AdjustedNumber statistical category. Likewise for the Total metrics listed under the TimeReport group. Prior to 6.5.001, these metrics were based on the Total Time category. In 6.5.001, Total AdjustedTime is used with all but the Total Login metric, which continues to be based on Total Time. 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.

The Total Wai t metric was added to this template during the 6.5.001 release.

AgentView_[2]

| SOLUTION Outbound Contact | | INTRODUCED IN 6.0 | DISCONTINUED IN N/A | |
|---------------------------|---|-------------------|---------------------|--|
| | TIMEREPORT AvgInbound AvgOutbound AvgConsult AvgHandle AvgHandleWithASM TotalLogin TotalACW TotalNR TotalInbound TotalOutbound TotalConsult TotalASM_Outbound TotalTalk TotalWait | | | |

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 Aver-Handle and AverHandleWi thASM metrics were renamed AvgHandle and AvgHandleWi thASM respectively to be consistent with metric names used in other templates. (See AgentVi ew[1] for additional information.)

The Total Inbound, Total Outbound, Total Consult, Total ASM_Outbound metrics were added during 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 Aver. . 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 % |

DESCRIPTION

Collects metrics related to callback interactions in a queue, route point, or group of queues. Many of these metrics are based on the Call sexited, VCB_Result, and Call sentered stat types; various filters are applied to the scheduling (and rescheduling) metrics; and the percentages in the Ratio category are based on formulae calculated in CCPulse+.

Note: Release 7.1⁺ calculates the CB Request Attempts, ASAP CB Requested, Schedul ed CB Requested, Last Hour (CB Requested), Successful CB, Made, and Succeeded 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 enables the calculation of statistics for callback interactions submitted from a web interface in addition to from a telephone.

Callback Queue

| SOLUTION | | INTRODUCED IN | DISCONTINUED IN |
|----------------|--------------------|-----------------------------|--------------------------|
| Voice Callback | | 7.0 | N/A |
| TOTAL ENTERED | Total Distributed | AVERAGE ESTIMATED WAIT TIME | AVERAGE ACTUAL WAIT TIME |
| All Entered | All Distributed | EWT | AWT |
| CB Entered | CB Distributed | CB EWT | CB AWT |
| Live Entered | Live Distributed | Live EWT | Live AWT |
| CURRENT | TOTAL TIME | Total Number | |
| All Waiting | Online Time Saved | Abandoned | |
| Live Waiting | To Distribute CB | CB Disposed With EWT | |
| CB Waiting | To Distribute Live | Live Disposed with EWT | |
| | To Abandon | · | |
| | Live EWT | | |
| | CB EWT | | |

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: i sVCB, Voi ceAndNotVCB, i sVCBwi thEWT, and i sNotVCBwi thEWT. (The Voi ceAndNotVCB filter replaces i sNotVCB, which was used in the 7.0 release.

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 | |

DESCRIPTION

Collects metrics related to a campaign's calling list. Metrics in the Call sReport and RecordReport groups are based on several stat types all using the Total Number statistical category.

In the 6.5.001 release of this template, many metrics were renamed to be consistent with names used in other CCPulse+ templates:

- Call Cancel → Cancel
- CampCallBackComplete → CallBacksCompleted
- CampCallBackMissed → CallBacksMissed
- CampCallBackScheduled → CallBacksScheduled
- PerCallbackCompleted → PerCallBacksCompleted
- PerCall BackMissed → PerCall BacksMissed
- PerCal I BackSchedul ed → PerCal I BacksSchedul ed

In addition, the Performance statistical group was renamed Campai gnState and the Call Report statistical group was renamed Call sReport.

The Di al Made metric was added during the 7.0.1 release of this template. Also in this release, the Hi tRatio metric is calculated directly within CCPulse+ using its formula feature instead of being provided by the CampHi tRatio stat type.

CampaignView

| 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 | |

DESCRIPTION

Collects metrics that monitor a campaign's activity, performance, and current campaign status. Metrics in the Call sReport and RecordReport groups are based on several stat types all using the Total Number 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:

• Call Cancel \rightarrow Cancel

- PerCall BackMissed → PerCall BacksMissed
- PerCallbackCompleted \rightarrow PerCallBacksCompleted
- PerCal I BackSchedul ed → PerCal I BacksSchedul ed

In addition, the RecordsCancel ed metric was removed from the RecordReport statistical group.

The Di al Made metric was added during the 7.0.1 release of this template. Also in this release, the Hi tRatio metric is calculated directly within CCPulse+ using its formula feature instead of being provided by the CampHi tRatio stat type.

CampCallingListView

| SOLUTION Outbound Contact | | INTRODUCED IN 6.0 | DISCONTINUED IN 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 Call Report and RecordReport groups are based on several stat types all using the Total Number 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:

- Call Cancel → Cancel
- CampCallBackComplete → CallBacksCompleted
- CampCall BackMissed → Call BacksMissed
- CampCallBackScheduled → CallBacksScheduled
- PerCallbackCompleted → PerCallBacksCompleted
- PerCall BackMissed → PerCall BacksMissed
- PerCall BackSchedul ed → PerCall BacksSchedul ed

In addition, the Performance statistical group was renamed Campai gnState, the Call Report statistical group was renamed Call sReport, and the template itself was renamed from CampCall inListView.

The Di al Made metric was added to the 7.0.1 release of this template. Also in this release, the Hi tRatio metric is calculated directly within CCPulse+ using its formula feature instead of being provided by the CampHi tRatio stat type.

CampGroupView

| SOLUTION | | Introduced In | DISCONTINUED IN |
|-----------------------------|----------------|---------------|-----------------|
| Outbound Contact | | 6.0 | N/A |
| PERFORMANCE System Error | TIMEREPORT | GROUPSTATE | |
| SystemError | Activated | GroupStatus | |
| DialMode | Deactivated | | |
| WaitingAgent | Running | | |
| WaitingPort | SystemError | | |
| WaitinRecords | WaitingAgents | | |
| | WaitingPort | | |
| | WaitingRecords | | |
| | | | |

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 Total Time statistical category to measure duration.

In the 6.5.001 release of this template, the CurrTi me and Total Ti me groups were renamed to Performance and Ti meReport respectively.

DNView

| SOLUTION | | INTRODUCED IN | DISCONTINUED IN | |
|---|---|-----------------------|-----------------|--|
| Enterprise Routing, C | Enterprise Routing, Outbound Contact | | N/A | |
| CALLSREPORT Consult Inbound Internal Outbound | TIMEREPORT AvgConsult AvgInbound AvgOutbound AvgHandle TotalACW TotalNR TotalTalk | CURRENTSTATE DNStatus | I | |

DESCRIPTION

Collects metrics related to DN activity. Metrics in the Cal I sReport group are based on several stat types all using the Total Number statistical category. TimeReport metrics are based on stat types using the Total Time 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 | | Introduced In | DISCONTINUED IN |
|----------------------------|--|--------------------------------------|------------------------------------|
| E-mail | | 7.0 | N/A |
| Total | Current | OTHER | • |
| Entered | In Queue | Maximum Interactions | |
| Stopped Processing | Waiting Processing | Minimum Interactions | |
| Moved out | In Processing | | |
| DESCRIPTION | | | |
| Combines statistics for pe | erformance analysis of an individ | dual e-mail queue. Statistics in all | I three groups are calculated fron |
| the eServi ceInteraction | nStat. j ar archive, which is a S i | at Server Java Extension provide | ed by eServices. |

9

General Chat Handling

| SOLUTION | | INTRODUCED IN | DISCONTINUED IN | |
|--------------|---------|---------------|-----------------|--|
| Web Media | | 7.0 | N/A | |
| TOTAL NUMBER | CURRENT | TOTAL TIME | AVERAGE TIME | |
| Entered | Waiting | Answer | Answer | |
| Abandoned | Handled | Handle | Handle | |
| Answered | | | | |
| Handled | | | | |
| Transfers | | | | |

DESCRIPTION

Collects metrics related to the collective total, current, and average number of chat interactions as viewed from the tenant's perspective. Metrics in all groups derive their values from the eServi ceInteractionStat.jar Stat Server Java extension, which is provided by eServices. 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 | | Introduced In | DISCONTINUED IN |
|---|--|--|-----------------|
| E-mail | | 7.0 | N/A |
| TOTAL Entered Terminated Redirected Forwarded Transfers Responded Outbound Internal | AVERAGE Response Time Max/Min Maximum Interactions Minimum Interactions | CURRENT Age of oldest email Waiting Processing In Processing Not-submitted | |
| Response Time | | | |

DESCRIPTION

Collects metrics related to the collective total, current, and average number e-mail interactions as viewed from the tenant's perspective. Metrics in all groups derive their values from one of two Stat Server Java extensions: eServi ceContact-Stat.jar or eServi ceInteractionStat.jar.

GroupsView[1]

| Solution Enterprise Routing | | INTRODUCED IN 6.0 | DISCONTINUED IN N/A | |
|---|--|---|-------------------------|--|
| CALLSREPORT Internal Consult Inbound Outbound | TIMEREPORT AVGINDOUND AVGOUTDOUND AVGCONSUIT AVERHANDLE TOTALACW TOTALNR TOTALTALK TOTALWAIT | Performance WaitingForACall NotReadyForACall AfterCallWork CallsInConsulting InboundCalls InternalCalls OutboundCalls CallsInDialing CallsInRinging CallsOnHold TotalCallsOnHold TransfersMade TransfersTaken | CURRENTSTATE GroupState | |

DESCRIPTION

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.

Prior to the 6.5.001 release, metrics in the Call sReport group were based on several stat types all using the Total Number statistical category. In release 6.5.001, these metrics use the Total AdjustedNumber statistical category—likewise for the Total metrics listed under the TimeReport group. Prior to 6.5.001, these metrics were based on the Total Time category. In 6.5.001, Total AdjustedTime 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.

The Total Wait, Total Calls OnHold, TransfersMade, and TransfersTaken metrics were added to the 6.5.001 release of this template.

GroupsView_[2]

| SOLUTION Outbound Contact | | INTRODUCED IN 6.0 | DISCONTINUED IN N/A | |
|---|---|--|---------------------|--|
| CALLSREPORT | TIMEREPORT | PERFORMANCE | CURRENTSTATE | |
| Internal Consult Outbound Inbound ASM_Outbound ASM_Received | AvgInbound AvgOutbound AvgConsult AvgHandle AvgHandleWithASM TotalACW TotalNR TotalInbound TotalOutbound TotalConsult TotalASM_Outbound TotalTalk TotalWait | WaitingForACall NotReadyForACall AfterCallWork CallsInConsulting InboundCalls InternalCalls OutboundCalls CallsInDialing CallsInRinging CallsOnHold ASM_Received ASM_Outbound TotalCallsOnHold | GroupState | |
| | | TransfersMade TransfersTaken | | |

DESCRIPTION

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 GroupsVi ew[11] for additional information.)

The Total Inbound, Total Outbound, Total Consult, and Total ASM_Outbound metrics were added 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 Aver. . StatusTime stat type as was the case in previous releases.

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 | |

KPI Queue

| | | Introduced In | DISCONTINUED IN |
|----------------------|-------------------------|-------------------|-------------------|
| Voice | | 7.2 | N/A |
| CURRENT | CURRENT AGENTS | AGENT TIMES | TOTAL TIME |
| CallWaiting | Current Logged In | Total LogIn Time | Total_Time_to_Ans |
| | Current Ready | Total Ready Time | wer |
| Averages | Current Not Ready | • | |
| ASA | • | Total Calls | |
| | AGENT RATIOS | Total_Entered | |
| RATIOS | Current Ready Ratio | Total_Answered | |
| Call Abandoned Ratio | Current not Ready Ratio | Total Abandoned | |
| | Average Ready Ratio | Total_Distributed | |
| DESCRIPTION | | | |

KPI Tenant

| SOLUTION | | Introduced In | DISCONTINUED IN |
|-----------------------|---------------------|--------------------------|--------------------------|
| Voice | | 7.2 | N/A |
| CURRENT | AGENT RATIOS | AGENT TIMES | TOTAL CALLS |
| Current Calls Waiting | Ready Ratio | AHT | Total Entered |
| | Not Ready Ratio | Total Login Time | Total Answered |
| Averages | Average Ready Ratio | Total Ready Time | Total Abandoned |
| ASA | - | Hold Time Inbound | Total Distributed |
| | CALL HANDLING | Hold Time Outbound | Total Cleared |
| RATIOS | Hold Time Ratio | Talk Time Inbound | Total Released |
| Call Abandoned Ratio | Transfer Ratio | Talk Time Outbound | Total Transferred |
| | | After Call Work Inbound | Total Time To |
| CURRENT AGENTS | | After Call Work Outbound | Answer |
| Current Logged In | | | |
| Current Ready | | | |
| Current Not Ready | | | |

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

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 the Genesys-Provided Sample Media Templates" in the *Customization* book of the *Reporting Technical Reference* series for instructions.

X represents a sample media type.

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

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 the "Customizing the Genesys-Provided Sample Media Templates" in the *Customization* book of the *Reporting Technical Reference* series for instructions.

X represents a sample media type.

PlaceView[1]

| Solution Enterprise 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 Call sReport group were based on several stat types all using the Total Number statistical category. In release 6.5.001, these metrics use the Total Adj ustedNumber statistical category—likewise for the Total metrics listed under the TimeReport group. Prior to 6.5.001, these metrics were based on the Total Time category. In 6.5.001, Total Adj ustedTime is used instead. The Average metrics under the TimeReport group continue to use the AverageTime statistical category. The Pl aceStatus metric is based on the CurrentPl aceState stat type.

The Total Wai t 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 AvgHandle-WithASM respectively to be consistent with metric names used in other templates. (See PlaceView[1] for additional information.)

9

Queue Evaluation

| SOLUTION | | INTRODUCED IN | DISCONTINUED IN | |
|--|---|---|------------------------|--|
| Voice Callback | | 7.0 | 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 | |

DESCRIPTION

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.

This template applies the Voi ceAndNotVCB 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.

QueueView

| SOLUTION | | INTRODUCED IN | DISCONTINUED IN |
|-----------------------|------------------|---------------|-----------------|
| Enterprise Routing, O | utbound Contact | 6.0 | N/A |
| CALLSREPORT | TIMEREPORT | PERFORMANCE | |
| CallsWaiting | CurrMaxWaiting | %Distrib | |
| Distribut | AvgDistrib | %Abandoned | |
| Abandon | AvgAband | ServiceFactor | |
| Entered | TimeToAnswer | | |
| Answered | TimeToDistrib | | |
| | TimeToAbandon | | |
| | ExpectedWaitTime | | |

DESCRIPTION

Collects metrics that monitor queue performance. Metrics in the Call sReport group are based on stat types using the Total Number and CurrentNumber categories. TimeReport metrics are based on stat types using the CurrentMaxTime, AverageTime, Total Time, 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.

In the 6.5.001 release of this template, the AverAband and AverDi stri b metrics were renamed AvgAband and AvgDi stri b 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.

The ExpectedWai tTi me metric replaced the EstimTi meToDi stri b metric in the 7.0 release of this template. Also, the isNot-VCB was applied to all metrics beginning with this release 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.)

Resource Chat Handling

| SOLUTION | | INTRODUCED IN | DISCONTINUED IN |
|--|--------------------------------|--|-----------------------------|
| Web Media | | 7.0 | N/A |
| Total Number | Current | Average | TOTAL TIME |
| Inbound | In Processing | Processing time | Processing |
| Transfers Made | | | |
| Transfers Taken | | | |
| Conferences Initiated | | | |
| Conferences Joined | | | |
| Coaching Requests | | | |
| Coached | | | |
| Monitored | | | |
| P | | | |
| | and the second second | and a second second second second second | |
| DESCRIPTION Collects metrics related to | the collective total, current, | and average number of chat inte | eractions for agents and gr |

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

| TOTAL AVERAGE CURRENT Offered Average Processing Time In Processing Accepted Rejected Pulled Inbound Terminated Inbound Transferred Outbound Initiated Internal Initiated Timed Out | | Current | |
|---|---------------------|-------------------------------|--|
| Accepted Rejected Pulled Inbound Terminated Inbound Transferred Outbound Initiated Internal Initiated | Offered Average | | |
| Rejected Pulled Inbound Terminated Inbound Transferred Outbound Initiated Internal Initiated | | Processing Time In Processing | |
| Pulled Inbound Terminated Inbound Transferred Outbound Initiated Internal Initiated | Accepted | | |
| Inbound Terminated Inbound Transferred Outbound Initiated Internal Initiated | Rejected | | |
| Inbound Transferred Outbound Initiated Internal Initiated | Pulled | | |
| Outbound Initiated Internal Initiated | Inbound Terminated | | |
| Internal Initiated | Inbound Transferred | | |
| | Outbound Initiated | | |
| Timed Out | Internal Initiated | | |
| | Timed Out | | |
| Processed | Processed | | |
| Processing Time | Processing Time | | |

Resource Voice Handling

| | 7.0 | N/A |
|----------------------------|---|---|
| SERVICE CALL TOTAL TIMES | AUXILIARY CALLS | Transfers |
| Talk Inbound | Consult Made | Transfers Made |
| Talk Outbound | Consult Taken | Transfers Taken |
| Hold Inbound | Internal Made | |
| Hold Outbound | Internal Taken | |
| ACW Inbound | | |
| ACW Outbound | AUXILIARY CALL TOTAL TIMES | |
| | Talk Consult Made | |
| SERVICE CALL AVERAGE TIMES | Talk Consult Taken | |
| Talk | Talk Internal Made | |
| Hold | Talk Internal Taken | |
| ACW | ACW Auxiliary | |
| | Talk Inbound Talk Outbound Hold Inbound Hold Outbound ACW Inbound ACW Outbound Service Call Average Times Talk Hold | Talk Inbound Consult Made Talk Outbound Consult Taken Hold Inbound Internal Made Hold Outbound Internal Taken ACW Inbound ACW Outbound Auxiliary Call Total Times Talk Consult Made Talk Internal Made Hold Talk Internal Taken |

DESCRIPTION

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.

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.

CCPulse+, rather than Stat Server, calculates the metrics in the Servi ce Cal I Average Times category.

Voice Queue Report

| SOLUTION Voice | | Introduced In 7.0 | 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

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 Total Number statistical category. Metrics in the AverageTime and Ratios categories are calculated directly within CCPulse+. Total Time metrics are based on the Total Time statistical category.



Chapter

3

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 39.

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.

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 39.

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 qim-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 Queri es. xml file as follows:

- **1.** Make a backup copy of the Queri es. xml file configured for your CCPulse+ application.
- 2. Change permissions for the Queri es. 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 Queri es. 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 Queri es. xml file back to read-only.

Contents

This section presents CCPulse+ query-based templates:

GIM Inbound Voice

Agent Login Session Report [1]

Agent Login Session Report [2]

Agent Task Report

Delay Before Abandon Performance Report [1]

Delay Before Abandon Performance Report [2]

Delay Before Abandon Performance Report [3]

Delay Before Abandon Performance Report (by Skill Combination)

General Skill Demand Report [1]

General Skill Demand Report [2]

General Skill Demand Report [3]

Not Ready Reason Report

Skill Combination Answered Report

Skill Combination Matched Report

Skill Combination Report



RESOURCE_.resource_cfg_type_id = 3 and

Agent Login Session Report_[1]

| Solution | INTRODUCED IN | DISCONTINUED IN |
|---|---|--|
| GIM Inbound Voice | 7.2 | N/A |
| Login Date Session Duration | n | |
| Logout Date Interval Login Se | | |
| Collects query-based metrics for a given Person include the agent's login time, logout time, overa reporting interval. If an agent's login session is s | all duration of a login session, and | duration of a login session within the |
| SQL statements for all supported RDBMS types tory. For Oracle RDBMS, the following SQL state tion object from Genesys Info Mart database: | | |
| select RESOURCEresource_name "Resource name to_char(SESSIONstd_tenant_start_time to_char(SESSIONstd_tenant_end_time, SESSIONtotal_duration "Actual durati round((least(SESSIONstd_tenant_end_t -SESSIONstd_tenant_start_time)*24*3 | e, 'yyyy-mm-dd hh24:mi:ss') "L 'yyyy-mm-dd hh24:mi:ss') "Log on", time,TIMESTAMP ':[Time.To]') | |
| from RESOURCE_SESSION_FACT SESSION_, RESOURCE_ RESOURCE_ | | |

SESSION_.media_type_key = (select media_type_key from MEDIA_TYPE where media_name_code = 'VOICE') and

RESOURCE_.resource_cfg_dbid in (:[ObjectDBIDs]) and SESSION_.std_tenant_start_time between TIMESTAMP ':[Time.From]' and TIMESTAMP ':[Time.To]'

SOLUTION

Agent Login Session Report_[2]

DISCONTINUED IN

| GIM Inbound Voice | | 7.2 | N/A | |
|--|---|-------------------------|--|--|
| Session Login Date | TIME GROUP Session Duration | - I | | |
| Logout Date | Interval Login Session Dura | ition | | |
| rics include the agent's | login time, logout time, overall durate | tion of a login sessior | elated to an agent's login session. The met- n, and duration of a login session within the Il in progress, the logout time is not dis- | |
| tory. For Oracle RDBMS | • | | If lile located in the CCPulse+ storage directrics' values regarding an AgentGroup con- | |
| select | | | | |
| _ | ce_name "Resource name", | 1104 1 1) | | |
| | .std_tenant_start_time, 'mm/dd/ | | o a contract of the contract o | |
| - | to_char(SESSIONstd_tenant_end_time, 'mm/dd/yyyy hh24:mi:ss') "Logout time", | | | |
| SESSIONtotal_duration "Actual duration", round((least(SESSIONstd_tenant_end_time,TIMESTAMP ':[Time.To]')- | | | | |
| | SESSIONstd_tenant_start_time)*24*3600,0) "Interval duration" | | | |
| from | | -, va. aa.a. | | |
| RESOURCE_SESSION | _FACT SESSION_, | | | |

I INTRODUCED IN

SESSION_. resource_key = RESOURCE_. resource_keya 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

RESOURCE_GROUP_FACT MEMBERSHIP,

RESOURCE_ RESOURCE_,

GROUP_ GROUP_

where

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 Time Available Time Not Ready Not Ready Ratio | Total Calls Inbound Inbound Calls AHT Total Calls Outbound | Outbound Calls AHT Total Calls Internal Internal Calls AHT | |

DESCRIPTION

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.

Calls of Unknown type are not accounted for by Genesys Info Mart and, thus, by this report.

Agent Task Report

```
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:
sel ect
     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 SUB.total_state_reason_duration else 0 end)
              total available duration,
          sum(case when SUB2.state_type_code = 'NOTREADY' then SUB.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
            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
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_cfq_dbid in (:[ObjectDBIDs]) and
    AG_AGENT_STATE.std_tenant_time_span between ':[AgqTime.From]' and ':[AqqTime.To]'
```

Delay Before Abandon Performance Report_[1]

| SOLUTION GIM Inbound Voice | | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
|----------------------------|-------------------------|----------------------------|----------------------------|
| 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 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 *skill combination* is a set of skills that customers select as relevant for handling their interactions.)

OUERY

For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Person configuration object from Genesys Info Mart database:

```
sel ect
    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. Ti meRange3. 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
    AG_SKILL_ABN.resource_key = RESOURCE_.resource_key
    and AG_SKILL_ABN.requested_skill_key = SKILL_COMBINATION.skill_combination_key
    and RESOURCE_.resource_cfq_type_id = 3
    and RESOURCE_.resource_cfg_dbid in (:[ObjectDBIDs])
    and AG_SKILL_ABN.std_tenant_time_span between ':[AgqTime.From]' and ':[AgqTime.To]'
```



Delay Before Abandon Performance Report_[2]

| SOLUTION GIM Inbound Voice | | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
|----------------------------|-------------------------|----------------------------|----------------------------|
| 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 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.

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:

sel ect

```
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. Ti meRange3. 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"
    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 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 *skill combination* 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.

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:

sel ect

```
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. Ti meRange3. 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_cfq_dbid = :[Tenant])
    and AG_SKILL_VOICE.std_tenant_time_span between ':[AqqTime.From]' and ':[AqqTime.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 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 every Tenant configuration object that are aggregated over time and that are related to call abandonment rates for a particular set of skills (*skill combination*). 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.

Note that, although you select this report for a particular tenant, data is calculated across all tenants that exist in the configuration.

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.

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_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]'
```

Delay Before Abandon Performance Report (by Skill Combination)

The following SQL statement is used to retrieve the metrics' values for a Tenant configuration object, based on the requested skill combinations:

```
sel ect
    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—*skill combination*—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_[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:
sel ect
     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')
                       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 ':[AqqTime.From]' and ':[AqqTime.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—skill combination—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_[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:
sel ect
     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

JESCRIPTION

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—*skill combination*—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[3]

```
For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Tenant configuration object
from Genesys Info Mart database:
sel ect
    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')
           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')
           SUB. tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant])
           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 Info Mart:

sel ect

```
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"
```

Not Ready Reason Report

```
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
         AG_STATE_REASON_VOICE_: [AggTime. Table] AG_AGENT_STATE_SUM
           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

| GIM Inbound Voice | INTRODUCED IN 7.2 | Discontinued In N/A | |
|---|-------------------------|-------------------------|--|
| MAIN Total Requested Answered Total | 0-15 Total Ratio | 30-60 Total Ratio | |
| 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 | 15-30 Total Ratio | >60 Total Ratio | |

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 the Tenant's agents. 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 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.

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 posses 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_IXN_: [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]'
```

Skill Combination Answered Report

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" from AG_SKILL_VOICE_INB_IXN_: [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

| GIM Inbound Voice | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
|--|---|--|
| MAIN Total Requested Matched Total Matched Ratio Average Time to Match Maximum Time to Match Average Talk Time – Matched Calls Average Hold Time – Matched Calls Average ACW – Matched Calls Average Handle Time – Matched Calls | 0-15 Total Ratio 15-30 Total Ratio | 30-60 Total Ratio >60 Total Ratio |
| Transferred – Matched Calls Transferred Ratio – Matched Calls | | |

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 posses 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_IXN_: [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

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" from AG_SKILL_VOICE_INB_IXN_: [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 GIM Inbound Voice | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
|--|---|---------------------|
| Main Total Requested | Average Speed of A | nswer (ASA) |
| Abandoned Abandoned Ratio | Matched Total Ratio for Matched Skill to Total Requested | |
| Average Time to Abandon Answered Total | Ratio for Matched Skill to Calls Answered Average Time to Match | |
| Answered Ratio | · · | |

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 call routing based on 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 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.

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.

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_IXN_: [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]'
```

Skill Combination Report

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_IXN_: [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]'





Chapter

4

Solution-Provided Metrics

The listing of metrics provided by a Genesys solution or solution channel depends on how you deploy Reporting for the solution/channel. For example, some real-time metrics also have an historical counterpart that is defined within CCPulse+. If you do not configure Historical Reporting, these comparable historical metrics will not be available. This chapter lists the metrics that are available when you configure both real-time and historical reporting within your environment and you deploy your solution using its the corresponding solution wizard. Each metric is hyperlinked to another part of this document where the metric is described.

Descriptions of Form Labels

Form Title

The name of the Genesys solution or channel.

Real-Time Metric

Lists, in alphabetical order, all real-time metrics that are offered by the solution or channel.

Corresponding Historical Metric Lists the corresponding historical metric, if applicable, that is offered by the solution or by a solution channel.

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 (current) | 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 |
| In Processing ^Q | N/A | Pulled | EMAIL_PULLED |
| In Processing ^T | N/A | Redirected | EMAIL_GEN_REDIRECT |
| In Processing ^A | N/A | Rejected | EMAIL_REJECTED |
| In Queue | N/A | Responded | EMAIL_GEN_RESPOND |
| Inbound Terminated | EMAIL_INB_TERM | Response Time (avg) | N/A |
| Inbound Transferred | EMAIL_INB_TRANS | Response Time (total) | EMAIL_GEN_RESPTIME |
| Internal | EMAIL_GEN_INTERNAL | Responded | EMAIL_GEN_RESPOND |
| Internal Initiated | EMAIL_INT_INI | Stopped Processing | EMAIL_Q_STOPPED |
| Maximum Interactions ^Q | EMAIL_Q_MAX_INT | Terminated | EMAIL_GEN_TERMINAT |
| Maximum Interactions ^T | EMAIL_GEN_MAX_INT | Timed Out | EMAIL_TIMED_OUT |
| Minimum Interactions ^Q | EMAIL_Q_MIN_INT | Transfers | EMAIL_GEN_TRANSFER |
| Minimum Interactions ^T | EMAIL_GEN_MIN_INT | Waiting Processing ^Q | N/A |
| Moved out | EMAIL_Q_MOVED_OUT | Waiting Processing ^T | N/A |

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 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

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 | |

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 | N/A | Total Timed Out | N/A |
| stopped processing | | | |
| 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/A N/A | | N_SIT_NO_CIRCUIT |
| Avglahound | | SITOperIntercept SITReorder | N_SIT_OPER_INTER |
| AvgInbound | AV_T_INBOUND | III | 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_DURATIN |
| 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_SCHEDUL | TotalACW | N/A |
| CallsInDialing | N/A | TotalASM_Outbound | T_ASM_OUTBOUND |
| CallsInRinging | 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_ATTMPT | 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_TI_DISTR_LIVE |
| 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 |
|------------------------------------|---------------------------------|--------------------------|---------------------------------|
| Abandoned | CHAT_GN_ABND | Inbound ^C | CHAT_INB |
| Answer (total time) | CHAT_GN_ANSW_T | N/A | CHAT_CCH_INTR |
| Answer (avg) | N/A | N/A | CHAT_CCH_RQ |
| Answered | CHAT_GN_ANSW | N/A | CHAT_MNTR |
| Conferences Initiated ^C | CHAT_CNF_INIT | N/A | CHAT_MNTR_INIT |
| Conferences Joined ^C | CHAT_CNF_JOIN | N/A | CHAT_RCV_CCH |
| Entered | CHAT_GN_ENTR | N/A | CHAT_RQ_CCH |
| Handle (total time) | CHAT_GN_HNDL_T | Processing ^C | CHAT_PRC_T |
| Handle (avg time) | N/A | Processing time (avg) | N/A |
| Handled | CHAT_GN_HNDL | Transfers | CHAT_GN_TRF |
| Handled (current number) | N/A | Waiting (current number) | N/A |

C=filtered specifically for chat media





Chapter



CC Analyzer Report Templates

The Genesys CC Analyzer report templates are SAP Crystal Reports(*.rpt) documents that were designed using third-party software, SAP Crystal Reports Suite. These documents guide you in generating reports that are based from predefined Data Mart report layouts. Refer to "ODS Layout Templates" on page 79 for additional information.

This chapter includes the following sections:

- Viewing the Report Query, page 71
- List of Genesys-Provided Report Templates, page 74
- Presentation Names of Historical Metrics, page 75
- Composition of a Generated Report

Viewing the Report Query

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 the *Overview* book of the *Reporting Technical Reference* series and much of the Reporting 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 2 depicts what the summary query is for a report based on a Queue report template with a selection of weekly aggregation.

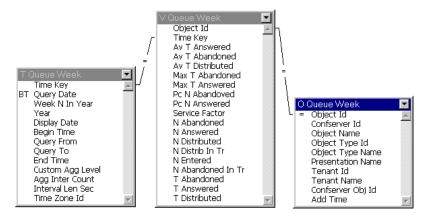


Figure 2: Summary-Level Query for a Queue Weekly Report

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 0_ 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 Topi c Properties dialog box. The Physical Name field holds the actual Data Mart table name.

Likewise, Figure 3 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.

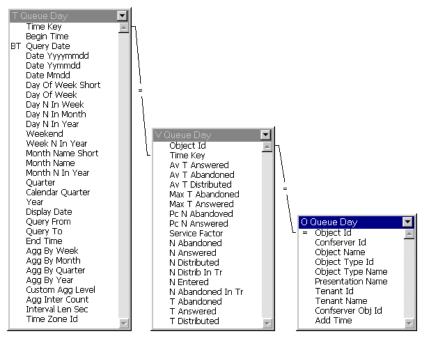


Figure 3: Details-Level Query

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 SAP Crystal Reports (Figure 2, on page 72). This is the behavior for all report views. Refer to *Reporting 7.6 ETL Assistant Help* and the *Reporting 7.6 ETL Runtime User's Guide* for more information on these Historical Reporting components. Figure 4 shows ETL Assistant's perspective on a Queue Weekly report view.

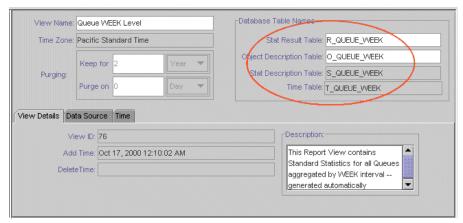


Figure 4: Database Table Names Assigned Within ETL Assistant

The Stat Description table is not used in the query. The column name is a short name for the metric.

List of Genesys-Provided Report Templates

Table 1 links each provided canned template to its corresponding ODS layout template. Refer to the "Solution-Provided Templates" (page 11) and "ODS Layout Templates" (page 79) sections for additional information. This table also shows which aggregation levels appear in the reports based on these templates.

Table 1: Listing of SAP Crystal Reports Templates

| ODS Layout Template Name | SAP Crystal Reports Template File Name | Selected Aggregation Level |
|-----------------------------|--|----------------------------------|
| AGENT | Agent Daily.rpt | Daily |
| | Agent Weekly.rpt | Weekly |
| | Agent Monthly.rpt | Monthly |
| | Agent quarterly.rpt | Quarterly |
| | Agent Yearly.rpt | Yearly |
| | Agent Comp Daily.rpt | Daily |
| | Agent Comp Weekly.rpt | Weekly |
| | Agent Comp Monthly.rpt | Monthly |
| | Agent Comp Quarterly.rpt | Quarterly |
| | Agent Comp Year.rpt | Yearly |
| PLACE | Place Daily.rpt | Daily |
| | Place Weekly.rpt | Weekly |
| | Place Monthly.rpt | Monthly |
| | Place Quarterly.rpt | Quarterly |
| | Place Yearly.rpt | Yearly |
| | Place Comp Daily.rpt | Daily |
| | Place Comp Weekly.rpt | Weekly |
| | Place Comp Monthly.rpt | Monthly |
| | Place Comp Quarterly.rpt | Quarterly |
| | Place Comp Yearly.rpt | Yearly |
| QUEUE and | Queue Daily.rpt | Daily |
| ROUTEPOINT | Queue Weekly.rpt | Weekly |
| | Queue Monthly.rpt | Monthly |
| | Queue Quarterly.rpt | Quarterly |
| | Queue Yearly.rpt | Yearly |
| | Queue Comparison Daily.rpt | Daily |
| | Queue Comparison weekly.rpt | Weekly |
| | Queue Comparison Monthly.rpt | Monthly |
| | Queue Comparison Quarterly.rpt | Quarterly |
| | Queue Comparison Yearly.rpt | Yearly |
| CALL_LS | Outbound Calling List Daily.rpt | Daily |
| CMP | Outbound Campaign Daily.rpt | Daily |

Table 1: Listing of SAP Crystal Reports Templates (Continued)

| ODS Layout Template Name | SAP Crystal Reports Template File Name | Selected Aggregation Level |
|-----------------------------|---|----------------------------------|
| CMP_CALL_L | Outbound Campaign Calling List Daily.rpt | Daily |
| CMP_GR | Outbound Campaign Groups Status Daily.rpt | Daily |
| O_AGENT | Outbound Agent Daily.rpt | Daily |
| | Outbound Agent Weekly.rpt | Weekly |
| | Outbound Agent Quarterly.rpt | Monthly |
| | Outbound Agent Monthly.rpt | Quarterly |
| | Outbound Agent Yearly.rpt | Yearly |
| | Outbound Agent Comp Daily.rpt | Daily |
| | Outbound Agent Comp Weekly.rpt | Weekly |
| | Outbound Agent Comp Monthly.rpt | Monthly |
| | Outbound Agent Comp Quarterly.rpt | Quarterly |
| | Outbound Agent Comp Yearly.rpt | Yearly |

Presentation Names of Historical Metrics

Report presentation names are the display names used in your finalized report. Table 2 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 109.

Table 2: Presentation Name and Corresponding Composite Statistic Name Used in the **Data Mart**

| Presentation Name | Data Mart | Presentation Name | Data Mart |
|---|------------------------------|---|-------------------------------------|
| Presentation Name | Column Name | Presentation Name | Column Name |
| 0/ of Abandanad Calls | | Average Speed of Assures | |
| % of Abandoned Calls % of Answered Calls | PC_N_ABANDOVED | Average Speed of Answer Average Time to Abandon | AV_T_ANSWERED |
| % Of Answered Calls %After Call Work | PC_N_ANSWERED | | AV_T_ABANDONED AV T DISTRIBUTED |
| %After Call Work Time | PC_N_WORK PC T WORK | Average Time to Distribute Busy | N BUSY |
| %Calls on Hold | | Calls | N_BUST N_CALLS |
| | PC_N_HOLD | | _ |
| %Conference Calls %Consult Calls | PC_N_CONFERENCES | Camp Callbks Compl | N_CALLBKS_COMPL N_CALLBKS_MISSED |
| %Consult Talk | PC_N_CONSULT | Camp Callbks Missed | N CALLBKS SCHEDUL |
| %Customer Related Calls | PC_T_CONSULT PC_N_CUST_CALLS | Camp Callbks Sched | |
| | | Cancel | N_CANCEL |
| %Customer Related Talk | PC_T_CUST_CALLS | Conferences | N_CONFERENCES |
| %Dialing Time | PC_T_DIALING | Consult | N_CONSULT |
| %Hold Time | PC_T_HOLD | Consult Talk | T_CONSULT |
| %Inbound Calls | PC_N_INBOUND | Customer Related Calls | N_CUST_CALLS |
| %Inbound Talk | PC_T_INBOUND | Customer Related Talk | T_CUST_CALLS |
| %Internal Calls | PC_N_INTERNAL | Deactivated Time | T_DEACTIV_DURATION |
| %Internal Talk | PC_T_INTERNAL | Dial Dropped | N_DIAL_DROPPED |
| %Not Ready Time | PC_T_NOT_READY | Dial Made | N_DIAL_MADE |
| %Outbound Calls | PC_N_OUTBOUND | Dialing Time | T_DIALING |
| %Outbound Talk | PC_T_OUTBOUND | Dials | N_DIALING |
| %Ringing Time | PC_T_RINGING | Distributed | N_DISTRIBUTED |
| %Service Related Calls | PC_N_SRV_CALLS | Distributed in Threshold | N_DISTRIB_IN_TR |
| %Service Related Talk | PC_T_SRV_CALLS | Do Not Call | N_DO_NOT_CALL |
| %Talk | PC_T_CALLS | Entered | N_ENTERED |
| %Transfers Made | PC_N_TRANS_MADE | Fax/Modem | N_FAXMODEM_DETECT |
| %Transfers Taken | PC_N_TRANS_TAKEN | Hold | N_HOLD |
| %Unknown Calls | PC_N_UNKNOWN | Hold Time | T_HOLD |
| %Unknown Talk | PC_T_UNKNOWN | Inbound | N_INBOUND |
| %Wait Time | PC_T_WAIT | Inbound Talk | T_INBOUND |
| Abandoned | N_ABANDONED | Internal | N_INTERNAL |
| Abandoned In Threshold | N_ABANDONED_IN_TR | Internal Talk | T_INTERNAL |
| Activated Time | T_ACTIVAT_DURATION | Login Time | T_LOGIN |
| After Call Work | N_WORK | Max Time to Abandon | MAX_T_ABANDONED |
| After Call Work Time | T_WORK | Max Time to Answer | MAX_T_ANSWERED |
| Answer Machine | N_ANSW_MACHINE | No Answer | N_NO_ANSWER |
| Answered | N_ANSWERED | No Rpc | N_NO_RPC |
| Answers | N_ANSWERS | Not Ready | N_NOT_READY |
| Ave After Call Work | AV_T_WORK | Not Ready Time | T_NOT_READY |
| Ave Calls Per Hour | AV_N_CALLS_P_HOUR | Outbound | N_OUTBOUND |
| Ave Consult Talk | AV_T_CONSULT | Outbound Talk | T_OUTBOUND |
| Ave Customer Related Talk | AV_T_CUST_CALLS | Persn Callbks Compl | N_PER_CALLBK_COMPL |
| Ave Dialing | AV_T_DIALING | Persn Callbks Missed | N_PER_CALLBK_MISS |
| Ave Hold | AV_T_HOLD | Persn Callbks Sched | N_PER_CALLBK_SCHED |
| Ave Internal Talk | AV_T_INBOUND | Records Complete | N_RECORDS_COMPLETE |
| Ave Internal Talk | AV_T_INTERNAL | Ringing | N_RINGING |
| Ave Not Ready | AV_T_NOT_READY | Ringing Time | T_RINGING |
| Ave Outbound Talk | AV_T_OUTBOUND | Run Time | T_RUNNING_DURATION |
| Ave Ringing | AV_T_RINGING | Service Factor | SERVICE_FACTOR |
| Ave Service Related Talk | AV_T_SRV_CALLS | Service Related Calls | N_SRV_CALLS |
| Ave Talk | AV_T_CALLS | Service Related Talk | T_SRV_CALLS |
| Ave Unknown Talk | AV_T_UNKNOWN | Short Abandoned Calls | N_ABANDONED_IN_TR |
| Ave Wait | AV_T_WAIT | SIT Detected | N_SIT_DETECTED |
| | | | |

Table 2: 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 |
|--------------------------|--------------------------|-----------------------------|--------------------------|
| SIT NoCircuit | N_SIT_NO_CIRCUIT | Total Not Ready Number | N_NOT_READY |
| SIT Operintercept | N_SIT_OPER_INTER | Total Not Ready Time | T_NOT_READY |
| SIT Reorder | N_SIT_REORDER | Total Number of Conferences | N_CONFERENCES |
| SIT Unknown | N_SIT_UNKNOWN | Total Number of Outbound | N_OUTBOUND |
| SIT Vacant | N_SIT_VACANT | Calls | |
| System Error Time | T_SYSERROR_DURATIN | Total Number of Transfers | N_TRANSFERS_MADE |
| Total Consult Talk Time | T_CONSULT | Made | |
| Talk | T_CALLS | Total Number of Transfers | N_TRANSFERS_TAKEN |
| Talk | T_TALK | Taken | |
| Time to Abandon | T_ABANDONED | Total Number on Hold | N_HOLD |
| Time to Answer | T_ANSWERED | Total Outbound Talk Time | T_OUTBOUND |
| Time to Distribute | T_DISTRIBUTED | Total Ringing Number | N_RINGING |
| Total Asm Engage Calls | N_ASM_ENGAGE | Total Ringing Time | T_RINGING |
| Total Asm Engage Talk | T_ASM_ENGAGE | Total Talk Time | T_TALK |
| Total Asm Outbound Calls | N_ASM_OUTBOUND | Total Unknown Calls | N_UNKNOWN |
| Total Asm Outbound Talk | T_ASM_OUTBOUND | Total Unknown Talk Time | T_UNKNOWN |
| Total Calls | N_TALK | Total Wait Number | N_WAIT |
| Total Consult Calls | N_CONSULT | Total Wait Time | T_WAIT |
| Transfers Taken | N_TRANSFERS_TAKEN | Total Work Number | N_WORK |
| Unknown Calls | N_UNKNOWN | Total Work Time | T_WORK |
| Unknown Talk | T_UNKNOWN | Transfers Made | N_TRANSFERS_MADE |
| Total Dialing Number | N_DIALING | Transfers Taken | N_TRANSFERS_TAKEN |
| Total Dialing Time | T_DIALING | Unknown Calls | N_UNKNOWN |
| Total Hold Time | T_HOLD | Unknown Talk | T_UNKNOWN |
| Total Inbound Calls | N_INBOUND | Wait | N_WAIT |
| Total Inbound Talk Time | T_INBOUND | Wait Time | T_WAIT |
| Total Internal Calls | N_INTERNAL | Waiting Agent Time | T_WAIT_AGENT_DURAT |
| Total Internal Talk Time | T_INTERNAL | Waiting Port Time | T_WAIT_PORT_DURAT |
| Total Login Time | T_LOGIN | Waiting Record Time | T_WAIT_RECORD_DURA |



Chapter

6

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 101).

The format by which Data Sourcer collects Stat Server data is defined by ODS layout templates designed and maintained using Data Modeling Assistant (DMA). Layout templates are provided as .xml files within the Reporting Templates package.

This chapter includes the following sections:

- Viewing a Layout Template Within DMA, page 79
- Listing of ODS Layout Templates, page 81
- CC Analyzer ODS Layout Templates, page 83

Viewing a Layout Template Within DMA

Layout templates themselves do not collect data. Rather, they specify which data is to be collected. Data Sourcer actually collects the requested data based on information specified in the activated report layouts, which can take their definition from layout templates. A report layout that is based on the ROUTEPOINT layout template collects the 11 statistics shown in Figure 5.

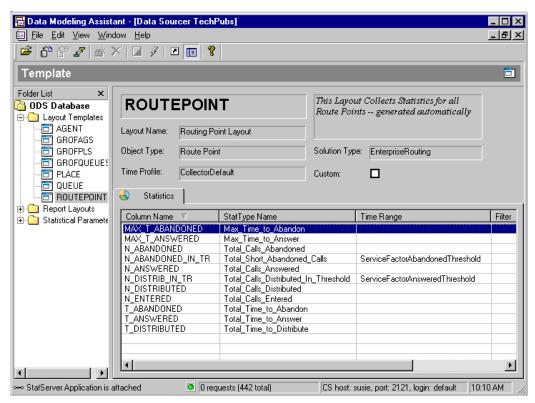


Figure 5: ROUTEPOINT ODS Layout Template Within DMA

Figure 6 shows a cutaway of the ROUTEPOINT. xml file that was imported into DMA.

```
<?xml version="1.0" ?>
<IM DataBase Version="7.1.000">
- <LayoutTemplate TemplateName="ROUTEPOINT" LayoutName="Routing Point Layout" MetagroupClass="105" 
IsCustom="No" IsActive="Yes" DeleteTime="" SolutionType="3">
    <Description>This Layout Collects Statistics for Route Points
    <ObjectType ObjTypeId="4" ObjTypeName="Route Point"
   <TimeProfile TimeProfileId="2" TimeProfileName="CollectorDefault" TimeProfileDefinition="0:00+0:15">
      <Description />
    </TimeProfile>
   <Statistic StatId="124" StatName="N_ENTERED" StatTypeId="88">
     <Parameter ParameterId="11" />
     <Description>Total Calls Entered/Description>
    </Statistic>
  - <Statistic StatId="125" StatName="N_DISTRIBUTED" StatTypeId="112">
     <Parameter ParameterId="11" /:
     <Description>Total Distributed Calls/Description>
    </Statistic>
   <Statistic StatId="126" StatName="N_DISTRIB_IN_TR" StatTypeId="133">
     <Parameter ParameterId="11" />
     <Parameter ParameterId="10" />
     <Description>Total Calls Answered In Threshold/Description>
    </Statistic>
   <Statistic StatId="127" StatName="N_ABANDONED_IN_TR" StatTypeId="123">
     <Parameter ParameterId="11" />
     <Parameter ParameterId="3" />
     <Description>Total Short Abandoned Calls/Description>
    </Statistic>
   <Statistic StatId="128" StatName="T_ABANDONED" StatTypeId="49">
      <Parameter ParameterId="11" /:
     <Description>Total Time to Abandon
    <Statistic StatId="129" StatName="T_ANSWERED" StatTypeId="41">
     <Parameter ParameterId="11" />
     <Description>Total Time to Answer/Description>
    </Statistic>
```

Figure 6: Portion of the ROUTEPOINT.xml File



Refer to *Reporting 7.6 Data Modeling Assistant Help* for more information about importing, creating, and managing layout templates.

Listing of ODS Layout Templates

Beginning with release 6.0, Genesys provided a selection of ODS layout templates for the Enterprise Routing, Network Routing, and Outbound Contact solutions. (For Network Routing refer to the templates for Enterprise Routing). Beginning with release 7.0, Genesys provided additional layout templates to specify the metrics to be collected for common interactions conducted by Genesys Multimedia and the Voice Callback (VCB) option of the Enterprise Routing. Table 3 lists the ODS layout templates that are currently supported in Release 7.6. The following section provides information about each one. No new layout templates were introduced in 7.6.

Table 3: ODS Layout Templates

| Sourced From | | | | |
|--|---|--|---|--|
| Stat Server | | | Stat Server Java Extension (SSJE) | |
| AGENT CALL_LS CHAT_A CHAT_GA CHAT_GP CHAT_P CMP CMP_CALL_L CMP_GR EMAIL_AG EMAIL_GAG EMAIL_GPL | EMAIL_PL GROFAGS GROFPLS GROFQUEUES O_AGENT O_AGENT_GR PLACE QUEUE ROUTEPOINT VCB_GQ_EV VCB_GQUEUE VCB_Q_EV | VCB_QUEUE VCB_RP VCB_TENANT ^a VOICE_A VOICE_AG VOICE_GQ VOICE_P VOICE_PG VOICE_Q VOICE_RP VOICE_RP VOICE_RP | CHAT_GH EMAIL_IQ EMAIL_TEN | |

a. This layout template contains metrics that are sourced both from Stat Server directly and from a Stat Server Java Extension.

Information about layout templates is stored in the following 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

The name of the ODS layout template. Form Title

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. 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 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.

Basis for the **Following Canned** Reports

A listing of the canned report templates that you can use to build SAP Crystal Reports. 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.

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.

Available in Solution(s)

Indicates for which Genesys product(s) this ODS layout template is available. One or more of the following:

- Outbound Contact Emai I
- Voice Callback

- Enterprise Routing
- Voi ce

Web Media

Click any item in this field to see the additional templates provided by the corresponding solution.

Description

Briefly describes what data a report layout based on this layout template collects.

Based in Which Source Either of the following:

- 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.

CC Analyzer ODS Layout Templates

AGENT

| OBJECT TYPE | DEFAULT REPORT LAYOUT N | VAME | Number of Statistics 28 |
|---|-----------------------------|---------------|--------------------------|
| Agent | Agent 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 |
| AgentGroup [D,W,M,Q,Y] | Agent | | Outbound Contact |
| AgentGroups [D,W,M,Q,Y] Agent_Comparison | | ١ | |
| AgentsandAgentGroup [D] | | | |
| DESCRIPTION | | | BASED IN WHICH SOURCE |
| Specifies the metrics to be collect | cted for all Agent objects. | | Stat Server |
| | | | |
| Note: In 6.0 and previous releases, this template was named Agent Template. | | | |
| CURRENT VERSION | | INTRODUCED IN | DISCONTINUED IN |
| 7.2 | | 5.1.5 | N/A |

CALL_LS

| OBJECT TYPE Calling List | | DEFAULT REPORT LAYOUT NAME Calling List Layout | |
|---|---|---|---|
| STAT COLUMN NAME N_ABANDONED N_ANSW_MACHINE N_ANSWERS N_BUSY N_CALLBKS_COMPL N_CALLBKS_MISSED | N_CALLBKS_SCHEDUL N_CANCEL N_DIAL_DROPPED N_DIAL_MADE N_DO_NOT_CALL N_FAXMODEM_DETECT | N_NO_ANSWER N_NO_RPC N_PER_CALLBK_COMPL N_PER_CALLBK_MISS N_PER_CALLBK_SCHED N_RECORDS_COMPLETE | N_SIT_DETECTED N_SIT_NO_CIRCUIT N_SIT_OPER_INTER N_SIT_REORDER N_SIT_UNKNOWN N_SIT_VACANT |
| Basis for the Following Canned Reports PRIOR to 7.0 Outbound_Calling_List [H,D] Outbound_Calling_List_Daily | | | AVAILABLE IN SOLUTION(S) Outbound Contact |
| DESCRIPTION Specifies the metrics to be coll Note: In the 6.0 release, this la | Based in Which Source Stat Server | | |
| Current Version 7.2 | ayout template was called Gall | INTRODUCED IN 6.0 | DISCONTINUED IN N/A |

CHAT_A

| Овлест Туре Agent | DEFAULT REPORT LAY Agent Chat Ha | | Number of Statistics 13 |
|--|--|---|----------------------------|
| STAT COLUMN NAME CHAT_INB CHAT_TRF_MD CHAT_TRF_TK CHAT_CNF_INIT | CHAT_CNF_JOIN CHAT_RQ_CCH CHAT_RCV_CCH CHAT_MNTR | CHAT_PRC_T CHAT_CCH_RQ CHAT_MNTR_INIT CHAT_CCH_INTR | CHAT_CNF_INTR |
| BASIS FOR THE FOLLOWING CANNED R | 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. | | | |
| CURRENT VERSION 7.2 | | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |

CHAT_GA

| Овјест Туре | DEFAULT REP | ORT LAYOUT NAME | NUMBER OF STATISTICS | |
|---|-----------------------------------|--------------------------|--------------------------|--|
| Group of Agents | Agent Gr | oup Chat Handling Layout | 13 | |
| STAT COLUMN NAME | l . | | | |
| CHAT_INB C | CHAT_CNF_JOIN | CHAT_PRC_T | CHAT_CNF_INTR | |
| CHAT_TRF_MD C | CHAT_RQ_CCH | CHAT_MNTR_INIT | | |
| CHAT_TRF_TK C | CHAT_RCV_CCH | CHAT_CCH_INTR | | |
| CHAT_CNF_INIT C | CHAT_MNTR | | | |
| BASIS FOR THE FOLLOWING CANNED REPORTS | | | AVAILABLE IN SOLUTION(S) | |
| N/A | | | Web Media | |
| DESCRIPTION Specifies the metrics to be collect including the number of inbound, sessions. | BASED IN WHICH SOURCE Stat Server | | | |
| Note: The CHAT_RQ_CCH, CHACCH_IN use. | е | | | |
| CURRENT VERSION | RRENT VERSION INTRODUCED IN | | | |
| 7.2 | | 7.0 | N/A | |



CHAT_GH

| OBJECT TYPE Entire Contact Center | DEFAULT REPORT LAYOUT NAME General Chat Handling Layout | | Number of Statistics 7 |
|---|---|-------------------------------|------------------------------------|
| | N_ANSW N_HNDL | CHAT_GN_TRF CHAT_GN_ANSW_T | CHAT_GN_HNDL_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 | | Nuмве 13 | ER OF STATISTICS |
|--|------------------|---|------------------------------|---------------|-----------------------------|
| STAT COLUMN NAME | | | <u> </u> | | |
| CHAT_INB CHAT TRF MD | CHAT_CNI | | CHAT_PRC_T CHAT MNTR INIT | CH | AT_CNF_INTR |
| CHAT_TRF_TK CHAT_CNF_INIT | CHAT_RC\ CHAT_MN | V_CCH | CHAT_CCH_INTR | | |
| BASIS FOR THE FOLLOWING CANNED REPORTS N/A | | | | | ABLE IN SOLUTION(S) b Media |
| 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. | | | | spe- Stat | on Which Source t Server |
| 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. | | | | uture | |
| CURRENT VERSION 7.2 | | | INTRODUCED IN 7.0 | Discoi N/A | NTINUED IN |

CHAT_P

| Овјест Туре Place | DEFAULT REPORT LAYOUT N Place Chat Handlir | | NUMBER OF STATISTICS 13 |
|---|--|---|-------------------------|
| CHAT_TRF_MD CHAT CHAT_TRF_TK CHAT | _CNF_JOIN _RQ_CCH _RCV_CCH _MNTR | CHAT_PRC_T CHAT_MNTR_INIT CHAT_CCH_INTR | CHAT_CNF_INTR |
| BASIS FOR THE FOLLOWING CANNED REPORTS N/A | AVAILABLE IN SOLUTION(S) Web Media | | |
| DESCRIPTION Specifies the metrics to be collected for cific place including the number of inb tored chat sessions. Note: The CHAT_RQ_CCH, CHAT_R | Based in Which Source Stat Server | | |
| CHAT_CCH_RQ, CHAT_CCH_INTR, use. | | | |
| CURRENT VERSION INTRODUCED IN 7.0 | | | DISCONTINUED IN N/A |

CMP

| Овлест Түре Campaign | DEFAULT REPORT LAYOUT I Campaign Layout | NAME | Number of Statistics 25 |
|---|--|--|---|
| STAT COLUMN NAME N_ABANDONED N_ANSW_MACHINE N_ANSWERS N_BUSY N_CALLBKS_COMPL N_CALLBKS_MISSED N_CALLBKS_SCHEDUL | N_CANCEL N_DIAL_DROPPED N_DIAL_MADE N_DO_NOT_CALL N_FAXMODEM_DETECT N_NO_ANSWER N_NO_RPC | N_PER_CALLBK_COMPL N_PER_CALLBK_MISS N_PER_CALLBK_SCHED N_RECORDS_COMPLETE N_SIT_DETECTED N_SIT_INVALID_NUM N_SIT_NO_CIRCUIT | N_SIT_OPER_INTER N_SIT_REORDER N_SIT_UNKNOWN N_SIT_VACANT |
| BASIS FOR THE FOLLOWING CANNED REPOR PRIOR TO 7.0 Outbound_Campaign [H,D] | | | 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. | | | Based in Which Source Stat Server |
| Note: In the 6.0 release, this layout template was called Campaign Template. | | | |
| CURRENT VERSION 7.2 | | INTRODUCED IN 6.0 | DISCONTINUED IN N/A |



CMP_CALL_L

| Овјест Туре CampaignCallingList | | DEFAULT REPORT LAYOUT NAME Campaign Calling Lists Layout | |
|--|---|---|---|
| STAT COLUMN NAME N_ABANDONED N_ANSW_MACHINE N_ANSWERS N_BUSY N_CALLBKS_COMPL N_CALLBKS_MISSED | N_CALLBKS_SCHEDUL N_CANCEL N_DIAL_DROPPED N_DIAL_MADE N_DO_NOT_CALL N_FAXMODEM_DETECT | N_NO_ANSWER N_NO_RPC N_PER_CALLBK_COMPL N_PER_CALLBK_MISS N_PER_CALLBK_SCHED N_RECORDS_COMPLETE | N_SIT_DETECTED N_SIT_NO_CIRCUIT N_SIT_OPER_INTER N_SIT_REORDER N_SIT_UNKNOWN N_SIT_VACANT |
| Basis for the Following Canned Reports 7.0 Outbound_Campaign_Calling | ORTS 7.0+ | d_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 | layout template was called Gal | INTRODUCED IN 6.0 | DISCONTINUED IN N/A |

CMP_GR

| Овјест Түре CampaignGroup | DEFAULT REPORT LAYOUT NAME Campaign Groups Layout | Number of Statistics 7 |
|---|--|---|
| | IING_DURATION T_WAIT_AGENT_DURAT RROR_DURATIN T_WAIT_PORT_DURAT | T_WAIT_RECORD_DURA |
| BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 Outbound_Campaign_Groups_Stat [H. | 7.0+ D] Outbound_Campaign_Groups_Status_Daily | AVAILABLE IN SOLUTION(S) Outbound Contact |
| Specifies the metrics to be collected fo | Based in Which Source Stat Server | |
| Note: In the 6.0 release, this layout ter | | |
| CURRENT VERSION 7.2 | INTRODUCED IN 6.0 | DISCONTINUED IN N/A |

EMAIL_AG

| OBJECT TYPE Agent | DEFAULT REPORT LAYOU EMAIL Agent Hai | · · · · · · · · · · · · · · · · · · · | NUMBER OF STATISTICS 11 |
|--|---|--|--------------------------------------|
| EMAIL_INB_TERM | EMAIL_INT_INI EMAIL_OFFERED EMAIL_OUT_INI | EMAIL_PROC_TIME EMAIL_PROCESSED EMAIL_PULLED | EMAIL_REJECTED EMAIL_TIMED_OUT |
| 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

| Овјест Түре Group of Agents | DEFAULT REPORT LA EMAIL Group | YOUT NAME of Agents Handling Layout | Number of Statistics 11 |
|---|---|--|-------------------------------------|
| STAT COLUMN NAME EMAIL_ACCEPTED EMAIL_INB_TERM EMAIL_INB_TRANS | EMAIL_INT_INI EMAIL_OFFERED EMAIL_OUT_INI | EMAIL_PROC_TIME EMAIL_PROCESSED EMAIL_PULLED | EMAIL_REJECTED EMAIL_TIMED_OUT |
| 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 INTRODUCED IN 7.2 7.0 | | | DISCONTINUED IN N/A |

EMAIL_GPL

| OBJECT TYPE Group of Places | DEFAULT REPORT LAYOU EMAIL Group of | л Naмe Places Handling Layout | Number of Statistics 11 |
|---|---|--|--------------------------------------|
| STAT COLUMN NAME EMAIL_ACCEPTED EMAIL_INB_TERM EMAIL_INB_TRANS | EMAIL_INT_INI EMAIL_OFFERED EMAIL_OUT_INI | EMAIL_PROC_TIME EMAIL_PROCESSED EMAIL_PULLED | EMAIL_REJECTED EMAIL_TIMED_OUT |
| 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

| | DEFAULT REPORT LAYOUT NAME EMAIL Interaction Queue Report | Number of Statistics 5 |
|--|---|---------------------------------|
| STAT COLUMN NAME EMAIL_Q_ENTERED EMAIL_Q_ EMAIL_Q_MAX_INT EMAIL_Q_ | MIN_INT EMAIL_Q_STOPPED MOVED_OUT | |
| BASIS FOR THE FOLLOWING CANNED REPORTS N/A | | AVAILABLE IN SOLUTION(S) E-mail |
| DESCRIPTION Specifies the metrics to be collected to he gies, e-mail queues, and e-mail-specific i | elp you analyze the performance of e-mail strate- interaction processing parameters. | BASED IN WHICH SOURCE SSJE |
| CURRENT VERSION 7.2 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |

EMAIL_PL

| Овлест Туре Place | DEFAULT REPORT LA EMAIL Place | vouт Name Handling Layout | Number of Statistics 11 |
|---|---|--|--------------------------------------|
| STAT COLUMN NAME EMAIL_ACCEPTED EMAIL_INB_TERM EMAIL_INB_TRANS | EMAIL_INT_INI EMAIL_OFFERED EMAIL_OUT_INI | EMAIL_PROC_TIME EMAIL_PROCESSED EMAIL_PULLED | EMAIL_REJECTED EMAIL_TIMED_OUT |
| 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 INTRODUCED IN 7.2 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_FORWARD EMAIL_GEN_INTERNAL | EMAIL_GEN_MAX_INT EMAIL_GEN_MIN_INT EMAIL_GEN_OUTBOUND | EMAIL_GEN_REDIRECT EMAIL_GEN_RESPOND EMAIL_GEN_TERMINAT | EMAIL_GEN_TRANSFER EMAIL_GEN_RESPTIME |
| 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 Group of Agents | DEFAULT REPORT LAYOUT I Agent Group Layo | | Number of Statistics 28 |
|--|---|----------------------------------|---|
| STAT COLUMN NAME N_CONFERENCES N_CONSULT | N_OUTBOUND N_RINGING | N_WORK T CONSULT | T_NOT_READY T_OUTBOUND |
| N_DIALING N_HOLD N_INBOUND | N_TALK N_TRANSFERS_MADE N_TRANSFERS_TAKEN | T_DIALING T_HOLD T_INBOUND | T_RINGING T_TALK T_UNKNOWN |
| N_INTERNAL N_NOT_READY Basis for the Following Canned Repor | N_UNKNOWN N_WAIT | T_INTERNAL T_LOGIN | T_WAIT T_WORK AVAILABLE IN SOLUTION(S) |
| PRIOR TO 7.0 AgentGroup [D,W,M,Q,Y] AgentGroups [D,W,M,Q,Y] AgentsandAgentGroup [D] | 7.0+ Agent Agent_Comparisor | n | Enterprise Routing Outbound Contact |
| DESCRIPTION Specifies the metrics to be collected for all Agent Group objects. Note: In 6.0 and previous releases, this layout template was named Agent Group Template. | | | Based in Which Source Stat Server |
| CURRENT VERSION 7.2 | | INTRODUCED IN 6.0 | DISCONTINUED IN N/A |

GROFPLS

| Овјест Туре | DEFAULT REPORT LAYO | ut Name | NUMBER OF STATISTICS | |
|---|-----------------------|---------------|--------------------------|--|
| Group of Places | Place Group Lay | yout | 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 REPOR | TS | | AVAILABLE IN SOLUTION(S) | |
| PRIOR TO 7.0 | 7.0+ | | Enterprise Routing | |
| Placegroup [H,D,W,M,Q,Y] | Place | | Outbound Contact | |
| Placegroups [H,D,W,M,Q,Y] | Place_Comparis | son | | |
| 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 PI ace 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 |
|--|---|---|--|
| MAX_T_ANSWERED N_ANSW | IDONED_IN_TR VERED RIB_IN_TR | N_DISTRIBUTED N_ENTERED T_ABANDONED | T_ANSWERED T_DISTRIBUTED |
| Basis for the Following Canned Reports None | | | AVAILABLE IN SOLUTION(s) Enterprise 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

| Овјест Туре Agent | | DEFAULT REPORT LAYOUT NAME Outbound Agent Layout | | Number of Statistics 32 |
|---|----------|--|----------------|----------------------------|
| STAT COLUMN NAME | | | | |
| N_ASM_ENGAGE | N_NOT_RE | EADY | N_WORK | T_LOGIN |
| N ASM OUTBOUND | N OUTBO | UND | T ASM ENGAGE | T NOT READY |
| N CONFERENCES | N RINGIN | G | T ASM OUTBOUND | T OUTBOUND |
| N_CONSULT | N_TALK | | T_CONSULT | T_RINGING |
| N DIALING | N TRANSF | FERS MADE | T DIALING | T TALK |
| N_HOLD | N_TRANSF | FERS_TAKEN | T_HOLD | T_UNKNOWN |
| N_INBOUND | N_UNKNO | WN | T_INBOUND | T_WAIT |
| N_INTERNAL | N_WAIT | | T_INTERNAL | T_WORK |
| BASIS FOR THE FOLLOWING CANNED REPORT | ΓS | | | AVAILABLE IN SOLUTION(S) |
| Prior to 7.0 | 7.0 | 0+ | | Outbound Contact |
| OutboundAgent [H,D,W,M,Q,Y |] (| Outbound_Agent | | |
| OutboundAgents [H,D,W,M,Q,Y] Outbound_Agent_Comparison | | | | |
| DESCRIPTION | | | | BASED IN WHICH SOURCE |
| Specifies the metrics to be collected for various agent activities including campaign activity. | | | | Stat Server |
| CURRENT VERSION | | | Introduced In | DISCONTINUED IN |
| 7.2 | | | 6.1 | N/A |

O_AGENT_GR

| Овјест Туре | | AULT REPORT LAYOUT | | NUMBER OF STATISTICS |
|---|-----------------------|-----------------------------|---------------------|--------------------------|
| Group of Agents | A | Agent Group Outbound Layout | | 32 |
| STAT COLUMN NAME | • | | | • |
| N_ASM_ENGAGE | N_NOT_RE | ADY | N_WORK | T_LOGIN |
| N_ASM_OUTBOUND | N_OUTBOL | JND | 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 | | ERS_MADE | T_DIALING | T_TALK |
| N_HOLD | N_TRANSF | ERS_TAKEN | T_HOLD | T_UNKNOWN |
| N_INBOUND | N_UNKNOV | VN | T_INBOUND | T_WAIT |
| N_INTERNAL | N_WAIT | | T_INTERNAL | T_WORK |
| BASIS FOR THE FOLLOWING CANNED REPOR | TS | | | AVAILABLE IN SOLUTION(S) |
| PRIOR TO 7.0 | | 7.0+ | | Outbound Contact |
| Outbound_Agent_Group [H,D, | | | id_Agent | |
| Outbound_Agent_Groups [H,D | [M,M,Q,Y] | Outbour | id_Agent_Comparison | |
| DESCRIPTION | BASED IN WHICH SOURCE | | | |
| Specifies the metrics to be collected for various agent group activities including campaign activity. | | | | Stat Server |
| CURRENT VERSION | | | INTRODUCED IN | DISCONTINUED IN |
| 7.2 | | | 6.1 | N/A |

PLACE

| OBJECT TYPE Place | DEFAULT REPORT LAYOUT Place Layout | Name | Number of Statistics 28 | |
|--|------------------------------------|---------------|--------------------------|--|
| STAT COLUMN NAME | 1 lass Eaysut | | 1 20 | |
| 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 REPO | DRTS | | AVAILABLE IN SOLUTION(S) | |
| PRIOR TO 7.0 | 7.0+ | | Enterprise Routing | |
| Workplace [D,W,M,Q,Y] | Place | | Outbound Contact | |
| Workplaces [D,W,M,Q,Y] | Place_Compariso | n | | |
| DESCRIPTION | | | Based in Which Source | |
| Specifies the metrics to be collected for Workplace objects. | | | Stat Server | |
| | | | | |
| Note: In 6.0 and previous rel | | | | |
| CURRENT VERSION | | INTRODUCED IN | DISCONTINUED IN | |
| 7.2 | | 6.0 | N/A | |

QUEUE

| OBJECT TYPE Queue | DEFAULT REPORT LAYOUT N | IAME | Number of Statistics |
|--|-------------------------|---------------|--------------------------|
| | Queue Layout | | 11 |
| STAT COLUMN NAME | | | |
| | BANDONED_IN_TR | N_DISTRIBUTED | T_ANSWERED |
| | NSWERED | N_ENTERED | T_DISTRIBUTED |
| N_ABANDONED N_D | ISTRIB_IN_TR | T_ABANDONED | |
| BASIS FOR THE FOLLOWING CANNED REPORTS | | | AVAILABLE IN SOLUTION(S) |
| PRIOR TO 7.0 | 7.0+ | | Enterprise Routing |
| Queue [D,W,M,Q,Y] | Queue | | Outbound Contact |
| Queues [D,W,M,Q,Y] | Queue_Compariso | n | |
| DESCRIPTION | BASED IN WHICH SOURCE | | |
| Specifies the metrics to be collected | Stat Server | | |
| applied the NoVCB filter in the7.0 re | | | |
| Voice Callback server, from being co | | | |
| NoVCB filter. | | | |
| | | | |
| Note: In 6.0 and previous releases, | | | |
| CURRENT VERSION | | INTRODUCED IN | DISCONTINUED IN |
| 7.2 | | 6.0 | N/A |

ROUTEPOINT

| OBJECT TYPE Route Point | | DEFAULT REPORT LAYOUT NAME ROUTING Point Layout | |
|---|--|---|--|
| STAT COLUMN NAME MAX_T_ABANDONED MAX_T_ANSWERED N_ABANDONED | N_ABANDONED_IN_TR N_ANSWERED N_DISTRIB_IN_TR | N_DISTRIBUTED N_ENTERED T_ABANDONED | T_ANSWERED T_DISTRIBUTED |
| BASIS FOR THE FOLLOWING CANNED REPO PRIOR TO 7.0 Routepoint [D,W,M,Q,Y] Routepoints [D,W,M,Q,Y] | 7.0+ Queue Queue_Compariso | on | AVAILABLE IN SOLUTION(s) Enterprise Routing Outbound Contact |
| DESCRIPTION Specifies the metrics to be considered to be | 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 |
|---|---|---|--------------------------------------|
| | V_DISTRIB V_ENTERED | VCB_EV_EWT VCB_EV_TIME_ABAN | VCB_EV_TIME_DIST VCB_EV_WITHIN_SL |
| BASIS FOR THE FOLLOWING CANNED REPORTS N/A | | AVAILABLE IN SOLUTION(S) Voice Callback | |
| DESCRIPTION Specifies the metrics to be collected to • Evaluate the estimated wait time for a • Determine whether callback functional • Configure callback functionality. | nted in a specific queue. | Based in Which Source Stat Server | |
| CURRENT VERSION 7.2 | | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |

VCB_GQUEUE

| Овјест Түре Group of Queues | DEFAULT REPORT LAYOU Voice Callback G | T NAME Froup of Queues Layout | Number of Statistics 12 |
|---|---|--|--|
| STAT COLUMN NAME VCB_ABANDON VCB_CB_DISPOS_EWT VCB_CB_DISTR | VCB_CB_ENTER VCB_CB_EWT VCB_LIVE_DISP_EWT | VCB_LIVE_DISTR VCB_LIVE_ENTER VCB_LIVE_EWT | VCB_TI_DISTR_CB VCB_TI_DISTR_LIVE VCB_TIME_ABANDON |
| BASIS FOR THE FOLLOWING CANNED REPORTED N/A | Available in Solution(s) Voice Callback | | |
| DESCRIPTION Specifies the metrics to be c and live interactions in the sa | Based in Which Source Stat Server | | |
| CURRENT VERSION 7.2 | DISCONTINUED IN N/A | | |

VCB_Q_EV

| Овјест Туре Queue | DEFAULT REPORT LAYOUT NA Voice Callback Que | ME ue Evaulation Layout | Number of Statistics 9 |
|--|--|---|--------------------------------------|
| | _DISTRIB _ENTERED | VCB_EV_EWT VCB_EV_TIME_ABAN | VCB_EV_TIME_DIST VCB_EV_WITHIN_SL |
| BASIS FOR THE FOLLOWING CANNED REPORTS N/A | | AVAILABLE IN SOLUTION(S) Voice Callback | |
| DESCRIPTION Specifies the metrics to be collected to e • Evaluate the estimated wait time for a p • Determine whether callback functionali • 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 LAYOU Voice Callback C | | Number of Statistics 12 |
|---|---|--|--|
| STAT COLUMN NAME VCB_ABANDON VCB_CB_DISPOS_EWT VCB_CB_DISTR | VCB_CB_ENTER VCB_CB_EWT VCB_LIVE_DISP_EWT | VCB_LIVE_DISTR VCB_LIVE_ENTER VCB_LIVE_EWT | VCB_TI_DISTR_CB VCB_TI_DISTR_LIVE VCB_TIME_ABANDON |
| BASIS FOR THE FOLLOWING CANNED REPO | Available in Solution(s) Voice Callback | | |
| DESCRIPTION Specifies the metrics to be co | Based in Which Source Stat Server | | |
| CURRENT VERSION 7.2 | | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |

VCB_RP

| Овјест Туре Route Point | DEFAULT REPORT LAYOU Voice Callback F | л Nаме Route Point Layout | Number of Statistics 12 |
|---|---|--|--|
| STAT COLUMN NAME VCB_ABANDON VCB_CB_DISPOS_EWT VCB_CB_DISTR | VCB_CB_ENTER VCB_CB_EWT VCB_LIVE_DISP_EWT | VCB_LIVE_DISTR VCB_LIVE_ENTER VCB_LIVE_EWT | VCB_TI_DISTR_CB VCB_TI_DISTR_LIVE VCB_TIME_ABANDON |
| BASIS FOR THE FOLLOWING CANNED REPORTED N/A | Available in Solution(s) Voice Callback | | |
| DESCRIPTION Specifies the metrics to be c and live interactions in the sa | Based in Which Source Stat Server | | |
| CURRENT VERSION 7.2 | | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |

VCB_TENANT

| OBJECT TYPE | | AULT REPORT LAYOUT NA | <u>-</u> | Number of Statistics |
|--|-----------------------|-----------------------|---------------------------------|--------------------------|
| Tenant | Void | ice Callback Tena | int Layout | 21 |
| STAT COLUMN NAME | • | | | |
| VCB_ABANDON | VCB_CB_ENT | ITER | VCB_LIVE_DISP_EWT | VCB_REQ_ATTMPT |
| VCB_ASAP_CB | VCB_CB_EW | | VCB_LIVE_DISTR | VCB_SCHED_CB |
| VCB_ATT_MADE | VCB_CB_FAIL | | VCB_LIVE_ENTER | VCB_TI_DISTR_CB |
| VCB_ATT_SUCCES | VCB_CB_RES | SCHED | VCB_LIVE_EWT | VCB_TI_DISTR_LIVE |
| VCB_CB_DISPOS_EWT | VCB_CB_SUC | ICCES | VCB_NOT_RESCHED | VCB_TIME_ABANDON |
| VCB_CB_DISTR | | | | |
| BASIS FOR THE FOLLOWING CANNED REPORTS | | | | AVAILABLE IN SOLUTION(S) |
| N/A | | | | Voice Callback |
| DESCRIPTION | BASED IN WHICH SOURCE | | | |
| Specifies the metrics to be colle | | | out the processing of different | Stat Server, |
| types of callback and live intera | ctions in the sa | same route point. | | SSJE |
| Note: Pologo 7 1 ⁺ coloulates t | ho VCD ACAD | D CD VCD ATT | MADE VOD ATT SUCCES | |
| Note: Release 7.1 ⁺ calculates t | | | | |
| | | | | |
| 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. | | | | |
| · | D | | | |
| CURRENT VERSION | | | INTRODUCED IN | DISCONTINUED IN |
| 7.2 | | | 7.0 | N/A |

VOICE_A

| OBJECT TYPE Agent | Default Report Layout Noice Handling Ag | | 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 including: The number and timing of taken and The number of inbound, outbound, a The number and timing of held and a | Based in Which Source Stat Server | | |
| CURRENT VERSION | | INTRODUCED IN | DISCONTINUED IN |
| 7.2 | | 7.0 | N/A |

VOICE_AG

| Овјест Туре | DEFAULT REPORT L | Layout Name | NUMBER OF STATISTICS |
|--|----------------------------|--|--------------------------------------|
| Group of Agents | Voice Handli | ing Agent Group | 27 |
| STAT COLUMN NAME | 1 | | |
| 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 REPORT | RTS | | AVAILABLE IN SOLUTION(S) |
| N/A | | | Voice |
| DESCRIPTION Specifies the metrics to be co | llected for agent group ob | pjects for specific voice-handling activi- | Based in Which Source Stat Server |
| ties including: | | 3 | |
| The number and timing of tag | ken and placed consult a | and internal voice interactions | |
| The number of inbound, out | • | | |
| The number and timing of held and aftercall work voice interactions. | | | |
| CURRENT VERSION | | INTRODUCED IN | DISCONTINUED IN |
| 7.2 | | 7.0 | N/A |

VOICE_GQ

| OBJECT TYPE Group of Queues | DEFAULT REPORT LA Voice Queue | | Number of Statistics 13 |
|---|--|---|--------------------------------|
| STAT COLUMN NAME VOICE_ABND VOICE_ABND_T VOICE_ABND_WR VOICE_ANSW | VOICE_ANSW_T VOICE_CLR VOICE_DSTR VOICE_DSTR_T | VOICE_ENTR VOICE_FRWD VOICE_MAX VOICE_MIN | VOICE_SENT_Q |
| BASIS FOR THE FOLLOWING CANNED N/A | REPORTS | | 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 | DEFAULT REPORT LAYOUT | · ·-·- | Number of Statistics |
|--|---------------------------|-------------------------------------|--------------------------|
| Place | Voice Handling Pla | ace | 22 |
| STAT COLUMN NAME | | | |
| | CNS_TK_T | VOICE_INB | VOICE_OUT |
| | 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 | | | AVAILABLE IN SOLUTION(S) |
| N/A | | | Voice |
| DESCRIPTION | | | BASED IN WHICH SOURCE |
| Specifies the metrics to be collected for | r agents registered to | specific place objects for specific | Stat Server |
| voice-handling activities including: | | | |
| The number and timing of taken and | placed consult and int | ternal voice interactions | |
| The number of inbound, outbound, a | nd transferred voice ir | nteractions | |
| The number and timing of held and a | aftercall work voice inte | eractions. | |
| CURRENT VERSION | | INTRODUCED IN | DISCONTINUED IN |
| 7.2 | | 7.0 | N/A |

VOICE_PG

| OBJECT TYPE Group of Places | 1 | DEFAULT REPORT LAYOUT N Voice Handling Pla | | NUMBER OF STATISTICS 27 |
|--|--|--|--|--|
| N_ENTRD N_RLSD T_LOGIN T_READY VOICE_ACW_AUX_T | VOICE_AC VOICE_CN VOICE_CN VOICE_CN VOICE_CN VOICE_FR VOICE_HL | NS_MD_T NS_TK NS_TK_T RCD_OFF | VOICE_HLD_INB_T VOICE_HLD_OUT VOICE_HLD_OUT_T VOICE_INB VOICE_INT_MD VOICE_INT_MD_T VOICE_INT_TK | VOICE_INT_TK_T VOICE_OUT VOICE_TFR_MD VOICE_TFR_TK VOICE_TLK_INB_T VOICE_TLK_OUT_T |
| BASIS FOR THE FOLLOWING CANNED REPOR | TS | | | 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: • 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 LA Voice Queue | AYOUT NAME | 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 | | Available In Solution(s) |
| N/A | | | Voice |
| DESCRIPTION | | | BASED IN WHICH SOURCE |
| Combines statistics for ar | nalysis of performance of voice | e queue | Stat Server |
| CURRENT VERSION | | INTRODUCED IN | DISCONTINUED IN |
| 7.2 | | 7.0 | N/A |

VOICE_RP

| OBJECT TYPE Queue | DEFAULT REPORT LA Voice Route F | | Number of Statistics 13 |
|--|--|---|--------------------------------|
| STAT COLUMN NAME VOICE_ABND VOICE_ABND_T VOICE_ABND_WR VOICE_ANSW | VOICE_ANSW_T VOICE_CLR VOICE_DSTR VOICE_DSTR_T | VOICE_ENTR VOICE_FRWD VOICE_MAX VOICE_MIN | VOICE_SENT_Q |
| BASIS FOR THE FOLLOWING CANNED N/A | REPORTS | | 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 LAYO Voice Handling | | Number of Statistics 16 |
|---|---|---|---|
| STAT COLUMN NAME T_LOGIN T_READY VOICE_ABND VOICE_ACW_INB_T | VOICE_ACW_OUT_T VOICE_ANSW VOICE_ANSW_T VOICE_CLR | VOICE_DSTR VOICE_ENTR VOICE_HLD_INB_T VOICE_HLD_OUT_T | VOICE_RLSD VOICE_TFR_MD VOICE_TLK_INB_T VOICE_TLK_OUT_T |
| BASIS FOR THE FOLLOWING CANNED RENAMED N/A | PORTS | | 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 |



Chapter

7

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.

This chapter includes the following sections:

- Report Folders in ETL Assistant, page 101
- Listing of Data Mart Folder Templates, page 103
- CC Analyzer Data Mart Folder Templates, page 104

Report Folders in ETL Assistant

You can use report folders to locate data for the final reports you generate. The left pane of ETL Assistant in Figure 7 shows how report folders are organized in the Data Mart.

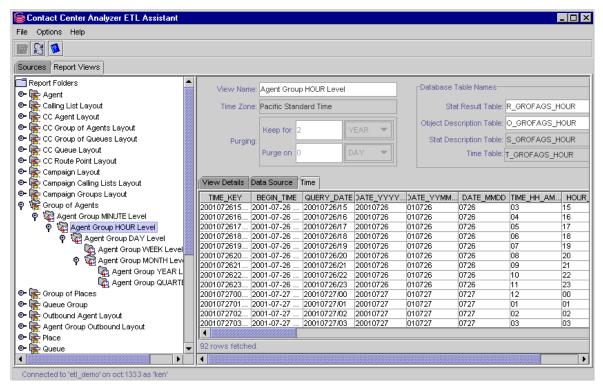


Figure 7: ETL Assistant View of Report Folders

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 the *Data Model Conceptual Data Model* book of the *Reporting Technical Reference* series 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 the 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 Report Query" on page 71 in the "CC Analyzer Report Templates" chapter 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.

Listing of Data Mart Folder Templates

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 | VOI CE_AG |
|------------|-----------|------------|-----------|
| CHAT_A | EMAIL_AG | VCB_GQ_EV | VOI CE_GQ |
| CHAT_GA | EMAIL_GAG | VCB_GQUEUE | VOI CE_P |
| CHAT_GH | EMAIL_GPL | VCB_Q_EV | VOI CE_PG |
| CHAT_GP | EMAIL_PL | VCB_QUEUE | VOI CE_Q |
| CHAT_P | EMAIL_IQ | VCB_RP | VOI CE_RP |
| CMP | EMAIL_TEN | VCB_TENANT | |
| CMP CALL L | O_AGENT | VOI CE_A | |

In the interest of maintaining one source, these hyperlinks lead you to "ODS Layout Templates" on page 79 for further information.

Descriptions of Form Labels

| Form Title The name of the Data Mart folder templ |
|--|
|--|

Related ODS Names the Genesys-provided ODS layout template on which this folder template is related.

Composite MetricColumn 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.

Lists the aggregation levels that apply for this folder template.

Description Provides an overview of what this folder template accomplishes.

•

Aggregation

Level(s)

CC Analyzer Data Mart Folder Templates

AGENT

| Hour Day | Week Month | | Quarter Year | |
|------------------------------------|---------------------|----------------------------|------------------------------|---------------------------|
| AGGREGATION LEVEL(S) | | | | |
| AV_T_WORK | N_UNKNOWN | PC_T_CONSULT | T_DIALING | |
| AV_T_WAIT | N_TRANSFERS_TAKEN | PC_T_CALLS | T_CUST_CALLS | |
| AV_T_UNKNOWN | N_TRANSFERS_MADE | PC_N_WORK | T_CONSULT | |
| AV_T_SRV_CALLS | N_TALK | PC_N_UNKNOWN | T_CALLS | _ |
| AV T RINGING | N SRV CALLS | PC N TRANS TAKEN | PC_T_WORK | T_WORK |
| AV T OUTBOUND | N RINGING | PC N TRANS MADE | PC T WAIT | T WAIT |
| AV T NOT READY | N OUTBOUND | PC N SRV CALLS | PC T UNKNOWN | T UNKNOWN |
| AV_T_INDOOND AV_T_INTERNAL | N_NOT_READY | PC N OUTBOUND | PC T SRV CALLS | T_TALK |
| AV_T_HOLD AV_T_INBOUND | N INTERNAL | PC_N_INBOUND PC_N_INTERNAL | PC_T_OUTBOOND PC_T_RINGING | T SRV CALLS |
| AV_T_HANDLE AV T HOLD | N_HOLD N_INBOUND | PC_N_HOLD PC_N INBOUND | PC_I_NOT_READT PC_T_OUTBOUND | T RINGING |
| AV_T_DIALING | N_DIALING | PC_N_CUST_CALLS PC N HOLD | PC_T_INTERNAL PC_T_NOT_READY | T_NOT_READY T_OUTBOUND |
| AV_T_CUST_CALLS | N_CUST_CALLS | PC_N_CONSULT | PC_T_INBOUND | T_LOGIN |
| AV_T_CONSULT | N_CONSULT | PC_N_CONFERENCES | PC_T_HOLD | T_INTERNAL |
| AV_T_CALLS | N_CONFERENCES | N_WORK | PC_T_DIALING | T_INBOUND |
| AV_N_CALLS_P_HOUR | N_CALLS | N_WAIT | PC_T_CUST_CALLS | T_HOLD |
| COMPOSITE METRIC COLUMN NAMES | | | | |
| RELATED ODS LAYOUT TEMPLATE AGENT | | | | |

DESCRIPTION

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.

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 GROUP, PLACE, and PLACE GROUP folder templates.

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 TEMPLA N/A | TE . | | |
|----------------------------------|---|---|-----|
| COMPOSITE METRIC COLUMN N | AMES | | |
| N/A | | | |
| AGGREGATION LEVEL(S) | | | |
| Hour | Week | Quarter | |
| Day | Month | Year | |
| DESCRIPTION | | | |
| A special folder temp | ate. ETL Runtime uses this template when the | nere are no other matching folder templates in the Data | а |
| Mart for the ODS rep | ort layout. You can also the customize this ter | nplate, though Genesys does not support this action. T | The |
| Default Report Fold | der Template defines six aggregation levels l | out does not contain any composite metrics. Because of | of |
| this structure ETL Di | intime can apply this template for any ODS r | anort layout that does not have a corresponding folder | |

template in the Data Mart.

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

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.

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 GROUP folder templates.

PLACE GROUP

| RELATED ODS LAYOUT TEMPLATE GROFPLS | | | | |
|--|---|--------------|--|---|
| COMPOSITE METRIC COLUMN NAMES AV_N_CALLS_P_HOUR AV_T_CALLS AV_T_CONSULT AV_T_CUST_CALLS AV_T_DIALING AV_T_HANDLE AV_T_HOLD AV_T_INBOUND AV_T_INTERNAL AV_T_NOT_READY AV_T_OUTBOUND AV_T_RINGING AV_T_SRV_CALLS AV_T_UNKNOWN AV_T_WAIT | N_CONFERENCES N_CONSULT N_CUST_CALLS N_DIALING N_HOLD N_INBOUND N_INTERNAL N_NOT_READY N_OUTBOUND N_RINGING N_SRV_CALLS N_TALK N_TRANSFERS_MADE N_TRANSFERS_TAKEN | | PC_T_CUST_CALLS PC_T_DIALING PC_T_HOLD PC_T_INBOUND PC_T_INTERNAL PC_T_NOT_READY PC_T_OUTBOUND PC_T_RINGING PC_T_SRV_CALLS PC_T_UNKNOWN PC_T_WAIT PC_T_WORK T_CALLS T_CONSULT T_CUST_CALLS | T_HOLD T_INBOUND T_INTERNAL T_LOGIN T_NOT_READY T_OUTBOUND T_RINGING T_SRV_CALLS T_TALK T_UNKNOWN T_WAIT T_WORK |
| AV_T_WORK | N_UNKNOWN | PC_T_CONSULT | T_DIALING | |
| Aggregation Level(s) Hour Day | Week Month | | Quarter 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.

OUEUE

| Day | Month | | Year | |
|---|---|---|--|-----------------------------|
| Aggregation Level(s) Hour | Week | | Quarter | |
| COMPOSITE METRIC COLUMN NAMES AV_T_ABANDONED AV_T_ANSWERED AV_T_DISTRIBUTED MAX_T_ABANDONED | MAX_T_ANSWERED N_ABANDONED N_ABANDONED_IN_TR N_ANSWERED | N_DISTRIB_IN_TR N_DISTRIBUTED N_ENTERED PC_N_ABANDOVED | PC_N_ANSWERED PC_N_DISTRIB SERVICE_FACTOR T_ABANDONED | T_ANSWERED T_DISTRIBUTED |
| RELATED ODS LAYOUT TEMPLATE QUEUE | | | | |

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.

PC_N_DI STRIB is a new addition to the 6.5 version of this template.

The metrics in this folder template are identical to those in the QUEUE GROUP folder template.

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_ABANDOVED | T_ABANDONED | |
| ŀ | 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 GR0FQUEUES (6.5^+) and QUEUE_TEMPLATE (6.1^+) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the GR0FQUEUES_[D, W, M, Q, Y] canned reports. Custom reports can also access this data.

The metrics in this folder template are identical to those in the QUEUE folder template.

ROUTING POINT

| RELATED ODS LAYOUT TEMPLATE ROUTEPOINT | | | | |
|---|---|--|--|-----------------------------|
| COMPOSITE METRIC COLUMN NAMES AV_T_ABANDONED AV_T_ANSWERED AV_T_DISTRIBUTED MAX_T_ABANDONED | MAX_T_ANSWERED N_ABANDONED N_ABANDONED_IN_TR N_ANSWERED | N_DISTRIB_IN_TR N_DISTRIBUTED N_ENTERED PC_N_ABANDOVED | PC_N_ANSWERED PC_N_DISTRIB SERVICE_FACTOR T_ABANDONED | T_ANSWERED T_DISTRIBUTED |
| AGGREGATION LEVEL(S) Hour Day | Week Month | | Quarter Year | |

DESCRIPTION

Defines basic and composite metrics derived from statistics collected by report layouts based on the R0UTEP01NT (6.5 $^+$) and R0UTING_P01NT_TEMPLATE (6.1 $^+$) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the R0UTEP01NT_[D, W, M, Q, Y] and R0UTEP01NTS_[D, W, M, Q, Y] canned reports. Custom reports can also access this data.

The metrics in this folder template are identical to those in the QUEUE and QUEUE GROUP folder templates.



Chapter



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 chapter includes the following sections:

- Listing of Data Mart Composite Metrics
- CC Analyzer Data Mart Composite Metrics.

Listing of Data Mart Composite Metrics

The metrics listed in the "Data Mart Folder Templates" chapter beginning on page 101 are described more fully in this section:

| AV_N_CALLS_P_HOUR | AV_T_WAIT | N_I NTERNAL |
|-------------------|--------------------|-------------------|
| AV_T_ABANDONED | AV_T_WORK | N_NOT_READY |
| AV_T_ANSWERED | MAX_T_ABANDONED | N_OUTBOUND |
| AV_T_CALLS | MAX_T_ANSWERED | N_RINGING |
| AV_T_CONSULT | N_ABANDONED | N SRV CALLS |
| AV_T_CUST_CALLS | N_ABANDONED_I N_TR | N_TRANSFERS_MADE |
| AV_T_DIALING | N_ANSWERED | N_TRANSFERS_TAKEN |
| AV_T_DISTRIBUTED | N_CALLS | N_UNKNOWN |
| AV_T_HANDLE | N_CONFERENCES | N_WAIT |
| AV_T_HOLD | N_CONSULT | N_WORK |
| AV_T_I NBOUND | N_CUST_CALLS | PC_N_ABANDOVED |
| AV_T_I NTERNAL | N_DIALING | PC_N_ANSWERED |
| AV_T_NOT_READY | N_DISTRIB_IN_TR | PC_N_CONFERENCES |
| AV_T_OUTBOUND | N_DISTRIBUTED | PC_N_CONSULT |
| AV_T_RINGING | N_ENTERED | PC_N_CUST_CALLS |
| AV_T_SRV_CALLS | N_HOLD | PC_N_DISTRIB |
| AV_T_UNKNOWN | N_I NBOUND | PC_N_HOLD |
| | - | |

| PC_N_I NBOUND | PC_T_I NTERNAL | T_DIALING |
|------------------|----------------|-----------------|
| PC_N_I NTERNAL | PC_T_NOT_READY | T_DI STRI BUTED |
| PC_N_OUTBOUND | PC_T_OUTBOUND | T_HOLD |
| PC_N_SRV_CALLS | PC_T_RINGING | T_I NBOUND |
| PC_N_TRANS_MADE | PC_T_SRV_CALLS | T_I NTERNAL |
| PC_N_TRANS_TAKEN | PC_T_UNKNOWN | T_LOGIN |
| PC_N_UNKNOWN | PC_T_WAIT | T_NOT_READY |
| PC_N_WORK | PC_T_WORK | T_OUTBOUND |
| PC_T_CALLS | SERVICE_FACTOR | T_RINGING |
| PC_T_CONSULT | T_ABANDONED | T_SRV_CALLS |
| PC_T_CUST_CALLS | T_ANSWERED | T_UNKNOWN |
| PC_T_DIALING | T_CALLS | T_WAIT |
| PC_T_HOLD | T_CONSULT | T_WORK |
| PC_T_I NBOUND | T_CUST_CALLS | |

The Data Mart also houses basic metrics, which, through the Default Report Folder Templ ate (described on page 105), 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" chapter beginning on page 251.

Descriptions of Form Labels

Form Title The name of the Data Mart composite metric.

Short Description Identifies the name of the metric.

Category Function

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:

- 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 101.

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 251 for the description. This chapter includes the differences in formulae from Release 5.1.5 onward.

CC Analyzer Data Mart Composite Metrics

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. Please note that 6.1, 6.5, and 7.0 report templates still have composite metrics defined at the database level.

AV_N_CALLS_P_HOUR

| Short Description Average Calls F | Per Hour | FORMULA case T_LOGIN | |
|-----------------------------------|--|--|--|
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, N_INBOUND + N_OUTBOUND + N_INTERNAL + | |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | N_CONSULT + N_UNKNOWN) * 3600 / T_LOGIN end | |
| | G DATA MART FOLDER TEMPLATES T GROUP, PLACE, PLAC | E GROUP | |
| 1 | · · · · · · · · · · · · · · · · · · · | received per hour of login time (T_LOGIN) for an agent, agent group, place, or | |

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 |
|---|--|---|
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_ABANDONED) / N_ABANDONED |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | end end |
| | DATA MART FOLDER TEMPLATES GROUP, ROUTING PO | DINT |
| Description The average amoreguested time per | | calls (T_ABANDONED / N_ABANDONED) were in queue or route point during a |

AV_T_ANSWERED

| Short Description Average Speed | of Answer | FORMULA case N_ANSWERED |
|---------------------------------|---|---|
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_ANSWERED) / N_ANSWERED |
| Introduced In 5.1 | Discontinued In N/A | end end |
| | G DATA MART FOLDER TEMPLATES JE GROUP, ROUTING PO | |
| DESCRIPTION The average at | mount of time a call apone | de in queue or route point before being answered (T. ANSWERED.) |

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 Ti | me | FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + |
|-----------------------------------|------------------------------|--|
| CATEGORY FUNCTION N/A | | N_UNKNOWN when 0 then 0 |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | else convert(float, T_INBOUND + T_OUTBOUND + T_INTERNAL + T_CONSULT + T_UNKNOWN) / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end |
| LICED IN THE FOLLOWIN | IG DATA MART FOLDER TEMPLATE | |

D IN THE FOLLOWING DATA MART FOLDER TEMPLATES

AGENT, AGENT GROUP, PLACE, PLACE GROUP

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 Consu | It Talk Time | FORMULA case N_CONSULT |
|---------------------------------|------------------------------|--|
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_CONSULT) / N_CONSULT |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | end end |
| USED IN THE FOLLOWING | G DATA MART FOLDER TEMPLATES | |

AGENT, AGENT GROUP, PLACE, PLACE GROUP

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 | | FORMULA |
|-----------------------|------------------------------|---|
| Average Custo | mer Time | case N_INBOUND + N_OUTBOUND |
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_INBOUND + T_OUTBOUND) / |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | (N_INBOUND + N_OUTBOUND) end |
| USED IN THE FOLLOWIN | NG DATA MART FOLDER TEMPLATI | S |

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

| Average Dialing Time | е | FORMULA case N_DIALING |
|--|---------------------|--|
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_DIALING) / N_DIALING |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | end |
| USED IN THE FOLLOWING DATA AGENT, AGENT GR | | E GROUP |

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 D | ristribute | FORMULA case N_DISTRIBUTED |
|-------------------------------------|---|--|
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_DISTRIBUTED) / N_DISTRIBUTED |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | end |
| | ATA MART FOLDER TEMPLATES GROUP, ROUTING PO | DINT |
| | unt of time spent waiting during a requested time | g in a queue or route point before a call is distributed (T_DISTRIBUTED / ne period. |

AV_T_HANDLE

| Short Description Average Handle | e Time | FORMULA case N_INBOUND + N_OUTBOUND |
|----------------------------------|---|--|
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_INBOUND + T_OUTBOUND + T_WORK) / |
| INTRODUCED IN | DISCONTINUED IN N/A | (N_INBOUND + N_OUTBOUND) end |
| | G DATA MART FOLDER TEMPLATES T GROUP, PLACE, PLAC | E GROUP |
| DESCRIPTION | | The state of the s |

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 T | ïme | FORMULA case N_HOLD |
|----------------------------------|---------------------|--|
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_HOLD) / N_HOLD |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | end end |

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

| CATEGORY FUNCTION N/A when 0 then 0 else convert(float, T_INBOUND) / N_INBOUND end N/A N/A | Short Description Average Inbound Time | FORMULA case N_INBOUND |
|--|--|--|
| INTRODUCED IN DISCONTINUED IN | | else convert(float, T_INBOUND) / N_INBOUND |
| 0.1 | INTRODUCED IN DISCONTINUED IN N/A | end |

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.

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AV_T_INTERNAL

| Short Description Average Interna | Il Time | FORMULA case N_INTERNAL |
|--|---------------------|--|
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_INTERNAL) / N_INTERNAL |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | end end |
| 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 |
|---|---------------------|---|
| CATEGORY FUNCTION N/A | | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | end end |
| 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 | d Time | FORMULA case N_OUTBOUND |
|------------------------------------|---------------------|--|
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_OUTBOUND) / N_OUTBOUND |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | — end |

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 | -ime | FORMULA case N_RINGING |
|--|---------------------|--|
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_RINGING) / N_RINGING |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | end |
| 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. | | |

The average amount of time calls were ringing (I_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 | ce Time | FORMULA case N_INTERNAL + N_CONSULT | |
|--|---------------------|---|--|
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_INTERNAL + T_CONSULT) / | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | (N_INTERNAL + N_CONSULT) end | |
| 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 Unkno | wn Time | FORMULA case N_UNKNOWN |
|---|---------------------|--|
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_UNKNOWN) / N_UNKNOWN |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | end end |
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT AGENT GROUP 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 | | FORMULA |
|-----------------------|---------------------|--|
| Average Wait Time | | case N_WAIT |
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_WAIT) / N_WAIT |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | end |

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 Ti | me | FORMULA case N_WORK | |
|---|---------------------|--|--|
| CATEGORY FUNCTION N/A | | when 0 then 0 else convert(float, T_WORK) / N_WORK | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | end end | |
| 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 | | FORMULA |
|---|---------------------|-----------------|
| Max Time to Abanc | lon | 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" chapter. | | |

MAX_T_ANSWERED

| SHORT DESCRIPTION | | FORMULA |
|--|---------------------|----------------|
| Max Time to Answer | | 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" chapter. | | |

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" chapter. | | |

$N_ABANDONED_IN_TR$

| SHORT DESCRIPTION Total Short Abandoned Calls | | FORMULA PRIOR TO 7.0.1 N_ABANDONED_IN_TR | |
|--|---|---|--|
| CATEGORY FUNCTION SUM | | FORMULA IN 7.0.1 | |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | N_DISTRIB_IN_TR | |
| | USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT | | |
| DESCRIPTION See N_ABANDONED_IN_TR or N_DISTRIB_IN_TR in the "Historical Reporting Metrics—Sourced from Stat Server" chapter. | | | |

N_ANSWERED

| SHORT DESCRIPTION | | FORMULA | |
|--|---|------------|--|
| Total Calls Answer | ed | 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" chapter. | | | |

N_CALLS

| Short Description Total Number of Calls | | FORMULA N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN |
|--|--|--|
| 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 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 | | FORMULA | |
|---|---|---------------|--|
| Total Number of Co | nferences | 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" chapter. | | | |

N_CONSULT

| SHORT DESCRIPTION | | FORMULA | |
|---|---|-----------|--|
| Total Calls Consult | | 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" chapter. | | | |

N_CUST_CALLS

| SHORT DESCRIPTION | | FORMULA | |
|---|--|------------------------|--|
| Total Number of Customer Calls | | 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" chapter. | | | |

N_DISTRIB_IN_TR

| SHORT DESCRIPTION | | FORMULA | |
|---|---|---------------------|--|
| Total Calls Distribut | ed In Threshold | 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" chapter. | | | |

N_DISTRIBUTED

| SHORT DESCRIPTION | | FORMULA |
|---|---------------------|---------------|
| Total Calls Distributed | | 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" chapter. | | |

N_ENTERED

| SHORT DESCRIPTION | | FORMULA | |
|---------------------------|---|-----------|--|
| Total Calls Entered | 1 | 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 | Description See N_ENTERED in the "Historical Reporting Metrics—Sourced from Stat Server" chapter. | | |

N_HOLD

| SHORT DESCRIPTION | | FORMULA | |
|--|--|---------|--|
| Total Number on Ho | old | N_HOLD | |
| CATEGORY FUNCTION | | | |
| SUM | | | |
| INTRODUCED IN | DISCONTINUED IN | | |
| 6.1 | N/A | | |
| USED IN THE FOLLOWING DA | TA MART FOLDER TEMPLATES | | |
| AGENT, AGENT GROUP, PLACE, PLACE GROUP | | | |
| DESCRIPTION | | | |
| See N_HOLD in the | See N_HOLD in the "Historical Reporting Metrics–Sourced from Stat Server" chapter. | | |

N_INBOUND

| SHORT DESCRIPTION | | FORMULA | |
|---|---|-----------|--|
| Total Calls Inbound | | 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" chapter. | | | |

N_INTERNAL

| SHORT DESCRIPTION | | FORMULA | |
|--|---|------------|--|
| Total Calls Internal | | 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" chapter. | | | |

N_NOT_READY

| SHORT DESCRIPTION Total Not Ready Number | | FORMULA N NOT READY | |
|---|--|---------------------|--|
| CATEGORY FUNCTION SUM | | | |
| INTRODUCED IN 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" chapter. | | | |

N_OUTBOUND

| SHORT DESCRIPTION | FORMULA |
|--|------------|
| Total Calls Outbound | N_OUTBOUND |
| CATEGORY FUNCTION SUM | |
| INTRODUCED IN DISCONTINUED IN | |
| 6.1 N/A | |
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES | E CROUD |

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" chapter.

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" chapter. | | | |

N_SRV_CALLS

| SHORT DESCRIPTION Total Number of Service Calls | | FORMULA N INTERNAL + N CONSULT |
|---|--|--------------------------------|
| CATEGORY FUNCTION SUM | | N_INTERNAL N_CONSOLI |
| 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 | | FORMULA |
|---|---------------------------|---|
| Total Number of | Talks | N_TALK |
| CATEGORY FUNCTION SUM | | |
| INTRODUCED IN | DISCONTINUED IN N/A | |
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE | | DE GROUP |
| | er of times an agent comp | eleted handling a call. See N_TALK in the "Historical Reporting Metrics–Sourced |

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" chapter. | | | |

N_TRANSFERS_TAKEN

| SHORT DESCRIPTION | | FORMULA | |
|---|---|-------------------|--|
| Total Number of Tra | ansfers Taken | 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" chapter. | | | |

N_UNKNOWN

| SHORT DESCRIPTION Total Calls Unknown | | FORMULA N_UNKNOWN | |
|---|---|-------------------|--|
| CATEGORY FUNCTION SUM | | | |
| INTRODUCED IN 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" chapter. | | | |

N_WAIT

| SHORT DESCRIPTION | | FORMULA | |
|--|---|---------|--|
| Total Wait Number | | 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" chapter. | | | |

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" chapter. | | | |

PC_N_ABANDOVED

| SHORT DESCRIPTION Percentage of Calls Abandoned | | FORMULA case when N_ENTERED = 0 then 0 when N_ABANDONED > N_ENTERED then 100 |
|--|--|--|
| CATEGORY FUNCTION N/A | | |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | else convert(float, N_ABANDONED) * 100 / N_ENTERED end |
| | OATA MART FOLDER TEMPLATES GROUP, ROUTING POI | NT |
| 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 |
|---|---------------------------|--|
| CATEGORY FUNCTION N/A | | |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | else convert(float, N_ANSWERED) * 100 / N_ENTERED end |
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POIN | | NT |
| DESCRIPTION The percentage of time period. | of calls (N_ENTERED) that | t were answered (N_ANSWERED) for a queue or route point during a requested |

PC_N_CONFERENCES

| SHORT DESCRIPTION Percentage of Conference Calls CATEGORY FUNCTION N/A | | FORMULA case when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN = 0 then 0 |
|---|--|--|
| | | |
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE | | |

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 CATEGORY FUNCTION N/A | | FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 |
|---|--|--|
| | | |
| | DATA MART FOLDER TEMPLATES GROUP, PLACE, PLACE | E GROUP |
| | | equired consultation (N_CONSULT) (transfer or conference) during a requested indicate the handling of complex calls. |

group during a requested time period.

PC_N_CUST_CALLS

| SHORT DESCRIPTION Percentage of Customer Calls CATEGORY FUNCTION N/A | | FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 |
|--|--|---|
| | | |
| | C DATA MART FOLDER TEMPLATES Γ GROUP, PLACE, PLACE | E GROUP |
| DESCRIPTION | , , | ere customer calls (N. CUST. CALLS) for an agent, agent group, place, or pla |

PC_N_DISTRIB

| SHORT DESCRIPTION Percentage of Distributed Calls CATEGORY FUNCTION N/A | | FORMULA case when N_DISTRIBUTED + N_ABANDONED = 0 then 0 when N_DISTRIBUTED > (N_DISTRIBUTED + N_ABANDONED) then |
|---|--|--|
| | | |
| | DATA MART FOLDER TEMPLATES GROUP, ROUTING PC | INT |
| DESCRIPTION | , | SEN DISTRIBUTED + N. ARANDONED) that were distributed in queue or route |

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 |
|---|---------------------|--|
| CATEGORY FUNCTION N/A | | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | 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 |
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE | | GROUP |

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 |
|---|---------------------|--|
| CATEGORY FUNCTION N/A | | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | else convert(float, N_INBOUND) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end |
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE | | GROUP |
| Description The percentage of caing a requested time | ` | re inbound (N_INBOUND) for an agent, agent group, place, or place group dur- |

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 |
|--|---|---|
| CATEGORY FUNCTION N/A | | |
| Introduced In 6.1 | DISCONTINUED IN N/A | else convert(float, N_INTERNAL) * 100 / (N_INBOUND N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end |
| | G DATA MART FOLDER TEMPLATES T 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 dur- | | |

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 |
|---|---------------------|---|
| CATEGORY FUNCTION N/A | | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | else convert(float, N_OUTBOUND) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end |
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE | | GROUP |
| DESCRIPTION The percentage of during a requested | | ere outbound (N_OUTBOUND) for an agent, agent group, place, or place group |

PC_N_SRV_CALLS

| Short Description Percentage of Service Calls CATEGORY FUNCTION N/A | | FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 |
|---|--|--|
| | | |
| | ATA MART FOLDER TEMPLATES GROUP, PLACE, PLACE | GROUP |
| DESCRIPTION The percentage of | calls (N_CALLS) that we | ere service related (N_SRV_CALLS) during a requested time period. |

PC_N_TRANS_MADE

| Short Description Percentage of Trasfers Made Category Function N/A | | FORMULA case when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN = 0 then 0 |
|--|--|--|
| | | |

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 CATEGORY FUNCTION N/A INTRODUCED IN 6.1 DISCONTINUED IN N/A | | FORMULA case when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN = 0 then 0 |
|---|--|---|
| | | |
| | | LISED IN THE FOLLOWING |

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 U CATEGORY FUNCTION N/A INTRODUCED IN 6.1 | nknown Calls Discontinued In N/A | 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 |
|---|-----------------------------------|---|
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE | | E 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

| N/A 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_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end | SHORT DESCRIPTION Percentage of Work CATEGORY FUNCTION | FORMULA case when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + |
|--|--|--|
| 6.1 N/A N_CONSULT + N_UNKNOWN then 100 else convert(float, N_WORK) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) | | N_UNKNOWN = 0 then 0 |
| | | N_CONSULT + N_UNKNOWN then 100 else convert(float, N_WORK) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) |

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 |
|---|---------------------|---|
| CATEGORY FUNCTION N/A | | when T_LOGIN = 0 then 0 when T_INBOUND + T_OUTBOUND + T_INTERNAL + T_CONSULT + |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | T_UNKNOWN > T_LOGIN then 100 else convert(float, T_INBOUND + T_OUTBOUND + T_INTERNAL + T_CONSULT + T_UNKNOWN) * 100 / T_LOGIN end |

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 | | FORMULA | |
|-----------------------|--|--|--|
| Percentage of Cor | nsult Talk Time | case | |
| CATEGORY FUNCTION N/A | | when T_LOGIN = 0 then 0 when T_CONSULT > T_LOGIN then 100 | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | else convert(float, T_CONSULT) * 100 / T_LOGIN end | |
| | ATA MART FOLDER TEMPLATES GROUP, PLACE, PLACE | CE GROUP | |
| | | that was Consult Talk Time (T_CONSULT) for an agent, agent group, place, or od. A relatively high number may indicate the handling of complex calls. | |

PC_T_CUST_CALLS

| Short Description Percentage of Customer Talk Time | | FORMULA case |
|--|--|---|
| CATEGORY FUNCTION N/A | | when T_LOGIN = 0 then 0 when T_INBOUND + T_OUTBOUND > T_LOGIN then 100 |
| INTRODUCED IN 6.1 | Discontinued In N/A | else convert(float, T_INBOUND + T_OUTBOUND) * 100 / T_LOGIN end |
| | TA MART FOLDER TEMPLATES ROUP, PLACE, PLAC | CE GROUP |
| | | related to inbound (T_INBOUND) and outbound calls (T_OUTBOUND) for an during a requested time period. |

PC_T_DIALING

| SHORT DESCRIPTION | | FORMULA |
|--|--|--|
| Percentage of Dialing Time | | case |
| CATEGORY FUNCTION | | when T_LOGIN = 0 then 0 |
| N/A | | when T_DIALING > T_LOGIN then 100 |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | else convert(float, T_DIALING) * 100 / T_LOGIN end |
| | ATA MART FOLDER TEMPLATES GROUP, PLACE, PLACE | E GROUP |
| 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 | | FORMULA |
|--|---------------------|--|
| Percentage of Hold Time | | case |
| CATEGORY FUNCTION N/A | | when T_LOGIN = 0 then 0 when T_HOLD > T_LOGIN then 100 |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | else convert(float, T_HOLD) * 100 / T_LOGIN end |
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE | | E 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

PC_T_INTERNAL

| Short Description Percentage of Inbound Talk Time | | FORMULA case | |
|--|---|---|--|
| CATEGORY FUNCTION N/A | | when T_LOGIN = 0 then 0 when T_INBOUND > T_LOGIN then 100 | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | else convert(float, T_INBOUND) * 100 / T_LOGIN end | |
| GOED III IIIE I GEEGIIIII | G DATA MART FOLDER TEMPLATES F GROUP, PLACE, PLACE | DE 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. | | | |

| Short Description Percentage of Internal Talk Time | | FORMULA case | |
|--|---------------------|--|--|
| CATEGORY FUNCTION N/A | | when T_LOGIN = 0 then 0 when T_INTERNAL > T_LOGIN then 100 | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | else convert(float, T_INTERNAL) * 100 / T_LOGIN end | |
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES | | S | |

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 | | FORMULA |
|------------------------------|---|---|
| Percentage of Not Ready Time | | case |
| CATEGORY FUNCTION N/A | | when T_LOGIN = 0 then 0 when T_NOT_READY > T_LOGIN then 100 |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | else convert(float, T_NOT_READY) * 100 / T_LOGIN end |
| | DATA MART FOLDER TEMPLATES GROUP, PLACE, PLAC | E GROUP |
| DESCRIPTION The percentage | of login time (T. I. OCIN) | for which an agent agent group, place, or place group was not ready |

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 |
|---|---------------------|--|
| CATEGORY FUNCTION N/A | | when T_LOGIN = 0 then 0 when T_OUTBOUND > T_LOGIN then 100 |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | else convert(float, T_OUTBOUND) * 100 / T_LOGIN end |
| 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 |
|--|---------------------|---|
| CATEGORY FUNCTION N/A | | when T_LOGIN = 0 then 0 when T_RINGING > T_LOGIN then 100 |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | else convert(float, T_RINGING) * 100 / T_LOGIN end |
| HEED IN THE FOLLOWING DATA MADT FOLDED TEMPLATES | | · |

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.

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PC_T_SRV_CALLS

| SHORT DESCRIPTION Percentage of Service Talk Time | | FORMULA case |
|---|---------------------|--|
| CATEGORY FUNCTION N/A | | when $T_LOGIN = 0$ then 0 when $T_INTERNAL + T_CONSULT > T_LOGIN then 100$ |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | else convert(float, T_INTERNAL + T_CONSULT) * 100 / T_LOGIN end |
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP | | E 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 |
|---|--------------------------|---|
| CATEGORY FUNCTION N/A | | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | else convert(float, T_UNKNOWN) * 100 / T_LOGIN end |
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP | | |
| DESCRIPTION The percentage | of login time spent on u | oknown calls (T. LINKNOWN / T. LOGIN) for an agent agent group, place, or place |

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 | | FORMULA | |
|-------------------------|--|---|--|
| Percentage of Wait Time | | case | |
| CATEGORY FUNCTION | | when $T_LOGIN = 0$ then 0 | |
| N/A | | when T_WAIT > T_LOGIN then 100 | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | else convert(float, T_WAIT) * 100 / T_LOGIN end | |
| | 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 | | FORMULA | |
|--|---------------------|--|--|
| Percentage of Work Time | | case | |
| CATEGORY FUNCTION N/A | | when T_LOGIN = 0 then 0 when T_WORK > T_LOGIN then 100 | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | else convert(float, T_WORK) * 100 / T_LOGIN end | |
| 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
                                    FORMULA FOR 5.1 AND 6.0
Service Factor
                                    case Total_Calls_Distributed
                                    when 0 then 0
CATEGORY FUNCTION
                                    else convert( float,
N/A
                                     (Total_Calls_Distributed_In_Threshold -
INTRODUCED IN
                  DISCONTINUED IN
                                    Total_Short_Abandoned_Calls) * 100 ) /
5.1
                  N/A
                                    Total_Calls_Distributed
                                    end
                                    FORMULA FOR 6.1, TIER I
                                    case
                                               when (Total_Calls_Entered -
                                    Total_Short_Abandoned_Calls ) <= 0</pre>
                                               then 0
                                               else case
                                               when convert(float,
                                    Total_Calls_Distributed_In_Threshold * 100 ) /
                                               ( Total_Calls_Entered -
                                    Total_Short_Abandoned_Calls ) < 100</pre>
                                               then convert(float,
                                    Total_Calls_Distributed_In_Threshold * 100 ) /
                                               ( Total_Calls_Entered -
                                    Total_Short_Abandoned_Calls )
                                               else 100
                                               end
                                    end
                                    FORMULA FOR 6.1, TIER II
                                    case when ( N_ENTERED - N_ABANDONED_IN_TR ) <= 0 then 0</pre>
                                    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
                                    FORMULA FOR 6.5+
                                    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
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
QUEUE, QUEUE GROUP, ROUTING POINT
```

7.6 Solution Reporting Templates

SERVICE_FACTOR

DESCRIPTION

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.

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).

Note: The definition of N_DISTRIB_IN_TR **changed** in release 6.5 to signify total calls *answered* in threshold, not the number of *distributed* 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.

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 PO | | |
| DESCRIPTION See T_ABANDONED in the "Historical Reporting Metrics—Sourced from Stat Server" chapter. | | Reporting Metrics–Sourced from Stat Server" chapter. |

T_ANSWERED

| SHORT DESCRIPTION | | FORMULA |
|--|------------------|--|
| Total Time to Answer | | T_ANSWERED |
| CATEGORY FUNCTION | | |
| SUM | | |
| INTRODUCED IN | DISCONTINUED IN | |
| 5.1 | N/A | |
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES | | |
| QUEUE, QUEUE G | ROUP, ROUTING PC | DINT |
| DESCRIPTION | | |
| See T_ANSWERED in the "Historical Reporting Metrics—Sourced from Stat Server" chap | | porting Metrics–Sourced from Stat Server" chapter. |

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 | |
| Here in the Following D | TA MART FOURER TEMPLATES | |

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.

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T_CONSULT

| SHORT DESCRIPTION Total Consult Talk Time | | FORMULA T_CONSULT |
|---|--|---|
| CATEGORY FUNCTION SUM | | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | |
| | TA MART FOLDER TEMPLATES ROUP, PLACE, PLAC | E GROUP |
| DESCRIPTION See T_CONSULT i | n the "Historical Repor | ting Metrics–Sourced from Stat Server" chapter. |

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 | | E 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 | | FORMULA | |
|---|---|-----------|--|
| Total Dialing Time | | 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" chapter. | | | |

T_DISTRIBUTED

| | | FORMULA |
|---|---------------------|---------------|
| Total Time to Distr | ibute | 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 POIN | | DINT |
| Description See T_DISTRIBUTED in the "Historical Reporting Metrics—Sourced from Stat Server" chapter. | | |

T_HOLD

| SHORT DESCRIPTION | | FORMULA |
|--|--|---------|
| Total Hold Time | | T_HOLD |
| CATEGORY FUNCTION SUM | | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | |
| | TA MART FOLDER TEMPLATES ROUP, PLACE, PLAC | E GROUP |
| DESCRIPTION See T_HOLD in the "Historical Reporting Metrics–Sourced from Stat Server" chapter. | | |

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 | | |
| DESCRIPTION See T_INBOUND in the "Historical Reporting Metrics—Sourced from Stat Server" chapter. | | orting Metrics–Sourced from Stat Server" chapter. |

T_INTERNAL

| SHORT DESCRIPTION | | FORMULA |
|--|--|------------|
| Total Talk Time Inte | ernal | T_INTERNAL |
| CATEGORY FUNCTION SUM | | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | |
| | TA MART FOLDER TEMPLATES ROUP, PLACE, PLAC | E GROUP |
| DESCRIPTION See T_INTERNAL in the "Historical Reporting Metrics—Sourced from Stat Server" chapter. | | |

T_LOGIN

| SHORT DESCRIPTION | | FORMULA |
|----------------------------------|--------------------------|--|
| Total Login Time | | T_LOGIN |
| CATEGORY FUNCTION | | |
| SUM | | |
| INTRODUCED IN | DISCONTINUED IN | |
| 6.1 | N/A | |
| | TA MART FOLDER TEMPLATES | |
| AGENT, AGENT GROUP, PLACE, PLACE | | E GROUP |
| DESCRIPTION | | |
| See T_LOGIN in the | e "Historical Reporting | Metrics–Sourced from Stat Server" chapter. |

T_NOT_READY

| SHORT DESCRIPTION | | FORMULA |
|----------------------------------|--------------------------|--|
| Total Not Ready Tin | ne | T_NOT_READY |
| CATEGORY FUNCTION | | |
| SUM | | |
| INTRODUCED IN | DISCONTINUED IN | |
| 6.1 | N/A | |
| USED IN THE FOLLOWING DAT | TA MART FOLDER TEMPLATES | |
| AGENT, AGENT GROUP, PLACE, PLACE | | E GROUP |
| DESCRIPTION | | |
| See T_NOT_READ | Y in the "Historical Re | porting Metrics–Sourced from Stat Server" chapter. |

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 | | E GROUP |
| DESCRIPTION See T_OUTBOUND in the "Historical Repor | | porting Metrics–Sourced from Stat Server" chapter. |

T_RINGING

| SHORT DESCRIPTION | | FORMULA |
|---|---------------------|-----------|
| Total Ringing Time | | 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 | | E GROUP |
| DESCRIPTION See T_RINGING in the "Historical Reporting Metrics—Sourced from Stat Server" chapter. | | |

T_SRV_CALLS

| SHORT DESCRIPTION | | FORMULA |
|---|---------------------|--|
| Total Service-Relat | ed Talk Time | 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 | | E 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 | | FORMULA |
|---|--|---------|
| Total Talk Time | | T_TALK |
| CATEGORY FUNCTION SUM | | |
| INTRODUCED IN | DISCONTINUED IN | |
| USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE | | E GROUP |
| DESCRIPTION See T_TALK in the | Metrics–Sourced from Stat Server" chapter. | |

T_UNKNOWN

| SHORT DESCRIPTION | | FORMULA |
|----------------------------------|--------------------------|---|
| Total Talk Time Unk | nown | T_UNKNOWN |
| CATEGORY FUNCTION | | |
| SUM | | |
| INTRODUCED IN | DISCONTINUED IN | |
| 6.1 | N/A | |
| | TA MART FOLDER TEMPLATES | |
| AGENT, AGENT GROUP, PLACE, PLACE | | E GROUP |
| DESCRIPTION | | |
| See T_UNKNOWN | in the "Historical Repo | orting Metrics–Sourced from Stat Server" chapter. |

T_WAIT

| SHORT DESCRIPTION | | FORMULA |
|---|---------------------|--|
| Total Wait Time | | 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 | | |
| DESCRIPTION Total wait time. A relatively high number ma | | 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 | | E GROUP |
| Description Total after-call work | time. | |



Chapter



CCPulse+ Metrics

CCPulse+ collects real-time metrics from Stat Server for specified objects in a contact center. The metrics listed in this chapter 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 433 for the definitions and descriptions of the filters used. All of the metrics in this chapter are used within one or more of the Genesys-provided CCPulse+ solution templates which are described in Chapter 2, "CCPulse+ Templates" on page 17.

This chapter includes the following sections:

- Listing of CCPulse+ Metrics
- CCPulse+ Metrics

Listing of CCPulse+ Metrics

This chapter describes the following CCPulse+ metrics which are presented in alphabetical order by display name:

| %Abandoned* | After Call Work Out- | Average Processing |
|-------------------------|----------------------|-----------------------|
| %Distrib | bound* | Ti me* |
| Abandon* | AfterCallWork | Average Ready Ratio* |
| Abandoned* | Age of oldest email | AverHandl e |
| Abandoned in TR | AgentStatus | AvgAband |
| Abandoned While Ringing | AHT* | AvgConsul t* |
| Accepted* | All Waiting | AvgDi stri b |
| Activated | Answer* | AvgHandI e* |
| ACW | Answered* | AvgHandl eWi thASM * |
| ACW Auxiliary | AnswerMachi ne | AvgI nbound* |
| ACW Inbound | Answers | Avg0utbound* |
| ACW Outbound | ASA* | Busy |
| After Call Work | ASM_Outbound* | Call Abandoned Ratio* |
| I nbound* | ASM_Recei ved* | CallBacksCompleted |

Call BacksMissed ExpectedWai tTime NotReadyForACal I Call BacksScheduled FaxModem Not-submitted CallsInConsulting Forced Off Number of Interactions CallsInDialing Forwarded* in process CallsInRinging GroupState Number of interactions Calls0nHold GroupStatus in Process CallsWaiting Handle* Number of interactions CallWaiting Handl ed* that have stopped pro-Cancel Hi tRati o cessi ng CB Disposed With EWT Hol d Offered* CB Distributed Hold Inbound Outbound* **CB** Entered Hold Outbound Outbound Hold CB Waiting Hold Time Inbound* Outbound Initiated Hold Time Outbound* CI eared* OutboundCalls Coached Hold Time Ratio PerCallBacksCompleted Coached Via Intrusion In Processing* PerCal I BacksMi ssed Coached Upon Request In Oueue PerCal I BacksSchedul ed Coaching Requests Inbound* Pl aceStatus Conferenced Via Intru-Inbound Hold Processed Inbound Terminated Processi ng Inbound Transferred Conferences Initiated Processing time* Conferences Joi ned* InboundCalls Pulled* Consul t* Internal* Ready Consult Made Internal Initiated Ready Ratio* Consult Taken Internal Made* RecordsCancel ed Current Internal Taken* RecordsCompleted Current Calls Waiting Internal Calls Redi rected Current in Queue Live Disposed with EWT Rei ected* Current Logged In* Live Distributed Rescheduled CB Current Not Ready* Live Entered Responded Current not Ready Ratio Live Waiting Response Time* Current Ready* Logged In Runni ng Current Ready Ratio* Made Scheduled CB Requested Current Waiting for Maxi mum Sent To Queue Processi ng Maximum Interactions* Servi ceFactor CurrMaxWai ting Maximum number of SITDetected Deacti vated Interactions SI TNoCi rcui t Di al Made Mi ni mum SITOperIntercept Di al Mode Minimum Interactions* SITReorder Di stri but Minimum number of SI TUnknown Di stri bute Interactions SITVacant Distributed* Moni tored* Stopped Processing **DNStatus** Moved out SystemError* NoAnswer DoNotCall Tal k Dropped **NoRPC** Talk Consult Made Entered* Not Ready Talk Consult Taken EstimTimeToComplete Not Ready Ratio* Talk Inbound

Not Rescheduled CB



Talk Internal Made

EstimTimeToDistrib

| Talk Internal Taken Talk Outbound Talk Time Inbound* | Total Login Time* Total Moved Total Offered | Total I nbound Total Logi n Total NR* |
|---|--|--|
| Talk Time Outbound* Terminated Time to Abandon Time to Distribute Timed Out TimeToAbandon TimeToAnswer | Total Processing Time Total Ready Time* Total Rej ected Total Rel eased* Total Terminated Total Time To Answer Total Timed Out | Total Outbound Total Tal k* Total Wait Transfer Ratio Transfers* Transfers Made* Transfers Taken* |
| TimeToAlswel TimeToDistrib To Abandon To Distribute CB To Distribute Live Total Abandoned Total Accepted Total Answered * Total Cleared Total Distributed Total Entered * Total Finished Processing | Total Transferred* Total Transfers Total_Entered Total_Time_to_Answer Total ACW* Total ASM_Outbound Total_Abandoned Total_Answered Total_Cleared Total_Distributed Total CallsOnHold Total Consult | Transfers Taken TransfersMade TransfersTaken Waiting* Waiting Processing* WaitingAgent WaitingAgents WaitingForACall WaitingPort* WaitingRecords WaitinRecords Within SL |

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.

Descriptions of Form Labels

| Form Title | The alias name of the CCPulse+ metri | C |
|------------|--------------------------------------|----|
| rorm ritte | The anas name of the CCPuise+ mem | C. |

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 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.

Association

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

Servi ceFactor 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 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.

CCPulse+ Metrics

%Abandoned

| STAT TYPE AbandCallsPercentage | | STATISTICAL GROUP Performance | | | N prise Routing, d Contact | Out- | 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_ABANDOVI CALLING TEMPLATE QueueView | ED | release 6.0 was first ap isNotVCB t the only on | oplied to the filter instead of the filter instead of the counte of the count of th | et Conta le 7.0 ve ld.Of all d for this Percenta | act Solution an ersion of this m the values ret s metric are th | d Outbour netric. In re urned by those where | Network Routing. Intrond Contact. The NoVC elease 7.1 ⁺ , this metric he AbandCallsPercent the filter expression is at Type Definitions" se | B filter c uses the tage stat type, s TRUE. |

%Distrib

| STAT TYPE DistribCallsPercentage | | Statistical Group Performance | | Soluπon Enterprise Routing,Out- bound 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 CALLING TEMPLATE QueueView | | release 6.0 was first ap isNotVCB t the only on | of for Internation for Interna | et Conta le 7.0 ve ld. Of all d for this Percenta | act Solution an ersion of this m I the values re s metric are th | nd Outbour netric. In re turned by t ose where | Network Routing. Intro nd Contact. The NoVC elease 7.1 ⁺ , this metric he DistribCallsPercen the filter expression is at Type Definitions" se | B filter c uses the tage stat type, s TRUE. |

Abandon_[1]

| STAT TYPE Total_Calls_Abandoned | | Statistical Group CallsReport | | | N rprise Routing, d Contact | , Out- | 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 CALLING TEMPLATE QueueView | | release 6.0 applied to ter instead ones count | ofor Interne the 7.0 ver . Of all the ted for this otal_Calls_ | et Conta sion of t values metric a Abando | ct Solution and this metric. In a returned by the are those whe | d Outbound release 7.1 e Total_Ca re the filter | Network Routing. Introd Contact. The NoVCE †, this metric uses the Ils_Abandoned stat ty expression is TRUE. tat Type Definitions" s | B filter was first e isNotVCB fil- pe, the only |

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 TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION The average amount of time that voice interactions in this queue were abandoned. | | | | | | ndoned. |
| CALLING TEMPLATE Voice Queue | | CCPulse+ calculates this metric from the values of the Time to Abandon and Abandone CCPulse+ metrics using this formula: result.Duration = CalculateValue(); | | | | | | d Abandoned |
| | | <pre>function CalculateValue() { var num = ccpulse.group("Total Time").statistic("Time to Abandon"); var den = ccpulse.group("Total Calls").Abandoned; var res = 0 == den ? num : num / den; return res; }</pre> | | | | | | on"); |

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 | I | DESCRIPTION This statistic falls under the CallReport statistical category in the Calling | | | | | | |
| Calling TempLate CallingListView, Campaign- View, CampCallingListView CampCallingListView View template. Refer for a complete descri | | | | to Cam | | | statistical category in t Server Stat Type Defin | |

Abandoned_[2]

| STAT TYPE | | STATISTICAL GROUP | | Solutio | = = · | | NOTIFICATION FREQUENCY | Insensitivity |
|---------------------------------|------------|--|-------------|----------------|------------------|--------------|------------------------|-----------------|
| CallsAbandoned | | Total Number | | Voice Callback | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | |
| VCB_ABANDON | | The total n | umber of li | ve or vi | rtual voice inte | eractions th | at were abandoned fro | om this queue. |
| Calling Template Callback 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. | | | | | | |



Abandoned_[3]

| STAT TYPE CallsAbandoned | | Statistical Group Total Number | | | SOLUTION Voice Callback | | Notification Frequency 10 seconds | Insensitivity 1 |
|-------------------------------------|-------------------|--|-----------------------|--|-------------------------|-------------|-----------------------------------|---------------------|
| FILTER VoiceAndNot- VCB | 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 | | DESCRIPTION The total number of live voice interactions that were abandoned from this queue. | | | | | | |
| Calling Template Queue Evaluation | | 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. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1 ⁺ , this metric applies the VoiceAndNotVCB filter. | | | | | | |

$Abandoned_{[4]} \\$

| 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 | | | | | | t's chat sys- |
| CALLING TEMPLATE tem. General Chat Handling Refer to Chat_Total_Abandoned in the "Stat Server Stat Type Definitions" section complete description. | | | | ection for a | | | | |

Abandoned_[5]

| STAT TYPE STATISTICAL GROUP Total_Abandoned Total Calls | | Solutio 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 | 1 | DESCRIPTION The total number of voice interactions that were abandoned while in this queue. | | | | | | |
| CALLING TEMPLATE Voice 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. | | | | | | |

Abandoned_[6]

| STAT TYPE N/A | | STATISTICAL GROUP Ratios | | Solutio Voice | | | Notification Frequency N/A | Insensitivity N/A |
|------------------------------|-------------------|--|--------------------|------------------|------------------|---------------|----------------------------|---------------------|
| Filter N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TO N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | The percentage of abandoned voice interactions in this queue. | | | | | | |
| Calling Template Voice Queue | | CCPulse+ calculates this metric from the values of the Abandoned, Cleared, and Distributed CCPulse+ metrics using this formula: | | | | | | |
| | | Cal cul ateVal ue(); | | | | | | |
| | | <pre>function CalculateValue() { var num = ccpulse.group("Total Calls").Abandoned; 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> | | | | | | |

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 TY | YPE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | l | DESCRIPTION The percentage of voice interactions that are abandoned from this queue. | | | | | | |
| Calling Template Queue Evaluation | | CCPulse+ calculates this metric from the values of the Abandoned and Distributed CCPulse+ metrics using this formula: | | | | | | |
| | | <pre>((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 :</pre> | | | | | | |
| | | 100 * ccpulse.group("Total Number").Abandoned / (ccpulse.group("Total Number").Abandoned + ccpulse.group("Total Number").Distributed) | | | | | | |



Abandoned in TR

| STAT TYPE CallsAbandonedInange | TimeR- | STATISTICAL GROUP Total Number | | SOLUTION Voice Callback | | NOTIFICATION FREQUENCY 10 seconds | Insensitivity 1 | |
|--|--|---|--|-------------------------|-------------------------|-----------------------------------|-------------------|---------------------|
| FILTER VoiceAndNot- VCB | TIME RANGE EWT_AN TR | INOUNCE_ INTERVAL TO Growing | | . – | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VCB_EV_ABAN_T CALLING TEMPLATE Queue Evaluation | R | The total number of voice interactions that were abandoned from this queue during a specified time range. | | | | | | |
| Quede Evaluation | Of all the values returned by the CallsAbandonedinTimeRange stat type, the or counted for this metric are those where the filter expression is TRUE and those within the specified time range. Refer to CallsAbandonedInTimeRange in the "S Stat Type Definitions" section for a complete description. | | | | | ose that fall | | |
| The isNotVCB filter was first applied to this metric in release 7.0. In 7.1 ⁺ , this applies the VoiceAndNotVCB filter. | | | | | is metric | | | |

Abandoned in TR %

| STAT TYPE N/A | | Statistical Gre Ratio | OUP | SOLUTION VOICE | on e Callback | | NOTIFICATION FREQUENCY N/A | Insensitivity N/A |
|--|-------------------|---|-----------------|----------------|------------------|---------------|----------------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Queue Evaluation | | 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. CCPulse+ calculates this metric from the values of the Abandoned in TR and Abandoned | | | | | | |
| | | CCPulse+ metrics using this formula: (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 | | | | | | |

Abandoned While Ringing

| STAT TYPE Total_Abandoned_ | WR | Statistical Gre Distributed | | | | 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_WF CALLING TEMPLATE Voice Queue | ₹ | other than answer. | 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 | | | | | | |
| | | 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. | | | | | | | |

Accepted_[1]

| STAT TYPE Interactions_Accepted | | Statistical Gre Total | OUP | SOLUTION E-mail | | Notification Frequency 10 seconds | Insensitivity 1 | |
|---|-------------------|---|---|-----------------|-----------------------|-----------------------------------|---|---------------------|
| FILTER EMAIL_MEDIA | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION EMAIL_ACCEPTE CALLING TEMPLATE Resource E-mail H | | were accept Of all the vector for this me | oted. alues retuitric are tho s_Accepte | rned by | the Interactior | ns_accepte pression is | red for processing to the d stat type, the only on TRUE. Refer to efinitions" section for | nes counted |

Activated

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--|------------|----------------|-------------|------------------|------------------|------------|------------------------|-----------------|
| CampGrActivatedE | Ouration | TimeRepoi | rt | Outbound Contact | | | 30 seconds | 10 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 3 | Default | hh:m | 6.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION DESCRIPTION T_ACTIVAT_DURATION Refer to Cam | | | | | uration in the " | Stat Serve | Stat Type Definitions | " section for a |
| CALLING TEMPLATE complete description. | | | | | | | | |
| CampGroupView The time-number format changed to | | | | | nged from 0 to | hh: mm: ss | s in the 7.0.1 release | of this metric. |

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 TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Resource Voice H | andling | (inbound a CCPulse+ Inbound ar result. Du function { var nu Inbound ar var de + ccpu | ration = Calculates a calculates ration = Calculate a ccpul ound") I se. group n = ccpul se. group | this mend CCPu Cal cul a Durati o se. grou ("Servise. grou ("Servi | tric from the vulse+ metrics teDuration() n() p("Service C | alues of th using this f ; all Total I Times") alls").In | Times").statistic(| / Outbound, |



ACW Auxiliary

| STAT TYPE | | STATISTICAL GR | | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------|------------|---|-------------|------------|------------------|-------------|------------------------|-----------------|
| ACW_Time_Other | | | all Total | otal Voice | | 10 seconds | 1 | |
| | | Times | - I | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE . | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | 3 | Default | N/A | 7.0 | N/A |
| HISTORICAL ASSOCIATION | | DESCRIPTION | • | | • | • | | |
| VOICE_ACW_AUX | <u>_</u> T | The total amount of time this agent spent performing after-call work for internal and con- | | | | | | |
| CALLING TEMPLATE | | sult voice of | calls as we | ll as afte | er-call work the | at cannot b | e associated with any | call. |
| Resource Voice Ha | andling | 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. | | | | | | |

ACW Inbound

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | INSENSITIVITY |
|------------------------|------------|------------------------------|---------------|----------|------------------|-------------|---|-----------------|
| ACW_Time_Inbound | | Service Calls Total Times | | Voice | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | | Default | N/A | 7.0 | N/A |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | | | | | | |
| VOICE_ACW_INB | _T | The total a | mount of t | ime this | agent spent p | erforming | after-call work for inbo | und calls. |
| | | | | where th | ne filter expres | sion is TRI | stat type, the only one JE. Refer to ACW_Tine mplete description. | |

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 TO Growing | | Time Profile Default | FORMAT N/A | Introduced In 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VOICE_ACW_OUT | DESCRIPTION The total a | mount of t | ime this | agent spent p | erforming | after-call work for outb | oound calls. | |
| CALLING TEMPLATE Resource Voice Handling Of all the values returned by the ACW_Time_Outbound stat type, the only ones conformation 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 compa | | | | | | | | |

After Call Work Inbound_[1]

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|----------------------------|------------|----------------|-------------|---------|-----------------------|-------------|------------------------|-----------------|
| ACW_Time_Inbound | | Agent Times | | Voice | | | 60 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | | Collector- Default | 0 | 7.2 | N/A |
| | | | | Inbound | in the "Stat S | Server Stat | Type Definitions" sect | ion for a com- |
| CALLING TEMPLATE KPI Agent | | plete desci | ription. | | | | | |

After Call Work Inbound_[2]

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity |
|---|-----------------------------------|----------------|---------------|---------|----------------|-------------|------------------------|-----------------|
| ACW_Time_Inbound | | Agent Times | | Voice | | | 60 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | 9 | Collector- | 0 | 7.2 | N/A |
| | | | | | Default | | | |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | | | | | | |
| VOICE_ACW_INB | VOICE_ACW_INB_T Refer to ACW_Time | | | Inbound | in the "Stat S | Server Stat | Type Definitions" sect | ion for a com- |
| CALLING TEMPLATE plete description. KPI Tenant | | | | | | | | |

After Call Work Outbound[1]

| STAT TYPE ACW_Time_Outbo | ound | STATISTICAL GROUP Agent Times | | Solutio 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 O | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VOICE_ACW_OUT | | | | | nd in the "Stat | Server Sta | t Type Definitions" se | ction for a |
| CALLING TEMPLATE KPI Agent | | complete description. | | | | | | |

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 O | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VOICE_ACW_OUT | Г_Т | DESCRIPTION Refer to ACW_Time_Outbound in the "Stat Server Stat Type Definitions" section to | | | | | | ction for a |
| CALLING TEMPLATE KPI Tenant | | complete d | lescription | | | | | |

AfterCallWork

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|-----------------------------|------------|--|---------------|--------------------------------------|--------------|--------|------------------------|-----------------|
| CurrNumberACWStatuses | | Performance | | Enterprise Routing, Outbound Contact | | | 30 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | 0 | 5.1, 6.0 | N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in | | | | | | |
| CALLING TEMPLATE GroupsView | | 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. | | | | | | |

Age of oldest email

| STAT TYPE General_Email_Oldest_Age | | Statistical Gre | | | N III | | Notification Frequency 10 seconds | Insensitivity 1 |
|---|--|---|--------------------|-----|---------------------|------------------------|-----------------------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT hh:m m:ss | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE | | DESCRIPTION The age of the oldest e-mail interaction within this tenant's e-mail system at the end reporting interval. | | | | | | the end of the |
| General E-mail Ha | Refer to General_Email_Oldest_Age in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | | |

AgentStatus

| STAT TYPE CurrentAgentState | | Statistical Gr CurrentSta | ate Enterprise F | | rprise Routing cound 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 CALLING TEMPLATE AgentView | | 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 | | | | | | urrentAgent- iption. |

AHT_[1]

| STAT TYPE N/A | | STATISTICAL GROUP Agent Times | | Solutio Voice | | | Notification Frequency N/A | Insensitivity N/A |
|--|-------------------|---|---|---|---|---|--|----------------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Agent | | CCPulse+ bound, Afte metrics usi result. Du function { var num = ccpulse. g ccpulse. g | calculates er Call Wor ng this for ration = ' Cal cul ate (ccpul se roup("Age roup("Age | this merk Inbourmula: Calcula Duratio .group(nt Time nt Time | tric from the v nd, After Call v teDuration() nn() "Agent Times ss"). statisti ss"). statisti | alues of the Work Outbo "). statis c("Talk T c("After | sociated with the report e Talk Time Inbound, bund, and Total Release tic("Talk Time Inbo ime Outbound") + Call Work Inbound") Call Work Outbound" tic("Total Released | Talk Time Out-sed CCPulse+ |
| | | return 0 == den ? num : num / den; } | | | | | | |

$\mathsf{AHT}_{[2]}$

| STAT TYPE N/A | | STATISTICAL GROUP Agent Times | | Solutio Voice | | | Notification Frequency N/A | Insensitivity N/A |
|-----------------------------|-------------------|--|--|--|---|--|--|-------------------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | PE. | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | l | DESCRIPTION The current average handling time (AHT) for calls associated with the reporting object. | | | | | | |
| CALLING TEMPLATE KPI Tenant | | bound, After metrics using result. During function of the following fu | er Call Wor ng this form ration = (Cal cul atel (ccpul se roup("Ager roup("Ager roup("Ager (ccpul se. | rk Inboumula: Cal cul a Duratio group(nt Time nt Time nt Time group(" | nd, After Call Varieburation() on() "Agent Times ses"). statistics"). statistics"). statistics"). statistics"). statistics"). statistics"). statistics"). | Work Outbo ; "). statis c("Talk T c("After (| e Talk Time Inbound, bund, and Total Release tic("Talk Time Inboime Outbound") + Call Work Inbound") Call Work Outbound" | sed CCPulse+ und") + +)); |



All Distributed

| | | STATISTICAL GROUP Total Distributed | | Solutio Voice | n e Callback | | Notification Frequency N/A | Insensitivity N/A |
|---------------------------------|-------------------|---|---|------------------|------------------|---------------|----------------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | l | DESCRIPTION The total number of all voice interactions that were distributed from this queue. | | | | | | |
| Calling Template Callback Queue | | | CCPulse+ calculates this metric from the values of the CB Distributed and Live Distributed CCPulse+ metrics using this formula: | | | | | |
| | | ccpulse.group("Total Distributed").statistic("CB Distributed") + ccpulse.group("Total Distributed").statistic("Live Distributed") | | | | | | |

All Entered

| STAT TYPE N/A | | STATISTICAL GROUP Total Entered | | Solutio Voice | n e Callback | | Notification Frequency N/A | Insensitivity N/A |
|---------------------------------|-------------------|---|---|------------------|-------------------|---------------------|----------------------------|-------------------|
| Filter N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TYPE TIME PROFILE FORMAT N/A N/A N/A | | INTRODUCED IN 7.0 | DISCONTINUED IN N/A | | |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION The total number of voice interactions that entered this queue. | | | | | | |
| Calling Template Callback Queue | | | CCPulse+ calculates this metric from the values of the CB Entered and Live Entered CCPulse+ metrics using this formula: | | | | | |
| | | ccpulse.group("Total Entered").statistic("CB Entered") + ccpulse.group("Total Entered").statistic("Live Entered") | | | | | | |

All Waiting

| STAT TYPE | | | OUP | SOLUTIO | N | | Notification Frequency | Insensitivity |
|---------------------------------|------------|--|-------------|----------------|--------------|--------|------------------------|-----------------|
| CurrNumberWaitingCalls | | Current | | Voice Callback | | | 10 | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | N/A | | N/A | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | |
| N/A | | The number of all voice interactions currently in this queue. | | | | | | |
| Calling Template Callback Queue | | Refer to CurrNumberWaitingCalls in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | |
| | | The VoiceCall filter was first applied to the 7.1 release of this metric. | | | | | | |

$\mathsf{Answer}_{[1]}$

| STAT TYPE | | | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------|--|--------------|---|-----------|--------------|---------------|------------------------|-----------------|
| Chat_Total_Answer_Time | | Total Time | | Web Media | | | 10 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 3 | Default | hh:m | 7.0 | N/A |
| | | | | | | m:ss | | |
| | | | DESCRIPTION The total amount of time involved in answering interactions within this tenant's chat sys- | | | | | |
| CALLING TEMPLATE | | tem. | | | | | | |
| General Chat Hand | General Chat Handling Refer to Chat_Total_Answer_Time in the "Stat Server Stat Type Definitions" se complete description. | | | | | section for a | | |

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 TY N/A | /PE | TIME PROFILE FORMAT N/A N/A | | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE | | DESCRIPTION The average amount of time that chat interactions were answered within this tenant's chat system. | | | | | | |
| General Chat Hand | dling | CCPulse+ calculates this metric from the values of the Answer and Answered CCPulse+ metrics using this formula: result.Duration = CalculateDuration(); | | | | | | |
| | | <pre>function CalculateDuration() { return ccpulse.group("Total Time").Answer / (ccpulse.group("Total Number").Answered == 0) ? 1 : ccpulse.group("Total Number").Answered); }</pre> | | | | | | |

Answered_[1]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------|------------|---|--------------------------|---------|---------------------|--------|--------------------------|-----------------|
| Total_Calls_Answe | ered | CallsReport | | Ente | Enterprise Routing, | | 30 seconds | 1 |
| | | | Outbound Contact | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | IME RANGE 1 INTERVAL TYP | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| isNotVCB | N/A | N/A | Growing | | Default | 0 | 6.5.001 | N/A |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | | | | | | |
| N_ANSWERED | | | | | | | ed stat type, the only o | |
| CALLING TEMPLATE | | | | | - | | TRUE. The NoVCB fi | |
| QueueView | | applied to the 7.0 version of this metric. In release 7.1 ⁺ , this metric uses the isNotVCB fil- | | | | | | |
| | | ter instead. Refer to Total_Calls_Answered in the "Stat Server Stat Type Definitions" sec- | | | | | | finitions" sec- |
| | | tion for a complete description. | | | | | | |



Answered_[2]

| STAT TYPE | | STATISTICAL GRO | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|---|------------|-----------------|---------------|-----------------|-----------------|-----------------------|--------------------------|-----------------|
| Chat_Total_Answered | | Total Numb | Number | | Web Media | | 10 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0.00 | 7.0 | N/A |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | |
| CHAT_GN_ANSW | | The total n | umber of c | hat inte | ractions that w | ere answe | red within this tenant's | s chat system. |
| General Chat Handling Refer to Chat_Total_, plete description. | | | Answere | ed in the "Stat | Server Stat | Type Definitions" sec | tion for a com- | |

Answered_[3]

| STAT TYPE Total Answered | | Statistical Group Distributed Calls | | SOLUTIO | | | Notification Frequency 10 seconds | Insensitivity 1 |
|-----------------------------------|-------------------|--|--------------------|---------|----------------------|-------------|-----------------------------------|---------------------|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TYPE TIME | | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VOICE_ANSW | | DESCRIPTION The total number of calls that were distributed from this queue to an agent and were | | | | | | |
| CALLING TEMPLATE Voice Queue | | answered. 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. | | | | | | |

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 a | | | | | | | | |
| | LING TEMPLATE CampCallingListView templates and the CallsReport statistical category in the CampAnsweringMachine in the "Stat Server Stat Type Definition, CampCallingListView" section for a complete description. | | | | | | | |

Answers

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--|------------|--|-------------|---------|--------------|--------|------------------------|-----------------|
| CampAnswers | | CallsReport | | | ound Contact | | 30 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 6.0 | N/A |
| HISTORICAL ASSOCIATION N_ANSWERS | | DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and | | | | | | |
| Calling Template CallingListView, Campaign- View, CampCallingListView CampCallingListV | | | | | | | | |

$\mathsf{ASA}_{[1]}$

| STAT TYPE N/A | N/A | | | Solution Voice | | | Notification Frequency N/A | Insensitivity N/A |
|---|-------------------|--|---|---|---|------------------------------|----------------------------|----------------------|
| FILTER N/A | TIME RANGE N/A | Time Range 1 N/A | INTERVAL TY N/A | YPE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Queue | | specified S CCPulse+ Total_Ansv result.Du function { var num = | calculates vered CCF ration = Calculate (ccpul se (ccpul se | ination. Ithis me Pulse+ n Cal cul a Durati o Ithis group(Ithis group(| tric from the voletrics using to teDuration() n() "Total Time" "Total Calls | values of the his formulant; | Fime_to_Answer); | · |

$\mathsf{ASA}_{[2]}$

| STAT TYPE N/A | N/A A | | Statistical Group Averages | | N P | | Notification Frequency N/A | Insensitivity N/A |
|---|-------------------|---|--|---|--|---------------------|---|--------------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Tenant | | specified S CCPulse+ Answered result.Du function { var num = | calculates CCPulse+ ration = Calculate (ccpul se (ccpul se | nation. this me metrics Cal cul a Durati o . group(| tric from the v using this for teDuration() n() "Total Calls | ralues of the mula: | me to answer calls that the Total Time To Answer stic("Total Time To stic("Total Answered | er and Total Answer")); |



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 TY | YPE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION The percentage of ASAP callback interactions relative to all callback interactions. | | | | | | |
| CALLING TEMPLATE Callback Operation CCPulse+ calculates this metric from the Scheduled CB Requested CCPulse+ m | | | | | | | • | d and |
| | | <pre>((ccpulse.group("Request Phase").statistic("ASAP CB Requested") + ccpulse.group("Request Phase").statistic("Scheduled CB Requested") > 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 * ccpulse.group("Request Phase").statistic("ASAP CB Requested") / (ccpulse.group("Request Phase").statistic("ASAP CB Requested") + ccpulse.group("Request Phase").statistic("Scheduled CB Requested")</pre> | | | | | | |

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 CALLING TEMPLATE Callback Operation | 1 | callback. This metric VCB_ASAl uses the C tension Sta | was origii P_CB filter allbacksAo at Server J | nally bar to resu ccepted ava Ext | sed on the Ca Its that Stat Se ASAP stat type ension to gene | IlsExited sterver calcue, which caerate data. | hat successfully reque tat type and applied th lated directly. In 7.1 ⁺ , alls upon a class in the Refer to CallbacksA complete description. | e this metric vCBStatEx- cceptedASAP |

$\mathsf{ASM_Outbound}_{[1]}$

| 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_OUTBOU CALLING TEMPLATE | DESCRIPTION Refer to Total_Calls_ASM_Outbound in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | | |
| AgentView, GroupsView, PlaceView* Note: The PlaceView addition, the historic | | | | al associ ssigned | ation assigned to a group of p | d to the Gro | storical association for oupsView template is s applicable, however | not applicable |

$\mathsf{ASM_Outbound}_{[2]}$

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------|------------|---|-------------|------------------|--------------|--------------|------------------------|-------------------|
| CurrNumberASMOutbound- | | Performance | | Outbound Contact | | | 30 seconds | 1 |
| Statuses | | | | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | 0 | 6.0 | N/A |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | | | • | • | • | |
| N/A | | | | | | es in the "S | tat Server Stat Type D | efinitions" sec- |
| CALLING TEMPLATE | | tion for a complete description. | | | | | | |
| GroupsView | | Notification frequency changed from 20 to 30 seconds in the 6.5.001 release of this metric. | | | | | | e of this metric. |

$\mathsf{ASM_Received}_{[1]}$

| 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 O | INTRODUCED IN 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N_ASM_ENGAGE CALLING TEMPLATE AgentView, Groups PlaceView | | Note: The addition, the | lescription. PlaceView le historica metric is as | templa Il associ | te does not pro ation assigned to a group of p | ovide an his | er Stat Type Definitions storical association for pupsView template is s applicable, however | this metric. In not applicable |

$\mathsf{ASM_Received}_{[2]}$

| STAT TYPE | Engand C | | ATISTICAL GROUP Performance | | N Opensor | | NOTIFICATION FREQUENCY | Insensitivity |
|--------------------------------|------------|--|--------------------------------|------------------|--------------|--------|------------------------|-----------------|
| CurrNumberASM_EngagedS tatuses | | Performance | | Outbound Contact | | | 30 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | 0 | 6.0 | N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Refer to CurrNumberASM_EngagedStatuses in the "Stat Server Stat Type Definitions" | | | | | | |
| CALLING TEMPLATE GroupsView | | section for a complete description. Notification frequency changed from 20 to 30 seconds in the 6.5.001 release of this metric. | | | | | | |



Average Processing Time_[1]

| STAT TYPE N/A | N/A Average | | OUP | Solution E-ma | | | Notification Frequency N/A | Insensitivity N/A |
|---|-------------------|---|-----------------|------------------------|--------------------------|---------------|----------------------------|----------------------|
| FILTER N/A | TIME RANGE N/A | Time Range 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION The average amount of time that e-mail interactions spent at this agent's desktop. | | | | | | |
| Calling Template Resource E-mail H | landling | CCPulse+ calculates this metric from the values of the Processed and Processing Time CCPulse+ metrics using this formula: | | | | | | |
| | | result.du | ration=Ca | l cul ate | Duration(); | | | |
| function Calculat var num=ccpulse. var tim=ccpulse. return (0==num) } | | | | otal . Pr otal . st | ocessed; atistic("Pro | cessing T | ime"); | |

Average Processing Time_[2]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity | |
|------------------------|------------|---|---------------|------------|--------------|------------------------|------------------------|-----------------|
| N/A | | Media X R | esource | Open Media | | | N/A | N/A |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | N/A | 7.2 | N/A |
| HISTORICAL ASSOCIATION | I | DESCRIPTION | | | | | | |
| N/A | | , | • | | • | a place, o | r a group thereof sper | nt handling |
| CALLING TEMPLATE | | interactions. of media X type. | | | | | | |
| Media X Resource | Template | CCPulse+ calculates this metric from the values of the Total Processing Time and Total Finished Processing CCPulse+ metrics using this formula: | | | | | | |
| | | resul t. du | ration=Ca | l cul ate | Duration(); | | | |
| | | function (| Cal cul ate | Duratio | n() | | | |
| | | var num : Time")); | =(ccpul se | .group(| "Media X Res | ource").s | tatistic("Total Pro | cessi ng |
| | | <pre>var den =(ccpulse.group("Media X Resource").statistic("Total Finished Pro- cessing"));</pre> | | | | | | |
| | | return 0 == den ? num : num / den; } | | | | | | |

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 TY N/A | PE. | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Agent, KPI Que | eue | mode out of CCPulse+ Time CCPu result.Lou function ({ var num = | of the entire calculates ulse+ metr ng = Calculated Calculated 100 * (co (ccpulse | e login of this me ics using ul ateDu Duratio cpul se. group(| duration. tric from the vag this formula: ration(); n() group("Agent" "Agent Times | alues of the | rcentage of time spen e Total Ready Time ar statistic("Total Re tic("Total Login Ti | ady Time")); |

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 TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Tenant | | mode out of CCPulse+ Time CCPu result.Loi function ({ var num = | calculates ulse+ metr ng = Calc Calculate 100 * (c (ccpulse | e login of this me ics using ul ateDu Durati o cpul se. group(| duration. tric from the vag this formula: ration(); n() group("Agent" "Agent Times | alues of the | ercentage of time spen e Total Ready Time ar statistic("Total Re tic("Total Login Ti | ady Time")); |

AverHandle

| STAT TYPE AverHandleStatusTime | | STATISTICAL GROUP TimeReport | | SOLUTION Enterprise 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 CALLING TEMPLATE | | | DESCRIPTION Refer to AverHandleStatusTime in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | |
| GroupsView | | The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric | | | | | | | |



AvgAband

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------|------------|--|--------------|-----------------------|-----------------------------|--------------|--------------------------|-----------------|
| AverAbandCallTim | е | TimeRepoi | rt | Ente | rprise Routing, | , | 30 seconds | 1 |
| | | • | | Outb | ound Contact | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE . | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| isNotVCB | N/A | N/A | Growing | 3 | Default | hh:m | 5.1, 6.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | • | | | | | |
| AV_T_ABANDONE | ED | Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in | | | | | | |
| CALLING TEMPLATE | | release 6.0 |) for Outbo | und Co | ntact. The <mark>No\</mark> | /CB filter v | vas first applied to the | 7.0 version of |
| QueueView | | this metric. | . In release | 7.1 ⁺ , th | nis metric uses | s the isNot | VCB filter instead. Of | all the values |
| | | | | - | | | y ones counted for this | |
| | | | , | | sion is TRUE. | , | , | |
| | | Refer to AverAbandCallTime in the "Stat Server Stat Type Definitions" section for a plete description. | | | | | | on for a com- |
| | | The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric. | | | | | | of this metric. |

AvgConsult_[1]

| STAT TYPE | | | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity | |
|--|---|---------------------|--------------------------|--------------------|-------------------------|--------------------------|-------------------|---------------------|
| AverConsultStatus | Time | TimeReport | | Enterprise Routing | | | 30 seconds | 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 | | | | | | ection for a | | |
| Calling Template AgentView, Groups PlaceView | AgentView, GroupsView, The time-number format changed from 0 to hh: mm: ss in the 7.0.1 re | | | | | s in the 7.0.1 release o | of this metric. | |

$\mathsf{AvgConsult}_{[2]}$

| 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 CALLING TEMPLATE PlaceView | | 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. | | | | | | |

$AvgConsult_{[3]}$

| STAT TYPE N/A | | Statistical Gr TimeRepoi | | | ง Dound Contact | | NOTIFICATION FREQUENCY N/A | Insensitivity N/A |
|---|-------------------|--|-----------------------------------|---------|--------------------|---------------|--|---------------------|
| FILTER N/A | TIME RANGE N/A | Time Range 1 N/A | | | TIME PROFILE | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE AgentView, Groups | sView | using this f result.Du (0 == cc | formula: ration = pulse.Cal | IsRepor | t.Consult? | ccpul se. T | e TotalConsult and Co imeReport. Total Cons / ccpulse. CallsRepo | ult: |

AvgConsult_[4]

| STAT TYPE AverConsultDNActionTime | | STATISTICAL GR TimeRepo | port E | | SOLUTION Enterprise 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 CALLING TEMPLATE DNView | | Description 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. The time-number format changed from 0 to hh: mm: SS in the 7.0.1 release of this metric. | | | | | | e "Stat Server |

AvgDistrib

| STAT TYPE AverDistribCallTim | e | Statistical Gr TimeRepor | imeReport E | | SOLUTION Enterprise 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_DISTRIBUT CALLING TEMPLATE QueueView | ED | release 6.0 this metric returned by those when | O for Outbo In release In the Aver In the filter | und Co e 7.1 ⁺ , the DistribCo express | ntact. The No\ nis metric uses allTime stat ty sion is TRUE. | VCB filter versities the isNot pe, the onl | Network Routing. Introvas first applied to the VCB filter instead. Of a yones counted for this Type Definitions" section. | 7.0 version of all the values s metric are |
| | | The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric. | | | | | | |



AvgHandle_[1]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--|-------------------|---------------------|--------------------------|--------------------|-----------------------|------------------------|--|---------------------|
| AverHandleStatus ⁻ | lime . | TimeReport | | Enterprise Routing | | | 30 seconds | 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 CALLING TEMPLATE AgentView, PlaceV | ľiew | complete d | lescription renamed | from Av | erHandle in th | e 6.5.001 | at Type Definitions" serelease of this metric. | |

AvgHandle_[2]

| STAT TYPE AverHandleStatus | Time | 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 | | DESCRIPTION Refer to AverHandleStatusTime in the "Stat Server Stat Type Definitions" section for a | | | | | | | |
| Calling Template PlaceView | | complete description. Metric was renamed from AverHandle in the 6.5.001 release of this metric. | | | | | | | |
| | | The time-n | The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric. | | | | | | |

${\bf AvgHandle}_{[3]}$

| 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 TY N/A | YPE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0.1 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION AV_T_HANDLE | | DESCRIPTION CCPulse+ calculates this metric from the values of the TotalInbound, TotalOutbound, Total ACW Inbound, and Outbound metrics using this formula: | | | | | | |
| Calling Template AgentView, Groups | sView | IACW, Inbound, and Outbound metrics using this formula: result.Duration = CalculateDuration(); | | | | | | |
| | | <pre>function CalculateDuration() { var den = ccpulse.CallsReport.Inbound + ccpulse.CallsReport.Outbound; var num = ccpulse.TimeReport.TotalInbound + ccpulse.TimeReport.TotalOutbout + ccpulse.TimeReport.TotalACW; return 0 == den ? num : Math.round(num /den); }</pre> | | | | | | |

AvgHandle_[4]

| STAT TYPE | | STATISTICAL GROUP | | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity | |
|------------------------|------------|--|--|---------------------|-----------------|----------|------------------------|-----------------|--|
| AverHandleDNActi | onTime | TimeReport | | Enterprise Routing, | | | 30 seconds | 2 | |
| | | | | Outbound Contact | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN | |
| N/A | N/A | N/A | Growing | 9 | Default | hh:m | 5.1, 6.0 | N/A | |
| | | | | | | m:ss | | | |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | • | | • | • | • | | |
| N/A | | | | | | | Network Routing. Intro | | |
| CALLING TEMPLATE | | release 6.0 | for Outbo | und Co | ntact. Refer to | AverHand | IleDNActionTime in the | e "Stat Server | |
| DNView | | Stat Type Definitions" section for a complete description. | | | | | | | |
| | | The time-n | The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric. | | | | | | |

$AvgHandleWith ASM_{[1]} \\$

| STAT TYPE AverHandleStatusTimewith- ASM | | | STATISTICAL GROUP TimeReport | | ound 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 CALLING TEMPLATE PlaceView | | DESCRIPTION Refer to AverHandleStatusTimewithASM in the "Stat Server Stat Type Definitions" set for a complete description. The time-number format changed from 0 to hh: mm: SS in the 7.0.1 release of this me | | | | | | |

$AvgHandleWith ASM_{[2]} \\$

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity | | |
|------------------------|------------|---|-------------|---------|------------------|----------|------------------------|-----------------|--|--|
| N/A | | TimeRepoi | t | Outb | Outbound Contact | | N/A | N/A | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN | | |
| N/A | N/A | N/A | N/A | | N/A | N/A | 7.0.1 | N/A | | |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | | | | | • | | | |
| N/A | | CCPulse+ calculates this metric from the values of the TotalInbound, TotalOutbound, T | | | | | | | | |
| CALLING TEMPLATE | | IACW, Inbound, and Outbound metrics using this formula: | | | | | | | | |
| AgentView, Groups | sView | result Duration - CalculateDuration() | | | | | | | | |
| | | result.Duration = CalculateDuration(); | | | | | | | | |
| | | function CalculateDuration() | | | | | | | | |
| | | { | | | V | | | | | |
| | | var den = | ccpul se. | CallsRe | port.Inbound | | | | | |
| | | | se. CallsR | • | | | | | | |
| | | | | • | SM_Outbound; | | | | | |
| | | | | | ort. Total Inb | ound | | | | |
| | | + ccpulse. TimeReport. Total Outbound | | | | | | | | |
| | | + ccpulse.TimeReport.TotalASM_Outbound + ccpulse.TimeReport.TotalACW; | | | | | | | | |
| | | | | | | m /dan)· | | | | |
| | | return 0 == den ? num : Math.round(num /den); } | | | | | | | | |
| | | J | | | | | | | | |



AvgInbound_[1]

| STAT TYPE | | STATISTICAL GROUP | | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|-----------------------------|------------|--|-------------|--------------------|-----------------|-------------|-------------------------|-----------------|
| AverInboundStatus | Time | TimeReport | | Enterprise Routing | | | 30 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 9 | Default | hh:m | 5.1 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | |
| AV_T_INBOUND | | Refer to Av | erInbound | lStatusT | ime in the "Sta | at Server S | tat Type Definitions" s | ection for a |
| CALLING TEMPLATE | | complete d | lescription | | | | | |
| AgentView, Groups PlaceView | sView, | The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release o | | | | | of this metric. | |

$\mathsf{AvgInbound}_{[2]}$

| STAT TYPE AverInboundStatus | STAT TYPE STATISTICAL GROUP AverInboundStatusTime TimeReport | | Solutio Outb | ound Contact | | Notification Frequency 30 seconds | Insensitivity 2 | | | |
|--|--|--|------------------------|--------------|-----------------------|-----------------------------------|------------------------|---------------------|--|--|
| FILTER N/A | Time Range N/A | TIME RANGE 1 N/A | Interval Ty Growing | | Time Profile Default | FORMAT hh:m m:ss | INTRODUCED IN 6.0 | Discontinued In N/A | | |
| HISTORICAL ASSOCIATION AV_T_INBOUND CALLING TEMPLATE | | DESCRIPTION Refer to AverInboundStatusTime in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | | | |
| PlaceView | | The time-n | umber forr | mat cha | nged from 0 to | hh: mm: ss | s in the 7.0.1 release | | | |

$AvgInbound_{[3]}$

| STAT TYPE N/a | | Statistical Gre TimeRepoi | | | N ound Contact | | Notification Frequency N/A | Insensitivity N/A |
|--|-------------------|--|-----------------------------------|---------|---------------------|---------------|---|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | PE. | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0.1 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE AgentView, Groups | sView | using this f result.Du (0 == cc | formula: ration = oulse.Cal | IsRepor | t.Inbound ? | ccpul se. T | e TotalInbound and Inl i meReport. Total Inbo / ccpulse. Call sRepo | und : |

AvgInbound_[4]

| STAT TYPE AverInboundDNActionTime | | STATISTICAL GROUP TimeReport | | Sοιυπιον Enterprise Routing, Outbound Contact | | Notification Frequency 30 seconds | Insensitivity 2 | |
|--|-------------------|---|------------------------|---|-----------------------|-----------------------------------|------------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | Time Range 1 N/A | Interval Ty Growing | | Time Profile Default | FORMAT hh:m m:ss | INTRODUCED IN 5.1, 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE DNView | | Description 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 Sel 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 meti | | | | | | e "Stat Server |

$\mathsf{AvgOutbound}_{[1]}$

| STAT TYPE | | STATISTICAL GROUP | | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity | |
|---|-------------------------------------|-------------------|--|--------------------|----------------|------------------------|---------------------------|-----------------|
| AverOutboundStatusTime T | | TimeReport | | Enterprise Routing | | | 30 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 9 | Default | hh:m | 5.1 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | |
| AV_T_OUTBOUND |) | Refer to Av | Refer to AverOutboundStatusTime in the "Stat Server Stat Type Definitions" section for a | | | | | |
| CALLING TEMPLATE | LLING TEMPLATE complete description | | | | | | | |
| AgentView, GroupsView, The time-nun PlaceView | | | umber forr | mat cha | nged from 0 to | hh: mm: ss | s in the 7.0.1 release of | of this metric. |

$\mathsf{AvgOutbound}_{[2]}$

| | | | STATISTICAL GROUP TimeReport | | N ound Contact | | Notification Frequency 30 seconds | Insensitivity 2 |
|---|-------------------|---|------------------------------|--|-----------------------|------------------------|-----------------------------------|---------------------|
| FILTER N/A | Time Range N/A | TIME RANGE 1 N/A | Interval Ty Growing | | Time Profile Default | FORMAT hh:m m:ss | INTRODUCED IN 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION AV_T_OUTBOUNI CALLING TEMPLATE PlaceView |) | Description Refer to AverOutboundStatusTime in the "Stat Server Stat Type Definitions" section complete description. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this results. | | | | | | |

$\mathsf{AvgOutbound}_{[3]}$

| STAT TYPE N/A | | | STATISTICAL GROUP SOLUTION TimeReport Outbound Contact | | Notification Frequency N/A | Insensitivity N/A | | |
|---|-------------------|--|--|--------------------------|----------------------------|-------------------|---|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0.1 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE AgentView, Groups | sView | rics using t result. Du (0 == cc Math. ro | his formula ration = oulse.Cal und(ccpu | a: IsRepor Ise.Tim | | ccpul se. | e TotalOutbound and (TimeReport. Total Out | |

$\mathsf{AvgOutbound}_{[4]}$

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|---|-------------------|---------------------------|---------------------------|--------------------------------------|-------------------------------|------------------------|--|---------------------|
| AverOutboundDNA | ActionTime | TimeReport | | Enterprise Routing, Outbound Contact | | | 30 seconds | 2 |
| FILTER N/A | TIME RANGE N/A | Time Range 1 N/A | INTERVAL TYPE TIME F | | Time Profile Default | FORMAT hh:m m:ss | INTRODUCED IN 5.1, 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE DNView | | release 6.0 Server Sta |) for Outbo t Type Def | und Co initions" | ntact. Refer to section for a | AverOutbecomplete d | Network Routing. Intro oundDNActionTime in lescription. s in the 7.0.1 release of | the "Stat |



AWT

| STAT TYPE N/A | | Statistical Group Average Actual Wait Time | | SOLUTIO Voice | n e Callback | | NOTIFICATION FREQUENCY N/A | N/A | |
|---------------------------------|-------------------|---|---|------------------|------------------|---------------|-------------------------------|---------------------|--|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A | |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION The average actual wait time for all voice interactions that left this qu | | | | | | | |
| CALLING TEMPLATE Callback Queue | | CCPulse+ calculates this metric from the values of the To Abandon, To Distribute CB, To Distribute Live, CB Distributed, Live Distributed, and Abandoned CCPulse+ metrics using this formula: | | | | | | | |
| | | ((ccpul si ccpul si ccpul si ccpul si ccpul si ccpul si ccpul si ccpul si ccpul si ccpul si | result.Duration = (((ccpulse.group("Total Distributed").statistic("CB Distributed").statistic("CB Distributed").statistic("Live I ccpulse.group("Total Number").Abandoned) == 0) ? (ccpulse.group("Total Time").statistic("To Abandon") ccpulse.group("Total Ccpulse.group("Total Ccpulse.group("Total Ccpulse.group("Total Ccpulse.group("Total Ccpulse.group("Total Ccpulse.group("Total Ccpulse.group("Total Ccpulse.group("Total Distributed").statistic("To Distributed Ccpulse.group("Total Distributed").statistic("CB Distributed Ccpulse.group("Total Distributed").statistic("Live I ccpulse.group("Total Number").Abandoned) | | | | | + | |

Busy

| STAT TYPE | | | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--|------------|--|-------------|---------|--------------|--------|------------------------|-----------------|
| CampBusy | | CallsRepor | CallsReport | | ound Contact | | 30 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 6.0 | N/A |
| HISTORICAL ASSOCIATION N_BUSY | | Description This statistic falls under the CallReport statistical category in the CallingL | | | | | | |
| Calling Template CallingListView, Ca View, CampCalling | | | | | | | | . • |

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 TY | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Queue | | arrived CCPulse+ Total_Distr result.Lor function (var num = var den = ccpulse.gr | calculates ibuted, and ng = Calculates Calculates 100 * (co (ccpulse roup("Total roup("Total | this me d Total_ulateDu UlateDu Duratio cpulsegroup(al Call al Call | tric from the v Cleared CCPu ration(); n() group("Total "Total Calls s").Total_Di s").Total_Cl | alues of th ulse+ metri Calls"). "). Total_ stributed | | er of calls that |

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 TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Tenant | | arrived CCPulse+ and Total C result. Lor function ({ var num = var den = ccpulse. gr | calculates Cleared CC ang = Calc Calculate 100 * (c) (ccpulse roup("Tot: roup("Tot | this me CPulse+ ul ateDu Duratio cpul se. . group(al Call al Call | tric from the varietics using tration(); on() group("Total "Total Calls s"). statistis" | calls"). | statistic("Total Ab tic("Total Abandone Distributed") + | tal Distributed, andoned")); |



CallBacksCompleted

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity | |
|--|--|----------------|-------------|------------------|--------------|------------------------|---------------|-----------------|
| CampCallbacksCompleted | | RecordReport | | Outbound Contact | | | 30 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 6.0 | N/A |
| HISTORICAL ASSOCIATION N_CALLBKS_COM | Refer to CampCallbacksCompleted in the "Stat Server Stat Type Definitions" section for a | | | | | | | |
| Calling Template complete description 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_MISS | DESCRIPTION Refer to CampCallbacksMissed in the "Stat Server Stat Type Definitions" section for a | | | | | | | |
| Calling Template complete description 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 | 1 Interval Type Growing | | Time Profile Default | FORMAT 0 | INTRODUCED IN 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N_CALLBKS_SCH | | • | | eduled in the " | Stat Serve | r Stat Type Definitions | " section for a | |
| Calling Template complete description. CallingListView, Campaign- View, CampCallingListView | | | | | | | | |

CallsInConsulting

| STAT TYPE CurrNumberConsultStatuses | | STATISTICAL GROUP Performance | | Sοιυτιον Enterprise Routing, Outbound Contact | | | Notification Frequency 30 seconds | Insensitivity 1 |
|-------------------------------------|-------------------|---|--------------------|---|---------------------|-------------|--------------------------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | PE | 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 | | | | | | |
| CALLING TEMPLATE GroupsView | | release 6.0 for Outbound Contact. Refer to CurrNumberConsultStatuses in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | |

CallsInDialing

| STAT TYPE | | | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|-----------------------------|------------|---|---------------|--------------------------------------|--------------|--------|------------------------|-----------------|
| CurrNumberDialingStatuses | | Performance | | Enterprise Routing, Outbound Contact | | | 30 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | 0 | 5.1, 6.0 | N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in | | | | | | |
| CALLING TEMPLATE GroupsView | | release 6.0 for Outbound Contact. Refer to CurrNumberDialingStatuses in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | |

CallsInRinging

| STAT TYPE CurrNumberRingingStatuses | | Statistical Group Performance | | Sοιυτιον Enterprise Routing, Outbound Contact | | | Notification Frequency 30 seconds | Insensitivity 1 |
|---|-------------------|---|--------------------|---|---------------------|-------------|-----------------------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | PE. | TIME PROFILE N/A | FORMAT 0 | INTRODUCED IN 5.1, 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Groups View | | 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. | | | | | | |

CallsOnHold

| STAT TYPE CurrNumberHoldStatuses | | Statistical Group Performance | | SOLUTION Enterprise 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 CALLING TEMPLATE GroupsView | | 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 Servel Stat Type Definitions" section for a complete description. | | | | | | |

CallsWaiting

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|---|------------|---|--|--|---|---------------------------------------|--|--|
| CurrNumberWaitin | gCalls | CallsReport | | Ente | Enterprise Routing, | | 30 seconds | 1 |
| | | | Outbound Contact | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE . | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| isNotVCB | N/A | N/A | N/A | | N/A | 0 | 5.1, 6.0 | N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE QueueView | | release 6.0 this metric. returned by are those v |) for Outbo In release In the Curry In the Curry In the four the f | und Col 27.1 ⁺ , th lumber\ ilter exp Waiting | ntact. The No\ nis metric uses WaitingCalls si pression is TRI | CB filter was the isNot tat type, the | Network Routing. Introvas first applied to the VCB filter instead. Of a e only ones counted for Stat Type Definitions" | 7.0 version of all the values or this metric |



CallWaiting

| STAT TYPE CurrNumber\WaitingCalls | | STATISTICAL GROUP | | SOLUTION | | | NOTIFICATION FREQUENCY | INSENSITIVITY |
|-----------------------------------|-------------------|---------------------|--------------------|----------|---------------------|----------------|------------------------|---------------------|
| CurrNumberWaitingCalls | | Current | | Voice | | 2 seconds | 1 | |
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | Time Profile N/A | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | | | _ | Calls in the "S | tat Server | Stat Type Definitions" | section for a |
| CALLING TEMPLATE KPI Queue | | complete d | escription | • | | | | |

Cancel

| STAT TYPE STATISTICAL GROU CampCancel CallsReport | | | | SOLUTION Outbound Contact | | NOTIFICATION FREQUENCY | INSENSITIVITY | |
|--|------------|--|-------------|---------------------------|--------------|------------------------|---------------|-----------------|
| CampCancer | | CallsRepoi | ı | Outb | ound Contact | | 30 seconds | ' |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 9 | Default | 0 | 6.0 | N/A |
| HISTORICAL ASSOCIATION N_CANCEL | | DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and | | | | | | |
| Calling Template CallingListView, Ca View, CampCalling | | | | | | | | |

CB Attempts Failed

| STAT TYPE STATISTICAL GROUP VCB_Result Callback Phase | | | | Solutio Voice | n e Callback | | Notification Frequency 10 seconds | Insensitivity 1 |
|---|-------------------|---|-------------------------------------|----------------------------|-----------------------|-----------------------------|--|---------------------|
| FILTER isNotCBSuccess | Time Range N/A | TIME RANGE 1 N/A | Interval To Growing | | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VCB_CB_FAILED CALLING TEMPLATE Callback Operation | 1 | this proces Of all the v metric are | sing agentalues return those whe | t. rned by re the fi | the VCB_Res | ult stat type n is TRUE. | tions that were marked e, the only ones count Refer to VCB_Result escription. | ed for this |

CB AWT

| STAT TYPE N/A | | Statistical Group Average Actual | | SOLUTION Voice Callback | | Notification Frequency N/A | Insensitivity N/A | |
|---------------------------------|------------|---|-------------|-------------------------|--------------|----------------------------|-------------------|-----------------|
| | | Wait Time | | | | | | |
| Filter | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | N/A | 7.0 | N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION The average actual wait time for callback voice interactions that left this queue. | | | | | | eue. |
| Calling Template Callback Queue | | CCPulse+ calculates this metric from the values of the To Distribute CB and CB Distriuted CCPulse+ metrics using this formula: | | | | | | d CB Distrib- |
| | | <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> | | | | | | ŕ |

CB Disposed With EWT

| STAT TYPE | | STATISTICAL GROUP | | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--------------------------------------|---|---|--------------|---------|--------------|--------|------------------------|-----------------|
| CallsExited To | | Total Numb | Total Number | | Callback | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | . – | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| isVCBwithEWT | N/A | N/A | Growing | 9 | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION VCB_CB_DISPOS | The total number of callback interactions with EWT attached that were either distributed or | | | | | | | |
| Calling Template Callback Queue | | abandoned from this queue. 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. | | | | | | |

CB Distributed

| STAT TYPE CallsDistributed | | Statistical Gre Total Distri | | Solutio Voice | n e Callback | | Notification Frequency 10 seconds | Insensitivity 1 |
|-------------------------------------|-------------------|---|---|------------------|-------------------------|----------|-----------------------------------|---------------------|
| FILTER isVCB | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | . – | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VCB_CB_DISTR | | DESCRIPTION The total n | DESCRIPTION The total number of callback voice interactions that were distributed from this queue. | | | | | |
| Calling Template Callback Queue | | 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. | | | | | | |

CB Entered

| STAT TYPE CallsEntered | | | Solutio Voice | on e 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 | | DESCRIPTION The total number of callback voice interactions that entered this queue. | | | | | | |
| Calling Template Callback Queue | | 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. | | | | | | |



CB EWT_[1]

| STAT TYPE N/A | | STATISTICAL GROUP Average Estimated Wait Time | | Soluπon Voice Callback | | | NOTIFICATION FREQUENCY N/A | Insensitivity N/A |
|--|-------------------|---|-------------|---------------------------|------------------|---------------|----------------------------|---------------------|
| Filter N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY | PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE | | DESCRIPTION The average estimated wait time for the callback voice interactions that left this queue. CCPulse+ calculates this metric from the values of the CB Disposed With EWT and CB | | | | | | |
| Callback Queue | | <pre>EWT CCPulse+ metrics using this formula: 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> | | | | | | |

CB EWT_[2]

| STAT TYPE TotalEWT | STATISTICAL GROUP Total Time | | Solutio Voice | n e Callback | | Notification Frequency 10 seconds | Insensitivity 1 | |
|-----------------------------------|------------------------------|---|--|-----------------|-----------------------|-----------------------------------|-------------------|---------------------|
| FILTER isVCB | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | . – | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VCB_CB_EWT | | Description The sum o | DESCRIPTION The sum of wait times estimated for callback interactions that left this queue. | | | | | |
| Calling Template Calliback 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. | | | | | | |

CB Request Attempts

| STAT TYPE CallbacksSubmitte | d | | STATISTICAL GROUP SOLUTION Request Phase 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_ATTMF | PT | DESCRIPTION The total number of attempts to request a callback. | | | | | | |
| Callback Operation This metric was originally based on the CB_Request stat type and applied the VCB questsAttempts filter to results that Stat Server calculated directly. In 7.1 ⁺ , this metric the CallbacksSubmitted stat type, which calls upon a class in the VCBStatExtension Server Java Extension to generate data. Refer to CallbacksSubmitted in the "Stat Stat Type Definition" section for a complete description. | | | | | | nis metric uses Extension Stat | | |

CB Requested

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|-------------------------------------|------------|--|-------------|----------------|--------------|--------|------------------------|-----------------|
| N/A | | Request Phase | | Voice Callback | | | N/A | N/A |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | N/A | 7.0 | N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION The total number of voice interactions that successfully requested a callback of any | | | | | | k of any type. |
| Calling Template Callback Operation | 1 | CCPulse+ calculates this metric from the values of the ASAP CB Requested and Scheduled CB Requested CCPulse+ metrics using this formula: | | | | | | |
| | | ccpulse.group("Request Phase").statistic("ASAP CB Requested") + ccpulse.group("Request Phase").statistic("Scheduled CB Requested") | | | | | |) |

CB Waiting

| STAT TYPE CurrNumberWaitingCalls | | STATISTICAL GROUP Current | | SOLUTION Voice Callback | | | NOTIFICATION FREQUENCY | INSENSITIVITY |
|----------------------------------|------------|--|-------------|-------------------------|----------------|----------------|------------------------|-----------------|
| Currivumber waiting Calls | | Current | | VOICE | Caliback | | 2 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| isVCB | N/A | N/A | N/A | | N/A | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION The number of callback voice interactions currently in this queue. | | | | | | |
| | | THE HUILIDE | or Caliba | ick voice | e interactions | curreritiy iii | iilis queue. | |
| Calling Template Callback 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. | | | | | | umberWaiting- |

Cleared_[1]

| STAT TYPE Total_Cleared | | Statistical Group Total Calls | | Solutio Voice | | | Notification Frequency 10 seconds | Insensitivity 1 |
|---|-------------------|--|---|------------------------------|-----------------------------------|-------------------------|--|---------------------|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | . – | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VOICE_CLR CALLING TEMPLATE Voice Queue | | applies to on tions" sections. Of all the v | only virtual ion for a co ralues retu | queues implete rned by | s. Refer to Total description. | al_Cleared ared stat ty | queue. The concept of in the "Stat Server State pe, the only ones could be the court ones could be the court ones court | at Type Defini- |



Cleared_[2]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--|------------|---|--|---|------------------------------|--|------------------------|-----------------|
| N/A | | Ratios | | Voice | Voice | | N/A | N/A |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | N/A | 7.0 | N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Voice Queue | | calls applied Definitions' CCPulse+ uted CCPulse+ Cal cul ate function ({ var num var den + ccpulse+ var res | es to only v " section for calculates ulse+ metri Val ue(); Cal cul ate' = ccpul se = ccpul se ul se. grou ul se. grou ul se. grou | virtual quor more this me cs using Val ue() e. group e. group p("Tota p("Tota en ? nu | ueues. Refer to information. | o Total_Cle alues of the s"). Clear s"). Aband stri buted eared; | oned | er Stat Type |

Coached

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity | |
|--|------------|---|-------------|-----------|---------------|------------------------|---------------|-----------------|
| Total_Number_Coa | ached | Total Number | | Web Media | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | PRECISION | INTRODUCED IN | DISCONTINUED IN |
| chatSession | N/A | N/A | Growing | | Default | 0.00 | 7.0 | N/A |
| HISTORICAL ASSOCIATION CHAT_RCV_CCH | | DESCRIPTION Of all the values returned by the Total_Number_Coached stat type, the only ones co | | | | | | ones counted |
| CALLING TEMPLATE Resource Chat Handling for this metric are those where the filter expression is TRUE. Refer to Total_Number_Coached in the "Stat Server Stat Type Definitions" section for a com- description. | | | | | or a complete | | | |

Coached Upon Request

| STAT TYPE Total_Number_Coaching_By _Request_Initiated | | Statistical Gro Total Numb | | | 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 | Precision 0.00 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION CHAT_CCH_RQ | | DESCRIPTION Of all the values returned by the Total_Number_Coaching_By_Request_Initiated stat | | | | | | |
| Calling Template Supervisor Chat Ha | | | | | | | | |

Coached Via Intrusion

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity | |
|---|---|---|--|----------|-----------------|-------------|--------------------------|-----------------|--|
| Total_Number_Coaching_By _Intrusion_Initiated | | Total Number | | Web | Web Media | | 10 seconds | 1 | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | PRECISION | INTRODUCED IN | DISCONTINUED IN | |
| chatSession | N/A | N/A | Growing | | Default | 0.00 | 7.0 | N/A | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | | |
| CHAT_CCH_INTR | | Of all the values returned by the Total_Number_Coaching_By_Intrusion_Initiated stat | | | | | | | |
| | | | | ounted f | for this metric | are those v | where the filter express | sion is TRUE. | |
| Supervisor Chat Ha | Supervisor Chat Handling | | Refer to Total_Number_Coaching_By_Intrusion_Initiated in the "Stat Server Stat Type Def- | | | | | | |
| | initions" section for a complete description. | | | | | | | | |

Coaching Requests

| STAT TYPE Total_Number_Interactions_I nvited_For_Coaching | | Statistical Gro Total Numb | | | · · · · | | Notification Frequency 10 seconds | Insensitivity 1 |
|---|-------------------|---|--------------------------|--|-----------------------|----------------|--------------------------------------|---------------------|
| FILTER chatSession | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TYPE Growing | | Time Profile Default | PRECISION 0.00 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION CHAT_RQ_CCH | | DESCRIPTION Refer to Total_Number_Interactions_Invited_For_Coaching in the "Stat Server Stat Typ | | | | | | ver Stat Type |
| CALLING TEMPLATE Resource Chat Ha | ndling | Definitions" section for a complete description. | | | | | | |

Conferenced Via Intrusion

| STAT TYPE Total_Number_Of_Joined_To _Conference_By_Intrusion | | Statistical Gr Total Numb | | | | Notification Frequency 10 seconds | INSENSITIVITY 1 | |
|---|-------------------|---|-----------------------|----------|-----------------------|--------------------------------------|-------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TYPE Growing | | Time Profile Default | Precision 0.00 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION CHAT_CNF_INTR | | DESCRIPTION Refer to Total_Number_Of_Joined_To_Conference_By_Intrusion in the "Stat Se | | | | | at Server Stat | |
| CALLING TEMPLATE Supervisor Chat Handling Type Definitions" see | | | | tion for | a complete de | scription. | | |

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 | | | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION CHAT_CNF_INIT CALLING TEMPLATE | The total number of conferences that resources initiated for customer interactions received. | | | | | | actions | |
| Resource Chat Handling Of all the values returned by the Total_Number_Conferences_Initiated sones counted for this metric are those where the filter expression is TRU Total_Number_Conferences_Initiated in the "Stat Server Stat Type Defination a complete description." | | | | | r expression is TRUE. | Refer to | | |



Conferences Joined

| STAT TYPE | _ | STATISTICAL GR | | SOLUTIO | · | | NOTIFICATION FREQUENCY | Insensitivity |
|--|-------------------|-------------------------------|---|---------------------|--------------------------------|---------------|---|--------------------------|
| Total_Number_Conferences _Joined | | Total Number | | Web Media | | 10 seconds | 1 | |
| FILTER chatSession | 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 CHAT_CNF_JOIN CALLING TEMPLATE Resource Chat Ha | ndling | tions. Of all the vones coun | ralues retur ted for this ber_Confe | rned by metric a | the Total_Nun are those whe | nber_Confe | d to participate in cust erences_Joined stat ty expression is TRUE. er Stat Type Definitions | pe, the only Refer to |

$Consult_{[1]}$

| STAT TYPE Total Calls Consult | | STATISTICAL GR | | SOLUTION Pouting | | | Notification Frequency 30 seconds | INSENSITIVITY |
|--|-------------------|--|--------------------------------------|------------------|-----------------------|-------------|-----------------------------------|---------------------|
| Total_Calls_Consult CallsReport | | ıt | Enterprise Routing, Outbound Contact | | | 30 seconds | ' | |
| 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 | | | | | | |
| Calling Template AgentView, Groups PlaceView | sView, | release 6.0 for Outbound Contact. Refer to Total_Calls_Consult in the "Stat Server Sta Type Definitions" section for a complete description. | | | | | | Server Stat |

$\mathsf{Consult}_{[2]}$

| STAT TYPE TotalNumberConsultCalls | | Statistical Group CallsReport | | SOLUTION Enterprise 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 CALLING TEMPLATE DNView | | 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. | | | | | | |

Consult Made

| STAT TYPE | | STATISTICAL GROUP | | SOLUTIO | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity |
|---|------------|---|-------------|-----------|------------------|-------------|-------------------------|------------------|
| Calls_Consult_Mad | de | Auxiliary Calls | | Voice | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION DESCRIP VOICE_CNS_MD The t | | | umber of c | consult v | oice interaction | ns in which | n this agent was the ir | nitiating party. |
| CALLING TEMPLATE Resource Voice Ha | andling | 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 Definitions" section for a complete description. | | | | | | |

Consult Taken

| STAT TYPE | | STATISTICAL GROUP | | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity | |
|--|------------|---|---------------|----------|--------------|--------|------------------------|-----------------|--|
| Calls_Consult_Taken | | Auxiliary Calls | | Voice | | | 10 seconds | 1 | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN | |
| VoiceCall | N/A | N/A | Growing | | Default | 0 | 7.0 | N/A | |
| HISTORICAL ASSOCIATION VOICE_CNS_TK | | Description The total number of consult voice interactions in which this agent was the receiving party. | | | | | | | |
| CALLING TEMPLATE Resource Voice Handling | | 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 Definitions" section for a complete description. | | | | | | | |

Current

| STAT TYPE | | STATISTICAL GROUP | | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------------|------------|---|---------------|----------|--------------|--------|------------------------|-----------------|
| Current_In_Queue | | Queue Load | | Voice | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | N/A | | N/A | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | |
| N/A | | The current number of interactions in this queue. | | | | | | |
| Calling Template Voice 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. | | | | | | |

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 TY N/A | PE | TIME PROFILE N/A | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Refer to CurrNumberWaitingCalls in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | |
| CALLING TEMPLATE KPI Tenant | | | | | | | | |

Current in Queue

| STAT TYPE | | STATISTICAL GROUP | | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity | |
|--|------------|-------------------|---|------------|--------------|--------|------------------------|-----------------|--|
| MediaX_Current_In_Queue | | Media X Queue | | Open Media | | | 60 seconds | 2 | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN | |
| N/A | N/A | N/A | N/A | | N/A | 0.00 | 7.2 | N/A | |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Media X Queue Te | 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. Ref to MediaX_Current_In_Queue in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | |

Current Logged In_[1]

| STAT TYPE | | | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity | |
|----------------------------|-------------------|-----------------------|---|---------|---------------------|----------------|------------------------|---------------------|--|
| CurrAgentsLoggedInQueue | | Current Agents | | Voice | | 2 seconds | 1 | | |
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | Time Profile N/A | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A | |
| HISTORICAL ASSOCIATION N/A | | | Refer to CurrAgentsLoggedInQueue in the "Stat Server Stat Type Definitions" section for a | | | | | | |
| CALLING TEMPLATE KPI Queue | | complete description. | | | | | | | |

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 Refer to CurrAgentsLoggedIn in the "Stat Server Stat Type Definitions" section for a com- | | | | | | |
| CALLING TEMPLATE KPI Tenant | | plete description. | | | | | | |

Current Not Ready_[1]

| STAT TYPE STATISTICAL GROUP N/A Current Agents | | | Solutio Voice | | | Notification Frequency N/A | Insensitivity N/A | | |
|--|-------------------|--|---|------------------------------------|--|----------------------------|-------------------|---------------------|--|
| FILTER N/A | TIME RANGE N/A | Time Range 1 N/A | INTERVAL TY N/A | INTERVAL TYPE TIME PROFILE N/A N/A | | FORMAT N/A | INTRODUCED IN 7.2 | DISCONTINUED IN N/A | |
| HISTORICAL ASSOCIATION N/A | | Description The total n | DESCRIPTION The total number of agents who are logged in but are a status other than Ready. | | | | | | |
| CALLING TEMPLATE KPI Queue | | | CCPulse+ calculates this metric from the values of the Current Logged In and Current Ready CCPulse+ metrics using this formula: | | | | | | |
| | | <pre>(ccpulse.group("Current Agents").statistic("Current Logged In")) - ccpulse.group("Current Agents").statistic("Current Ready")</pre> | | | | | | | |

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 | | | TIME PROFILE N/A | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Refer to CurrentNotReadyAgents in the "Stat Server Stat Type Definitions" section for a | | | | | | section for a |
| CALLING TEMPLATE KPI Tenant | | complete description. | | | | | | |

Current not Ready Ratio

| STAT TYPE | | | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|----------------------------|------------|---|-------------|---------|--------------|--------|------------------------|-----------------|
| N/A | | Agent Ratios | | Voice | | | N/A | N/A |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | N/A | 7.2 | N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION The percentage of time agents have spent in the NotReady state. | | | | | | |
| CALLING TEMPLATE KPI Queue | | CCPulse+ calculates this metric from the value of the Current Ready Ratio CCPulse+ metric using this formula: | | | | | | |
| | | 100 - (ccpulse.group("Agent Ratios").statistic("Current Ready Ratio")) | | | | | | |

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 Refer to CurrAgentsReadyInQueue in the "Stat Server Stat Type Definitions" section for a | | | | | |
| CALLING TEMPLATE KPI Queue | | complete description. | | | | | | |

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 Interval TY N/A N/A | | /PE | TIME PROFILE N/A | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Refer to CurrentReadyAgents in the "Stat Server Stat Type Definitions" section for a com- | | | | | | |
| CALLING TEMPLATE KPI Tenant | | plete description. | | | | | | |

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 Refer to CurrAgentsReadyRatio in the "Stat Server Stat Type Definitions" section for a | | | | | | ection for a |
| CALLING TEMPLATE KPI Queue | | complete description. | | | | | | |



Current Waiting for Processing

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | | Notification Frequency | Insensitivity |
|---|------------|---|---------------|------------|--------------|--------|------------------------|-----------------|
| MediaX_Current_Waiting_Pr ocessing_In_Queue | | Media X Queue | | Open Media | | | 60 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | 0.00 | 7.2 | N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of in | | | | | | |
| CALLING TEMPLATE Media X Queue Template actions of the media X type that have been submitted to the staging area and that a rently awaiting processing. Refer to MediaX_Current_Waiting_Processing_In_Queue the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | | | |

CurrMaxWaiting

| STAT TYPE CurrMaxCallWaitingTime | | STATISTICAL GROUP TimeReport | | | N rprise Routing ound 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 CALLING TEMPLATE QueueView | | release 6.0 this metric returned by are those v Refer to C complete c | o for Outbo In release the Curri where the urrMaxCal description | ound Co | ntact. The Novalis metric uses WaitingTime soression is TRI Time in the "S | CB filter versite the is the is Notite type, the UE. The tat Server | Network Routing. Introvas first applied to the VCB filter instead. Of a e only ones counted for Stat Type Definitions. | 7.0 version of all the values or this metric section for a |

Deactivated

| STAT TYPE | | | OUP | SOLUTIO | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity |
|--|-------------------|---------------------|-----------------------|------------------|-------------------------|------------------------|------------------------|---------------------|
| CampGrDeactivatedDuration | | TimeReport | | Outbound Contact | | | 30 seconds | 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 CALLING TEMPLATE DESCRIPTION Refer to CampGrDeactivatedDuration in the "Stat Server Stat Type Definition a complete description. | | | | | ver Stat Type Definitio | ns" section for | | |
| CampGroupView The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release o | | | | | of this metric. | | | |

DialMade

| STAT TYPE | | STATISTICAL GROUP | | Solutio | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity |
|---|------------|---|-------------|---------|------------------|--------|------------------------|-----------------|
| CampDialMade | | CallsReport | | Outb | Outbound Contact | | 30 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 7.0.1 | N/A |
| HISTORICAL ASSOCIATION N_DIAL_MADE | | DESCRIPTION Refer to CampDialMade in the "Stat Server Stat Type Definitions" section for a compl | | | | | | r a complete |
| Calling TempLate description. CallingListView, Campaign- View, CampCallingListView | | | | | | | | |

DialMode

| STAT TYPE CampGrCurrElapsedTime- ForCurrDialMode | | Statistical Gro | | | Solution Outbound Contact | | Notification Frequency 30 seconds | Insensitivity 10 |
|---|-------------------|---|--------------------|-----|---------------------------|------------------------|--------------------------------------|---------------------|
| FILTER N/A | Time Range N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT hh:m m:ss | INTRODUCED IN 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE CampGroupView | | 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 | | | | | | |

Disposed with EWT

| | | Statistical Gre Total Numb | | | n e Callback | | Notification Frequency 10 seconds | Insensitivity 1 |
|---------------------------------------|--|---|--|--|-----------------------|-------------|-----------------------------------|---------------------|
| FILTER isNotVCBwith- EWT | Time Range N/A | TIME RANGE 1 N/A | | | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VCB_EV_DISP_EV | NT | The total number of live calls, whose callers were informed of an estimated wait time, that | | | | | | |
| Calling Template Queue Evaluation | were either distributed or abandoned from this queue. 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. | | | | | | | |



Distribut

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity |
|--|------------|--|--|--|--|--------------------------------------|---|---|
| Total_Calls_Distrib | uted | CallsReport | | Enter | Enterprise Routing, | | 30 seconds | 1 |
| | | | | Outb | ound Contact | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| isNotVCB | N/A | N/A | Growing | 9 | Default | 0 | 5.1, 6.0 | N/A |
| HISTORICAL ASSOCIATION N_DISTRIBUTED CALLING TEMPLATE QueueView | | release 6.0 this metric. returned by those when | o for Outbo In release the Total re the filter otal_Calls_ | ound Cole 7.1 ⁺ , the Calls_[center expression of the Cole 1 center of | ntact. The No\ nis metric uses Distributed stat sion is TRUE. | CB filter was the isNot\ type, the o | Network Routing. Intro yas first applied to the yCB filter instead. Of a ponly ones counted for at Type Definitions" se | 7.0 version of all the values this metric are |

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 | INGE 1 INTERVAL TYPE TIME PROFILE FORMAT N/A N/A N/A | | INTRODUCED IN 7.0 | DISCONTINUED IN N/A | | |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION The average amount of time to distribute voice interactions from this queue. | | | | | | |
| CALLING TEMPLATE Voice Queue | | CCPulse+ calculates this metric from the values of the Time to Distribute and Distribute CCPulse+ metrics using this formula: result.Duration = CalculateValue(); | | | | | | nd Distributed |
| | | var den | = ccpul s = ccpul s = 0 == d | e. group e. group | | s").Distr | stic("Time to Distri ributed; | bute"); |

$Distributed_{[1]} \\$

| STAT TYPE CallsDistributed | | Statistical Group Total Number | | | SOLUTION Voice Callback | | Notification Frequency 10 seconds | Insensitivity 1 |
|---------------------------------------|-------------------|---|------------------------|-----|-------------------------|-------------|-----------------------------------|---------------------|
| FILTER VoiceAndNot- VCB | Time Range N/A | TIME RANGE 1 N/A | Interval Ty Growing | . – | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VCB_EV_DISTRIB | } | DESCRIPTION The total number of voice interactions that were distributed from this queue. | | | | | | |
| Calling Template Queue Evaluation | | 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 "Sta Server Stat Type Definitions" 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. | | | | | | ed in the "Stat |

Distributed_[2]

| STAT TYPE | | STATISTICAL GROUP | | SOLUTIO | N | | NOTIFICATION FREQUENCY | INSENSITIVITY |
|-----------------------------------|------------|---|-------------|---------|--------------|--------|------------------------|-----------------|
| Total_Distributed | | Total Calls | | Voice | Voice | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | 9 | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION VOICE_DSTR | | DESCRIPTION The total number of calls distributed from this queue regardless of destination. | | | | | | |
| CALLING TEMPLATE Voice Queue | | 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. | | | | | | |

$\mathsf{Distributed}_{[3]}$

| STAT TYPE N/A | | Statistical Gr Ratios | OUP | Solutio Voice | | | Notification Frequency N/A | Insensitivity N/A |
|------------------------------|-------------------|--|--|--|---|--|----------------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | l | DESCRIPTION The percentage of voice interactions distributed from this queue. | | | | | | |
| Calling Template Voice Queue | | function (function (var num + ccpi var den + ccpi + ccpi var res | cal cul ate = ccpul s ul se. grou = ccpul s ul se. grou ul se. grou = 0 == d 00 * (1 | cs using Value() e. group p("Tota e. group p("Tota p("Tota en ? nu | g this formula: O("Total Call I Calls").Cl O("Total Call I Calls").Di I Calls").Cl m: num / de | s"). Aband eared; s"). Aband stri buted eared; | oned | d, and Distrib- |

DNStatus

| STAT TYPE | | STATISTICAL GR | | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------|------------|--|------------------|---------------------|-----------------|-------------|------------------------|-----------------|
| CurrentDNState | | CurrentSta | te | Enterprise Routing, | | | 30 seconds | 1 |
| | | | Outbound Contact | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE . | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | Name | 5.1, 6.0 | N/A |
| | | | | | | (hh:m | | |
| | | | | | | m:ss) | | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | I | l | | |
| N/A | | Introduced | in release | 5.1 for | Enterprise Ro | uting and N | Network Routing. Intro | duced in |
| CALLING TEMPLATE | | release 6.0 |) for Outbo | und Co | ntact. Refer to | CurrentDN | State in the "Stat Ser | ver Stat Type |
| DNView | | Definitions | " section fo | or a com | plete descript | ion. | | |
| | | The Control of Control | | | | | | |
| | | The time-number format changed from 0 to Name (hh: mm: ss) in the 7.0.1 release of this | | | | | | elease of this |
| | | metric. | | | | | | |



DoNotCall

| STAT TYPE | | | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--|--|--------------|-------------|------------------|--------------|--------|------------------------|-----------------|
| CampDoNotCall | | CallsReport | | Outbound Contact | | | 30 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 6.0 | N/A |
| HISTORICAL ASSOCIATION N_DO_NOT_CALL | OT_CALL This statistic falls under the CallReport statistical category in the CallingListView a | | | | | | | |
| Calling Template CallingListView, Ca View, CampCalling | | | | | | | | |

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 Ty Growing | . – | Time Profile Default | FORMAT 0 | INTRODUCED IN 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N_DIAL_DROPPE | D | DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and | | | | | | |
| Calling Template CallingListView, Ca View, CampCalling | . • | | | | | | | |

Entered_[1]

| STAT TYPE Total_Calls_Entered | | Statistical Gr CallsRepo | CallsReport | | SOLUTION Enterprise Routing, Outbound Contact | | NOTIFICATION FREQUENCY 30 seconds | Insensitivity 1 |
|----------------------------------|------------|--|-----------------------|---|---|--------|-----------------------------------|-----------------|
| FILTER | TIME RANGE | TIME RANGE 1 | RANGE 1 INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| isNotVCB | N/A | N/A | Growing | 3 | Default | 0 | 6.5.001 | N/A |
| HISTORICAL ASSOCIATION N_ENTERED | | DESCRIPTION Of all the values returned by the Total_Calls_Entered stat type, the only ones counted for | | | | | | |
| CALLING TEMPLATE QueueView | | 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. | | | | | | |

$Entered_{[2]}$

| 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_ENT | ERED | DESCRIPTION The total number of e-mail interactions that entered this tenant through all entry points. | | | | | | |
| CALLING TEMPLATE General E-mail Handling Refer to General_En complete description | | | _ | ered in the "Sta | at Server S | stat Type Definitions" s | ection for a | |

Entered_[3]

| STAT TYPE CallsEntered | | | STATISTICAL GROUP SOLUTION Total Number Voice Callback | | | Notification Frequency 10 seconds | Insensitivity 1 | |
|--------------------------------------|-------------------|--|---|--|-----------------------|--------------------------------------|-------------------|---------------------|
| FILTER VoiceAndNot- VCB | 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_ENTERE | ED | DESCRIPTION The total number of voice interactions that entered this queue. | | | | | | |
| Calling Template Queue Evaluation | | 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. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1 ⁺ , this metric applies the VoiceAndNotVCB filter. | | | | | | in the "Stat |

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 com- | | | | | | on for a com- |
| CALLING TEMPLATE plete description. General Chat Handling | | | | | | | | |

$\mathsf{Entered}_{[5]}$

| STAT TYPE | | STATISTICAL GROUP | | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|-----------------------------------|------------|---|-------------|----------|--------------|--------|------------------------|-----------------|
| Total_Entered | | Total Calls | tal Calls | | e | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | 9 | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION VOICE_ENTR | | DESCRIPTION The total number of calls that entered this queue. | | | | | | |
| CALLING TEMPLATE Voice Queue | | 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. | | | | | | |

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_ENTER | ED | DESCRIPTION The total number of e-mail interactions that entered this queue. | | | | | nis queue. | |
| Calling Template E-mail Queue | | Refer to IxnQueue_Email_Entered in the "Stat Server Stat Type Definitions" sect complete description. | | | | | ' section for a | |



Estim Time To Complete

| STAT TYPE CampEstimatedTimeToComplete | | Statistical Gr Campaigns | | | Notification Frequency 30 seconds | Insensitivity 1, 2 | | |
|--|-------------------|---|--|----------------------------|--------------------------------------|-----------------------------|---|--------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY | | | INTRODUCED IN 6.0 | DISCONTINUED IN N/A | |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE CallingListView, Ca | ampaign- | for a comp Insensitivit template. I | lete descri y changed nsensitivity | ption. from 2 remair | to 1 in the 6.5. ns 2 for the Ca | 001 releas IllingListVie | Server Stat Type Defire of this metric in the Country template. | CampaignView |

EstimTimeToDistrib

| STAT TYPE EstimTimeToDistribCall | | STATISTICAL GROUP TimeReport | | Sοιυτιον Enterprise 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 CALLING TEMPLATE QueueView | | 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. | | | | | | |

$EWT_{[1]}$

| STAT TYPE N/A | | Statistical Gr Average E Wait Time | | | | | NOTIFICATION FREQUENCY N/A | Insensitivity N/A |
|---------------------------------|-------------------|--|---|--|--|---|----------------------------|-----------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TO N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | Description The average | ge estimat | ed wait | time for all voi | ice interact | ions that left this queu | e. |
| Calling Template Callback Queue | | result. Du ((ccpuls | ration = e. group(" e. group("T . group("T . group("T . group("T . group("T . group("T . group("T | WT, and (Total N Total Ti otal Ti otal Ti otal Ti otal Ti otal Ti otal Nu | d Live EWT C dumber"). stat dumber"). stati me"). stati st | CPulse+ m tistic("CE tistic("Li tic("Live tic("CB EW tic("Live tic("CB EW stic("CB | /T")) : EWT") + | ula:) + T")) == 0) ? |

$\mathsf{EWT}_{[2]}$

| 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 TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Queue Evaluation | | tions were CCPulse+ Live Dispo resul t. Du (ccpul se ccpul se | either districted either districted either districted either the calculation either either the calculation either the calculation either the calculation either the calculation either e | this me WT, and (otal Nu otal Ti | or abandoned tric from the v d Live EWT C imber"). stati me"). EWT : c | from this of alues of the CPulse+ no stic("Discount of the country | icated to those callers queue. e CB Disposed With Enetrics using this formula sposed with EWT") == roup("Total Time"). Esposed with EWT") | WT, CB EWT, la: |

$\mathsf{EWT}_{[3]}$

| STAT TYPE TotalEWT | | Statistical Grand Total Time | | Solutio Voice | n e Callback | | Notification Frequency 10 seconds | Insensitivity 1 |
|-----------------------------------|---|---|------------------------|------------------|-----------------------|-------------|-----------------------------------|---------------------|
| FILTER VoiceAndNot- VCB | Time Range N/A | TIME RANGE 1 N/A | Interval Ty Growing | . – | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VCB_EV_EWT | | DESCRIPTION The sum of wait times estimated for the voice interactions that were distributed or aban- | | | | | | |
| Calling Template Queue Evaluation | | doned from 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. | | | | | | |
| | The isNotVCB filter was first applied to this metric in release 7.0. In 7.1 ⁺ , this metric applies the VoiceAndNotVCB filter. | | | | | | | is metric |

${\bf Expected Wait Time}$

| STAT TYPE ExpectedWaitTime | | Statistical Group TimeReport | | | ท rprise Routing ound 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 CALLING TEMPLATE QueueView | | this metric the "Stat S | are those erver Stat B filter was | where the Type Design of the state of the st | he filter exprese finitions" section of the file. | ssion is TR ion for a co | tat type, the only ones UE. Refer to Expected Implete description. If this metric. In releas | dWaitTime in |



Failed

| STAT TYPE N/A | | Statistical Group Dial Attempts | | Solutio Voice | DLUTION /oice 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 | | DESCRIPTION The total number of callback attempts that failed to be connected. | | | | | | |
| Calling Template Callback Operation | 1 | CCPulse+ calculates this metric from the values of the Made and Succeeded CCPulse+ metrics using this formula: | | | | | | ed CCPulse+ |
| | | <pre>(ccpulse.group("Dial Attempts").Made > ccpulse.group("Dial Attempts").Succeeded) ? (ccpulse.group("Dial Attempts).Made - ccpulse.group("Dial Attempts").Succeeded) : 0</pre> | | | | | | |

FaxModem

| STAT TYPE CampFaxModem | Statistical Gre CallsRepor | | | Notification Frequency 30 seconds | Insensitivity 1 | | | |
|--|-------------------------------|---------------------|--|-----------------------------------|-----------------|-------------|---|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Type Time Profile Growing Default | | | FORMAT 0 | INTRODUCED IN 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N_FAXMODEM_D | ETECT | | | | | | | |
| Calling TempLate CallingListView, Campaign- View, CampCallingListView CampCallingListView View template. Reference for a complete description. | | | | to Cam | | | statistical category in t Server Stat Type Defin | |

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 Ty Growing | . – | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VOICE_FRCD_OF | F | DESCRIPTION The total number of service (inbound and outbound) calls offered to, but not accepted by | | | | | | |
| CALLING TEMPLATE Resource Voice Ha | andling | this agent. This count includes calls that were automatically forwarded and calls that were abandoned while ringing at the agent's desktop. | | | | | | calls that were |
| | | Of all the values returned by the Calls_Forced_Off stat type, the only ones counted for the 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. | | | | | | |

Forwarded_[1]

| STAT TYPE General_Email_Fo | rwarded | Statistical Gre Total | | | Notification Frequency 10 seconds | Insensitivity 1 | | |
|---------------------------------------|---|--------------------------|--|---|-----------------------------------|-----------------|-------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | – | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION EMAIL_GEN_FOR | GEN_FORWARD The total number of inbound e-mail interactions that were forwarded within this | | | | | | this tenant's e- | |
| Calling Template General E-mail Ha | ndling | Refer to G | I system. er to General_Email_Forwarded in the "Stat Server Stat Type Definitions" section applete description. | | | | | |

Forwarded_[2]

| STAT TYPE | | STATISTICAL GROUP | | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|-----------------------------------|------------|---|-------------|-----------------------|----------------|---------------------------|--|-----------------|
| Total_Forwarded | | Distributed Calls Voice | | | 10 seconds | 1 | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | 9 | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION VOICE_FRWD | | DESCRIPTION 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. | | | | | | |
| CALLING TEMPLATE Voice Queue | | Of all the v | alues retu | rned by re the fil | the Total_Forv | varded stat is TRUE. F | type, the only ones co Refer to Total_Forward | |

GroupState

| STAT TYPE | | STATISTICAL GR | | Solutio | = = · | | NOTIFICATION FREQUENCY | INSENSITIVITY |
|------------------------|------------------------------------|--|-------------|---------|-----------------|-------------|-------------------------|-----------------|
| CurrentGroupState | ! | CurrentSta | te | Ente | rprise Routing | , | 30 seconds | 1 |
| | | | | Outb | ound Contact | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | Name | 5.1, 6.0 | N/A |
| | | | | | | (hh:m | | |
| | | | | | | m:ss) | | |
| HISTORICAL ASSOCIATION | HISTORICAL ASSOCIATION DESCRIPTION | | | | | | | • |
| N/A | | Introduced | in release | 5.1 for | Enterprise Ro | uting and N | Network Routing. Intro | duced in |
| CALLING TEMPLATE | | release 6.0 |) for Outbo | und Co | ntact. Refer to | CurrentGr | oupState in the "Stat S | Server Stat |
| GroupsView | | 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 thi metric. | | | | | | release of this |

${\bf Group Status}$

| STAT TYPE | | STATISTICAL GRO | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|---|-------------------|---------------------|--------------------|------------------|---------------------|-------------------------|---|---------------------|
| CampCurrentState | | GroupState | | Outbound Contact | | | 30 seconds | 1 |
| FILTER N/A | TIME RANGE N/A | Time Range 1 N/A | INTERVAL TY N/A | PE | TIME PROFILE N/A | FORMAT Name (hh:m m:ss) | INTRODUCED IN 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE CampGroupView | | plete descr | ription. | | | · | pe Definitions" section: : mm: SS) in the 7.0.1 | |



Handle_[1]

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--------------------------------------|---|--|-------------|-----------|--------------|--------------|------------------------|-----------------|
| Chat_Total_Handle | _Time | Total Time | | Web Media | | | 10 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 3 | Default | hh:m | 7.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION CHAT_GN_HNDL_ | HAT_GN_HNDL_T The total amount of time that any agent | | | | | hin this ten | ant spent handling ch | at interactions |
| CALLING TEMPLATE | | at his/her o | desktop. | | | | | |
| General Chat Hand | dling | Refer to Chat_Total_Handle_Time in the "Stat Server Stat Type Definitions" section for complete description. | | | | | | section for a |

$Handle_{[2]} \\$

| 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 TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE | | DESCRIPTION The average actions at least | - | | that any resou | urce within | this tenant spent hand | dling chat inter- |
| General Chat Hand | dling | CCPulse+ calculates this metric from the values of the Handle and Handled CCPu metrics using this formula: result. Duration = CalculateDuration(); | | | | | | CCPulse+ |
| | | ((ccpu | ccpul se. g I se. group | roup("T ("Total | n() { otal Time"). Number").Ha I Number").H | indl ed == | 0) ? 1 | |

Handled_[1]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | ON | | NOTIFICATION FREQUENCY | Insensitivity |
|-------------------------------------|------------|--|------------|----------|----------------------|--------|------------------------|-----------------|
| Chat_Total_Inbound | d_Handled | Total Numb | oer | Web | Web Media 10 seconds | | 2 | |
| FILTER | TIME RANGE | TIME RANGE 1 | Interval T | YPE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0.00 | 7.0 | N/A |
| HISTORICAL ASSOCIATION CHAT_GN_HNDL | | DESCRIPTION The total number of inbound chat interactions that were handled by this tenant's | | | | | | nant's |
| CALLING TEMPLATE | | resources within a specified period. | | | | | | |
| General Chat Hand | ling | Refer to Chat_Total_Inbound_Handled in the "Stat Server Stat Type Definitions" set for a complete description. | | | | | | tions" section |

Handled_[2]

| Current | | Web | Media | | 40 | _ |
|--------------------------|--|---|--|---|---|--|
| ANDE THE DANGE 1 | Current | | Media | | 10 seconds | 2 |
| ANGE TIME RANGE 1 | INTERVAL TY | YPE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | | N/A | 0.00 | 7.0 | N/A |
| desktop at Refer to C | DESCRIPTION The total number of chat interactions within this tenant's chat system that are at an addesktop at the moment of measurement. Refer to Chat_Current_Handled in the "Stat Server Stat Type Definitions" section for | | | | | |
| | DESCRIPTION The total ridesktop at | DESCRIPTION The total number of codesktop at the mome | DESCRIPTION The total number of chat intel desktop at the moment of me | DESCRIPTION The total number of chat interactions within desktop at the moment of measurement. Refer to Chat_Current_Handled in the "Sta | DESCRIPTION The total number of chat interactions within this tenant desktop at the moment of measurement. Refer to Chat_Current_Handled in the "Stat Server States" | DESCRIPTION The total number of chat interactions within this tenant's chat system that are desktop at the moment of measurement. Refer to Chat_Current_Handled in the "Stat Server Stat Type Definitions" see |

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 CALLING TEMPLATE CallingListView, Ca View, CampCalling | | CCPulse+ | IPTION In to the 7.0.1 release, this metric was based on the CampHitRatio stat ty Pulse+ calculates this metric from the values of the DialMade and Answerics using this formula: | | | | | • | |
| view, campoaining | LISTVICW | result.Float = (0 == ccpulse.CallsReport.DialMade ? 0 : (ccpulse.CallsReport.Answers > ccpulse.CallsReport.DialMade) ? 100 : (ccpulse.CallsReport.Answers * 100) / ccpulse.CallsReport.DialMade))); | | | | | | | |

Hold

| STAT TYPE N/A | | Statistical Gro Service Ca Average Ti | ill | Solutio Voice | | | NOTIFICATION FREQUENCY N/A | Insensitivity N/A |
|------------------------------------|------------|--|-------------|------------------|--------------|--------|----------------------------|-------------------|
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | N/A | 7.0 | N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION The average amount of time that this agent held service (inbound and outbound) calls. | | | | | | |
| Calling Template Resource Voice Ha | andling | CCPulse+ calculates this metric from the values of the Hold Inbound, Hold Outbound, Inbound Hold, and Outbound Hold CCPulse+ metrics using this formula: result.Duration = CalculateDuration(); | | | | | | Outbound, |
| | | <pre>function CalculateDuration() { var num = ccpulse.group("Service Call Total Times").statistic("Inbound") + ccpulse.group("Service Call Total Times").statistic("Hold Outle var den = ccpulse.group("Service Calls").statistic("Inbound Hold"); + ccpulse.group("Service Calls").statistic("Outbound Hold"); return 0 == den ? num : num / den;</pre> | | | | | | tbound"); |



Hold Inbound

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity | |
|------------------------------------|------------|--|-------------|---------|----------------|-------------|------------------------|-----------------|--|
| Hold_Time_Inboun | ıd | Service Ca | ıll Total | Voice | • | | 10 seconds | 1 | |
| | | Times | | | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN | |
| VoiceCall | N/A | N/A | Growing | 3 | Default | hh:m | 7.0 | N/A | |
| | | | | | | m:ss | | | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | DESCRIPTION | | | | | | |
| VOICE_HLD_INB_ | T | The total a | mount of ti | me this | agent held int | oound calls | | | |
| Calling Template Resource Voice Ha | andling | Of all the values returned by the Hold_Time_Inbound stat type, the only ones counted this metric are those where the filter expression is TRUE. Refer to Hold_Time_Inbound the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | | |

Hold Outbound

| STAT TYPE Hold_Time_Outbound | | | STATISTICAL GROUP Service Call Total Times | | N E | | 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 Description The total amount of | | | | ime this | agent held ou | itbound cal | ls. | |
| Calling Template Resource Voice Handling Of all the values returned to for this metric are those with Hold_Time_Outbound in the description. | | | | | re the filter exp | pression is | TRUE. Refer to | |

$Hold\ Time\ Inbound_{[1]}$

| 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 Refer to Hold_Time_Inbound in the "Stat Server Stat Type Definitions" section for a com- | | | | | | on for a com- |
| CALLING TEMPLATE KPI Agent | | plete description. | | | | | | |

Hold Time Inbound_[2]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|-----------------------------|------------|--|-------------|----------|--------------|--------|------------------------|-----------------|
| Hold_Time_Inbound | | Agent Times | | Voice | | | 60 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | 7 | Collector- | hh:m | 7.2 | N/A |
| | | | | • | Default | m:ss | | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | • | |
| N/A | | Refer to Ho | old_Time_ | Inbound | | | | |
| CALLING TEMPLATE KPI Tenant | | in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | |

Hold Time Outbound_[1]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|----------------------------|------------|----------------|-------------|----------|-----------------|-------------|-------------------------|-----------------|
| Hold_Time_Outbound | | Agent Times | | Voice | | | 60 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | 7 | Collector- | hh:m | 7.2 | N/A |
| | | | | | Default | m:ss | | |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | | | • | | | |
| N/A | | | | Outbour | nd in the "Stat | Server Stat | t Type Definitions" sec | tion for a com- |
| CALLING TEMPLATE KPI Agent | | plete desci | ription. | | | | | |

$\hbox{Hold Time Outbound}_{[2]}$

| 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 Ty Growing | – | Time Profile Collector- Default | FORMAT hh:m m:ss | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Tenant | | DESCRIPTION Refer to Ho plete descri | | Outbour | nd in the "Stat | Server Sta | t Type Definitions" sec | tion for a com- |

Hold Time Ratio_[1]

| STAT TYPE N/A | | STATISTICAL GROUP Call Handling Voice | | | NOTIFICATION FREQUENCY N/A | Insensitivity N/A | | | |
|----------------------------|-------------------|---|--|---------|----------------------------|-------------------|---|---------------------|--|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.2 | DISCONTINUED IN N/A | |
| HISTORICAL ASSOCIATION N/A | | Description The percer | DESCRIPTION The percentage of time that this agent held service (inbound and outbound) calls. | | | | | | |
| CALLING TEMPLATE KPI Agent | | | 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: | | | | | | |
| | | result. Lo | result.Long = CalculateDuration(); | | | | | | |
| | | function ({ | Cal cul atel | Duratio | n() | | | | |
| | | | • | | | • | statistic("Hold Time Time Outbound")); | Inbound") + | |
| | | | <pre>var den = (ccpulse.group("Agent Times").statistic("Talk Time Inbound") + ccpulse.group("Agent Times").statistic("Talk Time Outbound"));</pre> | | | | | | |
| | | return 0 == den ? num : num / den; } | | | | | | | |



Hold Time Ratio_[2]

| STAT TYPE N/A | | STATISTICAL GROUP Call Handling | | Solutio Voice | | | Notification Frequency N/A | Insensitivity N/A |
|--|-------------------|---|--|---|--|--------------------|--|---|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Tenant | | outbound) CCPulse+ bound, Tall result. Lor function ({ var num = ccpulse. gr | calls. calculates k Time Inb ng = Calculate 100 * (coroup("Age (ccpul se roup("Age | this me ound, a ulateDu Duratio Cpulse. nt Time .group(nt Time | tric from the vand Talk Time (ration(); n() group("Agent s").statistic "Agent Times s").statistic | Times").sc("Hold T | ais Tenant held service Hold Time Inbound, I CCPulse+ metrics using statistic("Hold Time ime Outbound")); tic("Talk Time Inbo ime Outbound")); | Hold Time Outing this formula: e Inbound") + |

In Processing_[1]

| STAT TYPE IxnQueue_Email_In_Process ing | | STATISTICAL GR | GROUP SOLUTION E-mail | | | Notification Frequency 10 seconds | INSENSITIVITY 1 | | |
|---|-------------------|--|---|-----|------------------|--------------------------------------|-------------------|---------------------|--|
| FILTER N/A | Time Range N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A | |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE | | | DESCRIPTION The total number of e-mail interactions in this queue at the moment of measurement that are being processed. | | | | | | |
| E-mail Queue | | Refer to IxnQueue_Email_In_Processing in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | | |

In Processing_[2]

| STAT TYPE | | | OUP | | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity |
|----------------------------|---|--------------|-------------|---------|----------------|------------|---------------------------|-----------------|
| General_Email_In_Processin | | Current | E-r | | E-mail | | 10 seconds | 1 |
| g | | | | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | YPE | TIME PROFILE | FORMAT | Introduced In | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION | | DESCRIPTION | • | | | | • | |
| N/A | | | | | | | rithin this tenant that h | ave both been |
| CALLING TEMPLATE | | submitted a | and are in | process | ing at the mor | ment of me | asurement. | |
| General E-mail Ha | General E-mail Handling Refer to General_Email_In_Processing in the "Stat Server Stat Type Definitions for a complete description. | | | | | | ions" section | |

In Processing[3]

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | INSENSITIVITY | | |
|------------------------|------------|---|--|-----------|-----------------|-------------|---------------------------|-----------------|--|--|
| Current_Interaction | is_In_Pro | Current | | E-ma | • | | 10 seconds | 1 | | |
| cessing | | Web Media | | | | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN | | |
| EMAIL_MEDIA | N/A | N/A | N/A | | N/A | 0, | 7.0 | N/A | | |
| chatSession* | | | | | | 0.00* | | | | |
| HISTORICAL ASSOCIATION | | | | | | | | | | |
| N/A | | | Resource E-mail Handling template: The total number of e-mail interactions at this | | | | | | | |
| CALLING TEMPLATE | | agent's desktop at the moment of measurement. | | | | | | | | |
| Resource E-mail H | • | Resource | Chat Han | dling te | mplate: The | total numb | er of chat interactions | at this agent's | | |
| Resource Chat Ha | ndling | desktop at | the mome | nt of me | easurement | | | | | |
| | | Of all the v | alues retu | rned by | the Current 1 | nteraction | In Processing stat typ | ne the only | | |
| | | | | | | | expression is TRUE. | | | |
| | | | | | | | er Stat Type Definitions | | | |
| | | complete c | description | | | | | | | |
| | | Note: The | EMAIL M | EDIA filt | ter used with t | this metric | applies when from the | Resource | | |
| | | 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 | | | | | | | | |
| | | | • . | | • | • | es the chatSession filter | • | | |
| | | number for | | • | • | | | | | |
| | | | | | | | | | | |

In Queue

| STAT TYPE | | STATISTICAL GR | GROUP SOL | | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity |
|-------------------------------|------------|---|-------------|-----------|------------------|-------------|------------------------|------------------|
| IxnQueue_Email_In_Queue | | Current | | E-mail | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION | | DESCRIPTION | • | | | | | |
| N/A | | The total n | umber of e | e-mail in | teractions in th | nis queue a | at the moment of meas | surement. |
| CALLING TEMPLATE E-mail Queue | | Refer to IxnQueue_Email_In_Queue in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | s" section for a |

Inbound_[1]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | | NOTIFICATION FREQUENCY | INSENSITIVITY |
|--|-------------------|---|-----------------------|--------------------------------------|-----------------------|-------------|------------------------|---------------------|
| Total_Calls_Inbound | | CallsReport | | Enterprise Routing, Outbound Contact | | 30 seconds | 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 | | | | | | |
| Calling Template AgentView, Groups PlaceView | sView, | release 6.0 for Outbound Contact. Refer to Total_Calls_Inbound in the "Stat Set Type Definitions" section for a complete description. | | | | | : Server Stat | |



$\mathsf{Inbound}_{[2]}$

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|----------------------------|------------|---|---------------|--------------------------------------|--------------|------------|------------------------|-----------------|
| TotalNumberInboundCalls | | 1 | | Enterprise Routing, Outbound Contact | | 30 seconds | 1 | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 5.1, 6.0 | N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in | | | | | | |
| CALLING TEMPLATE DNView | | release 6.0 for Outbound Contact. Refer to TotalNumberInboundCalls in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | e "Stat Server |

$\mathsf{Inbound}_{[3]}$

| 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 | | | 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. | | | | | | |
| Calling Template Resource Chat Handling Refer to Total_Inbound_Handled in the "Stat Server Stat Type Definitions" section to complete description. | | | | | ection for a | | | |

$\mathsf{Inbound}_{[4]}$

| 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. | | | | | | |
| Calling Template Resource Voice Ha | andling | 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. | | | | | | |

Inbound Hold

| STAT TYPE | | | OUP | Solutio | N | | NOTIFICATION FREQUENCY | INSENSITIVITY |
|--------------------------------------|------------|---|-------------|---------|--------------|--------|------------------------|-----------------|
| Calls_Held_Inbound | | Service Calls | | Voice | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | 9 | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION VOICE_HLD_INB | | DESCRIPTION The total number inbound calls placed on hold by this agent. | | | | | | |
| Calling Template Resource Voice Ha | andling | 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. | | | | | | |

Inbound Terminated

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------------------|---|---|-------------|---------|--------------|--------|------------------------|-----------------|
| Inbound_Interactio | ns_Stopp | Total | | E-ma | ıil | | 10 seconds | 1 |
| ed | | | | | 1 | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| EMAIL_MEDIA | N/A | N/A | Growing | 9 | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION | DESCRIPTION The total number of inhound a mail interactions that were terminated by this agent | | | | | | | |
| EMAIL_INB_TERM | 1 | The total number of inbound e-mail interactions that were terminated by this agent. | | | | | | |
| CALLING TEMPLATE Resource E-mail H | andling | Of all the values returned by the Inbound_Interactions_Stopped stat type, the only one 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 coplete description. | | | | | | to |

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 | | | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION EMAIL_INB_TRAN | IS | Description The total number of inbound e-mail interactions transferred by this agent. | | | | | | |
| Calling Template Resource E-mail Handling 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 compact description. | | | | | | to | | |

InboundCalls

| STAT TYPE CurrNumberInboundStatuses | | Statistical Group Performance | | SOLUTION Enterprise Routing, Outbound Contact | | | Notification Frequency 30 seconds | INSENSITIVITY 1 |
|---|-------------------|---|--------------------|---|---------------------|-------------|--------------------------------------|---------------------|
| Filter N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT 0 | INTRODUCED IN 5.1, 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Groups View | | 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. | | | | | | |

$Internal_{[1]} \\$

| STAT TYPE Total_Calls_Internal | | Statistical Gre CallsRepor | | | , | 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 | | | | | | |
| Calling Template AgentView, Groups PlaceView | sView, | release 6.0 for Outbound Contact. Refer to Total_Calls_Internal in the "Stat Server S Type Definitions" section for a complete description. | | | | | Server Stat | |



Internal_[2]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--|------------|---|---------------|--------------------------------------|--------------|------------|------------------------|-----------------|
| TotalNumberInternalCalls | | CallsReport | | Enterprise Routing, Outbound Contact | | 30 seconds | 1 | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 5.1, 6.0 | N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE DNI/iour | | 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" continue for a complete description. | | | | | | |
| DNView | | Stat Type Definitions" section for a complete description. | | | | | | |

$\mathsf{Internal}_{[3]}$

| 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 INTERVAL TYLE N/A Growing | | | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION EMAIL_GEN_INTE | | | | | | | ources. | |
| CALLING TEMPLATE General E-mail Handling Refer to General_Em complete description. | | | | rnal in the "Sta | at Server S | tat Type Definitions" s | ection for a | |

Internal Initiated

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | | | NOTIFICATION FREQUENCY | INSENSITIVITY |
|--------------------------------------|-------------------|---|------------------------|---------|-----------------------|----------|------------------------|---------------------|
| Internal_Interactions_Initiate d | | Total | 1 | | E-mail | | 10 seconds | 1 |
| FILTER EMAIL_MEDIA | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty 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. | | | | | | |
| CALLING TEMPLATE Resource E-mail H | andling | 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. | | | | | | |

Internal Made_[1]

| STAT TYPE | | STATISTICAL GROUP | | Solutio | N | | NOTIFICATION FREQUENCY | INSENSITIVITY |
|-------------------------------------|-------------------|--|------------------------|---------|-----------------------|-------------|------------------------|---------------------|
| Calls_Internal_Made | | Auxiliary Calls | | Voice | | | 10 seconds | 1 |
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY Growing | – | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VOICE_INT_MD | | DESCRIPTION The total number of internal calls in which this agent was the initiating party. | | | | | | |
| Calling Template Resource Voice Ha | andling | 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 the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | |

Internal Taken

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|-------------------------------------|---|---|-------------|---------|--------------|--------|------------------------|-----------------|
| Calls_Internal_Taken | | Auxiliary Calls | | Voice | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | 9 | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION VOICE_INT_TK | DESCRIPTION The total number of internal calls in which this agent was not the initiating party. | | | | | | | |
| CALLING TEMPLATE Resource Voice Ha | andling | 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. | | | | | | |

InternalCalls

| STAT TYPE CurrNumberInternalStatuses | | Statistical Gre Performan | ance E | | N rprise Routing ound 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 | | | | | | |
| CALLING TEMPLATE GroupsView | | release 6.0 for Outbound Contact. Refer to CurrNumberInternalStatuses in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | the "Stat |

Last Hour (CB Requested)

| STAT TYPE CallbacksAccepted | I | 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 CALLING TEMPLATE Callback Operation | 1 | back withir This metric filter to res sAccepted Extension | the last he was original was original was original was original was stat type, to generate | our. nally ba: at Serve which c e data. I | sed on the Cal er calculated d alls upon a cla | IlsExited si lirectly. In T liss in the \ lacksAcce | that successfully requent tat type and applied the 7.1 ⁺ , this metric uses to CBStatExtension State oted" in the "Stat Serve | e VCBSubmit he Callback- Server Java |



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 TY N/A | PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A | | |
| HISTORICAL ASSOCIATION N/A | | Description The average | DESCRIPTION The average actual wait time for live calls that left this queue. | | | | | | | |
| Calling Template Calliback Queue | | Live Distrib | puted, and ration = e. group("' | Abando (Total M Total T Total T Total T Total T | Jumber"). Abar Distributed") Time"). statis Time"). statis Time"). statis Time"). statis Jumber"). Abar | ndoned +statisti stic("To A stic("To A stic("To A stic("To E stic("To E stic("To E | Distribute Live")) : | ")) == 0) ? | | |

Live Disposed with EWT

| STAT TYPE STATISTICAL GROUP CallsExited Total Number | | | Solutio Voice | N e 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_ CALLING TEMPLATE Callback Queue | EWT | time, that v Of all the v ric are thos | vere either alues retu se where th | distributined by ne filter | ited or abando the CallsExite | oned from t d stat type TRUE. Ref | , the only ones counte er to CallsExited in the | ed for this met- |

Live Distributed

| STAT TYPE CallsDistributed | | | STATISTICAL GROUP Total Distributed SOLUTION Voice Callback | | | Notification Frequency 10 seconds | Insensitivity 1 | |
|---------------------------------------|-------------------|--|--|--|-----------------------|-----------------------------------|-------------------|---------------------|
| FILTER VoiceAndNot- VCB | 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 | | DESCRIPTION The total number of live calls that were distributed from this queue. | | | | | | |
| Calling Template Callback Queue | | 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 "Star Server Stat Type Definitions" 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. | | | | | | ted in the "Stat |

Live Entered

| STAT TYPE CallsEntered | | | | Solutio Voice | n e Callback | | Notification Frequency 10 seconds | Insensitivity 1 |
|---------------------------------------|-------------------|--|-----------------------|------------------|-----------------------|-------------|--------------------------------------|---------------------|
| FILTER VoiceAndNot- VCB | 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 | ₹ | DESCRIPTION The total number of live calls that entered this queue. | | | | | | |
| Calling Template Callback Queue | | 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. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1 ⁺ , this metric applies the VoiceAndNotVCB filter. | | | | | | in the "Stat |

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 TY N/A | PE . | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Callback Queue | | DESCRIPTION The average estimated wait time for live calls that left this queue. CCPulse+ calculates this metric from the values of the Live Disposed with EWT and Live EWT CCPulse+ metrics using this formula: | | | | | | |
| | | <pre>EWT CCPulse+ metrics using this formula: 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"));</pre> | | | | | | |

Live EWT_[2]

| STAT TYPE TotalEWT | | Statistical Gro Total Time | OUP | Solutio Voice | n e Callback | | Notification Frequency 10 seconds | Insensitivity 2 |
|-------------------------------------|-------------------|--|--|------------------|-----------------------|-------------|-----------------------------------|---------------------|
| FILTER VoiceAndNot- VCB | Time Range N/A | TIME RANGE 1 N/A | INTERVAL TYPE Growing | | Time Profile Default | FORMAT O | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VCB_LIVE_EWT | | DESCRIPTION The sum of wait times estimated for live interactions that left this queue. | | | | | | |
| Calling Template Calliback Queue | | are those water Type Define The isNotV | 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. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1 ⁺ , this metric applies the VoiceAndNotVCB filter. | | | | | |



Live Waiting

| STAT TYPE N/A | STATISTICAL GROUP Current | | | Solutio Voice | e Callback | | Notification Frequency N/A | Insensitivity N/A |
|---------------------------------|------------------------------|---|--|------------------|------------------|---------------|----------------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | Description The number | DESCRIPTION The number of live voice interactions currently in this queue. | | | | | |
| Calling Template Callback Queue | | | CCPulse+ calculates this metric from the values of the All Waiting and CB Waiting CCPulse+ metrics using this formula: | | | | | |
| | | <pre>(ccpulse.Current.statistic("All Waiting") < ccpulse.Current.statistic("CB Waiting")) ? 0 : ccpulse.Current.statistic("All Waiting") - ccpulse.Current.statistic("CB Waiting")</pre> | | | | | | |

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 TY N/A | /PE | TIME PROFILE N/A | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | | DESCRIPTION Refer to CurrAgentsLoggedIn in the "Stat Server Stat Type Definitions" section for a con | | | | | |
| CALLING TEMPLATE KPI Agent | | plete desci | ription. | | | | | |

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 | I | DESCRIPTION The total number of callback attempts. | | | | | | |
| Calling Template Callback Operation | 1 | 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. | | | | | | oacksDialed a Extension to |

Maximum

| STAT TYPE STATISTICAL GROUP Maximum_Calls 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. | | | | | | |
| CALLING TEMPLATE Voice Queue | | 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. | | | | | | |

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 Interval Tyl N/A Growing | | | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION EMAIL_Q_MAX_IN | | | | | il interactions i | n this que | ue during the reported | time period. |
| Calling Template E-mail Queue | | Refer to lxi complete o | | _ | aximum in the | "Stat Serve | er Stat Type Definitions | s" section for a |

Maximum Interactions_[2]

| STAT TYPE General_Email_Maximum | | Statistical Gre Max/Min | | | N il | | 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 CALLING TEMPLATE General E-mail Ha | _ | cessing at | this tenant eneral_Em | during ail_Max | the requested | time perio | ither waiting processind. Stat Type Definitions | |

Maximum number of Interactions

| STAT TYPE MediaX_Maximum_Interactio ns_In_Queue | | | ATISTICAL GROUP SOLU Op | | n Media | | Notification Frequency 60 seconds | INSENSITIVITY 2 |
|--|---------------------------|---------------------|-------------------------|------------------|-----------------------|----------------|--------------------------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | I INTERVAL TYPE Growing | | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | N/A Introduced in release | | | | | | represents the maxim | |
| CALLING TEMPLATE Media X Queue Template MediaX_Maximum_li tion for a complete de | | | ue during | g a specific tin | ne period. I | | | |

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. | | | | | | |
| CALLING TEMPLATE Voice Queue | | 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. | | | | | | |



Minimum Interactions_[1]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|---|--------------------------------------|----------------|---------------|---------------|-----------------|-----------------------|-------------------------|-----------------|
| IxnQueue_Email_Minimum | | Other | E | | E-mail | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | |
| EMAIL_Q_MIN_IN | EMAIL_Q_MIN_INT The lowest number of | | | f e-mail | interactions in | this queue | e during the reported t | ime period. |
| CALLING TEMPLATE E-mail Queue Refer to IxnQueue_E complete description | | | | inimum in the | Stat Serve | Stat Type Definitions | " section for a | |

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_ | The lowest number of e-mail interactions that were either waiting processing or in pro- | | | | | | | |
| CALLING TEMPLATE General E-mail Handling Refer to General_En complete description | | | ıail_Mini | • | • | d. Stat Type Definitions" | section for a | |

Minimum number of Interactions

| STAT TYPE MediaX_Minimum_Interactio ns_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 | | | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Media X Queue Te | emplate | interaction within a sp | s of the me ecific queu linimum_In | edia X ty ue durin iteractio | /pe that were g a specific tir ns_In_Queue | either waiti ne period. | represents the minimum processing or were Refer to the Server Stat Type Def | in processing |

Monitored_[1]

| STAT TYPE | | STATISTICAL GR | | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|--|------------|---|---------------|-----------|------------------|-------------|----------------------------------|-----------------|
| Total_Number_Being_Monito red | | Total Number | | Web Media | | 10 seconds | 1 | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | PRECISION | Introduced In | DISCONTINUED IN |
| chatSession | N/A | N/A | Growing | | Default | 0.00 | 7.0 | N/A |
| HISTORICAL ASSOCIATION | | DESCRIPTION | • | | | • | | |
| CHAT_MNTR | | | | | | | <pre>_Monitored stat type,</pre> | |
| CALLING TEMPLATE | | counted for this metric are those where the filter expression is TRUE. Refer to | | | | | | to |
| Resource Chat Handling Total_Number_Being complete description | | | | | ored in the "Sta | at Server S | tat Type Definitions" s | ection for a |

Monitored_[2]

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity | |
|--|------------|---|---------------|--|--------------|-----------|------------------------|-----------------|--|
| Total_Number_Of_Monitorin g_Initiated | | Total Number | | Web | Web Media | | 10 seconds | 1 | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | PRECISION | INTRODUCED IN | DISCONTINUED IN | |
| chatSession | N/A | N/A | Growing | | Default | 0.00 | 7.0 | N/A | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | BESSAM TION | | | | | | |
| CHAT_MNTR_INIT | | | | all the values returned by the Total_Number_Of_Monitoring_Initiated stat type, the only es counted for this metric are those where the filter expression is TRUE. Refer to | | | | | |
| CALLING TEMPLATE | | | | | | | | | |
| Supervisor Chat Handling | | Total_Number_Of_Monitoring_Initiated in the "Stat Server Stat Type Definitions" section | | | | | | | |
| for a complete descr | | | ption. | | | | | | |

Moved out

| STAT TYPE | | | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity | |
|---|---|--------------|---------------|--------|--------------|-------------------------|---------------|-----------------|
| IxnQueue_Email_Moved | | Total | | E-mail | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION EMAIL_Q_MOVED | DESCRIPTION The total number of e-mail interactions that were moved from this queue to any other | | | | | | | |
| CALLING TEMPLATE | LLING TEMPLATE queue. | | | | | | | |
| E-mail Queue Refer to IxnQueue_Email_Moved in the "Stat Serve complete description. | | | | | tat Server S | Stat Type Definitions": | section for a | |

NoAnswer

| CampNoAnswer Ca | | Statistical Gre CallsRepor | | | | 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 | | | | | | |
| Calling TempLate CallingListView, Campaign- View, CampCallingListView CampCallingListView View template. Refer | | | | to Cam | | • | statistical category in t Server Stat Type Defin | . • |

NoRPC

| STAT TYPE | | | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--|------------|--|-------------|---------|--------------|--------|------------------------|-----------------|
| CampNoRPC | | CallsRepor | allsReport | | ound Contact | | 30 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 6.0 | N/A |
| HISTORICAL ASSOCIATION N_NO_RPC | | DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and | | | | | | |
| CallingListView, Campaign- View, CampCallingListView CampCallingListView View template. Refer t a complete description | | | | | | | | |



Not Ready

| STAT TYPE | | | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|----------------------------|------------|-----------------------|-------------|---------|-----------------|--------------|-------------------------|-----------------|
| CurrentNotReadyAgents | | Current Agents | | Voice | | 2 seconds | 1 | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | N/A | | N/A | 0.00 | 7.2 | N/A |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | • | | |
| N/A | | | | | ents in the "St | tat Server S | Stat Type Definitions": | section for a |
| CALLING TEMPLATE KPI Agent | | complete description. | | | | | | |

Not Ready Ratio_[1]

| STAT TYPE N/A | | STATISTICAL GROUP S Agent Ratios | | Solutio Voice | | | Notification Frequency N/A | Insensitivity N/A |
|----------------------------|-------------------|--|--|------------------|------------------|---------------|----------------------------|---------------------|
| Filter N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | Description The percer | DESCRIPTION The percentage of time that this agent has spent in the NotReady state. | | | | | |
| CALLING TEMPLATE KPI Agent | | | CCPulse+ calculates this metric from the values of the Ready Ratio CCPulse+ metric using this formula: | | | | | |
| | | 100 - (ccpulse.group("Agent Ratios").statistic("Ready Ratio")) | | | | | | |

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 CALLING TEMPLATE KPI Tenant | | state. CCPulse+ using this f | calculates ormula: | this me | tric from the v | alues of th | Tenant have spent in t e Ready Ratio CCPuls ("Ready Ratio")) | Š |

Not Rescheduled CB

| STAT TYPE CallsEntered | | | Solutio Voice | n e 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_RESCI | | | | | interactions th | at are not | rescheduled. | |
| | | | | re the fi | lter expression | is TRUÉ. | e, the only ones coun Refer to CallsEntered escription. | |

NotReadyForACall

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|---------------------------------|------------|---|-------------------|---------|---------------------------------|---------------|------------------------|---------------|
| CurrNumberNotReadySta- tuses | | Performan | • | | rprise Routing, ound Contact | | 30 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 INTERVAL TY | | | | lumpopuosa lu | DISCONTINUED IN | |
| N/A | N/A | N/A | INTERVAL TYPE N/A | | TIME PROFILE N/A | FORMAT 0 | INTRODUCED IN 5.1, 6.0 | N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in | | | | | | |
| Calling Template GroupsView | | 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. | | | | | | |

Not-submitted

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity | |
|---------------------------|--|----------------|-------------|-------------|-----------------|------------|------------------------|------------------|--|
| General_Email_Not_Submitt | | Current | | E-ma | E-mail | | 10 seconds | 1 | |
| ed | | | | | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN | |
| N/A | N/A | N/A | N/A N/A | | N/A | 0 | 7.0 | N/A | |
| HISTORICAL ASSOCIATION | HISTORICAL ASSOCIATION DESCRIPTION | | | DESCRIPTION | | | | | |
| N/A | | | | -mail in | teractions that | have not b | een submitted within | this tenant's e- | |
| CALLING TEMPLATE | | mail syster | n. | | | | | | |
| General E-mail Ha | ral E-mail Handling Refer to General_Email_Not_Submitted in the "Stat Server Stat Type Definitions" for a complete description. | | | | | | tions" section | | |

Number of Interactions in process

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|-------------------------------------|--|------------------|---------------|------------|--------------|--------|------------------------|-----------------|
| Current_Interactions_In_Pro cessing | | Media X Resource | | Open Media | | | 2 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| Media_X | N/A | N/A | N/A | | N/A | 0.00 | 7.2 | N/A |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | | | | | | |
| N/A | | | | | | | represents the current | |
| CALLING TEMPLATE Media X Resource | interactions of the media X type that were offered for processing to an agent, a place group thereof during a specific time period. Refer to Current_Interactions_In_Proces in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | n_Processing | |

Number of interactions in Process

| STAT TYPE MediaX_Current_I ing_In_Queue | MediaX_Current_In_Process ing_In_Queue | | STATISTICAL GROUP SOLUT Media X Queue Ope | | n 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 | Introduced in release 7.2 for Open Media, this metric represents the total number of | | | | | | | |
| Calling Template Media X Queue Te | rently in pr | ocessing. | Refer to | | ent_In_Pro | to this staging area are cessing_In_Queue in escription. | | |



Number of interactions that have stopped processing

| STAT TYPE | | STATISTICAL GR | | Solutio | •• | | NOTIFICATION FREQUENCY | Insensitivity |
|---|------------|--|---------------|---------|--------------|--------|---|-----------------|
| MediaX_Stopped_Processin g_In_Queue | | Media X Queue Op | | Oper | Open Media | | 60 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0.00 | 7.2 | N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total num | | | | | | |
| CALLING TEMPLATE Media X Queue Template MediaX_Stopped_Profer a complete descri | | | | ocessin | | | g a specific time perio Server Stat Type Defin | |

Offered_[1]

| STAT TYPE Interactions_Offered | | Statistical Gre Total | STATISTICAL GROUP SOLU Total E- | | | | 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. | | | | | | |
| Calling Template Resource E-mail Handling Of all the values returned by the Interactions_Offered stat type, the only ones this metric are those where the filter expression is TRUE. Refer to Interactions the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | | | |

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 TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Callback Queue | | requested CCPulse+ Distribute (resul t. Du (ccpul se ? 0: ccpul se (ccpul se) (ccpul se | callback. calculates CB, and To ration = se. group(group("To group("To se. group(se. group(se. group(se. group(se. group(se. group() | this me Distrib ("Total otal Di "Total "Total "Total "Total "Total | etric from the vaute Live CCPu Distributed" stributed"). stributed"). Time"). stati Time"). stati Distributed" | alues of the ulse+ metri). statist statistic statistic stic("To stic("To). statist | vaited in this queue if the CB Distributed, Live cs using this formula: ic("CB Distributed" ("CB Distributed" ("CB Distributed") Distribute Live") + Distribute CB") / ic("CB Distributed" ic("Live Distributed") | Distributed, To) +)) ==0) * |

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 TO N/A | YPE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Queue Evaluation | | queue with CCPulse+ Within SL ((ccpul ccpul ccpul sc. g ccpul se. g ccpul se. g | calculates CCPulse+ se. group(se. group(se. group(roup("Tot roup("Tot | this me metrics "Total "Total "Total al Numb al Numb | e range. etric from the v using this form Number"). Dis Number"). Aba | values of the mula: stributed andoned - atistic("Vouted + med - | Within SL")) < 0) | uted, and |

Out of SL %

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--|------------|--|---|--|---|---|------------------------|-----------------|
| N/A | | Ratio Voice Callback | | | | N/A | N/A | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | N/A | 7.0 | N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Queue Evaluation | | queue with CCPulse+ Within SL ((ccpul se ccpul se (ccpul se (ccpul se ccpul se. g 100 * (1 (ccpul se | calculates CCPulse+ e. group(" roup("Tot. group("T group("T cup("Tot | this me metrics Total N al Numb otal Nu otal Nu otal Nu bl Se. gro otal Nu | e range. Atric from the voluming this form Athumber"). Distolor"). Abandon Athumber"). Stati Athumber"). Distriper"). Abandon | alues of th mula: ributed + led) == 0 stic("Wit ributed + led)) ? 0 mber").st ributed + |) | ited, and |

$Outbound_{[1]} \\$

| STAT TYPE Total_Calls_Outbound | | Statistical Gro | Report | | N rprise Routing, ound 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 | | | | | | |
| Calling Template AgentView, Groups PlaceView | sView, | release 6.0 for Outbound Contact. Refer to Total_Calls_Outbound in the "Stat Server St Type Definitions" section for a complete description. | | | | | | at Server Stat |



$Outbound_{[2]}$

| STAT TYPE | | | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity | |
|----------------------------|------------|--|---------------|--------------------------------------|--------------|------------------------|---------------|-----------------|
| TotalNumberOutboundCalls | | CallsReport | | Enterprise Routing, Outbound Contact | | | 30 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 5.1, 6.0 | N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in | | | | | | |
| CALLING TEMPLATE DNView | | release 6.0 for Outbound Contact. Refer to TotalNumberOutboundCalls in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | |

$Outbound_{[3]}$

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------------------|---|---|-------------|---------|--------------|------------------------|------------------------|-----------------|
| General_Email_Outbound | | Total | | E-mail | | 10 seconds | 1 | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION | HISTORICAL ASSOCIATION DESCRIPTION | | | | | | | |
| EMAIL_GEN_OUT | BOUND | The total number of outbound e-mail interactions sent by this tenant's re | | | | | by this tenant's resou | ırces. |
| Calling Template General E-mail Ha | Refer to General_Email_Outbound in the "Stat Server Stat Type complete description. | | | | | Stat Type Definitions' | " section for a | |

$\mathsf{Outbound}_{[4]}$

| STAT TYPE Calls_Outbound | Calls_Outbound Service Ca | | | Solutio Voice | | | Notification Frequency 10 seconds | Insensitivity 1 |
|------------------------------------|---------------------------|---|------------------------|------------------|-----------------------|----------|-----------------------------------|---------------------|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VOICE_OUT | | Description The total number of outbound voice interactions processed by this agent. | | | | | | |
| CALLING TEMPLATE Resource Voice Ha | andling | 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. | | | | | | to |

Outbound Hold

| STAT TYPE Calls_Held_Outbox | und | Statistical Gre Service Ca | | | 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. | | | | | | |
| CALLING TEMPLATE Resource Voice Ha | andling | for this me | f all the values returned by the Calls_Held_Outbound stat type, the only ones counter this metric are those where the filter expression is TRUE. Refer to alls_Held_Outbound in the "Stat Server Stat Type Definitions" section for a complete | | | | | |

Outbound Initiated

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------|-------------|---|-------------|-----------|-----------------|--------------|-------------------------|-----------------|
| Outbound_Interact | ions_Initia | Total | | E-ma | E-mail | | 10 seconds | 1 |
| ted | | | | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| EMAIL_MEDIA | N/A | N/A | Growing | 3 | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | | | | | | |
| EMAIL_OUT_INI | | The total n | umber of c | outbound | d e-mail intera | ctions origi | nated by this agent. | |
| CALLING TEMPLATE | | Of all the v | alues retu | rned by | the Outbound | _Interactio | ns_Initiated stat type, | the only ones |
| Resource E-mail H | andling | counted for this metric are those where the filter expression is TRUE. Refer to | | | | | | |
| | | Outbound_ | Interaction | ns_Initia | ted in the "Sta | it Server St | at Type Definitions" se | ection for a |
| | | complete description. | | | | | | |

OutboundCalls

| STAT TYPE CurrNumberOutboundSta- tuses | | Statistical Gre Performan | | | 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 CALLING TEMPLATE GroupsView | | 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 description. | | | | | | |

Per Call Backs Completed

| STAT TYPE CampPersonalCallbacks- Completed | | Statistical Gr RecordRep | | Solutio Outb | on bound Contact | | Notification Frequency 30 seconds | Insensitivity 1 |
|--|--|-----------------------------|------------------------|-----------------|-----------------------|--------------|--------------------------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | Time Range 1 N/A | Interval Ty Growing | . – | Time Profile Default | FORMAT 0 | INTRODUCED IN 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N_PER_CALLBK_ | PER_CALLBK_COMPL Refer to CampPersonalCallbacksCompleted | | | | | ed in the "S | tat Server Stat Type D | efinitions" sec- |
| Calling Template CallingListView, Ca View, CampCalling | . • | tion for a c | omplete de | escriptic | n. | | | |

PerCallBacksMissed

| STAT TYPE CampPersonalCall- backsMissed | | | STATISTICAL GROUP RecordReport | | N ound 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 | | | | acksMissed in | the "Stat S | Server Stat Type Defin | itions" section |
| CALLING TEMPLATE for a complete descrition for a complete descri | | | ption. | | | | | |



PerCallBacksScheduled

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--------------------------------------|-------------|--|---------------|------------------|--------------|-------------|------------------------|------------------|
| CampPersonalCallbacksS- cheduled | | RecordReport | | Outbound Contact | | 30 seconds | 1 | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | Introduced In | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 6.0 | N/A |
| HISTORICAL ASSOCIATION | DESCRIPTION | DESCRIPTION Refer to CampPersonalCallbacksScheduled in the "Stat Server Stat Type Definitions" sec- | | | | | | |
| N_PER_CALLBK_ | SCHED | | • | | | d in the "S | tat Server Stat Type D | efinitions" sec- |
| Calling Template CallingListView, Ca | | | | | | | | |
| View, CampCallingListView | | | | | | | | |

PlaceStatus

| STAT TYPE CurrentPlaceState | | STATISTICAL GROUP CurrentState | | SOLUTION Enterprise 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 CALLING TEMPLATE PlaceView | | DESCRIPTION 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. 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. | | | | | | |

Processed

| STAT TYPE | | STATISTICAL GROUP | | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|---|------------|---|---------------------------|----------|-------------------|-------------|---|-----------------|
| Interactions_Processed | | Total | | E-mail | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| EMAIL_MEDIA | N/A | N/A | Growing | | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION EMAIL_PROCESSED | | Description The total number of e-mail interactions handled by this agent at his desktop. | | | | | | |
| Calling Template Resource E-mail Handling | | for this me | tric are tho s_Process | se whe | re the filter exp | oression is | sed stat type, the only TRUE. Refer to Definitions" section for | |

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 | | Description The total amount of time that inbound chat interactions spent at this agent's desktop. | | | | | | |
| Calling Template Resource Chat Handling | | 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. | | | | | | |

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 TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | DESCRIPTION The average amount of time that chat interactions spent at this agent's desktop. | | | | | | | |
| CALLING TEMPLATE Resource Chat Ha | metric using result. Du function return ((ccp | ng this form ration = Calculate ccpulse.g ulse.grou | nula: Calcula Duratic roup("T p("Tota | teDuration() | Processi | | und CCPulse+ | |

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 T Growin | | Time Profile Default | FORMAT hh:m m:ss | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION EMAIL_PROC_TIME | | DESCRIPTION The total amount of time that e-mail interactions spent at this agent's desktop. | | | | | | top. |
| Calling Template Resource E-mail Handling | | 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. | | | | | | |



Pulled

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity | |
|---|------------|---|-------------|----------|------------------|------------------------|--------------------------|-----------------|
| Interactions_Pulled | | Total | | E-mail | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| EMAIL_MEDIA | N/A | N/A | Growing | 9 | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION EMAIL_PULLED | | DESCRIPTION The total number of e-mail interactions that this agent pull | | | | | pulled from any queu | e. |
| CALLING TEMPLATE Resource E-mail Handling Of all the values return this metric are those we the "Stat Server Stat T | | | | where tl | ne filter expres | ssion is TR | UE. Refer to Interaction | |

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 TY N/A | /PE | TIME PROFILE N/A | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A | |
| HISTORICAL ASSOCIATION N/A | | | Refer to CurrentReadyAgents in the "Stat Server Stat Type Definitions" section for a com- | | | | | | |
| CALLING TEMPLATE KPI Agent | | plete description. | | | | | | | |

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 Ty Growing | . – | TIME PROFILE Collector- Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Agent | | Description Refer to No plete descri | | jentsRa | tio in the "Stat | Server Sta | t Type Definitions" sec | tion for a com- |

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 Ty Growing | – | Time Profile Collector- Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Tenant | | DESCRIPTION Refer to No plete descr | , , | gentsRat | io in the "Stat | Server Sta | t Type Definitions" sec | tion for a com- |

RecordsCanceled

| STAT TYPE CampCancel | | Statistical Group RecordReport | | SOLUTION Outbound Contact | | | Notification Frequency 30 seconds | Insensitivity |
|-------------------------------|------------|--------------------------------|-------------|---------------------------|-----------------|-------------|-----------------------------------|-----------------|
| CampCancer | | RecordReport | | Outb | ouriu Coritact | | 30 Seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 9 | Default | 0 | 6.0 | 6.5.001 |
| HISTORICAL ASSOCIATION N/A | | | • | in the | "Stat Server St | tat Type De | efinitions" section for a | complete |
| Calling Template CampaignView | | description | | | | | | |

Records Completed

| STAT TYPE | | STATISTICAL GR | | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity | |
|---|------------|----------------|-------------|------------------|--------------|------------------------|---------------|-----------------|
| CampRecordsCompleted | | RecordReport | | Outb | ound Contact | | 30 seconds | 1 |
| Filter | TIME RANGE | TIME RANGE 1 | INTERVAL TY | . – | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 3 | Default | 0 | 6.0 | N/A |
| HISTORICAL ASSOCIATION N_RECORDS_CO | | | | oleted in the "S | Stat Server | Stat Type Definitions" | section for a | |
| CALLING TEMPLATE CallingListView, Campaign- View, CampCallingListView 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_RED CALLING TEMPLATE General E-mail Ha | | mail syster | m. eneral_Em | ail_Red | | | ere re-directed within | |

Rejected

| STAT TYPE | | STATISTICAL GROUP | | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--|---|---|-------------|---------|--------------|--------|------------------------|-----------------|
| Interactions_Reject | ted | Total | | E-mail | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | – | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| EMAIL_MEDIA | N/A | N/A | Growing | | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION EMAIL_REJECTED |) | DESCRIPTION The total number of e-mail interactions that were offered for processing to this agent and | | | | | | |
| CALLING TEMPLATE | | were rejected. | | | | | | |
| Resource E-mail H | Refer to Interactions_Rejected in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | | |



Rescheduled CB

| STAT TYPE | | STATISTICAL GR | STATISTICAL GROUP | | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--------------------------------------|-------------------|---|---|----------------|-------------------|---------------------|---|---------------|
| CallsEntered | | Callback Phase | | Voice Callback | | | 10 seconds | 1 |
| FILTER VCBResched- uled | Time Range N/A | TIME RANGE 1 N/A | INTERVAL TYPE TIME PROFILE FORMAT Growing Default 0 | | INTRODUCED IN 7.0 | DISCONTINUED IN N/A | | |
| HISTORICAL ASSOCIATION VCB_CB_RESCHI | ΞD | DESCRIPTION The total number of callback interactions that were rescheduled. | | | | | scheduled. | |
| | | | | re the fi | lter expressior | n is TRUE. | e, the only ones coun Refer to CallsEntered escription. | |

Rescheduled CB %

| STAT TYPE N/A | | Statistical Gre Ratio | OUP | Solution Voice | on e Callback | | Notification Frequency N/A | Insensitivity N/A |
|---|-------------------|--|--|---|--|--|----------------------------|--|
| Filter N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Callback Operation | | DESCRIPTION The percer actions. CCPulse+ Reschedul ((ccpul se ccpul se. ge | calculates ed CB CC e. group(" roup("Cal roup("Cal . group("Cal . group("Cal roup("Cal | this me Pulse+ Callback F Iback F allback Iback F Iback F | nteractions that etric from the v metrics using ck Phase"). stati Phase"). stati Phase"). stati Phase"). stati | alues of th this formul atistic("Res stic("Res tistic("Res stic("Res stic("Res | cheduled relative to all e | I callback inter- B and) + 0) ? 0 : + 100 : 100 * |

Responded

| STAT TYPE | | | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|---|------------|--------------|------------------|---------|--------------|--------|------------------------|-----------------|
| General_Email_Responded | | Total | | E-mail | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION EMAIL_GEN_RES CALLING TEMPLATE General E-mail Ha | | e-mail syst | em. eneral_Em | ail_Res | | | ere responded to with | |

Response $Time_{[1]}$

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity | | |
|--------------------------------------|------------|---|-------------|----------|---|--------|------------------------|-----------------|--|--|
| General_Email_Re | sponse_T | Total | otal | | E-mail | | 10 seconds | 1 | | |
| ime | | | | | | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN | | |
| N/A | N/A | N/A | Growing | 3 | Default | hh:m | 7.0 | N/A | | |
| | | | | | | m:ss | | | | |
| HISTORICAL ASSOCIATION EMAIL_GEN_RES | | | | | DESCRIPTION The total amount of time that this tenant's resources spent responding to inbound e-mail | | | | | |
| CALLING TEMPLATE | | interaction | S. | | | | | | | |
| General E-mail Ha | | General_Email_Response_Time in the "Stat Server Stat Type Definitions" section inplete description. | | | | | | | | |

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 TO N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION The average amount of time between the moment an inbound e-mail interaction entered this tenant and when the first magninoful response was sent | | | | | | |
| CALLING TEMPLATE General E-mail Ha | ndling | this tenant and when the first meaningful response was sent. CCPulse+ calculates this metric from the values of the Responded and Response CCPulse+ metrics using this formula: | | | | | | |
| | | result.du | ration=Ca | l cul ate | Duration(); | | | |
| | | <pre>function CalculateDuration() { var num=ccpulse.Total.Responded ; var tim=ccpulse.Total.statistic("Response Time") ; return (0 == num) ? tim : tim/num ;</pre> | | | | | | |
| | | var tim=ccpulse.Total.statistic("Response Time"); | | | | | | |

Running

| STAT TYPE CampGrPuppingDuration | | | TATISTICAL GROUP | | Solution Outbound Contact | | NOTIFICATION FREQUENCY | Insensitivity | |
|---------------------------------------|------------|--------------|------------------|---------|---------------------------|-------------|---------------------------|-----------------|--|
| CampGrRunningDuration | | птекеро | TimeReport | | ound Contact | | 30 seconds | 10 | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN | |
| N/A | N/A | N/A | Growing | 9 | Default | hh:m | 6.0 | N/A | |
| | | | | | | m:ss | | | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | | |
| T_RUNNING_DUF | RATION | | • | _ | ration in the "S | Stat Server | Stat Type Definitions" | section for a | |
| CALLING TEMPLATE complete description | | | | | | | | | |
| CampGroupView The time-number form | | | | mat cha | nged from 0 to | hh: mm: ss | s in the 7.0.1 release of | of this metric. | |



Scheduled CB %

| STAT TYPE N/A | N/A | | | SOLUTION Voice Callback | | | Notification Frequency N/A | Insensitivity N/A | |
|-------------------------------------|-------------------|---|---|-------------------------|---------------------|---------------|----------------------------|---------------------|--|
| Filter N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A | |
| HISTORICAL ASSOCIATION N/A | l | DESCRIPTION The percentage of scheduled callback interactions relative to all callback interactions. | | | | | | | |
| Calling Template Callback Operation | ١ | CCPulse+ calculates this metric from the values of the ASAP CB Requested and Schouled CB Requested CCPulse+ metrics using this formula: | | | | | | | |
| | | ccpul se. g 0: ccpul se (ccpul se. g 100 * ccpul se. g (ccpul se. g (ccpul se. g | <pre>((ccpul se. group("Request Phase").statistic("ASAP CB Requested") + ccpul se. group("Request Phase").statistic("Schedul ed CB Requested")) == 0 0 : ccpul se. group("Request Phase").statistic("Schedul ed CB Requested") > (ccpul se. group("Request Phase").statistic("ASAP CB Requested") + ccpul se. group("Request Phase").statistic("Schedul ed CB Requested"))) ? 10 100 * ccpul se. group("Request Phase").statistic("Schedul ed CB Requested") / (ccpul se. group("Request Phase").statistic("ASAP CB Requested") + ccpul se. group("Request Phase").statistic("Schedul ed CB Requested"))</pre> | | | | | | |

Scheduled CB Requested

| STAT TYPE CallbacksAcceptedSched- uled | | | | SOLUTIO Voice | n e Callback | | NOTIFICATION FREQUENCY 10 seconds | Insensitivity 1 |
|--|-------------------|--|---|--|---|--|--|---|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY Growing | . – | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VCB_SCHED_CB CALLING TEMPLATE Callback Operation | 1 | uled callba This metric VCB_Sche uses the C StatExtens | ck. was origineduled_CB allbacksAction Stat Se | nally base filter to eccepteds erver Ja | sed on the Cal results that Sta Scheduled sta va Extension t | IlsEntered at Server control type, which generates | hat successfully requestat type and applied a alculated directly. In 7 ch calls upon a class is data. Refer to Callba ction for a complete d | the 1 ⁺ , this metric n the VCB- cksAccepted- |

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 Ty Growing | | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VOICE_SENT_Q | | DESCRIPTION The total number of calls that were distributed from this queue to another (or the same) | | | | | | |
| CALLING TEMPLATE Voice Queue | | for this me Total_Sent | ' ' ' | | | | | |

ServiceFactor

| STAT TYPE ServiceFactor1 | | Statistical Gro | | | N rprise Routing, ound Contact | , | Notification Frequency 30 seconds | INSENSITIVITY 2 |
|---|------------------------------|---|---|---|--|---|--------------------------------------|---|
| FILTER isNotVCB | Time Range See Descrip | Time Range 1 See Descrip | Interval Ty Growing | . – | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 5.1, 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION SERVICE_FACTO CALLING TEMPLATE QueueView | R | release 6.0 this metric. returned by where the Refer to Se description Prior to rele ric: Range(specifies to Time Rang Time Rang | o for Outbo In release y the Servi filter expre erviceFacto I. ease 6.5, t 0-10 defini wo Service je: Service je: Service | eund Co e 7.1 ⁺ , the ceFactor ssion is or1 in the he callinged as 00 Factor Factor Factor CeFactor | ntact. The Novanis metric uses of 1 stat type, the TRUE and the e "Stat Server of CCPulse+ to 10 seconds. time ranges: InsweredThres of the Novanish transfer of the Novan | CB filter visit the isNot the only one obset that far Stat Type emplate splin 6.5 and shold=0-10 oreshold=0 | | 7.0 version of all the values tric are those ime ranges. r a complete e for this metatemplate |

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 com- | | | | | | n for a com- |
| Calling Template CallingListView, Ca View, CampCalling | In the Calli | In the CallingListView and CampCallingListView templates, the statistical group was changed from Call I Report to Call sReport for the 7.0.1 release of this metric. | | | | | | |

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" sect | | | | | pe Definitions" section | n for a com- | | |
| Calling Template CallingListView, Campaign- View, CampCallingListView plete description. In the CallingListView and CampCallingListView templates, the statistical group changed from Call Report to Call SReport for the 7.0.1 release of this metrical statistical group changed from Call Report to Call SReport for the 7.0.1 release of this metrical statistical group changes from Call Report to Call SReport for the 7.0.1 release of this metrical statistical group changes from Call Report to Call SReport for the 7.0.1 release of this metrical statistical group changes from Call Report to Call SReport for the 7.0.1 release of this metrical statistical group changes from Call Report to Call SReport for the 7.0.1 release of this metrical statistical group changes from Call Report to Call SReport for the 7.0.1 release of this metrical statistical group changes from Call Report to Call SReport for the 7.0.1 release of this metrical statistical group changes from Call Report to Call SReport for the 7.0.1 release of this metrical statistical group changes from Call Report for the 7.0.1 release of this metrical statistical group changes from Call Report for the 7.0.1 release of this metrical statistical group changes from Call Report for the 7.0.1 release of this metrical statistical group changes from Call Report for the 7.0.1 release of this metrical statistical group changes from Call Report for the 7.0.1 release of this metrical statistical group changes from Call Report for the 7.0.1 release of this metrical statistical group changes from Call Report for the 7.0.1 release of this metrical statistical group changes from Call Report for the 7.0.1 release of this metrical group changes from Call Report for the 7.0.1 release of the 7.0.1 release of this metrical group changes from Call Report for the 7.0.1 release of the 7.0.1 release of this metrical group changes from Call Report for the 7.0.1 release of the 7.0.1 re | | | | | | | | |



SITOperIntercept

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity | |
|--|--|--|--------------|------------------|--------------|------------------------|---------------|-----------------|
| CampSITOperIntercept | | CallsReport | | Outbound Contact | | | 30 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 9 | Default | 0 | 6.0 | N/A |
| HISTORICAL ASSOCIATION N_SIT_OPER_INT | | Refer to CampSITOperIntercept in the "Stat Server Stat Type Definitions" section for a | | | | | | |
| CALLING TEMPLATE complete de | | | iescription. | • | | | | |
| CallingListView, Ca View, CampCalling | In the CallingListView and CampCallingListView templates, the statistical group was changed from Cal I Report to Cal I sReport for the 7.0.1 release of this metric. | | | | | | | |

SITReorder

| STAT TYPE CampSITReorder | Statistical Gre CallsRepor | | | N ound Contact | | Notification Frequency 30 seconds | Insensitivity 1 | |
|---|---|---------------------|------------------------|-------------------|-----------------------|-----------------------------------|-------------------|---------------------|
| Filter N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY Growing | – | Time Profile Default | FORMAT 0 | INTRODUCED IN 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N_SIT_REORDER | Refer to CampSITReorder in the "Stat Server Stat Type Definitions" section for a co | | | | | | for a complete | |
| Calling Template CallingListView, Campaign- View, CampCallingListView description. In the CallingListView and CampCallingListView templates, the statistical group was changed from Cal I Report to Cal I sReport for the 7.0.1 release of this metric. | | | | | | | | |

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 | ١ | DESCRIPTION Refer to CampSITUnknown in the "Stat Server Stat Type Definitions" section for a contact of the section for a contact of | | | | | n for a com- | |
| Calling Template CallingListView, Ca View, CampCalling | . • | plete description. In the CallingListView and CampCallingListView templates, the statistical group was changed from Cal I Report to Cal I sReport for the 7.0.1 release of this metric. | | | | | | |

SITVacant

| STAT TYPE | | | | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|--|--|--|------------------|----------|--------------|--------|------------------------|-----------------|
| CampSITVacant CallsRepo | | rt | Outbound Contact | | 30 seconds | 1 | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE . | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 3 | Default | 0 | 6.0 | N/A |
| HISTORICAL ASSOCIATION N_SIT_VACANT | T_VACANT Refer to CampSITVacant in the "Stat Server Stat Type Definitions" section for a | | | | | | or a complete | |
| CALLING TEMPLATE | description. | | | | | | | |
| CallingListView, Ca View, CampCalling | | In the CallingListView and CampCallingListView templates, the statistical group was changed from Cal I Report to Cal I sReport for the 7.0.1 release of this metric. | | | | | | |

Stopped Processing

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|---|-------------------------|---|-------------|---------|----------------|-------------|------------------------|-----------------|
| IxnQueue_Email_9 | Stopped | Total | | E-mail | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION EMAIL_Q_STOPP | DESCRIPTION The total n | DESCRIPTION The total number of e-mail interactions for which processing has stopped while in this | | | | | | |
| CALLING TEMPLATE | | queue. | | | | | | |
| E-mail Queue Refer to IxnQueue_Er complete description. | | | | _ | opped in the " | Stat Server | Stat Type Definitions | " section for a |

Succeeded

| STAT TYPE CallbacksProcesse | CallbacksProcessed | | STATISTICAL GROUP Dial Attempts | | n e 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_SUCCE CALLING TEMPLATE Callback Operation | | inal caller a This metric ter to resul cessed sta Extension | and this ag was origing ts that Stat t type, whi to generat | ent. nally bas Server ch calls e data. I | sed on the Ca calculated dire upon a class | IlsReceived ectly. In 7.1 in the VCB acksProces | d stat type and applied t, this metric uses the StatExtension Stat Sessed in the "Stat Serve | d the isVCB fil- CallbacksPro- rver Java |

Successful CB

| STAT TYPE "CallbacksAnswere | ed" | 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 | S | DESCRIPTION The total number of callback interactions that were marked successful by this received agent | | | | | | nis receiving |
| Calling Template Callback Operation | 1 | agent. This metric was originally based on the "VCB_Result" stat type and applied the isC cess filter. In 7.1 ⁺ , this metric uses the CallbacksAnswered stat type, which calls up class in the VCBStatExtension Stat Server Java Extension to generate data. Refer "CallbacksAnswered" in the "Stat Server Stat Type Definitions" section for a comple description. | | | | | | calls upon a . Refer to |



SystemError_[1]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity | |
|---------------------------------------|------------|-------------------------------------|---|------------------|----------------|--------------|------------------------|-----------------|--|
| CampGrCurrElapsedSyste- mErrorTime | | Performance | | Outbound Contact | | | 30 seconds | 10 | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN | |
| N/A | N/A | N/A | N/A | | N/A | hh:m m:ss | 6.0 | N/A | |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Refer to Ca | DESCRIPTION Refer to CampGrCurrElapsedSystemErrorTime in the "Stat Server Stat Type Definitions" | | | | | | |
| CALLING TEMPLATE | | section for a complete description. | | | | | | | |
| CampGroupView | | The time-n | umber forr | mat cha | nged from 0 to | hh: mm: s | s in the 7.0.1 release | of this metric. | |

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_SYSERROR_D | URATIN | | | | orDuration in th | ne "Stat Sei | ver Stat Type Definitio | ns" section for |
| Calling Template CampGroupView | | a complete description. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 releas | | | | | S in the 7.0.1 release | of this metric. |

Talk

| STAT TYPE N/A | | Statistical Gr Service Ca Average Ti | all | Voice | · - | | NOTIFICATION FREQUENCY N/A | Insensitivity N/A |
|---|--------------------------------------|---|--|--|---|---|----------------------------|---------------------|
| Filter N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TO N/A | YPE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Resource Voice H | andling | calls. CCPulse+ and Talk O result.Du function { var de + ccpu var nu + ccpu | calculates outbound C ration = Calculate n = ccpul lse.group m = ccpul nbound") I se.group | this me CPulse- Cal cul a Durati o se. grou ("Servi se. grou | tric from the v + metrics usin teDuration() n() p("Service Core Calls").Core Calls").Core Calls | calles of the g this form calls"). In the country to the call of | | Talk Inbound, |
| | return 0 == den ? num : num / den; } | | | | | | | |

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 Ty Growing | | Time Profile Default | FORMAT hh:m m:ss | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VOICE_CNS_MD_ CALLING TEMPLATE Resource Voice Ha | <u>-</u> | ated or acc Of all the v this metric | cepted. alues retui are those | rned by where th | the Consult_T | on consult v ime_Made ssion is TR | voice interactions that stat type, the only on UE. Refer to Consult_ omplete description. | es counted for |

Talk Consult Taken

| STAT TYPE Consult_Time_Taken | | Statistical Gr Auxiliary C 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 Description The total amount of time this agent spent handling consult interaction | | | | | nsult interactions that | he accepted. | | |
| CALLING TEMPLATE Resource Voice Handling Of all the values returned this metric are those when the "Stat Server Stat Type" | | | | where th | ne filter expres | sion is TRI | JE. Refer to Consult_ | |

Talk Inbound

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------|------------|----------------|---|------------------|--------------|--|------------------------|-----------------|
| Talk_Time_Inboun | d | Service Ca | ills Total | Voice | | 10 seconds | 1 | |
| | | Time | ne | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | | Default | hh:m | 7.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | l. | | • | | | |
| VOICE_TLK_INB_ | T | The total a | mount of time that this agent spent handling inbound calls. | | | | | |
| | | | where tl | he filter expres | ssion is TR | stat type, the only one UE. Refer to Talk_Timmerplete description. | | |



Talk Internal Made

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|---|------------|----------------|--------------------|---------|------------------------|-------------|---------------------------|-----------------|
| Internal_Time_Mag | de | Auxiliary C | xiliary Call Total | | • | | 10 seconds | 1 |
| | | Times | | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | 3 | Default | hh:m | 7.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | |
| VOICE_INT_MD_1 | - | The total a | mount of ti | me this | agent spent h | andling int | ernal calls that he initi | ated. |
| Calling Template Resource Voice Handling Of all the values returned by the Internal_Time_Made stat type, the only of this metric are those where the filter expression is TRUE. Refer to Internation the "Stat Server Stat Type Definitions" section for a complete description. | | | | | UE. Refer to Internal_ | | | |

Talk Internal Taken

| STAT TYPE Internal_Time_Taken | | Statistical Gr Auxiliary C Times | GROUP S y Call Total | | on E | | 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 | | DESCRIPTION The total amount of time that this agent spent handling internal calls that he accompany to the control of the co | | | | | | accepted. |
| Calling Template Resource Voice Handling Of all the values returned by the Internal_Time_Taken stat type, the only ones co this metric are those where the filter expression is TRUE. Refer to Internal_Time_ the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | | | |

Talk Outbound

| STAT TYPE Talk_Time_Outbou | Talk_Time_Outbound | | ratistical Group Sc Service Calls Total \ Time | | = = · | | Notification Frequency 10 seconds | Insensitivity 1 |
|--------------------------------------|--------------------|--|--|----|--------------|--------|-----------------------------------|-----------------|
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | 3 | Default | hh:m | 7.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION VOICE_TLK_OUT | _T | DESCRIPTION The total amount of time that this agent spent handling outbound calls. | | | | | g outbound calls. | |
| CALLING TEMPLATE Resource Voice Ha | andling | Of all the values returned by the Talk_Talk_Outbound stat type, the only ones cou this metric are those where the filter expression is TRUE. Refer to Talk_Time_Outbound the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | |

Talk Time Inbound_[1]

| STAT TYPE Talk_Time_Inbound | | Statistical Great Agent Time | | | 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 CALLING TEMPLATE KPI Agent | | DESCRIPTION Refer to Talk_Time_Inbound in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | on for a com- | |

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 | | | TIME PROFILE Collector- Default | FORMAT hh:m m:ss | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Refer to Talk_Time_Inbound in the "Stat Server Stat Type Definitions" section for a com- | | | | | | on for a com- |
| CALLING TEMPLATE KPI Tenant | | plete description. | | | | | | |

Talk Time Outbound_[1]

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity |
|----------------------------|--------------------|----------------|---------------|---------|------------------|-------------|------------------------|-----------------|
| Talk_Time_Outbound | | Agent Times | | Voice | | | 60 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | | Collector- | hh:m | 7.2 | N/A |
| | | | | | Default | m:ss | | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | |
| N/A | | Refer to Ta | ılk_Time_0 | Dutboun | d in the "Stat S | Server Stat | Type Definitions" sec | tion for a com- |
| CALLING TEMPLATE KPI Agent | plete description. | | | | | | | |

Talk Time Outbound_[2]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|-----------------------------|------------|--|-------------|---------|--------------|--------|------------------------|-----------------|
| Talk_Time_Outbou | nd | Agent Times | | Voice | | | 60 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | | Collector- | hh:m | 7.2 | N/A |
| | | | | | Default | m:ss | | |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Refer to Talk_Time_Outbound in the "Stat Server Stat Type Definitions" section for a co | | | | | | tion for a com- |
| CALLING TEMPLATE KPI Tenant | | plete desci | ription. | | | | | |

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_TER CALLING TEMPLATE General E-mail Ha | | were termi | nated. eneral_Em | ail_Terr | | | this tenant's e-mail s | |



Time to Abandon $_{[1]}$

| STAT TYPE AbandTime | | STATISTICAL GROUP Total Time | | Solution Voice Callback | | | Notification Frequency 10 seconds | Insensitivity 1 |
|---|-------------------|---|---|--|--|---|--|------------------------------------|
| FILTER VoiceAndNot- VCB | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | | Time Profile Default | FORMAT hh:m m:ss | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VCB_EV_TIME_AI CALLING TEMPLATE Queue Evaluation | BAN | were aban Of all the v ric are thos Stat Type I | doned. values retuluse where the Definitions' CB filter was seen as the control of the control | rned by ne filter ' sectior vas first | the AbandTimexpression is not for a complemapplied to this | ne stat type TRUE. Ref te descripti | etions spent in this que e, the only ones counte fer to AbandTime in th ion. release 7.0. In 7.1 ⁺ , th | ed for this met- e "Stat Server |

Time to Abandon_[2]

| STAT TYPE Total_Abandon_Tir | me | Statistical Gre Total Time | | | Solution Voice | | Notification Frequency 10 seconds | Insensitivity 1 |
|---|-------------------|---|--|---|--|--|---|---|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | | Time Profile Default | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VOICE_ABND_T CALLING TEMPLATE Voice Queue | | were aban In release however, th with the sir metrics pro | doned. 7.0, this m nis stat typ milar, but d ovided by t | etric reli e's nam lifferent he Outb | ied on the Tota le was change Total_Time_To lound Contact | al_Time_To d to Total_ D_Abandon Solution. F | ctions spent in this que c_Abandon stat type. I Abandon_Time to avour a stat type which is use Refer to Total_Abando lete description. | n release 7.1, hid confusing it ed for some |

Time to $Distribute_{[1]}$

| STAT TYPE DistributeTime | | | | SOLUTION Voice Callback | | | Notification Frequency 10 seconds | Insensitivity 1 |
|---|-------------------|---|---|--|---|---|---|-----------------------------------|
| FILTER VoiceAndNot- VCB | 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_DI CALLING TEMPLATE Queue Evaluation | ST | were distril Of all the v metric are Server Sta | buted. ralues reture those whe t Type Def | rned by re the fi initions" vas first | the Distribute Iter expression section for a applied to this | Time stat t n is TRUE. complete c | tions spent in this querype, the only ones cou Refer to DistributeTimescription. | inted for this ne in the "Stat |

Time to $Distribute_{[2]}$

| STAT TYPE Total_Distribute_Ti | me | Statistical Group Total Time | | SOLUTION Voice | | Notification Frequency 10 seconds | Insensitivity 1 | |
|---|-------------------|---|--|-----------------------|-----------------------|-----------------------------------|--|---------------------|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TO Growing | | Time Profile Default | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VOICE_DSTR_T CALLING TEMPLATE Voice Queue | | were distril In release this stat typ | outed. 7.0, this m be's name ibute_Time | etric reli was cha | ied on the Total | al_Time_To _Distribute | tions spent in this quer o_Distribute stat type. e_Time. Refer to efinitions" section for a | In release 7.1, |

Timed Out

| STAT TYPE Interactions_Timed | d_Out | Statistical Gr Total | OUP | 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_OL CALLING TEMPLATE Resource E-mail H | | were then Of all the v for this me | subsequer alues retui tric are tho s_Timed_0 | ntly revo rned by ose whe | ked because of the Interaction re the filter exp | of prolongens_Timed_ oression is | t accepted, pulled, or ded non-activity. Out stat type, the only TRUE. Refer to Definitions" section for | ones counted |

TimeToAbandon

| STAT TYPE Total_Time_to_Aba | andon | TimeReport Er | | | N rprise Routing ound 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 CALLING TEMPLATE QueueView | | metric use: Of all the v for this me Total_Time description | s the isNot\ alues return tric are thos e_to_Abanco . | VCB filt ned by t se whei lon in th | er instead. the Total_Time re the filter exp ne "Stat Serve | e_to_Distri pression is r Stat Type | of this metric. In release the stat type, the only TRUE. Refer to endinitions" section for some one of the section for the sec | ones counted |



TimeToAnswer

| STAT TYPE Total_Time_to_Answer | | STATISTICAL GROUP TimeReport | | | N rprise Routing ound Contact | , | Notification Frequency 30 seconds | Insensitivity 10 |
|---|-------------------|---|--|---------------------------------|---|---|---|-------------------------|
| FILTER isNotVCB | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | – | Time Profile Default | FORMAT hh:m m:ss | INTRODUCED IN 6.5.001 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION T_ANSWERED CALLING TEMPLATE QueueView | | metric use: Of all the v for this me Total_Time description | s the isNot values retur tric are tho e_to_Answ | rned by ese whe er in the | er instead. the Total_Time re the filter exp e "Stat Server S | e_to_Answ pression is Stat Type [| of this metric. In release ver stat type, the only of TRUE. Refer to Definitions" section for S in the 7.0.1 release of | ones counted a complete |

TimeToDistrib

| STAT TYPE Total_Time_to_Distribute | | STATISTICAL GROUP TimeReport | | SOLUTION Enterprise 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 CALLING TEMPLATE QUEUEView | | metric uses Of all the victor this me Total_Time description | s the isNot alues retur tric are tho e_to_Distrib | VCB filt rned by se se when | er instead. the Total_Time re the filter exp he "Stat Serve | e_to_Distrik pression is er Stat Type | of this metric. In release oute stat type, the only TRUE. Refer to e Definitions" section for the first the 7.0.1 release of | ones counted or a complete |

To Abandon

| STAT TYPE AbandTime | STATISTICAL GROUP Total Time | | | SOLUTIO Voice | n e 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_ABAN | | | | | | | | |
| Calling Template Callback Queue | | Refer to AbandTime 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. The VoiceCall filter was first applied to the 7.1 release of this metric. | | | | | | of this metric. |

To Distribute CB

| STAT TYPE | | STATISTICAL GROUP | | SOLUTIO | ON | | NOTIFICATION FREQUENCY | Insensitivity |
|---|-------------------|--|---------------------|---------|-------------------------|-------------------|------------------------|---------------|
| DistributeTime Total Time | | | Voice Callback | | | 10 seconds | 10 | |
| FILTER isVCB | TIME RANGE N/A | TIME RANGE 1 N/A | Growing Default hh: | | FORMAT hh:m m:ss | INTRODUCED IN 7.0 | DISCONTINUED IN N/A | |
| HISTORICAL ASSOCIATION VCB_TI_DISTR_CB Description The total amount of time it took to distribute callback interacti | | | | | nteractions from this o | queue. | | |
| Calling Template Callback Queue | | Of all the values returned by the DistributeTime stat type, the only ones counted for metric are those where the filter expression is TRUE. Refer to DistributeTime in the Server Stat Type Definitions" section for a complete description. | | | | | | |

To Distribute Live

| STAT TYPE DistributeTime | Statistical Gre Total Time | OUP | 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_L | IVE | DESCRIPTION The total amount of time it took to distribute live interactions from this queue. | | | | | | |
| Calling Template Callback Queue | | Of all the values returned by the DistributeTime stat type, the only ones counted for metric are those where the filter expression is TRUE. Refer to DistributeTime in the Server Stat Type Definitions" 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. | | | | | | ne in the "Stat |

Total Abandoned

| STAT TYPE Total_Abandoned | | Statistical Gro Total Calls | | Solutio Voice | | | Notification Frequency 60 seconds | Insensitivity 1 |
|-----------------------------|-------------------|--------------------------------|------------------------|------------------|-----------------------|----------------|--------------------------------------|---------------------|
| Filter VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY Growing | | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | | _ | loned in | the "Stat Serv | er Stat Typ | e Definitions" section | for a complete |
| CALLING TEMPLATE KPI Tenant | | description | i. | | | | | |

Total Accepted

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | NOTIFICATION FREQUENCY | Insensitivity | |
|--|------------|------------------|-------------|----------|----------------|------------------------|---------------|-----------------|
| Interactions_Accepted | | Media X Resource | | Oper | n Media | | 60 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| Media_X | N/A | N/A | Growing | | Default | 0.00 | 7.2 | N/A |
| HISTORICAL ASSOCIATION N/A Introduced in release 7.2 for Open Media, this metric represents the total number of actions of the media X type that were offered for processing to an agent, a place, o | | | | | | | | |
| Media X Resource Template thereof and that wer | | | | accept | ed during a sp | ecific time | | |



Total Answered_[1]

| STAT TYPE CallsAnswered | | Statistical Gro Total Calls | | Solutio Voice | | | Notification Frequency 60 seconds | Insensitivity 1 |
|----------------------------|-------------------|--------------------------------|------------------------|------------------|-----------------------|----------------|-----------------------------------|---------------------|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY Growing | – | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | | | ed in the | e "Stat Server | Stat Type | Definitions" section for | a complete |
| CALLING TEMPLATE KPI Agent | | description | | | | | | |

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 Ty Growing | | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE | | DESCRIPTION Refer to Total_Calls_Answered in the "Stat Server Stat Type Definitions" section for a coplete description. | | | | | | ction for a com- |
| KPI Tenant | | | | | | | | |

Total Cleared

| STAT TYPE N_Calls_Cleared | | Statistical Gre Total Calls | | Solution Voice | | | Notification Frequency 60 seconds | Insensitivity 1 |
|-----------------------------|-------------------|---|------------------------|----------------|-----------------------|----------------|-----------------------------------|---------------------|
| FILTER VoiceCall | Time Range N/A | TIME RANGE 1 N/A | INTERVAL TY Growing | | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Refer to N_Calls_Cleared in the "Stat Server Stat Type Definitions" section for a complete | | | | | | |
| CALLING TEMPLATE KPI Tenant | | description | | | | | | |

Total Distributed

| STAT TYPE N_Calls_Distributed | | Statistical Gro Total Calls | atistical Group otal Calls | | SOLUTION Voice | | Notification Frequency 60 seconds | Insensitivity 1 |
|--|-------------------|------------------------------------|-------------------------------|----------|-----------------------|----------------|-----------------------------------|---------------------|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Tenant | | DESCRIPTION Refer to N plete descr | | tributed | in the "Stat Se | erver Stat 1 | ype Definitions" section | on for a com- |

Total Entered_[1]

| STAT TYPE VoiceTotalEntered | | Statistical Group Total Calls | | Solutio Voice | - - | | Notification Frequency 60 seconds | Insensitivity 1 |
|-----------------------------|-------------------|-------------------------------|------------------------|------------------|-----------------------|----------------|-----------------------------------|---------------------|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | – | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | | | ntered in | the "Stat Serv | er Stat Typ | e Definitions" section | for a complete |
| CALLING TEMPLATE KPI Agent | | description | | | | | | |

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 TY Growing | – | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | | Refer to VoiceTotalEntered in the "Stat Server Stat Type Definitions" section for a complet | | | | | |
| CALLING TEMPLATE KPI Tenant | | description | i. | | | | | |

Total Entered_[3]

| STAT TYPE MediaX_Total_Enter | MediaX_Total_Entered_Que | | ROUP SOLUTION Queue Open Me | | | | Notification Frequency 60 seconds | Insensitivity 2 |
|--------------------------------------|--|---|-----------------------------|--|-----------------------|----------------|--------------------------------------|---------------------|
| ue | | | · | | | | | |
| 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 in | | | | | | |
| Calling Template Media X Queue Te | actions of the media X type that entered a staging area during a specific time period to Media X Queue Template actions of the media X type that entered a staging area during a specific time period to MediaX_Total_Entered_Queue in the "Stat Server Stat Type Definitions" section complete description. | | | | | | | |

Total Finished Processing

| STAT TYPE Interactions_Processed | | | ATISTICAL GROUP ledia 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 | Introduced in release 7.2 for Open Media, this metric represents the total number of | | | | | | | |
| CALLING TEMPLATE actions of the media X Media X Resource Template ing a specific time per Definitions" section fo | | | | riod. Re | efer to Interact | ions_Proce | | |



Total Login Time_[1]

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|--|------------|----------------|-------------|---------|----------------|-------------|------------------------|-----------------|
| Total_Login_Time | | Agent Time | es | Voice | | | 60 seconds | 10 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | 3 | Default | hh:m | 7.2 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION N/A DESCRIPTION The total time that a | | | | ents we | re logged in. | | | |
| CALLING TEMPLATE KPI Agent, KPI Tenant Refer to Total_Logir description. | | | | Time in | the "Stat Serv | er Stat Typ | e Definitions" section | for a complete |

Total LogIn Time_[2]

| STAT TYPE AgentLogInTime | | STATISTICAL GROUP Agent Times | | Solutio Voice | | | Notification Frequency 60 seconds | Insensitivity 10 |
|---|-------------------|----------------------------------|------------------------|------------------|-----------------------|------------------------|--------------------------------------|---------------------|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | – | TIME PROFILE Default | FORMAT hh:m m:ss | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Queue | | Description The total til | me that ag | ents we | re logged in to | a particula | ar queue. | |

Total Moved

| STAT TYPE MediaX_Total_Moved_From _Queue | | STATISTICAL GRO Media X Q | | 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 CALLING TEMPLATE Media X Queue Te | mplate | staging are | ea to any o otal_Moved | ther sta | ging area duri | ng a speci [.] | hat were moved from fic time period. Refer t er Stat Type Definitions | 0 |

Total Offered

| STAT TYPE Interactions_Offered | | Statistical Gro | | 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 The total number of interactions of the media X type that were offered for processing to | | | | | | ocessing to an |
| CALLING TEMPLATE Media X Resource Template Media X Resource Template 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. | | | | | complete | | | |

Total Processing Time

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | INSENSITIVITY |
|------------------------------------|------------|---|-------------|------------|----------------|-------------|------------------------|-----------------|
| Interactions_Processing_Time | | Media X Resource | | Open Media | | | 60 seconds | 10 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED |
| Media X | N/A | N/A | Growing | 1 | Default | hh:m | 7.2 | IN |
| _ | | | | | | m:ss | | N/A |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | | | | | | |
| N/A | | The total a | mount of ti | me that | an agent, a pl | ace, or a g | roup thereof spent har | ndling interac- |
| CALLING TEMPLATE Media X Resource | Template | tions of the media X type during a specific time period. Refer to | | | | | tion for a | |

Total Ready Time_[1]

| STAT TYPE Total_Ready_Time | | Statistical Gre Agent 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 CALLING TEMPLATE KPI Agent, KPI Tenant DESCRIPTION Refer to Total_Ready plete description. | | | | _Time i | n the "Stat Sei | ver Stat Ty | pe Definitions" section | n for a com- |

Total Ready Time_[2]

| STAT TYPE AgentReadyTime | | STATISTICAL GROUP Agent Times | | Solutio Voice | | | Notification Frequency 60 seconds | Insensitivity 10 |
|--|-------------------|-------------------------------------|------------------------|------------------|-----------------------|------------------------|-----------------------------------|---------------------|
| FILTER VoiceCall | Time Range N/A | TIME RANGE 1 N/A | Interval Ty Growing | | TIME PROFILE Default | FORMAT hh:m m:ss | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Tenant | | DESCRIPTION Refer to Aç description | • | Time in | the "Stat Serv | er Stat Typ | e Definitions" section t | for a complete |

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 The total number of interactions of the media X type that were offered for processing to | | | | | | |
| Calling Template Media X Resource | Template | 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. | | | | | | |



Total Released_[1]

| STAT TYPE CallsReleased | | Statistical Gre Total Calls | | Solutio Voice | | | Notification Frequency 60 seconds | Insensitivity 1 |
|----------------------------|-------------------|--------------------------------|------------------------|------------------|-----------------------|----------------|-----------------------------------|---------------------|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | – | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | | | ed in the | e "Stat Server | Stat Type [| Definitions" section for | a complete |
| CALLING TEMPLATE KPI Agent | | description | | | | | | |

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 TY Growing | – | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | _ | _ | in the " | Stat Server St | at Type De | finitions" section for a | complete |
| CALLING TEMPLATE KPI Tenant | | description | l . | | | | | |

Total Terminated

| STAT TYPE Inbound_Interactions_Stopp ed | | | Statistical Group Media X Resource | | n 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 The total number of inbound interactions of the media X type that were terminated by an | | | | | | |
| Calling Template Media X Resource | agent, a place, or a group thereof during a specific time period. Refer to X Resource Template Inbound_Interactions_Stopped in the "Stat Server Stat Type Definitions" section for plete description. | | | | | | tion for a com- | |

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 Ty Growing | | Time Profile Default | FORMAT hh:m m:ss | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Tenant | | DESCRIPTION Refer to To complete d | | _ | ver in the "Stat | Server Sta | at Type Definitions" se | ction for a |

Total Timed Out

| STAT TYPE | | STATISTICAL GROUP | | SOLUTIO | Solution | | NOTIFICATION FREQUENCY | Insensitivity |
|-----------------------------------|------------|---|---------------|------------|--------------|--------|------------------------|-----------------|
| Interactions_Timed | I_Out | Media X Resource | | Open Media | | | 60 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| Media_X | N/A | N/A | Growing | 9 | Default | 0.00 | 7.2 | N/A |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | |
| N/A | | | | | | | hat were accepted, pu | |
| CALLING TEMPLATE Media X Resource | Template | ated, and subsequently revoked by an agent, a place, or a group thereof because of pro- | | | | | | |

Total Transferred_[1]

| STAT TYPE Transfers_Made | | Statistical Group Total Calls | | Solutio Voice | | | Notification Frequency 60 seconds | Insensitivity 1 |
|----------------------------|-------------------|----------------------------------|------------------------|------------------|-----------------------|----------------|--------------------------------------|---------------------|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | – | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | | _ | lade in t | he "Stat Serve | er Stat Type | Definitions" section for | or a complete |
| CALLING TEMPLATE KPI Agent | | description | l. | | | | | |

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 TY Growing | . – | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Refer to Transfers_Made in the "Stat Server Stat Type Definitions" section for a complete | | | | | | |
| CALLING TEMPLATE KPI Tenant | | description | l. | | | | | |

Total Transfers

| STAT TYPE Total_Number_Transfers_Ma de | | 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 CALLING TEMPLATE Media X Resource | e Template | type by an | agent, a p | lace, or fers_Ma | a group there | of during a | gard to interactions of specific time period. I at Type Definitions" se | Refer to |

Total_Abandoned

| STAT TYPE Total Abandoned | STAT TYPE STATISTICAL GROUP Total Abandoned Total Calls | | Solutio Voice | | | Notification Frequency 60 seconds | Insensitivity 1 | |
|----------------------------|---|---|------------------------|-----|-----------------------|-----------------------------------|-------------------|---------------------|
| FILTER VoiceCall | TIME RANGE N/A | Time Range 1 N/A | Interval Ty Growing | /PE | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Refer to Total_Abandoned in the "Stat Server Stat Type Definitions" section for a complete | | | | | | for a complete |
| CALLING TEMPLATE KPI Queue | | description | l. | | | | | |

Total_Answered

| STAT TYPE Total_Answered | | Statistical Gre Total Calls | | Solutio Voice | | | Notification Frequency 60 seconds | Insensitivity 1 | |
|----------------------------|-------------------|--------------------------------|---|------------------|-----------------------|----------------|--------------------------------------|---------------------|--|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY Growing | – | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A | |
| HISTORICAL ASSOCIATION N/A | | | Refer to Total_Answered in the "Stat Server Stat Type Definitions" section for a complete | | | | | | |
| CALLING TEMPLATE KPI Queue | | description | | | | | | | |

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 Ty Growing | . – | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION Refer to Total_Cleared in the "Stat Server Stat Type Definitions" section for a complete | | | | | | |
| CALLING TEMPLATE KPI Queue | | description. | | | | | | |

Total_Distributed

| STAT TYPE Total_Distributed | | Statistical Gre Total Calls | OUP | Solutio Voice | | | Notification Frequency 60 seconds | Insensitivity 1 |
|---|-------------------|-------------------------------------|------------------------|------------------|-----------------------|----------------|--------------------------------------|---------------------|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Queue | | DESCRIPTION Refer to To description | _ | uted in t | the "Stat Serve | er Stat Type | e Definitions" section 1 | for a complete |

Total_Entered

| STAT TYPE Total_Entered | | Statistical Gre Total Calls | | Solutio Voice | | | Notification Frequency 60 seconds | Insensitivity 1 |
|----------------------------|-------------------|--------------------------------|------------------------|------------------|-----------------------|----------------|-----------------------------------|---------------------|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY Growing | – | Time Profile Default | FORMAT 0.00 | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A | | | | ed in the | "Stat Server S | Stat Type D | efinitions" section for | a complete |
| CALLING TEMPLATE KPI Queue | | description | l. | | | | | |

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 CALLING TEMPLATE KPI Queue | | DESCRIPTION Refer to Total_Time_to_Answer in the "Stat Server Stat Type Definitions" section for complete description. | | | | | ction for a | |

TotalACW_[1]

| STAT TYPE Total_Work_Time | | STATISTICAL GROUP TimeReport | | | n rprise Routing ound Contact | | Notification Frequency 30 seconds | Insensitivity 10 |
|---|-------------------|--|------------------------|-----|-------------------------------------|------------------------|--------------------------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty Growing | . – | Time Profile Default | FORMAT hh:m m:ss | INTRODUCED IN 5.1, 6.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION T_WORK CALLING TEMPLATE AgentView, Group PlaceView | sView, | 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 T 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 met | | | | | | |

TotalACW_[2]

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------|------------|--|------------------|---------------------|-----------------|------------|------------------------|-----------------|
| TotalAfterCallWork | DNStatus- | TimeReport | | Enterprise Routing, | | | 30 seconds | 10 |
| Time | | | Outbound Contact | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 3 | Default | hh:m | 5.1, 6.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | | | • | • | • | |
| N/A | | | | | | | Network Routing. Intro | |
| CALLING TEMPLATE | | release 6.0 |) for Outbo | und Co | ntact. Refer to | TotalAfter | CallWorkDNStatusTim | e in the "Stat |
| DNView | | 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. | | | | | | |



TotalASM_Outbound

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | | NOTIFICATION FREQUENCY | INSENSITIVITY |
|-------------------------------------|------------------|--|--------------------------|------------------|--------------|--------|------------------------|-----------------|
| Total_Talk_Time_ASM_Outb ound | | TimeReport | | Outbound Contact | | | 30 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | TIME RANGE 1 INTERVAL TY | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 9 | Default | 0 | 7.0.1 | N/A |
| HISTORICAL ASSOCIATION T ASM OUTBOU | ND | DESCRIPTION Refer to Total Talk Time ASM Outbound in the "Stat Server Stat Type Definitions" sec- | | | | | | initions" soc |
| | ND | tion for a complete description. | | | | | | |
| | CALLING TENTERTE | | | | | | | |
| GroupsView | | 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. | | | | | | |

TotalCallsOnHold

| STAT TYPE Total_Number_on_Hold | | Statistical Group Performance | | SOLUTION Enterprise 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 | | | | | |
| CALLING TEMPLATE GroupsView | | complete description. | | | | | | |

TotalConsult

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity | | |
|---------------------------------------|---------------------------|----------------|-------------|-------------|----------------|------------|------------------------|-----------------|--|--|
| Total_Consult_Talk_Time | | TimeRepoi | neReport | | ound Contact | | 30 seconds | 1 | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN | | |
| N/A | N/A | N/A | Growing | | Default | 0 | 7.0.1 | N/A | | |
| HISTORICAL ASSOCIATION | HISTORICAL ASSOCIATION DE | | | DESCRIPTION | | | | | | |
| T_CONSULT | | | _ | | Time in the "S | tat Server | Stat Type Definitions" | section for a | | |
| CALLING TEMPLATE complete description | | | | | | | | | | |
| AgentView, GroupsView | | | | | | | | | | |

TotalInbound

| STAT TYPE Total_Talk_Time_Inbound | | | STATISTICAL GROUP TimeReport | | ound Contact | | Notification Frequency 30 seconds | Insensitivity 1 |
|--|-------------------|--|------------------------------|--|-----------------------|-------------|-----------------------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | | | 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" secti | | | | | | section for a |
| CALLING TEMPLATE complete description. AgentView, GroupsView | | | • | | | | | |

TotalLogin

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------------------|------------|--|-------------|---------------------|---------------|-------------|------------------------|-----------------|
| Total_Login_Time | | TimeRepor | rt | Enterprise Routing, | | | 30 seconds | 10 |
| | | · · · · · · · · · · · · · · · · · · · | | | ound Contact | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 9 | Default | hh:m | 5.1, 6.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION T LOGIN | | DESCRIPTION Introduced | in release | 5 1 for | Enternrise Ro | uting and N | Network Routing Intro | duced in |
| Calling Template AgentView, PlaceV | iew | 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. | | | | | | |
| | | The time-number format changed from 0 to hh: mm: SS in the 7.0.1 release of this metric. | | | | | | of this metric. |

TotalNR_[1]

| STAT TYPE Total_Not_Ready_Time | | Statistical Gro TimeRepoi | meReport | | SOLUTION Enterprise Routing, Outbound Contact | | Notification Frequency 30 seconds | INSENSITIVITY 10 |
|--|--|--|-----------------------------|--|---|------------------------|-----------------------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | NGE 1 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 | | | | | • | • | Network Routing. Intro | |
| CALLING TEMPLATE AgentView, Groups PlaceView | release 6.0 for Outbound Contact. Refer to Total_Not_Ready_Time in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | | |
| Placeview | | The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric. | | | | | | |

$\mathsf{TotaINR}_{[2]}$

| STAT TYPE TotalNotReadyDNStatusTime | | STATISTICAL GROUP TimeReport | | SOLUTION Enterprise 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 CALLING TEMPLATE DNView | | Description 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. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric. | | | | | | |

TotalOutbound

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|--|------------------------------------|----------------|--------------------------|------------------|---------------|-------------|-------------------------|------------------|
| Total_Talk_Time_Outbound | | TimeReport | | Outbound Contact | | | 30 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | TIME RANGE 1 INTERVAL TY | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 9 | Default | 0 | 7.0.1 | N/A |
| HISTORICAL ASSOCIATION | HISTORICAL ASSOCIATION DESCRIPTION | | | | | • | | |
| T_OUTBOUND | | | | _ | tbound in the | "Stat Serve | r Stat Type Definitions | s" section for a |
| Calling Template complete of AgentView, GroupsView | | | lescription. | | | | | |

TotalTalk_[1]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------|------------|--|-------------|---------------------|-----------------|-------------|------------------------|-----------------|
| Total Talk Time | | TimeRepor | rt | Enterprise Routing, | | | 30 seconds | 10 |
| | | · · · · · · · · · · · · · · · · · · · | | | ound Contact | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 3 | Default | hh:m | 5.1, 6.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | • | | • | |
| T_TALK | | Introduced | in release | 5.1 for | Enterprise Ro | uting and I | Network Routing. Intro | duced in |
| CALLING TEMPLATE | | release 6.0 |) for Outbo | und Co | ntact. Refer to | Total_Talk | Time in the "Stat Ser | ver Stat Type |
| AgentView, Groups | sView, | Definitions" section for a complete description. | | | | | | |
| PlaceView | | The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric. | | | | | | |

TotalTalk_[2]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------|------------|---|-------------|---------------------|-----------------|-------------------|------------------------|-----------------|
| Total_Talk_Time | | TimeRepor | rt | Enterprise Routing, | | | 30 seconds | 10 |
| | | | Outbound C | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE . | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 3 | Default | hh:m | 5.1, 6.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | · | | | | • | |
| N/A | | Introduced | in release | 5.1 for | Enterprise Ro | uting and N | Network Routing. Intro | duced in |
| CALLING TEMPLATE | | release 6.0 |) for Outbo | und Cor | ntact. Refer to | TotalTalkD | NStatusTime in the "S | tat Server Stat |
| DNView | | Type Definitions" section for a complete description. | | | | | | |
| | | The time-n | umber forr | nat cha | nged from 0 to | hh: mm: ss | s in the 7.0.1 release | of this metric. |

TotalWait

| STAT TYPE Total_Wait_Time | | STATISTICAL GROUP TimeReport | | | rprise Routing ound 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 CALLING TEMPLATE AgentView, Groups | sView. | DESCRIPTION Refer to Total_Wait_Time in the "Stat Server Stat Type Definitions" sec description. | | | | | | · |
| PlaceView | | The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric. | | | | | | |

Transfer Ratio_[1]

| STAT TYPE | | STATISTICAL GROUP | | SOLUTIO | N | | NOTIFICATION FREQUENCY | INSENSITIVITY |
|----------------------------|------------|---|---------------|----------|--------------|----------|------------------------|-----------------|
| N/A | | Call Handli | ing | Voice | • | | N/A | N/A |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | N/A | 7.2 | N/A |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | |
| N/A | | The percentage of time that this agent has spent in the Not Ready state. | | | | | | |
| CALLING TEMPLATE KPI Agent | | CCPulse+ calculates this metric from the values of the Total Transferred and Total Entered CCPulse+ metrics using this formula: | | | | | | |
| | | result.Long = CalculateDuration(); | | | | | | |
| | | function (| Cal cul ate | Duratio | n() | | | |
| | | { | | | | | | |
| | | var num = | 100 * (cd | cpul se. | group("Total | Calls"). | statistic("Total Tra | ansferred")); |
| | | var den = (ccpulse.group("Total Calls").statistic("Total Entered")); | | | | | | |
| | | | | | | | | |
| | | return 0 == den ? num : num / den; | | | | | | |
| | | } | | | | | | |

Transfer Ratio_[2]

| STAT TYPE N/A | | STATISTICAL GROUP Call Handling | | Solutio Voice | | | NOTIFICATION FREQUENCY N/A | Insensitivity N/A |
|---|-------------------|---|---|---|--|---------------|--|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | /PE | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.2 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE KPI Tenant | | state. CCPulse+ CCPulse+ result.Loi function ({ var num = | calculates metrics us ng = Calc Calculate 100 * (co (ccpulse | this me sing this ul ateDu Durati o cpul se. .group(| tric from the va formula: ration(); n() group("Total | Calls"). | Tenant have spent in the Total Transferred and statistic("Total Transferred Transferred Transferred" | ansferred")); |
| | | } | | | | | | |



Transfers_[1]

| STAT TYPE | | | OUP | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|--|------------|--------------|--------------------------|-----------------|--------------|--------|----------------------------|-----------------|
| General_Email_Transfers | | Total | | E-mail | | | 10 seconds | 1 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION EMAIL_GEN_TRA CALLING TEMPLATE General E-mail Ha | | tenant's e- | mail systei eneral_Em | m. nail_Trai | | · | oound e-mail interactions" | |

Transfers_[2]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|--|------------|---|--------------------|-----------|-------------------|-------------|------------------------|-----------------|
| Chat_Total_Transfers | | Total Number | | Web Media | | | 10 seconds | 2 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE. | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 3 | Default | 0.00 | 7.0 | N/A |
| HISTORICAL ASSOCIATION CHAT_GN_TRF | | DESCRIPTION The total number of times that inbound chat interactions were transferred with | | | | | ithin this ten- | |
| CALLING TEMPLATE | | ant's chat s | ant's chat system. | | | | | |
| General Chat Handling Refer to Chat_Tota plete description. | | | | Transfer | rs in the "Stat S | Server Stat | Type Definitions" sec | tion for a com- |

Transfers Made_[1]

| STAT TYPE Total_Number_Transfers_Ma de | | 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 | DESCRIPTION The total number of | | | hat inte | raction transfe | ers made b | y this agent. | |
| Resource Chat Handling counted for this met | | | | c are th fers_Ma | ose where the | filter expre | fers_Made stat type, ession is TRUE. Refer at Type Definitions" se | to |

Transfers Made_[2]

| STAT TYPE | | STATISTICAL GROUP | | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|---------------------------------------|------------|--|-------------|---------|--------------|------------|------------------------|-----------------|
| Transfers_Made Transfers | | | Voice | 9 | | 10 seconds | 1 | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | . – | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| VoiceCall | N/A | N/A | Growing | | Default | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION | | | | | | | | |
| VOICE_TFR_MD | | The total number of voice interaction transfers made by this agent. | | | | | | |
| Calling Template Resource Voice Ha | andling | 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 "Sta Server Stat Type Definitions" section for a complete description. | | | | | | |

Transfers Taken_[1]

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|-----------------------------------|------------|--|-------------|----------|-----------------|-------------|------------------------|-----------------|
| Total_Number_Tra | nsfers_Ta | Total Numb | mber V | | Web Media | | 10 seconds | 1 |
| ken | | | | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| chatSession | N/A | N/A | Growing | | Default | 0.00 | 7.0 | N/A |
| HISTORICAL ASSOCIATION | | DESCRIPTION | • | | • | • | • | • |
| CHAT_TRF_TK | | The total n | umber of c | hat inte | raction transfe | ers taken b | y this agent. | |
| CALLING TEMPLATE Resource Chat Ha | ndling | Of all the values returned by the Total_Number_Transfers_Taken stat type, the only 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 complete description. | | | | | | to |

Transfers Taken_[2]

| STAT TYPE Transfers_Taken | Transfers_Taken | | Statistical Group Transfers | | N E | | Notification Frequency 10 seconds | Insensitivity 1 |
|-------------------------------------|-------------------|---|-----------------------------|-----|-----------------------|-------------|-----------------------------------|---------------------|
| FILTER VoiceCall | TIME RANGE N/A | TIME RANGE 1 N/A | Interval Ty 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. | | | | | | |
| CALLING TEMPLATE Resource Voice Ha | andling | Of all the values returned by the Transfers_Taken stat type, the only ones counted for metric are those where the filter expression is TRUE. Refer to Transfers_Taken in the "Server Stat Type Definitions" section for a complete description. | | | | | | |

TransfersMade

| STAT TYPE Total_Number_of_Transfers_ Made | | STATISTICAL GROUP Performance | | SOLUTION Enterprise 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_N | MADE | | _ | | _ | in the "St | at Server Stat Type De | efinitions" sec- |
| CALLING TEMPLATE GroupsView | | tion for a complete description. | | | | | | |

TransfersTaken

| STAT TYPE Total_Number_of_Transfers_ Taken Statistical Group Performance | | Sοιυτιον Enterprise Routing, Outbound Contact | | | Notification Frequency 60 seconds | INSENSITIVITY 1 | | |
|---|-------------------|---|------------------------|--|--------------------------------------|-----------------|-------------------|---------------------|
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY Growing | | Time Profile Default | FORMAT 0 | INTRODUCED IN 6.5 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N_TRANSFERS_1 | AKEN | DESCRIPTION Refer to Total_Number_of_Transfers_Taken in the "Stat Server Stat Type D | | | | | efinitions" sec- | |
| CALLING TEMPLATE GroupsView | | tion for a complete description. | | | | | | |



Waiting

| STAT TYPE | | | OUP | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity | | |
|---|---------------------|---|-------------|---|--------------|-------------------------|------------------------|-----------------|--|--|
| Chat_Current_Waiting | | Current | | Web Media | | | 10 seconds | 2 | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN | | |
| N/A | N/A | N/A | N/A | | N/A | 0.00 | 7.0 | N/A | | |
| HISTORICAL ASSOCIATION N/A | | DESCRIPTION The current number of chat interactions within this tena | | | | | | | | |
| CALLING TEMPLATE | CALLING TEMPLATE DE | | | been submitted for processing excluding those that are currently being processed. | | | | | | |
| General Chat Handling Refer to Chat_Curren complete description. | | | _ | ng in the "Stat | Server Sta | t Type Definitions" see | ction for a | | | |

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 CALLING TEMPLATE E-mail Queue | | are waiting | to be prod nQueue_E | cessed. mail_W | aiting_Proces | · | at the moment of mea | |

Waiting Processing_[2]

| STAT TYPE | | STATISTICAL GR | OUP | Solutio | N | | NOTIFICATION FREQUENCY | Insensitivity |
|---|------------------------------------|----------------|--------------------------|--|--------------|--------------|-------------------------|-----------------|
| General_Email_Wa | aiting_Pro | Current | | E-ma | -mail | | 10 seconds | 1 |
| cessing | | | | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | ME RANGE 1 INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A N/A | | N/A | 0 | 7.0 | N/A |
| HISTORICAL ASSOCIATION | HISTORICAL ASSOCIATION DESCRIPTION | | | | | • | | |
| N/A | | | | submitted interactions that are awaiting processing within this tenant's | | | | |
| CALLING TEMPLATE | | e-mail syst | em at the | moment | of measurem | ent. | | |
| General E-mail Handling Refer to General_En section for a complete | | | | | | ng in the "S | Stat Server Stat Type [| Definitions" |

Wait Time_[1]

| STAT TYPE N/A | | STATISTICAL GROUP Total Time | | Solutio Voice | e 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 CALLING TEMPLATE Queue Evaluation | | either distr CCPulse+ tribute CCI resul t. Du (ccpul se | ibuted or a calculates Pulse+ me rati on = . group("To | this me trics usi | ed. tric from the v ng this formula me"). stati st | alues of th a: ic("Time | d in this queue before e Time to Abandon an to Abandon") + to Distribute")); | · |

Wait $Time_{[2]}$

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|--|-------------------|---|--|--|--|---|---|---------------------|
| N/A | | Averages | | Voice | e Callback | | N/A | N/A |
| FILTER N/A | TIME RANGE N/A | TIME RANGE 1 N/A | INTERVAL TY N/A | PE. | TIME PROFILE N/A | FORMAT N/A | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Queue Evaluation | | tributed or CCPulse+ Abandon, i resul t. Du ((ccpul si ccpul si | abandoned calculates and Time to ration = e. group("'e. group("'e. group("'e. group("'e. group("'e. group("'e. group("'e. group("'e. group("'e. group("' | d. this me o Distrik (Total N Total N Total T Total T Total T Total T | etric from the voute CCPulse- lumber"). Aban lumber"). Di st Time"). statis Time"). statis | ralues of tr + metrics undoned + dributed) stic("Time stic("Time stic("Time stic("Time adoned + | e to Abandon") + e to Distribute")) e to Abandon") + e to Distribute")) | ited, Time to |

WaitingAgent

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|---|---|-------------------------------------|---------------|------------------|--------------|--------------|-------------------------|-----------------|
| CampGrCurrElapsedWaitin- gAgentsTime | | Performance | | Outbound Contact | | | 30 seconds | 10 |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | hh:m | 6.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | | | | • | | |
| N/A | | | - | | | tsTime in th | ne "Stat Server Stat Ty | pe Definitions" |
| CALLING TEMPLATE | | section for a complete description. | | | | | | |
| CampGroupView | mpGroupView The time-number format changed from 0 to hh: mm: ss in | | | | | | s in the 7.0.1 release | of this metric. |



WaitingAgents

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------|------------|--|---------------|------------------|----------------|-------------|------------------------|-----------------|
| CampGrWaitingAg | entsDura- | TimeRepor | t | Outbound Contact | | 30 seconds | 10 | |
| tion | | | | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 9 | Default | hh:m | 6.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | | | | | | |
| T_WAIT_AGENT_ | DURAT | | • | | ntsDuration in | the "Stat S | Server Stat Type Defin | itions" section |
| CALLING TEMPLATE | | for a comp | lete descri | ption. | | | | |
| CampGroupView | | The time-number format changed from 0 to hh: mm: SS in the 7.0.1 release of this metric. | | | | | | of this metric. |

WaitingForACall

| STAT TYPE | | | | SOLUTIO | · · · · | | NOTIFICATION FREQUENCY | INSENSITIVITY | |
|-----------------------------|------------|--|---|---------------|--------------------------------------|--------|------------------------|-----------------|--|
| CurrNumberWaitStatuses | | Performan | | | Enterprise Routing, Outbound Contact | | 30 seconds | 1 | |
| | | | Outb | ourid Cortact | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN | |
| N/A | N/A | N/A | N/A | | N/A | 0 | 5.1, 6.0 | N/A | |
| HISTORICAL ASSOCIATION N/A | | | Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in | | | | | | |
| CALLING TEMPLATE GroupsView | | release 6.0 for Outbound Contact. Refer to CurrNumberWaitStatuses in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | | | |

WaitingPort_[1]

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | Notification Frequency | Insensitivity |
|---------------------------|------------|-------------------------------------|---------------|---------|------------------|------------|------------------------|-----------------|
| CampGrCurrElapsedWaiting- | | Performan | ce | Outb | Outbound Contact | | 30 seconds | 10 |
| PortTime | | | | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | hh:m | 6.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | l. | | | | • | |
| N/A | | Refer to C | ampGrCur | rElapse | dWaitingPortT | ime in the | "Stat Server Stat Type | Definitions" |
| CALLING TEMPLATE | | section for a complete description. | | | | | | |
| CampGroupView | | The time-n | umber forr | mat cha | nged from 0 to | hh: mm: s | S in the 7.0.1 release | of this metric. |

WaitingPort_[2]

| STAT TYPE | | | OUP | SOLUTION | | | NOTIFICATION FREQUENCY | Insensitivity |
|---|-------------------|---------------------|--------------------------|------------------|-------------------------|------------------------|---------------------------|---------------------|
| CampGrWaitingPortDuration | | TimeReport | | Outbound Contact | | | 30 seconds | 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 |
| CALLING TEMPLATE a complete description | | | | on. | | | ver Stat Type Definitions | |

WaitingRecords

| STAT TYPE | | STATISTICAL GR | OUP | SOLUTIO | N | | NOTIFICATION FREQUENCY | Insensitivity |
|------------------------|------------|--|---------------|---------|------------------|-------------|------------------------|------------------|
| CampGrWaitingRe | cordsDu- | TimeRepoi | rt | Outb | Outbound Contact | | 30 seconds | 10 |
| ration | | | | | | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TYPE | | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | Growing | 9 | Default | hh:m | 6.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION | • | DESCRIPTION | | | | | | |
| T_WAIT_RECORD | _DURA | Refer to Ca | ampGrWai | tingRec | ordsDuration in | n the "Stat | Server Stat Type Defir | nitions" section |
| CALLING TEMPLATE | | for a comp | lete descri | ption. | | | | |
| CampGroupView | | The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this met | | | | | | of this metric. |

WaitinRecords

| STAT TYPE CampGrCurrElapsedWaitin- | | | STATISTICAL GROUP Performance | | SOLUTION Outbound Contact | | Notification Frequency 30 seconds | Insensitivity 10 |
|------------------------------------|------------|--|-------------------------------|---------|---------------------------|------------|-----------------------------------|------------------|
| gRecordsTime | | | Substitut Solitati | | 00 000040 | | | |
| FILTER | TIME RANGE | TIME RANGE 1 | INTERVAL TY | /PE | TIME PROFILE | FORMAT | INTRODUCED IN | DISCONTINUED IN |
| N/A | N/A | N/A | N/A | | N/A | hh:m | 6.0 | N/A |
| | | | | | | m:ss | | |
| HISTORICAL ASSOCIATION | | DESCRIPTION | l. | | | | 1 | |
| N/A | | Refer to Ca | ampGrCur | rElapse | dWaitingReco | rdsTime in | the "Stat Server Stat 7 | Гуре Defini- |
| CALLING TEMPLATE | | tions" section for a complete description. | | | | | | |
| CampGroupView | | The time-number format changed from 0 to hh: mm: SS in the 7.0.1 release of this met | | | | | | of this metric. |

Within SL

| STAT TYPE CallsExitedInTimel | Range | Statistical Group Total Number | | SOLUTION Voice Callback | | | Notification Frequency 10 seconds | Insensitivity 1 |
|--|-------------------------|---|--|---|---|--------------------------------------|--|--|
| FILTER VoiceAndNot- VCB | Time Range ServiceLe | evel Interval T Growin | | . – | Time Profile Default | FORMAT 0 | INTRODUCED IN 7.0 | DISCONTINUED IN N/A |
| HISTORICAL ASSOCIATION VCB_EV_WITHIN CALLING TEMPLATE Queue Evaluation | _SL | queue with Of all the v for this me specified ti nitions" see | nin a specification as specification returns the specific are thought in the specific are specification for a complete the specific are specification for a complete specific are specification. | ied time rned by rse wher Refer to complet vas first | the CallsExite re the filter ex CallsExitedl e description. applied to this | dInTimeRa pression is nTimeRan | er distributed or abandonge stat type, the only TRUE and those that ge in the "Stat Server States of the True of t | ones counted fall within the Stat Type Defi- |



Chapter

10

Historical Reporting Metrics-Sourced from Stat Server

The historical metrics described in this chapter 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 three categories: time ranges, time profiles, and filters. "Statistical Parameters" on page 433 describes the parameters used within the various ODS layout templates.

This chapter includes the following sections:

- "Composition of an Historical Metric" on page 251
- "Listing of Historical Metrics" on page 252
- "Historical Metrics" on page 254

Composition of an Historical Metric

A metric is comprised of a stat type, time profile, time range, and filter as illustrated in Figure 8. Elements that are not mandatory are enclosed in broken lines. Refer to "The Statistical Model" in the *Overview* book of the *Reporting Technical Reference* series for a detailed description of a metric.

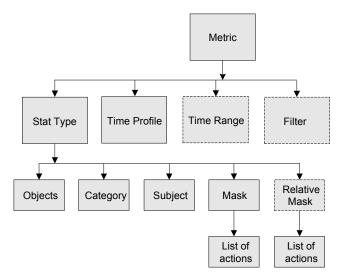


Figure 8: Elements of a Metric

Listing of Historical Metrics

This section addresses the following column names:

| CHAT_CCH_INTR | EMAIL_GEN_TERMINAT | N_CALLBKS_SCHEDUL | N_SIT_REORDER |
|--------------------|--------------------|--------------------|------------------------|
| CHAT_CCH_RQ | EMAIL_GEN_TRANSFER | N_CANCEL | N_SIT_UNKNOWN |
| CHAT_CNF_INIT | EMAIL_INB_TERM | N CONFERENCES | N_SIT_VACANT |
| CHAT_CNF_I NTR | EMAIL_INB_TRANS | N_CONSULT | N_TALK |
| CHAT_CNF_JOIN | EMAIL_INT_INI | N_DIAL_DROPPED | N_TRANSFERS_MADE |
| CHAT_GN_ABND | EMAIL_OFFERED | N_DIAL_MADE | N_TRANSFERS_TAKEN |
| CHAT_GN_ANSW | EMAIL_OUT_INI | N_DIALING | N_UNKNOWN |
| CHAT_GN_ANSW_T | EMAIL_PROC_TIME | N_DISTRIB_IN_TR | N_WAIT |
| CHAT_GN_ENTR | EMAIL_PROCESSED | N_DI STRI BUTED | N_WORK |
| CHAT_GN_HNDL | EMAIL_PULLED | N_DO_NOT_CALL | T_ABANDONED |
| CHAT_GN_HNDL_T | EMAIL_Q_ENTERED | N_ENTERED | T_ACTI VAT_DURATI ON |
| CHAT_GN_TRF | EMAIL_Q_MAX_INT | N_ENTRD | T_ANSWERED |
| CHAT_I NB | EMAIL_Q_MIN_INT | N_FAXMODEM_DETECT | T_ASM_ENGAGE |
| CHAT_MNTR | EMAIL_Q_MOVED_OUT | N_HOLD | T_ASM_OUTBOUND |
| CHAT_MNTR_INIT | EMAIL_Q_STOPPED | N_I NBOUND | T_CONSULT |
| CHAT_PRC_T | EMAIL_REJECTED | N_I NTERNAL | T_DEACTIV_DURATION |
| CHAT_RCV_CCH | EMAIL_TIMED_OUT | N_NO_ANSWER | T_DI ALI NG |
| CHAT_RQ_CCH | MAX_T_ABANDONED | N_NO_RPC | T_DI STRI BUTED |
| CHAT_TRF_MD | MAX_T_ANSWERED | N_NOT_READY | T_HOLD |
| CHAT_TRF_TK | N_ABANDONED* | N_OUTBOUND | T_I NBOUND T_I NTERNAL |
| EMAIL_ACCEPTED | N_ABANDONED_I N_TR | N_PER_CALLBK_COMPL | T_LOGIN |
| EMAIL_GEN_ENTERED | N_ANSW_MACHINE | N_PER_CALLBK_MISS | T_NOT_READY |
| EMAIL_GEN_FORWARD | N_ANSWERED | N_PER_CALLBK_SCHED | T_OUTBOUND |
| EMAIL_GEN_INTERNAL | N_ANSWERS | N_RECORDS_COMPLETE | T_READY |
| EMAIL_GEN_MAX_INT | N_ANSWRD | N_RINGING | T_RI NGI NG |
| EMAIL_GEN_MIN_INT | N_ASM_ENGAGE | N_RLSD | T_RUNNI NG_DURATI ON |
| EMAIL_GEN_OUTBOUND | N_ASM_OUTBOUND | N_SIT_DETECTED | T_SYSERROR_DURATIN |
| EMAIL_GEN_REDIRECT | N_BUSY | N_SIT_INVALID_NUM | T_TALK |
| EMAIL_GEN_RESPOND | N_CALLBKS_COMPL | N_SIT_NO_CIRCUIT | T_UNKNOWN |
| EMAIL_GEN_RESPTIME | N_CALLBKS_MI SSED | N_SIT_OPER_INTER | T_WAIT |
| | | | |

WOR EN BLOTBLE

WOLGE III B GUT

| T_WAIT_AGENT_DURAT | VCB_EV_DISTRIB | VOICE_ABND_WR | VOI CE_HLD_OUT |
|--------------------|-------------------|-------------------|------------------|
| T_WAIT_PORT_DURAT | VCB_EV_ENTERED | VOICE_ACW_AUX_T | VOI CE_HLD_OUT_T |
| T_WAIT_RECORD_DURA | VCB_EV_EWT | VOICE_ACW_INB_T | VOI CE_I NB |
| T_WORK | VCB_EV_TIME_ABAN | VOICE_ACW_OUT_T | VOICE_INT_MD |
| VCB_ABANDON | VCB EV TIME DIST | VOICE_ANSW | VOICE_INT_MD_T |
| VCB_ASAP_CB | VCB EV WITHIN SL | VOICE_ANSW_T | VOICE_INT_TK |
| VCB_ATT_MADE | VCB_LIVE_DISP_EWT | VOI CE_CLR | VOICE_INT_TK_T |
| VCB_ATT_SUCCES | VCB_LIVE_DISTR | VOI CE_CNS_MD | VOICE_MAX |
| VCB_CB_DI SPOS_EWT | VCB_LIVE_ENTER | VOICE_CNS_MD_T | VOICE_MIN |
| VCB_CB_DI STR | VCB_LIVE_EWT | VOI CE_CNS_TK | VOI CE_OUT |
| VCB_CB_ENTER | VCB_NOT_RESCHED | VOI CE_CNS_TK_T | VOI CE_RLSD |
| VCB_CB_EWT | VCB_REQ_ATTMPT | VOI CE_DSTR | VOICE_SENT_Q |
| VCB_CB_FAILED | VCB_SCHED_CB | VOI CE_DSTR_T | VOICE_TFR_MD |
| VCB_CB_RESCHED | VCB_TI_DISTR_CB | VOI CE_ENTR | VOICE_TFR_TK |
| VCB_CB_SUCCES | VCB_TI_DISTR_LIVE | VOICE_FRCD_OFF | VOI CE_TLK_INB_T |
| VCB_EV_ABAN_TR | VCB_TIME_ABANDON | VOI CE_FRWD | VOI CE_TLK_OUT_T |
| VCB_EV_ABAND | VOI CE_ABND | VOI CE_HLD_I NB | |
| VCB_EV_DI SP_EWT | VOI CE_ABND_T | VOI CE_HLD_I NB_T | |
| | - - | | |

Descriptions of Form Labels

Form Title The name of the Stat Server metric.

Stat Type Name

T WALT ASSENT BURAT

The name of the stat type on which this metric is based. Refer to the *Reporting Technical Reference 7.6 Overview* for an in-depth discussion of stat types.

1401.0E 1.DUD 14D

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:

• E-mail

- Voi ce
- Enterprise Routing
- Web Media
- Outbound Contact

Description

Provides a hyperlink to the "Stat Server Stat Type Definitions" on page 315 chapter 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:

- ChatSession
- I sNotVCB
- SMS_MEDIA

- EMAIL_MEDIA
- NoVCB
- Voi ceCal I

and/or time ranges:

EWT_ANNOUNCE_TR

Servi ceFactorAbandonedThreshold

Servi ceLevel

Servi ceFactorAnsweredThreshol d

With the introduction of the Voice Callback (VCB) channel 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 user-selection of callback functionality where VCB was

also deployed in their environment from affecting ERS and OCS metrics. (A mediation DN includes queue, routing points, and groups of queues, workbins, and interaction queues.) In release 7.1, the NoVCB filter was replaced throughout with the i sNotVCB 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.

Historical Metrics

CHAT_CCH_INTR

| STAT TYPE NAME Total_NumberInitiated | Coaching_By_Intrusion | SOLUTION Web Media | | INTRODUCED IN 7.0 | PARAMETER Filter: chatSession |
|--------------------------------------|-----------------------------------|----------------------|-----------------------|-------------------|-------------------------------|
| USED BY THE FOLLOWS CHAT_A | ING ODS LAYOUT TEMPLATES CHAT_GA | CHAT_GP | CHAT_P | • | |
| DESCRIPTION Refer to Total_N | Number_Coaching_By_In | trusion_Initiated in | the "Stat Server Stat | Types" section t | for a complete description. |
| Note: This met | ric is reserved for future u | se. | | | |

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_N metric are those where the filter express Server Stat Types" section for a complet | ion is TRUE. Refer | | | |

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 FOLLOW CHAT_A | ING ODS LAYOUT TEMPLATES CHAT_GA | CHAT_GP | CHAT_P | | |
| DESCRIPTION Of all the walks | a material and but the Tatal Al | har Canfarana | a luitiated stat toma | the only once o | ounted for this matric are |

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.

9

CHAT_CNF_INTR

| STAT TYPE NAME Total_Number_C nce_By_Intrusion | of_Joined_To_Confere | Solution Web Media | | INTRODUCED IN 7.0 | Parameter Filter: chatSession |
|--|------------------------|-----------------------|--------|-------------------|----------------------------------|
| USED BY THE FOLLOWIN | G ODS LAYOUT TEMPLATES | | | | |
| CHAT_A | CHAT_GA | CHAT_GP | CHAT_P | | |
| D | | | | | |

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 FOLLOWS CHAT_A | NG ODS LAYOUT TEMPLATES 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 | Solution | INTRODUCED IN | PARAMETER | |
|---|-----------|---------------|-----------|--|
| Chat_Total_Abandoned | Web Media | 7.0 | 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 | SOLUTION | Introduced In | Parameter | |
|--|-----------|---------------|-----------|--|
| Chat_Total_Entered | Web Media | 7.0 | 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 | SOLUTION | Introduced In | Parameter | | |
|--|-----------|---------------|-----------|--|--|
| Chat_Total_Transfers | Web Media | 7.0 | 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_I | Handled | Solution Web Media | | INTRODUCED IN 7.0 | PARAMETER Filter: chatSession |
|--------------------------------|--|-----------------------|--------|-------------------|---|
| USED BY THE FOLLOWIN | IG ODS LAYOUT TEMPLATES CHAT_GA | CHAT_GP | CHAT_P | 1 | , |
| | returned by the Total_ sion is TRUE. Refer to | | | | s metric are those where ction for a complete |

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 FOLLOWS | ING ODS LAYOUT TEMPLATES 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.

Note: This metric is reserved for future use.

CHAT_PRC_T

| STAT TYPE NAME Total_Processi | ng_Time | SOLUTION Web Media | | INTRODUCED IN 7.0 | PARAMETER Filter: chatSession | |
|---|-----------------------------------|--------------------|--------|-------------------|-------------------------------|--|
| USED BY THE FOLLOW CHAT_A | ring ODS Layout Templates CHAT_GA | CHAT_GP | CHAT_P | 1 | | |
| DESCRIPTION Of all the values returned by the Total_Processing_Time stat type, the only ones counted for this metric are those where the | | | | | | |

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 FOLLOW CHAT_A | ING ODS LAYOUT TEMPLATES CHAT_GA | CHAT_GP | CHAT_P | • | |
| | s returned by the Total_ sion is TRUE. Refer to | | | | s metric are those where ection for a complete |

CHAT_RQ_CCH

| eractions_Invited_ | Web Media | | 7.0 | Filter: chatSession |
|----------------------|----------------------|----------------------|----------------------|----------------------|
| ODS LAYOUT TEMPLATES | | | | |
| CHAT_GA | CHAT_GP | CHAT_P | | |
| | DDS Layout Templates | ODS Layout Templates | DDS Layout Templates | ODS Layout Templates |

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 | | SOLUTION | | Introduced In | Parameter | |
|--|-------------------------|-----------|--------|---------------|---------------------|--|
| Total_Number_ | Transfers_Made | Web Media | | 7.0 | Filter: chatSession | |
| USED BY THE FOLLOWI | NG ODS LAYOUT TEMPLATES | | | l . | I | |
| 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 | | | | | | |

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 FOLLOW CHAT_A | ING ODS LAYOUT TEMPLATES CHAT_GA | CHAT_GP | CHAT_P | | |
| DESCRIPTION Of all the value | s returned by the Total N | Jumber Transfers | Taken stat type, the | only ones counte | d for this matric are those |

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_Acc | epted | SOLUTION E-mail | | INTRODUCED IN 7.0 | PARAMETER Filter: EMAIL_MEDIA |
|---------------------------------|----------------------------------|--------------------|----------|-------------------|-------------------------------|
| USED BY THE FOLLOWING EMAIL_AG | G ODS LAYOUT TEMPLATES EMAIL_GAG | EMAIL_GPL | EMAIL_PL | _1 | |
| 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.

9

EMAIL_GEN_ENTERED

| STAT TYPE NAME | SOLUTION | INTRODUCED IN | Parameter | | |
|--|----------|---------------|-----------|--|--|
| General_Email_Entered | E-mail | 7.0 | 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 | SOLUTION | INTRODUCED IN | Parameter | | |
|--|----------|---------------|-----------|--|--|
| General_Email_Forwarded | E-mail | 7.0 | 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 | SOLUTION | INTRODUCED IN | Parameter | | |
|--|----------|---------------|-----------|--|--|
| General_Email_Maximum | E-mail | 7.0 | 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 | SOLUTION | Introduced In | Parameter | | |
|--|----------|---------------|-----------|--|--|
| General_Email_Minimum | E-mail | 7.0 | 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 | SOLUTION | INTRODUCED IN | PARAMETER | | |
|--|----------|---------------|-----------|--|--|
| General_Email_Redirected | E-mail | 7.0 | 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 | SOLUTION | INTRODUCED IN | Parameter | | | |
|--|--|---------------|-----------|--|--|--|
| General_Email_Responded | E-mail | 7.0 | N/A | | | |
| USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN | | | | | | |
| DESCRIPTION Refer to General_Email_Responded in the | 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 | SOLUTION | INTRODUCED IN | Parameter | | |
|---|----------|---------------|-----------|--|--|
| General_Email_Terminated | E-mail | 7.0 | 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 | SOLUTION | Introduced In | Parameter | | |
|---|--|-----------------|-----------------------|--|--|
| General_Email_Transfers | E-mail | 7.0 | 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 descripti | on 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_Transfe | ers_Made | SOLUTION E-mail | | INTRODUCED IN 7.0 | PARAMETER Filter: EMAIL_MEDIA |
|--------------------------------|----------------------------------|--------------------|------------------------|--------------------|-------------------------------|
| USED BY THE FOLLOWING EMAIL_AG | G ODS LAYOUT TEMPLATES EMAIL_GAG | EMAIL_GPL | EMAIL_PL | | |
| DESCRIPTION Of all the values | roturned by the Inheun | d Transfore Made | stat type, the only or | ace counted for th | his matric are those where |

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_Interact | ions_Initiated | SOLUTION E-mail | | INTRODUCED IN 7.0 | PARAMETER FIITER: EMAIL_MEDIA |
|----------------------------------|----------------------------------|--------------------|----------|-------------------|-------------------------------|
| USED BY THE FOLLOWIN EMAIL_AG | G ODS LAYOUT TEMPLATES 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_Offe | ered | SOLUTION E-mail | | INTRODUCED IN 7.0 | PARAMETER Filter: EMAIL_MEDIA |
|----------------------------------|------------------------|--------------------|----------|-------------------|-------------------------------|
| USED BY THE FOLLOWING | G ODS LAYOUT TEMPLATES | | | | |
| EMAIL_AG | EMAIL_GAG | EMAIL_GPL | EMAIL_PL | | |
| DECORIDATION | | | | | |

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_Intera | actions_Initiated | SOLUTION E-mail | | INTRODUCED IN 7.0 | PARAMETER FIITER: EMAIL_MEDIA |
|--------------------------------|----------------------------------|-----------------------|----------------------|-------------------|-------------------------------|
| USED BY THE FOLLOWIN EMAIL_AG | G ODS LAYOUT TEMPLATES EMAIL_GAG | EMAIL_GPL | EMAIL_PL | | |
| DESCRIPTION Of all the values | roturned by the Outhor | and Interactions Init | isted stat type, the | only once counto | d for this metric are those |

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_Pro | cessing_Time | SOLUTION E-mail | | INTRODUCED IN 7.0 | PARAMETER Filter: EMAIL_MEDIA |
|---------------------------------|------------------------|--------------------|----------|-------------------|-------------------------------|
| USED BY THE FOLLOWIN | G 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 FIITER: EMAIL_MEDIA | |
|--|--------------------|----------|-------------------|-------------------------------|--|
| USED BY THE FOLLOWING ODS LAYOUT TEMPLEMAIL_AG EMAIL_GA | | EMAIL_PL | 1 | | |
| 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_Pull | ed | SOLUTION E-mail | | Introduced In 7.0 | PARAMETER Filter: EMAIL_MEDIA | |
|--|--------------------------------|--------------------|----------|-------------------|-------------------------------|--|
| USED BY THE FOLLOWING EMAIL_AG | ODS LAYOUT TEMPLATES 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 | SOLUTION | Introduced In | Parameter | | |
|--|----------|---------------|-----------|--|--|
| IxnQueue_Email_Maximum | E-mail | 7.0 | 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 | SOLUTION | INTRODUCED IN | Parameter | | |
|--|----------|---------------|-----------|--|--|
| IxnQueue_Email_Minimum | E-mail | 7.0 | 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 | SOLUTION | INTRODUCED IN | Parameter | | | |
|--|---|---------------|-----------|--|--|--|
| IxnQueue_Email_Moved | E-mail | 7.0 | N/A | | | |
| USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_IQ | | | | | | |
| DESCRIPTION Refer to IxnQueue_Email_Moved in the " | 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 | | SOLUTION | | INTRODUCED IN | Parameter | |
|--|------------------------|-----------|----------|---------------|---------------------|--|
| Interactions_Rej | ected | E-mail | | 7.0 | Filter: EMAIL_MEDIA | |
| USED BY THE FOLLOWIN | G 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 | | SOLUTION | | INTRODUCED IN | Parameter | | |
|---|------------------------|---------------------|------------------------|-------------------|----------------------------|--|--|
| Interactions_Time | ed_Out | E-mail | | 7.0 | 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 expressi | on is TRUE. Refer to I | nteractions_Timed_0 | Out in the "Stat Serve | er Stat Type Defi | nition" section for a com- | | |

plete description.

MAX_T_ABANDONED

| STAT TYPE NAME Max_Time_to_Abandon | SOLUTION Enterprise 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 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.

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.

MAX_T_ANSWERED

| STAT TYPE NAME Max_Time_to_Answer | SOLUTION Enterprise Routing, Outbound Contact | INTRODUCED IN 5.1 | PARAMETER Filter: isNotVCB |
|--|---|-------------------|-------------------------------|
| USED BY THE FOLLOWING ODS LAYOUT TEMPLATES | POLITEROINT | | |
| GROFQUEUES QUEUE | ROUTEPOINT | | |

DESCRIPTION

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.

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_ABANDONED_[1]

| STAT TYPE NAME Total_Calls_Abandoned | Sοιυτίον Enterprise 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_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.

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_ABANDONED_[2]

| STAT TYPE NAME CampAbandoned | d | SOLUTION Outbound Contact | INTRODUCED IN 5.1 | PARAMETER N/A | |
|-------------------------------|---|---------------------------|-------------------|---------------|--|
| USED BY THE FOLLOWING CALL_LS | GODS LAYOUT TEMPLAT | ES CMP_CALL_L | | | |
| DESCRIPTION Refer to CampAb | DESCRIPTION Refer to CampAbandoned in the "Stat Server Stat Type Definition" section for a complete description. | | | | |



N_ABANDONED_IN_TR

| Stat Type Name Total_Short_Abandoned_Calls | SOLUTION Enterprise Routing, Outbound Contact | INTRODUCED IN 5.1 | PARAMETER TR: ServiceFactorA- bandonedThreshold 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 | Sοιυτιον Enterprise 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 | | SOLUTION | INTRODUCED IN | PARAMETER | | |
|----------------------------|--|------------------|---------------|-----------|--|--|
| CampAnswers | | Outbound Contact | 6.0 | N/A | | |
| USED BY THE FOLLOWIN | NG ODS LAYOUT TEMPLATES | 5 | 1 | | | |
| CALL_LS | CMP | CMP_CALL_L | | | | |
| Description Refer to CampA | DESCRIPTION Refer to CampAnswers in the "Stat Server Stat Type Definition" section for a complete description. | | | | | |

N_ANSWRD

| STAT TYPE NAME | SOLUTION | INTRODUCED IN | Parameter |
|--|----------|---------------|-------------------|
| CallsAnswered | Voice | 7.2 | Filter: VoiceCall |
| USED BY THE FOLLOWING ODS LAYOUT TEMPLATES | | | |
| VOICE_AG VOICE_PG | | | |
| DESCRIPTION | | | |
| Of all the values returned by the CallsAnswere expression is TRUE. Refer to CallsAnswere | | | |

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 | | 1 | | | |
| 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 FOLLOWI | ING ODS LAYOUT TEMPLAT | ES CMP_CALL_L | 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 | | SOLUTION | INTRODUCED IN | Parameter | |
|--|-----------------------|------------------|---------------|-----------|--|
| CampCallbacksMissed | | Outbound Contact | 6.0 | N/A | |
| | IG ODS LAYOUT TEMPLAT | | l | | |
| CALL_LS | CMP | CMP_CALL_L | CMP_CALL_L | | |
| DESCRIPTION | | | | | |
| Refer to CampCallbacksMissed in the "Stat Server Stat Type Definition" section for a complete description. | | | | | |

N_CALLBKS_SCHEDUL

| Stat Type Name CampCallbacksScheduled | | Solution Outbound Contact | INTRODUCED IN 6.0 | PARAMETER N/A | |
|---|-----------------------|---------------------------|-------------------|---------------|--|
| USED BY THE FOLLOWI | NG ODS LAYOUT TEMPLAT | ES CMP_CALL_L | 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 FOLLOWIN | IG ODS LAYOUT TEMPLAT 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 Rou Outbound Cont | · · · · · · · · · · · · · · · · · · · | INTRODUCED IN 5.1 | PARAMETER N/A |
|---|------------------------------------|---------------------------------------|---------------------------------------|-------------------|------------------|
| USED BY THE FOLLOW AGENT | VING ODS LAYOUT TEMPLATES 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_Consu | it | SOLUTION Enterprise Rout Outbound Cont | | INTRODUCED IN 5.1 | PARAMETER N/A |
|---|-----------------------------|--|---------|-------------------|------------------|
| USED BY THE FOLLOWING O | DS LAYOUT TEMPLATES 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 | | SOLUTION | INTRODUCED IN | Parameter | |
|--|-------------------------|------------------|---------------|-----------|--|
| CampDropped | | Outbound Contact | 6.0 | N/A | |
| USED BY THE FOLLOWIN | NG 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 CALL_LS | NG ODS LAYOUT TEMPLAT 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_N | lumber | SOLUTION Enterprise Rou Outbound Cont | | INTRODUCED IN 5.1 | PARAMETER N/A |
|--|----------------------------------|---------------------------------------|---------|-------------------|------------------|
| USED BY THE FOLLOW AGENT | ING ODS LAYOUT TEMPLATES 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 | SOLUTION | INTRODUCED IN | PARAMETER |
|--|---------------------|---------------|----------------------|
| Total_Calls_Distributed_In_Threshold | Enterprise Routing, | 5.1 | TR: ServiceFactorAn- |
| or | Outbound Contact | | sweredThreshold |
| Total_Calls_Answered_In_Threshold | | | Filter: isNotVCB |
| USED BY THE FOLLOWING ODS LAYOUT TEMPLATES | | | |
| GROFOLIEUES OLIFUE | 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.

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N_DISTRIBUTED

| STAT TYPE NAME Total_Calls_Distribu | uted | Solution Enterprise Routing, Outbound Contact | INTRODUCED IN 5.1 | PARAMETER Filter: isNotVCB |
|-------------------------------------|---------------------|---|-------------------|----------------------------|
| USED BY THE FOLLOWING O | DS LAYOUT TEMPLATES | | | |
| GROFQUEUES | QUEUE | ROUTEPOINT | | |

DESCRIPTION

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.

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_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 | | | | |
| DESCRIPTION Refer to CampDoNotCall in the "Stat Server Stat Type Definition" section for a complete description. | | | | | |

N_ENTERED

| STAT TYPE NAME Total_Calls_Entered | | SOLUTION Enterprise Routing, Outbound Contact | INTRODUCED IN 5.1 | PARAMETER Filter: isNotVCB |
|------------------------------------|--------------------|---|-------------------|-------------------------------|
| USED BY THE FOLLOWING OD | S LAYOUT TEMPLATES | | | |
| GROFQUEUES | QUEUE | ROUTEPOINT | | |

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. Refer to Total_Calls_Entered 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_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 | 1 | 1 | |
| DESCRIPTION Of all the values returned by the VoiceTotalEnters. | | | |

N_FAXMODEM_DETECT

| STAT TYPE NAME | | SOLUTION | INTRODUCED IN | Parameter | | |
|---|-----|------------------|---------------|-----------|--|--|
| CampFaxModer | n | Outbound Contact | 6.0 | 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, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|--|----------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOW AGENT | ING ODS LAYOUT TEMPLATES 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_Inbo | ound | SOLUTION Enterprise Routing, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|---|----------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOWING AGENT | NG ODS LAYOUT TEMPLATES 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, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|---|-----------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOWING ODS LA AGENT G | YOUT TEMPLATES ROFAGS | 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 CampNoAnswell | r | Solution Outbound Contact | INTRODUCED IN 6.0 | PARAMETER N/A | | |
|--|-----------------------------|---------------------------|-------------------|---------------|--|--|
| USED BY THE FOLLOWIN | IG ODS LAYOUT TEMPLATE 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 | | SOLUTION | Introduced In | PARAMETER | | |
|---|-----|------------------|---------------|-----------|--|--|
| CampNoRPC | | Outbound Contact | 6.0 | 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, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|--|----------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOW AGENT | ING ODS LAYOUT TEMPLATES 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, Outbound Contact | | PARAMETER N/A | |
|-------------------------------------|------------------------------------|----------------------|---|-------------------|------------------|--|
| USED BY THE FOLLOW AGENT | VING ODS LAYOUT TEMPLATES GROFAGS | GROFPLS | O_AGENT | O_AGENT_ | _GR PLACE | |
| DESCRIPTION Refer to Total_ | Calls_Outbound in the " | Stat Server Stat Typ | e Definition" section | for a complete de | escription. | |

N_PER_CALLBK_COMPL

| STAT TYPE NAME CampPersonalCallbacksCompleted | | SOLUTION Outbound Contact | Introduced In 6.0 | PARAMETER N/A | | |
|--|-----------------------------|---------------------------|-------------------|---------------|--|--|
| USED BY THE FOLLOWING CALL_LS | NG ODS LAYOUT TEMPLATE CMP | s CMP_CALL_L | 1 | | | |
| Description Refer to CampPersonalCallbacksCompleted in the "Stat Server Stat Type Definition" section for a complete description. | | | | | | |

N_PER_CALLBK_MISS

| STAT TYPE NAME CampPersonalCallbacksMissed | | SOLUTION Outbound Contact | INTRODUCED IN 6.0 | PARAMETER N/A | | |
|--|-----------------------------|---------------------------|-------------------|---------------|--|--|
| USED BY THE FOLLOWIN | IG ODS LAYOUT TEMPLATE CMP | S 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 | | Solution | INTRODUCED IN | PARAMETER |
|----------------------|-----------------------|--|-----------------------------|-------------------------|
| CampPersonalC | allbacksScheduled | Outbound Contact | 6.0 | N/A |
| USED BY THE FOLLOWIN | G ODS LAYOUT TEMPLATE | S | <u>.</u> | |
| CALL_LS | CMP | CMP_CALL_L | | |
| DESCRIPTION | | | | |
| Refer to CampP | ersonalCallbacksS | cheduled in the "Stat Server Stat Type | e Definition" section for a | a complete description. |

N_RECORDS_COMPLETE

| STAT TYPE NAME CampRecordsC | completed | Solution Outbound Contact | INTRODUCED IN 6.0 | PARAMETER N/A | |
|--|-----------------------|---------------------------|-------------------|---------------|--|
| USED BY THE FOLLOWI | NG ODS LAYOUT TEMPLAT | ES CMP_CALL_L | 1 | | |
| 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 Rou Outbound Cont | | INTRODUCED IN 5.1 | PARAMETER N/A |
|--|-----------------------------------|---------------------------------------|---------|-------------------|------------------|
| USED BY THE FOLLOW AGENT | VING ODS LAYOUT TEMPLATES 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 CallsRelea expression is TRUE. Refer to CallsReleased | | | |

N_SIT_DETECTED

| STAT TYPE NAME | | SOLUTION | | INTRODUCED IN | Parameter |
|--|----------------------------|------------------|--|---------------|-----------|
| CampSITDetecte | ed | Outbound Contact | | 6.0 | N/A |
| USED BY THE FOLLOWING CALL_LS | G ODS LAYOUT TEMPLATES 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 | SOLUTION | INTRODUCED IN | Parameter | |
|---|------------------|---------------|-----------|--|
| CampSITInvalidNum | Outbound Contact | 6.0 | 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 CampSITNoCirc | cuit | SOLUTION Outbound Contact | INTRODUCED IN 6.0 | PARAMETER N/A | |
|--|-----------------------|---------------------------|-------------------|---------------|--|
| USED BY THE FOLLOWING CALL_LS | IG ODS LAYOUT TEMPLAT | ES 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 CampSITOperIn | itercept | SOLUTION Outbound Contact | Introduced In 6.0 | PARAMETER N/A |
|--|----------------------------|---------------------------|-------------------|---------------|
| USED BY THE FOLLOWIN | IG ODS LAYOUT TEMPLAT 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 | | SOLUTION | INTRODUCED IN | Parameter | |
|---|------------------------|------------------|---------------|-----------|--|
| CampSITReord | er | Outbound Contact | 6.0 | N/A | |
| USED BY THE FOLLOWIN | IG ODS LAYOUT TEMPLATI | ES | | | |
| 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 CampSITUnknow | wn | SOLUTION Outbound Contact | INTRODUCED IN 6.0 | PARAMETER N/A | |
|---|----------------------------|---------------------------|-------------------|---------------|--|
| USED BY THE FOLLOWIN CALL_LS | G ODS LAYOUT TEMPLATE CMP | S 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 | | SOLUTION | | Introduced In | Parameter |
|---------------------|---------------------------|----------------|---------|---------------|-----------|
| Total_Calls | | Enterprise Rou | ting, | 5.1 | N/A |
| | | Outbound Cont | tact | | |
| USED BY THE FOLLOWI | NG ODS LAYOUT TEMPLATES | | | | |
| AGENT | GROFAGS | GROFPLS | O_AGENT | O_AGENT_ | _GR PLACE |
| DESCRIPTION | Calls in the "Stat Server | | | | - I ENGL |

N_TRANSFERS_MADE

| STAT TYPE NAME Total_Number_ | of_Transfers_Made | SOLUTION Enterprise Routing, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|---|-----------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOW AGENT | VING ODS LAYOUT TEMPLATES 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, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|---|---------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOWI AGENT | NG ODS LAYOUT TEMPLATES 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_Un | known | SOLUTION Enterprise Routing, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|--|-----------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOW AGENT | ING ODS LAYOUT TEMPLATES 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_Nu | mber | SOLUTION Enterprise Rou Outbound Cont | • | INTRODUCED IN 5.1 | Parameter N/A |
|---|----------------------------------|---------------------------------------|---------|-------------------|------------------|
| USED BY THE FOLLOW AGENT | ING ODS LAYOUT TEMPLATES 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_Nu | mber | SOLUTION Enterprise Rou Outbound Cont | | INTRODUCED IN 5.1 | PARAMETER N/A |
|---|----------------------------------|---------------------------------------|---------|-------------------|------------------|
| USED BY THE FOLLOW AGENT | ING ODS LAYOUT TEMPLATES 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, 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 | Sοιυτιον Enterprise 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 | SOLUTION | INTRODUCED IN | PARAMETER |
|---|---------------------------------|-----------------|-------------------------------|
| Total_ASM_Engage_Time for O_AGENT | Outbound Contact | 6.0 | N/A |
| Total_Time_ASM_Engage for O_AGENT_GR | | | |
| USED BY THE FOLLOWING ODS LAYOUT TEMPLATES | | | |
| O_AGENT O_AGENT_GR | | | |
| DESCRIPTION | | | |
| Refer to Total_ASM_Engage_Time or Total_Tim | e_ASM_Engage in the "Stat Serve | er Stat Type De | efinition" section for a com- |
| plete 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, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|---|----------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOW AGENT | ING ODS LAYOUT TEMPLATES 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 | SOLUTION | INTRODUCED IN | PARAMETER | |
|---|------------------|---------------|-----------|--|
| CampGrDeactivatedDuration | Outbound Contact | 6.0 | 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_T | ime | SOLUTION Enterprise Routing, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|---|----------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOWING | NG ODS LAYOUT TEMPLATES 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 | Sοιυτίον Enterprise 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_Tim | ne | SOLUTION Enterprise Routing, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A | |
|---|-----------------------------------|---|---------|-------------------|------------------|--|
| USED BY THE FOLLOW AGENT | ING ODS LAYOUT TEMPLATES 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 | e_Inbound | Solution Enterprise Routing, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|---|-----------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOWI AGENT | ING ODS LAYOUT TEMPLATES 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_Tim | ne_Internal | SOLUTION Enterprise Routing, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|--|-----------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOW AGENT | VING ODS LAYOUT TEMPLATES 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, Outbound Contact | | INTRODUCED IN 5.1* | PARAMETER Filter: VoiceCall for Voice templates N/A for others |
|---|--------------------------------------|---|----------|--------------------|--|
| USED BY THE FOLLOWING AGENT GROFAGS | ODS LAYOUT TEMPLATES GROFPLS O_AGENT | O_AGENT_GR PLACE | VOICE_AG | VOICE_PG | VOICE_T |

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_Rea | dy_Time | SOLUTION Enterprise Routing, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|--|----------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOW AGENT | ING ODS LAYOUT TEMPLATES 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 | e_Outbound | SOLUTION Enterprise Routing, Outbound Contact | | Introduced In 5.1 | PARAMETER N/A |
|--|-----------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOW AGENT | ING ODS LAYOUT TEMPLATES 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 Tim | e | SOLUTION Voice | INTRODUCED IN 7.2 | PARAMETER Filter: VoiceCall | |
|---|--------------------------------|----------------|-------------------|-----------------------------|--|
| | ODS LAYOUT TEMPLATES VOICE_PG | VOICE_T | I | | |
| DESCRIPTION Of all the values returned by the Total Ready. Time stat type, the only ones counted for this matrix are those where the filter. | | | | | |

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, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A | |
|---|---------------------------------|---|---------|-------------------|---------------|--|
| USED BY THE FOLLOW AGENT | NG ODS LAYOUT TEMPLATES 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_DURATIN

| 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_Tim | е | SOLUTION Enterprise Routing, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A | |
|--|-----------------------------------|---|---------|-------------------|------------------|--|
| USED BY THE FOLLOW AGENT | VING ODS LAYOUT TEMPLATES 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_Tim | e_Unknown | SOLUTION Enterprise Routing, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|---|-----------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOW AGENT | VING ODS LAYOUT TEMPLATES 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_Tim | е | SOLUTION Enterprise Routing, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|--|---------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOW | NG ODS LAYOUT TEMPLATES 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_Tim | ne | SOLUTION Enterprise Routing, Outbound Contact | | INTRODUCED IN 5.1 | PARAMETER N/A |
|--|----------------------------------|---|---------|-------------------|------------------|
| USED BY THE FOLLOWING AGENT | NG ODS LAYOUT TEMPLATES 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 VCB-StatExtension 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_SUCCES

| 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 O VCB_GQUEUE | DS LAYOUT TEMPLATES VCB_QUEUE | VCB_RP | VCB_TENANT | | L |
| | urned by the CallsExite | | | | |

VCB_CB_DISTR

| STAT TYPE NAME CallsDistributed | | SOLUTION Voice Callbac | k | INTRODUCED IN 7.0 | PARAMETER isVCB |
|------------------------------------|-------------------------------|------------------------|------------|-------------------|----------------------------|
| USED BY THE FOLLOWING O VCB_GQUEUE | DS LAYOUT TEMPLATES VCB_QUEUE | VCB_RP | VCB_TENANT | | |
| | • | • • | • | | 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 | | SOLUTION | | INTRODUCED IN | PARAMETER |
|-------------------------|--------------------------|----------------------|------------------------|-----------------|------------------------|
| CallsEntered | | Voice Callback | (| 7.0 | Filter: isVCB |
| USED BY THE FOLLOWING O | DS LAYOUT TEMPLATES | • | | • | |
| VCB_GQUEUE | VCB_QUEUE | VCB_RP | VCB_TENANT | | |
| DESCRIPTION | | | | | |
| Of all the values ret | turned by the CallsEnte | red stat type, the o | only ones counted for | this metric are | those where the filter |
| expression is TRUE | E. Refer to CallsEntered | in the "Stat Serve | r Stat Type Definition | " section for a | complete description. |

VCB_CB_EWT

| STAT TYPE NAME | | SOLUTION | | INTRODUCED IN | Parameter |
|--|--------------------------|---------------------|-----------------------|---------------|---------------|
| TotalEWT | | Voice Callback | | 7.0 | Filter: isVCB |
| USED BY THE FOLLOWING OF | OS LAYOUT TEMPLATES | II. | | I | |
| 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 expres- | | | | | |
| sion is TRUE. Refe | r to TotalEWT in the "St | at Server Stat Type | Definition" section f | or a complete | description. |

VCB_CB_FAILED

| STAT TYPE NAME | SOLUTION | INTRODUCED IN | Parameter | | |
|---|----------------|---------------|------------------------|--|--|
| VCB_Result | Voice Callback | 7.0 | 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 | SOLUTION | INTRODUCED IN | Parameter |
|---|----------------|---------------|------------------------|
| CallsEntered | Voice Callback | 7.0 | Filter: VCBRescheduled |
| LISED BY THE FOLLOWING ODS LAYOUT TEMPLATES | | | |

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_SUCCES

| STAT TYPE NAME | SOLUTION | INTRODUCED IN | Parameter |
|--|----------------|---------------|-----------|
| CallbacksAnswered | Voice Callback | 7.0 | N/A |
| USED BY THE FOLLOWING ODS LAYOUT TEMPLATES | | l . | |

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES

VCB_TENANT

DESCRIPTION

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.

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.

VCB_EV_ABAN_TR

| STAT TYPE NAME CallsAbandonedInTimeRange | Solution Voice Callback | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceAndNotVCB TR: EWT ANNOUNCE TR |
|---|----------------------------|-------------------|--|
| | | | EWI_ANNOUNCE_IR |
| LISED BY THE FOLLOWING ODS LAYOUT TEMPLATES | | | |

VCB GQ EV VCB Q EV

DESCRIPTION

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 CallsAbandonedInTimeRange 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_ABAND

| STAT TYPE NAME | SOLUTION | INTRODUCED IN | Parameter |
|----------------|----------------|---------------|------------------------|
| CallsAbandoned | Voice Callback | 7.0 | Filter: VoiceAndNotVCB |

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB GQ EV VCB Q EV

DESCRIPTION

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.

The isNotVCB filter was first applied to this metric in release 7.0. In 7.1⁺, this metric applies the VoiceAndNotVCB filter.

VCB_EV_DISP_EWT

| STAT TYPE NAME CallsExited | | Solution Voice Callback | INTRODUCED IN 7.0 | PARAMETER Filter: isNotVCBwithEWT |
|-----------------------------------|-------------------------------|---------------------------------|----------------------------|-----------------------------------|
| USED BY THE FOLLOWING (VCB_GQ_EV | DDS LAYOUT TEMPLATES VCB_Q_EV | | 1 | |
| DESCRIPTION Of all the values re | turned by the CallsExite | ed stat type, the only ones cou | nted for this metric are t | hose where the filter |

expression is TRUE. Refer to CallsExited in the "Stat Server Stat Type Definition" section for a complete description.

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 | SOLUTION | INTRODUCED IN | Parameter | | |
|---|----------------|---------------|------------------------|--|--|
| CallsEntered | Voice Callback | 7.0 | 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 | | SOLUTION | INTRODUCED IN | Parameter |
|-------------------------|---------------------------|--------------------------------|----------------------------|------------------------------|
| TotalEWT | | Voice Callback | 7.0 | Filter: VoiceAndNotVCB |
| USED BY THE FOLLOWING C | DS LAYOUT TEMPLATES | -1 | | 1 |
| VCB_GQ_EV | VCB_Q_EV | | | |
| DESCRIPTION | | | | |
| Of all the values re | turned by the TotalEWT | stat type, the only ones coun | ted for this metric are th | ose where the filter expres- |
| sion is TRUE. Refe | er to TotalEWT in the "St | at 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 | SOLUTION | INTRODUCED IN | Parameter |
|--|----------------|---------------|------------------------|
| AbandTime | Voice Callback | 7.0 | Filter: VoiceAndNotVCB |
| USED BY THE FOLLOWING ODS LAYOUT TEMPLATES | | | |
| VCB GO EV VCB O 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 | | SOLUTION | INTRODUCED IN | Parameter | | | |
|---|---------------------------|----------------|---------------|------------------------|--|--|--|
| DistributeTime | | Voice Callback | 7.0 | Filter: VoiceAndNotVCB | | | |
| USED BY THE FOLLOWING ODS VCB_GQ_EV | LAYOUT TEMPLATES VCB_Q_EV | | I | | | | |
| 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 OF VCB_GQUEUE | DS LAYOUT TEMPLATES VCB_QUEUE | VCB_RP | VCB_TENANT | ! | |
| | urned by the CallsExited | * | • | | |

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 OF | | VCD DD | VOD TENANT | | |
| 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.

The isNotVCB filter was first applied to this metric in release 7.0. In 7.1⁺, this metric applies the VoiceAndNotVCB filter.

VCB_LIVE_EWT

| STAT TYPE NAME | | SOLUTION | | INTRODUCED IN | Parameter |
|--------------------------|---------------------|----------------|------------|---------------|------------------------|
| TotalEWT | | Voice Callback | | 7.0 | Filter: VoiceAndNotVCB |
| USED BY THE FOLLOWING OF | OS LAYOUT TEMPLATES | | | | |
| VCB_GQUEUE | VCB_QUEUE | VCB_RP | VCB_TENANT | | |
| DESCRIPTION | | | | | |

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_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 | | | |

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 REQ ATTMPT

| STAT TYPE NAME | SOLUTION | INTRODUCED IN | PARAMETER |
|--------------------|----------------|---------------|-----------|
| CallbacksSubmitted | Voice Callback | 7.0 | N/A |

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES

VCB TENANT

DESCRIPTION

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.

VCB SCHED CB

| STAT TYPE NAME | SOLUTION | INTRODUCED IN | PARAMETER |
|--|----------------|---------------|-----------|
| CallbacksAcceptedScheduled | Voice Callback | 7.0 | N/A |
| Heed By The Following ODC LAYOUT TEMPLATES | | | |

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 OF | OS LAYOUT TEMPLATES | <u> </u> | | | |
| 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 OF | OS 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 Callbac | k | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|--------------------------|---------------------|---------------------------|------------|-------------------|-----------------------------|
| USED BY THE FOLLOWING OF | OS LAYOUT TEMPLATES | | | | |
| VCB_GQUEUE | VCB_QUEUE | VCB_RP | VCB_TENANT | | |
| Песепитиом | | | | | |

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 VOICE_GQ | ODS LAYOUT TEMPLATES VOICE_Q | VOICE_RP | , | |
| DESCRIPTION Of all the values r | eturned by the Total Ab | andoned stat type, the only | ones counted for this metri | c are those where the filter |

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_Q 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 VOICE_GQ | ODS LAYOUT TEMPLATES 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_Othe | er | 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.

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VOICE_ACW_INB_T

| STAT TYPE NAME ACW_Time_Inbo | ound | Solution Voice | | INTRODUCED IN 7.0 | Parameter Filter: VoiceCall |
|------------------------------|---------------------------------|-------------------|----------|-------------------|--------------------------------|
| USED BY THE FOLLOWIN VOICE_A | G ODS LAYOUT TEMPLATES 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_Out | bound | Solution Voice | | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|-------------------------------|---------------------------------|---------------------|----------------------|-------------------|-----------------------------|
| USED BY THE FOLLOWING VOICE_A | G ODS LAYOUT TEMPLATES VOICE_AG | VOICE_P | VOICE_PG | | |
| DESCRIPTION Of all the values | returned by the ACW Ti | me. Outhound stat t | type the only ones o | ounted for this | metric are those where the |

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 VOICE_GQ | ODS LAYOUT TEMPLATES VOICE_Q | VOICE_RP | | | |
| | returned by the Total_Ansve | • • | • | | |

VOICE_ANSW_T

| STAT TYPE NAME Total_Time_to_A | nswer | SOLUTION Voice | | INTRODUCED IN 7.2 | PARAMETER Filter: VoiceCall |
|--------------------------------|------------------------------|----------------|---------|-------------------|-----------------------------|
| USED BY THE FOLLOWING VOICE_GQ | ODS LAYOUT TEMPLATES VOICE_Q | VOICE_RP | VOICE_T | - | |
| | - | | • | | metric are those where the |

description.

VOICE CLR

| STAT TYPE NAME Total_Cleared | | Solution Voice | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|---------------------------------|------------------------------|-------------------------------|-------------------------------|-----------------------------|
| USED BY THE FOLLOWING VOICE_GQ | ODS LAYOUT TEMPLATES VOICE_Q | VOICE_RP | , | |
| DESCRIPTION Of all the values r | oturned by the Total Cla | pared stat type, the only one | on counted for this matric ar | to those where the filter |

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_N | lade | Solution Voice | | INTRODUCED IN 7.0 | Parameter Filter: VoiceCall |
|---------------------------------|------------------------|-------------------|----------|-------------------|--------------------------------|
| USED BY THE FOLLOWIN | G 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

VOICE_CNS_MD_T

| STAT TYPE NAME Consult_Time_N | lade | Solution Voice | | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|-------------------------------|---------------------------------|-------------------|----------|-------------------|-----------------------------|
| USED BY THE FOLLOWING VOICE_A | G ODS LAYOUT TEMPLATES 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_Ta | aken | SOLUTION Voice | | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|---------------------------------|---------------------------------|-------------------|----------|-------------------|-----------------------------|
| USED BY THE FOLLOWING VOICE_A | G ODS LAYOUT TEMPLATES 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_Ta | aken | SOLUTION Voice | | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|---------------------------------|------------------------|-------------------|----------|-------------------|-----------------------------|
| USED BY THE FOLLOWING | G 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 | <u> </u> | • | |
| 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.

plete description.

VOICE_DSTR_T

| STAT TYPE NAME | | SOLUTION | INTRODUCED I | N PARAMETER | | | | | |
|---|-------------------------|---------------------------|----------------------------|--------------------------------|--|--|--|--|--|
| Total_Time_To_Distribute | | Voice | 7.0 | Filter: VoiceCall | | | | | |
| USED BY THE FOLLOWING | ODS LAYOUT TEMPLATES | | | | | | | | |
| VOICE_GQ | VOICE_Q | VOICE_RP | | | | | | | |
| DESCRIPTION | 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 | on is TRUE. Refer to To | tal Time To Distribute in | the "Stat Server Stat Type | Definition" section for a com- | | | | | |

VOICE_ENTR

| STAT TYPE NAME Total_Entered | | SOLUTION Voice | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|--------------------------------|------------------------------|-------------------|-------------------|-----------------------------|
| USED BY THE FOLLOWING VOICE_GQ | ODS LAYOUT TEMPLATES VOICE_Q | VOICE_RP | | |
| | returned by the Total_Enter | | | |

VOICE_FRCD_OFF

| STAT TYPE NAME Calls_Forced_O | ff | SOLUTION Voice | | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|-------------------------------|---------------------------------|-------------------|----------|-------------------|--|
| USED BY THE FOLLOWIN | G ODS LAYOUT TEMPLATES VOICE_AG | VOICE_P | VOICE_PG | | |
| | | | | | c are those where the filter for a complete description. |

VOICE_FRWD

| STAT TYPE NAME | | SOLUTION | | INTRODUCED IN | Parameter | | |
|---|--|-----------------------------|------------------|------------------|----------------------------|--|--|
| Total_Forwarded | | Voice | | 7.0 | Filter: VoiceCall | | |
| USED BY THE FOLLOWING C | DS LAYOUT TEMPLATES | <u> </u> | | | | | |
| 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 TRU | Refer to Total_Forwa | arded in the "Stat Server S | Stat Type Defini | tion" section fo | or a complete description. | | |

VOICE_HLD_INB

| STAT TYPE NAME Calls_Held_Inbour | nd | Solution Voice | | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall | | |
|-----------------------------------|--|-------------------|----------|-------------------|-----------------------------|--|--|
| USED BY THE FOLLOWING (VOICE_A | ODS LAYOUT TEMPLATES VOICE_AG | VOICE_P | VOICE_PG | 1 | | | |
| | 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 | | | | | | |

VOICE_HLD_INB_T

| STAT TYPE NAME | | SOLUTION | | INTRODUCED IN | PARAMETER | | |
|---|------------------------|-------------------|-----------------------|-------------------|----------------------|--|--|
| Hold_Time_Inbo | und | Voice | | 7.0 | Filter: VoiceCall | | |
| USED BY THE FOLLOWIN | G ODS LAYOUT TEMPLATES | l | | | | | |
| 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 fil- | | | | | | | |
| ter everession is | TRUE Refer to Hold Ti | me Inhound in the | "Stat Server Stat Tyr | na Dafinition" sa | ction for a complete | | |

ter 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_Out | bound | Solution Voice | | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall | | |
|--------------------------------|----------------------------------|-------------------|----------|-------------------|-----------------------------|--|--|
| USED BY THE FOLLOWIN | IG ODS LAYOUT TEMPLATES VOICE_AG | VOICE_P | VOICE_PG | 1 | | | |
| DESCRIPTION Of all the values | | | | | | | |

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_Outle | oound | Solution Voice | | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|--------------------------------|--|-------------------|----------|-------------------|--|
| USED BY THE FOLLOWIN | IG ODS LAYOUT TEMPLATES VOICE_AG | VOICE_P | VOICE_PG | | |
| | returned by the Hold_Tir is TRUE. Refer to Hold_ | | | | metric are those where the "section for a complete |

VOICE_INB

| STAT TYPE NAME Calls_Inbound | | Solution Voice | | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|--------------------------------|--------------------------------|----------------------|---------------------|-------------------|-----------------------------|
| USED BY THE FOLLOWING VOICE_A | GODS LAYOUT TEMPLATES VOICE_AG | VOICE_P | VOICE_PG | | |
| DESCRIPTION Of all the values | returned by the Calls In | bound stat type, the | e only ones counted | for this metric a | re those where the filter |

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_N | lade | SOLUTION Voice | | INTRODUCED IN 7.0 | Parameter Filter: VoiceCall |
|----------------------------------|------------------------|-------------------|----------|-------------------|--------------------------------|
| USED BY THE FOLLOWIN | G ODS LAYOUT TEMPLATES | | | | |
| VOICE_A | VOICE_AG | VOICE_P | VOICE_PG | | |
| DECCRIPTION | | | | | |

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_M | ade | SOLUTION Voice | | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|--------------------------------|----------------------|-------------------|----------|-------------------|-----------------------------|
| USED BY THE FOLLOWING | ODS LAYOUT TEMPLATES | | | | |
| VOICE_A | VOICE_AG | VOICE_P | VOICE_PG | | |
| DECORIDATION | | | | | |

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_Ta | aken | SOLUTION Voice | | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|-----------------------------------|----------------------------------|-------------------|----------|-------------------|-----------------------------|
| USED BY THE FOLLOWING | G ODS LAYOUT TEMPLATES 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_Ta | aken | Solution Voice | | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|---------------------------------|--------------------------------|--------------------|----------------------|-------------------|-----------------------------|
| USED BY THE FOLLOWING VOICE_A | GODS LAYOUT TEMPLATES VOICE_AG | VOICE_P | VOICE_PG | | |
| DESCRIPTION Of all the values | returned by the Internal | Time Taken stat tv | one the only ones co | unted for this m | petric are those where the |

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 | SOLUTION | Introduced In | Parameter | | | |
|--|----------|---------------|-------------------|--|--|--|
| Maximum_Calls | Voice | 7.0 | 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 | | | | | | |

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

| Minimum Calls | | | |
|--|----------|-----|-------------------|
| IVIIIIIIIIII_Calis | Voice | 7.0 | Filter: VoiceCall |
| USED BY THE FOLLOWING ODS LAYOUT TEMPLATES | | | |
| VOICE_GQ VOICE_Q | VOICE_RP | | |

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 | | SOLUTION | | INTRODUCED IN | PARAMETER |
|-----------------------|-------------------------|----------------------|-----------------------|-------------------|----------------------------|
| Calls_Outbound | | Voice | | 7.0 | Filter: VoiceCall |
| USED BY THE FOLLOWING | G ODS LAYOUT TEMPLATES | | | 1 | |
| VOICE_A | VOICE_AG | VOICE_P | VOICE_PG | | |
| DESCRIPTION | | | | | |
| | | | | | are those where the filter |
| expression is TR | UE. Refer to Calls_Outb | ound in the "Stat Se | erver Stat Type Defin | ition" section fo | r 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 TO VOICE_T | MPLATES | ' | I | |
| 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 | SOLUTION | INTRODUCED IN | Parameter |
|---|----------|---------------|-------------------|
| Total_Sent_To_Queue | Voice | 7.0 | Filter: VoiceCall |
| USED BY THE FOLLOWING ODS LAYOUT TEMPLATES | | • | |
| VOICE_GQ VOICE_Q | | | |
| DESCRIPTION Of all the values returned by the Total_Sent_ filter expression is TRUE. Refer to Total_Set description. | | | |

VOICE_TFR_MD

| Voice | | 7.0 | Filter: VoiceCall |
|---------|----------|------------------|-------------------|
| I | | | |
| VOICE_P | VOICE_PG | | |
| | VOICE_P | VOICE_P VOICE_PG | VOICE_P VOICE_PG |

VOICE_TFR_TK

| STAT TYPE NAME Transfers_Taken | | Solution Voice | | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|---|---------------------------------|-------------------|----------|-------------------|-----------------------------|
| USED BY THE FOLLOWING VOICE_A | G ODS LAYOUT TEMPLATES 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. | | | | | |

Reporting Technical Reference

tion.

VOICE_TLK_INB_T

| STAT TYPE NAME | | SOLUTION | | INTRODUCED IN | Parameter |
|-----------------------|--------------------------|--------------------|-----------------------|------------------|-------------------------------|
| Talk_Time_Inbou | nd | Voice | | 7.0 | 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_Tim | e_Inbound stat typ | e, the only ones cou | nted for this me | tric are those where the fil- |
| ter expression is | TRUE. Refer to Talk_Tim | e_Inbound in the " | Stat Server Stat Type | Definition" sec | tion for a complete descrip- |

VOICE_TLK_OUT_T

| STAT TYPE NAME Talk_Time_Outb | oound | Solution Voice | | INTRODUCED IN 7.0 | PARAMETER Filter: VoiceCall |
|---|-----------------------------------|-------------------|----------|-------------------|-----------------------------|
| USED BY THE FOLLOWIN | NG ODS LAYOUT TEMPLATES 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 | | | | | |

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.



Chapter

11

Historical Reporting Metrics-Sourced from GIM

This section describes the historical metrics that are used in CCPulse+ query-based templates. Genesys Info Mart (GIM) 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 Info Mart.

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 39.

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:

- 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 (Skill Combination) Requested **Abandoned** Abandoned Ratio Answered Ratio **Answered Total** Average ACW - Calls Average ACW - Matched Calls Average Handle Time - Calls Answered Average Handle Time - Matched Calls Average Hold Time - Calls Answered Average Hold Time - Matched Calls Average Speed of Answer Average Speed of Answer (ASA) Average Talk Time - Calls Average Talk Time - Matched Calls Average Time to Abandon Average Time to Match Inbound Calls AHT Internal Calls AHT Interval Login Session Duration Login Date Logout Date Matched Ratio Matched Total Maximum Time to Answer

Maximum Time to Match Not Ready (Reason) Ratio Not Ready for (Reason) Not Ready Ratio Outbound Calls AHT Ratio Ratio for Matched Skill to Calls Answered Ratio for Matched Skill to Total Requested Reason Session Duration Time Available Time Not Ready Time to Abandon Total Total Abandoned Total Calls Inbound Total Calls Internal Total Calls Outbound Total Entered Total Not Ready Total Requested Transferred - Calls Transferred - Matched Calls Transferred Ratio Transferred Ratio - Matched Calls

(Skill Combination) Ratio

| STAT GROUP | SOLUTION | INTRODUCED IN | D ата Түре |
|-------------|-------------------|---------------|-------------------|
| Main | GIM Inbound Voice | 7.2 | Percent |
| II. B. T. F | | | |

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 *skill combination* 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 |
|---------------------------------------|----------------------------|-------------------|---------------------|
| LISED BY THE FOLLOWING CCPULSE+ OUERI | FS | | |

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 *skill combination* 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 | Ì |
|---|----------------------------|-------------------|---------------------|---|
| 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 *skill combination* 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 | SOLUTION | INTRODUCED IN | D ата Түре |
|------------|-------------------|---------------|-------------------|
| Main | GIM Inbound Voice | 7.2 | 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 *skill combination* 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 skill combination 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 skill combination 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 | • | <u>.</u> | |
| Skill Combination Answered Report | | | |

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 skill combination 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 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. Out of the calls with a given skill combination that arrived within the reporting interval, this statistic accounts for only those calls that were matched—that is, answered by agents who possessed the requested

A skill combination 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 | SOLUTION | INTRODUCED IN | Data Type |
|------------|-------------------|---------------|-----------|
| Main | GIM Inbound Voice | 7.2 | 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 *skill combination* 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 *matched*—that is, answered by agents who possessed the requested skills.

A *skill combination* 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 skill combination 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+ OUERIES | | | |

Obill Consider the Adotabased Days

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 *matched*—that is, answered by agents who possessed the requested skills.

A *skill combination* 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 | SOLUTION | INTRODUCED IN | Data Type |
|------------|-------------------|---------------|-----------|
| Main | GIM Inbound Voice | 7.2 | 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 *Average Speed of Answer (ASA)* or *Average Time to Answer.*

A *skill combination* 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 *Average Speed of Answer (ASA)* or *Average Time to Answer.*

A *skill combination* 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 *skill combination* 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 | | | |

Obill Complianting Mataland Days

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 *matched*—that is, answered by agents who possessed the requested skills.

A *skill combination* 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 | SOLUTION | INTRODUCED IN | Data Type |
|------------|-------------------|---------------|-----------|
| Main | GIM Inbound Voice | 7.2 | 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 *skill combination* 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 *skill combination* 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 | SOLUTION | INTRODUCED IN | Data Type | |
|--|---|---------------|-----------|--|
| Main | GIM Inbound Voice | 7.2 | Time | |
| USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Task Report | | | | |
| DESCRIPTION The average time it takes to handle an in | bound voice interaction. AHT stands for A | Average Handl | ing Time. | |

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 in | ternal voice interaction. AHT stands for A | verage Handli | ng Time. | | |

Interval Login Session Duration

| STAT GROUP | SOLUTION | INTRODUCED IN | Data Type |
|------------|-------------------|---------------|-----------|
| Time Group | GIM Inbound Voice | 7.2 | 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 | Cim inicana voice | 1 | Timosamp |
| DESCRIPTION The time when an agent logs in at a voice | e channel. | | |

Logout Date

| STAT GROUP | SOLUTION | Introduced in | ДАТА ТУРЕ | | |
|---|-------------------|---------------|------------------|--|--|
| Session | GIM Inbound Voice | 7.2 | 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 | SOLUTION | INTRODUCED IN | ДАТА ТУРЕ |
|--|-------------------|---------------|------------------|
| Main | GIM Inbound Voice | 7.2 | Percent |
| USED BY THE FOLLOWING CCPULSE+ OUERIES | | | <u> </u> |

Used By The Following CCPulse+ Queries
Skill Combination Matched Report

DESCRIPTION

The percentage of inbound voice interactions that were *matched*—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 *skill combination* 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 *matched*—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 *skill combination* 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 | SOLUTION | INTRODUCED IN | D ата Түре | | |
|---|-------------------|---------------|-------------------|--|--|
| Main | GIM Inbound Voice | 7.2 | 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 skill combination is a set of skills that customers select as relevant for handling their interactions. The skill combination

A skill combination 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 skill combination 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 | Solution | Introduced In | Data Type |
|--|-------------------|---------------|-----------|
| Not Ready Time | GIM Inbound Voice | 7.2 | 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 | SOLUTION | INTRODUCED IN | Data Type |
|----------------|-------------------|---------------|-----------|
| Not Ready Time | GIM Inbound Voice | 7.2 | 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 desktop.

If no reason is provided by an agent, Not Available is displayed as a reason value.

Not Ready Ratio

| STAT GROUP | SOLUTION | INTRODUCED IN | D ATA ТҮРЕ | | |
|--|-------------------|---------------|-------------------|--|--|
| Main | GIM Inbound Voice | 7.2 | 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 | SOLUTION | INTRODUCED IN | Data Type |
|--|----------------------------------|---------------|-----------|
| 0-15 | GIM Inbound Voice | 7.2 | Percent |
| 15-30 | | | |
| 30-60 | | | |
| >60 | | | |
| USED BY THE FOLLOWING CCPULSE+ QUERIES | | • | |
| Delay Before Abandon Performance | Delay Before Abandon Performance | | |
| Report | Report (by Skill Combination) | | |

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 *skill combination* 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 | SOLUTION | INTRODUCED IN | D ATA ТҮРЕ |
|--|-------------------|---------------|-------------------|
| 0-15 | GIM Inbound Voice | 7.2 | Percent |
| 15-30 | | | |
| 30-60 | | | |
| >60 | | | |
| 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 *skill combination* 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 | SOLUTION | INTRODUCED IN | Data Type |
|--|-------------------|---------------|-----------|
| 0-15 | GIM Inbound Voice | 7.2 | Percent |
| 15-30 | | | |
| 30-60 | | | |
| >60 | | | |
| USED BY THE FOLLOWING CCPULSE+ QUERIES | | | |
| Skill Combination Matched Report | 1 | | |

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 *skill combination* 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 | | | |

DESCRIPTION

Skill Combination Report

The percentage of inbound voice interactions that were *matched*—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 *skill combination* 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 | SOLUTION | INTRODUCED IN | Data Type |
|------------|-------------------|---------------|-----------|
| Main | GIM Inbound Voice | 7.2 | Percent |

USED BY THE FOLLOWING CCPULSE+ QUERIES

Skill Combination Report

DESCRIPTION

The percentage of inbound voice interactions that were *matched*—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 *skill combination* 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 |
|---|----------------------------|-------------------|---------------------|
| HSED BY THE FOLLOWING CCDHI SET UTEDIES | | | |

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 | SOLUTION | INTRODUCED IN | Data Түре |
|------------|-------------------|---------------|-----------|
| Time Group | GIM Inbound Voice | 7.2 | 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 Info Mart (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 into Info Mart, 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 | Delay Before Abandon Performance | | ' |
| Report | Report (by Skill Combination) | | |

DESCRIPTION

The average time after which the callers who requested a particular skill combination abandon their calls.

A *skill combination* 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]

| M Inbound Voice | 7.2 | Time |
|--|-------------------------------|-------------------------------|
| elay Before Abandon Performance eport (by Skill Combination) | | |
| ı | ay Before Abandon Performance | ay Before Abandon Performance |

The maximum time after which a caller who requested a particular skill combination abandons the calls.

A *skill combination* 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 | SOLUTION | INTRODUCED IN | ДАТА Т ҮРЕ |
|--|----------------------------------|---------------|-------------------|
| 0-15 | GIM Inbound Voice | 7.2 | Number |
| 15-30 | | | |
| 30-60 | | | |
| >60 | | | |
| USED BY THE FOLLOWING CCPULSE+ QUERIES | | • | |
| Delay Before Abandon Performance | Delay Before Abandon Performance | | |
| Report | Report (by Skill Combination) | | |
| DESCRIPTION | • | | |

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 *skill combination* 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 | SOLUTION | INTRODUCED IN | D ата Түре |
|--|-------------------|---------------|-------------------|
| 0-15 | GIM Inbound Voice | 7.2 | Number |
| 15-30 | | | |
| 30-60 | | | |
| >60 | | | |
| USED BY THE FOLLOWING CCPULSE+ QUERIES | 1 | I . | ı |
| Skill Combination Answered Report | 1 | | |

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 *skill combination* 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 | SOLUTION | INTRODUCED IN | ДАТА ТУРЕ |
|--|-------------------|---------------|------------------|
| 0-15 | GIM Inbound Voice | 7.2 | Number |
| 15-30 | | | |
| 30-60 | | | |
| >60 | | | |
| USED BY THE FOLLOWING CCPULSE+ QUERIES | | | |
| Skill Combination Matched Report | İ | | |

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 *skill combination* 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.

A *skill combination* 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 | SOLUTION | Introduced In | D ата Түре |
|---------------------------------------|-------------------|---------------|-------------------|
| Main | GIM Inbound Voice | 7.2 | Number |
| Hosp Dy Tus Four owns CCDures Ouspise | | | |

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 |
|--|----------------------------|-------------------|---------------------|
| Herp By The Following CCDurer, Ourples | | | |

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 | SOLUTION | INTRODUCED IN | Data Type | | |
|--|---|---------------|-----------|--|--|
| Main | GIM Inbound Voice | 7.2 | Number | | |
| USED BY THE FOLLOWING CCPULSE+ QUERIES General Skill Demand Report | | | | | |
| Description The total number of inbound voice interactions. | DESCRIPTION The total number of inbound voice interactions that arrived at the specified resource within the reporting interval. | | | | |

Total Not Ready

| STAT GROUP | SOLUTION | INTRODUCED IN | Data Type | | |
|--|---|----------------|-------------------|--|--|
| Not Ready Time | GIM Inbound Voice | 7.2 | 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 rep | porting 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 Combi | nation Report |

DESCRIPTION

The total number of inbound voice interactions in which callers requested a particular skill combination.

A *skill combination* 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 *skill combination* 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 *matched*—that is, answered by agents who possessed the requested skills at the requested, or a higher, level—prior to being transferred.

A *skill combination* 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 *skill combination* 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 | SOLUTION | INTRODUCED IN | D ата Түре |
|------------|-------------------|---------------|-------------------|
| Main | GIM Inbound Voice | 7.2 | 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 *matched*—that is, answered by agents who possessed the requested skills at the requested, or a higher, level—prior to being transferred.

A *skill combination* 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.



Chapter

12 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 basic stat type:

- Category
- Mai nMask
- UseSourceTimeStamps

- Subject
- Rel Mask
- Objects
- Formul a

Java stat types (referencing using a Stat Server Java extension) are defined with the following elements:

- Category
- JavaSubCategory
- Business Attribute
- Object
- AggregationType

Also impacting a metric's value is the notification mode, notification frequency, and insensitivity. Not all of these elements, however, are required to define a stat type. Their definitions are discussed at length in the "Statistical Type" section of the Overview book of the Reporting Technical Reference series as well as the Framework Stat Server User's Guide. Also, refer to the Customization book of the Reporting Technical Reference series to learn how to create your own custom stat types.

This chapter includes the following sections:

- Stat Types in Configuration Server, page 316
- Listing of Stat Types, page 317
- Solution Reporting Stat Types, page 322

Stat Types in Configuration Server

Figure 9 shows the Options tab of a sample Stat Server Application object, ER_StatServer, in Configuration Manager where five of the ten elements are used to define the AverAbandCallTime stat type.



Figure 9: The AverAbandCallTime Stat Type Showing Its Elements

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+(Servi ceFactor1, 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 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
- Total Time
- Total AdjustedTime
- Total CustomValue
- Total Number
- Total Number In TimeRange
- Total AdjustedNumber

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.

Listing of Stat Types

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
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_Responded
General_Email_Responded
General_Email_Responded
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

CampFaxModem AbandCallsPercentage

CampGrActivatedDuration AbandTi me

CampGrCurrEl apsedSystemErrorTime ACW_Ti me_I nbound CampGrCurrEl apsedTi meForCurrDi al Mode ACW_Time_Other CampGrCurrEl apsedWaitingAgentsTime ACW_Ti me_Outbound AgentLogInTime CampGrCurrElapsedWaitingPortTime

AgentReadyTi me CampGrCurrEl apsedWai tingRecordsTime AverAbandCallTime CampGrDeactivatedDuration CampGrRunni ngDurati on AverASM_EngagedStatusTime AverConsultDNActionTime CampGrSystemErrorDuration

CampGrWaitingAgentsDuration AverConsul tPI aceStatusTime AverConsultStatusTime CampGrWai tingPortDuration AverDistribCallTime CampGrWaitingRecordsDuration

AverHandleDNActionTime CampHi tRatio CampNoAnswer AverHandlePlaceStatusTime CampNoRPC AverHandleStatusTime

AverHandleStatusTimewithASM CampPersonal CallbacksCompleted AverInboundDNActionTime CampPersonal Call backsMissed

CampPersonal Call backsSchedul ed AverInboundPlaceStatusTime AverInboundStatusTime CampRecordsCompleted AverOutboundDNActionTime **CampSITDetected** CampSITI nval i dNum AverOutboundPlaceStatusTime AverOutboundStatusTime CampSITNoCircuit

Calls_Consult_Made CampSITOperIntercept CampSI TReorder Calls_Consult_Taken Calls_Forced_Off CampSI TUnknown CampSI TVacant Calls_Held_Inbound Calls_Held_Outbound Consul t_Ti me_Made Calls Inbound Consul t_Time_Taken Calls_Internal_Made CurrAgentsLoggedIn CurrAgentsLoggedInQueue Calls_Internal_Taken

Calls_Outbound CurrAgentsReadyInQueue CurrAgentsReadyRatio Call sAbandoned CallsAbandonedInTimeRange Current_In_Queue

Call s Answered Current_Interaction_In_Processing Call sDistributed Current_Interactions_In_Processing

CallsEntered CurrentAgentState CurrentDNState Call sExi ted

Call sExi tedInTi meRange CurrentGroupState Call sReleased CurrentNotReadyAgents CampAbandoned CurrentPI aceState CampAnsweri ngMachi ne CurrentReadyAgents CampAnswers CurrMaxCallWaitingTime

CampBusy CurrNumberACWStatuses CampCallbacksCompleted CurrNumberASM_EngagedStatuses CurrNumberASMOutboundStatuses CampCallbacksMissed

CampCallbacksScheduled CurrNumberConsultStatuses CampCancel CurrNumberDialingStatuses CampCurrentState CurrNumberHoldStatuses CampDi al Made CurrNumberInboundStatuses CampDoNotCal I CurrNumberInternal Statuses CampDropped CurrNumberNotReadyStatuses

CampEsti matedTi meToComplete CurrNumberOutboundStatuses CurrNumberRingingStatuses Total_Calls_Dialed CurrNumberWai tingCalls Total_Calls_Distributed CurrNumberWai tStatuses Total Calls Distributed In Threshold DistribCallsPercentage Total Calls Entered DistributeTime Total_Calls_Inbound Total_Calls_Internal EstimTimeToDistribCall Total_Calls_Outbound ExpectedWai tTime Total_Calls_Unknown Hold_Time_Inbound Hold Time Outbound Total Cleared Inbound_Interactions_Stopped Total_Consult_Talk_Time Inbound_Transfers_Made Total_Dialing_Number Interactions_Accepted Total_Dialing_Time Interactions_Offered Total _Di stri bute_Ti me Interactions_Processed Total _Di stri buted Interactions Processing Time Total Entered Interactions Pulled Total Forwarded Total_Hold_Time Interactions_Rejected Interactions_Timed_Out Total_Inbound_Handled Internal_Interactions_Initiated Total_Login_Time Internal_Time_Made Total_Not_Ready_Agent_St_Number Internal_Time_Taken Total_Not_Ready_Agent_St_Time Max_Time_to_Abandon Total_Not_Ready_Number Max_Time_to_Answer Total_Not_Ready_Time Maximum_Calls Total_Number_Being_Monitored MediaX_Current_In_Processing_In_Queue Total_Number_Coached MediaX_Current_In_Queue Total_Number_Coaching_By_Intrusion_Initiated MediaX Current Waiting Processing In Queue Total Number Coaching By Request Initiated MediaX Maximum Interactions In Queue Total Number Conferences Initiated MediaX_Minimum_Interactions_In_Queue Total_Number_Conferences_Joi ned MediaX_Stopped_Processing_In_Queue Total_Number_Interactions_Invited_For_Coaching MediaX_Total_Entered_Queue Total_Number_of_Conferences Total_Number_Of_Joi ned_To_Conference_By_Intrusion MediaX_Total_Moved_From_Queue N Calls Cleared Total Number Of Monitoring Initiated Total_Number_of_Transfers_Made N_Calls_Distributed Total_Number_of_Transfers_Taken N Released NotReadyAgentsRatio Total_Number_on_Hold Outbound_Interactions_Initiated Total_Number_Transfers_Made Servi ceFactor1 Total_Number_Transfers_Taken Talk Time Inbound Total Processing Time Talk Time Outbound Total Ready Time Total Abandon Time Total_Ringing_Number Total_Abandoned Total_Ringing_Time Total_Abandoned_WR Total_Sent_To_Queue Total_Short_Abandoned_Calls Total_AfterCallWork_Agent_St_Number Total Answered Total Talk Time Total_ASM_Engage_Time Total_Talk_Time_ASM_Outbound Total_Calls Total_Talk_Time_Inbound Total_Calls_Abandoned Total_Talk_Time_Internal Total_Calls_Answered Total_Talk_Time_Outbound Total_Calls_Answered_In_Threshold Total_Talk_Time_Unknown Total Calls ASM Outbound Total Time ASM Engage

Total Time to Abandon

Total_Time_To_Abandon

Total_Calls_ASM_Received

Total_Calls_Consult

Total_Time_to_Answer Total_Time_to_Distribute Total Time To Distribute Total_Wait_Agent_St_Number Total_Wait_Agent_St_Time Total_Wait_Number Total_Wait_Time Total_Work_Number Total Work Time Total AfterCal I WorkDNStatusTime Total AfterCal I WorkPl aceStatusTime Total AfterCal I WorkStatusTime Total EWT

Total NotReadyDNStatusTime Total NotReadyPl aceStatusTime Total NumberConsultCalls Total Number InboundCalls Total Number Internal Calls Total NumberOutboundCalls Total Tal k_Agent_St_Time Total Tal kDNStatusTi me Total Tal kPl aceStatusTi me Transfers Made Transfers_Taken VCB Result Voi ceTotal Entered

Descriptions of Form Labels

Form Title The name of the statistical type.

Lists the actions or statuses Stat Server uses in this statistic's calculation. For example, Main Mask the Call Answered mask in concert with the DNAction 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 the discussion about relative masks in the Overview book of the Reporting Technical Reference series

for a more detailed explanation.

Aggregation Type Applicable only if the JavaSubCategory field points to a Java Extension. The Java aggregation types employed in Reporting include one of the following:

- Maxi mum
- Mi ni mum
- Total

Subject

JavaSubCategory

Specifies the rule Stat Server uses to aggregate statistics. For instance, for the Category Total _Calls_Answered stat type, Stat Server is to sum the number of calls answered to arrive at a total number (Total Number). One, and only one, category must be specified for each stat type.

> 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 DNActi on forces Stat Server to treat main and relative mask entries as names of DNActions; the AgentStatus subject forces Stat Server to treat main and relative mask entries as names of AgentStatuses. The Action subject type is new to the 7.0 release and is used in the definition of some new stat types in this section.

Applicable only if the value specified in the Category field is JavaCategory. The value in the JavaSubCategory 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 Call Answered action could be applied to the GroupQueues, Queue, and RoutePoint 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. One or more object types must be specified for each stat type.

Note: References to "queues" and "queue groups" in this document might include mediation DN devices associated with Interaction Server, such as workbins and interaction queues.

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.

Note: In addition to voice interactions, references to "calls" in this document might include interactions that are sourced from Interaction Server, such as chat sessions, or SIP Server, such as instant messages.

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 Genesysprovided 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, DCID 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

Either or both of:

- Historical Reporting
- Real-Time Reporting

Solution Reporting Stat Types

AbandCallsPercentage

| Main Mask CallAbandoned | | 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.) • AbandCallsPercentage applied to GroupQueues shows the percentage of abandoned voice interactions on all the queues in the group | | |
|--|------------------------|---|---|--|
| RELATIVE MASK CallDistributed, CallAbandoned | AggregationType N/A | | | |
| CATEGORY RelativeNumber- Percentage | SUBJECT DNAction | | | |
| JavaSubCategory N/A | | 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: (Sum(CallAbandoned) * 100) / (Sum(CallDistributed) + Sum(CallAbandoned)) Interactions redirected from a queue (CallCleared) are not included in the calculation for AbandCallsPercentage. CallDistributed and Call-Cleared are separate actions. This stat type does not take CallCleared (redirected calls) into account. | | |
| Овјест Түре(s) GroupQueues, Quet | ue, RoutePoint | | | |
| | | | | |
| | | | | |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting | |

AbandTime

| Main Mask CallAbandoned | | DESCRIPTION The total time that live or virtual voice interactions waited on a queue at a route point before they were abandoned. The cumulative wait on a specified queue or route point. (Refer to the party state diagrafor ACD queues and routing points in the Overview book of the Refing Technical Reference series. | | |
|--|---------------------|---|--|--|
| RELATIVE MASK N/A | AggregationType N/A | | | |
| Category TotalTime | SUBJECT DNAction | | | |
| JavaSubCategory N/A | | spends on the specified object | Abandoned time includes only the portion of the time that the interaction spends on the specified object (Queue or Route Point) before being | |
| Овјест Түре(s) GroupQueues, Queue, RoutePoint | | 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). | | |
| | | Applied to GroupQueues, this stat type sums all wait times for abandoned voice interactions on all queues in the group. | | |
| | | DCID was first applied in the 7.0.1 release of this stat type. | | |
| 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 RELATIVE MASK | AggregationType | DESCRIPTION The total amount of time that this agent's directory number(s) spe in AfterCallWorkInbound status while the agent is performing aft work for inbound calls during the reporting interval. | |
|---|---------------------|---|--|
| N/A | N/A | | |
| Category TotalAdjustedTime | SUBJECT DNStatus | Applied to Place, this stat type ca WorkInbound status for all DNs c | onfigured for the specified place. |
| JAVASUBCATEGORY N/A | | 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. | |
| OBJECT TYPE(s) Agent, Place, GroupAgents, GroupPlaces | | | |
| | | Note: This stat type counts ACW the inbound call is still in progress. | nat starts while an associated |
| | | ACW_Time_Inbound is calculated as follows: Sum(DN_AfterCallWorkInboundStatus.time) | |
| 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, AfterCallWork Internal, 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 asso- | | |
|--|------------------------|---|--|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | ciated with any call during the reporting interval. This stat type inclu ACW that started while the associated consult and internal calls we | | |
| Category TotalAdjustedTime | SUBJECT DNStatus | progress as well as all ACW sessions that started after the associated calls were released. • Applied to GroupAgents, this stat type returns the total duration of | | |
| JAVASUBCATEGORY N/A | | ACW for such calls for all the agents of the specified ag • Applied to GroupPlaces, this stat type returns the total | | |
| Овлест Түре(s) Agent, Place, GroupA | gents, GroupPlaces | ACW for such calls for all the agents logged in to places belong | | |
| 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 AfterCallWorkOutbour RELATIVE MASK N/A CATEGORY TotalAdjustedTime JAVASUBCATEGORY N/A OBJECT TYPE(S) Agent, Place, GroupA | AGGREGATIONTYPE N/A SUBJECT DNStatus | AfterCal I WorkOutbound status per calls during the reporting interval. • Applied to Place objects, this stat AfterCallWorkOutbound status for place. • Applied to GroupAgents, this stat AfterCallWorkOutbound status for the specified agent group. • Applied to GroupPlaces, this stat AfterCallWorkOutbound status for logged in at places included in the Note: This stat type counts ACW the bound call is still in progress. This stat type excludes durations of the agent. This statistic excludes the statistic also excludes the time sper that are part of outbound campaign. This stat type is calculated as follows. | type calculates the total time in r all DNs associated with agents in type calculates the total time in r all DNs associated with agents in all DNs associated with agents especified place group. That starts while an associated outvoice interactions placed on hold by the related after call work time. This int on the outbound voice interactions is, including ASM. |
|---|--------------------------------------|---|--|
| INTRODUCED IN 7.0 | DISCONTINUED IN N/A | Sum(DN_AfterCallWorkOutbou | |

AgentLogInTime

| Main Mask AgentLogin | | | that agents were logged into this queue for the |
|--------------------------------|---------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | first time through a DN that belongs to a place. Agents can subsequently log into other DNs, however, this stat type pertains to the duration of the agent's first login into the queue. When applied to GroupQueues, this stat type calculates total agent | |
| Category TotalTime | SUBJECT DNAction | | |
| JAVASUBCATEGORY N/A | | login duration into all of the queues that belong to the group. Note: This stat type does not apply to RoutePoint objects. | |
| OBJECT TYPE(S) GroupQueues, Q | Queue, RoutePoint | , | |
| INTRODUCED IN 7.2 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting |

${\bf Agent Ready Time}$

| Main Mask AgentReady | | DESCRIPTION The total amount of time that agents, who are logged in to this queue, | |
|---|---------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | spent in Ready mode. When applied to GroupQueues, this stat type calculates the agent's | |
| Category TotalTime | Subject DNAction | total ready duration on all of the queues that belong to the group. Note: This stat type does not apply to RoutePoint objects. | |
| JAVASUBCATEGORY N/A | | Note: This stat type does not apply to Notice out objects. | |
| Овјест Түре(s) GroupQueues, Queue, RoutePoint | | | |
| INTRODUCED IN 7.2 | Discontinued In N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting |

AverAbandCallTime

| Main Mask CallAbandoned | | DESCRIPTION The average amount of time that callers wait on a specified queue or at | | |
|---|---------------------|--|--|--|
| RELATIVE MASK CallAbandoned | AggregationType N/A | a specified route point before hanging up during the reporting inter Applied to GroupQueues, this stat type shows the average amount time that customers wait on the queues in the specified group befo abandoning their calls. | | |
| CATEGORY AverageTime | SUBJECT DNAction | | | |
| JAVASUBCATEGORY N/A OBJECT TYPE(s) GroupQueues, Queue, RoutePoint | | Abandoned time includes only the spends on the specified object (Qu abandoned at this object. If a call a fied object during the call's life cycl | 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. | |
| | | This stat type is calculated as follows: Sum(CallAbandoned.time) / Sum(CallAbandoned) | | |
| | | Prior to the 6.0 release, the stat type | e name was AverAbandTime. | |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | FORMULA N/A | Used IN WHICH REPORTING APPLICATION Real-Time Reporting | |

$Aver ASM_Engaged Status Time$

| Main Mask ASM Engaged | | DESCRIPTION The average amount of time during which a specified agent or place is | |
|---|------------------------|---|---|
| RELATIVE MASK ASM_Engaged | AggregationType N/A | engaged in the ASM (Active Switching Matrix) dialing mode before the status changes from ASM_Engaged to a different status during the reporting interval. When applied to GroupAgents or GroupPlaces, this stat type returns the status of the | |
| CATEGORY AverageTime | Subject AgentStatus | | |
| JAVASUBCATEGORY N/A | | average time that agents or places in their respective groups are spending in the ASM dialing mode before transitioning to another state. | |
| Овјест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | This stat type is calculated as follows: Sum(Agent_ASM_EngagedStatus.time) / Sum(Agent_ASM_EngagedStatus) | |
| | | 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. | |
| 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) | |
|---------------------------|------------------------|---|---|
| RELATIVE MASK CallConsult | AGGREGATIONTYPE N/A | spends in Consult DN status (cons status is completed during the desi | ** |
| CATEGORY AverageTime | Subject DNAction | Applied to Agent, Place, GroupAgents, or GroupPlaces, this stat type returns the average length of time the corresponding agents' DNs | |
| JAVASUBCATEGORY N/A | | (RegDN) spend on consultation calls. This stat type is calculated as follows: | |
| | s, GroupPlaces, Place, | Sum(DN_ConsultStatus.time) / Sum (DN_ConsultStatus) | |
| RegDN | | Subject changed from DNStatus to release 7.0.1, the name of this stat StatusTime to its current name, Ave | type changed from AverConsultDN- |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting |

AverConsultPlaceStatusTime

| Main Mask CallConsult | | DESCRIPTION The average length of time that places spend in consult status. | |
|--|------------------------|--|---|
| RELATIVE MASK CallConsult | AggregationType N/A | 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 speci- | |
| CATEGORY AverageTime | Subject PlaceStatus | | |
| JavaSubCategory N/A | | fied place group. | |
| Овлест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | AverConsultPlaceStatusTime is calculated as follows: Sum(Place_ConsultStatus.time)/ Sum(Place_ConsultStatus) | |
| INTRODUCED IN 6.0 | Discontinued In 6.5 | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting |

AverConsultStatusTime

| MAIN MASK CallConsult | | DESCRIPTION The average length of time that this agent spends in consult status dur- | |
|---|------------------------|--|---|
| RELATIVE MASK CallConsult | AGGREGATIONTYPE N/A | ing the reporting interval. Applied to GroupAgents, the stat type calculates the AverConsult-StatusTime for all the agents who belong to the specified agent group. Applied to GroupPlaces, the stat type calculates the AverConsult-StatusTime for all the agents who are logged in at the places that belong to the specified place group. | |
| CATEGORY AverageTime | SUBJECT AgentStatus | | |
| JAVASUBCATEGORY N/A | | | |
| Овлест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | This stat type is calculated as follows: Sum(Agent_ConsultStatus.time)/ Sum(Agent_ConsultStatus) | |
| 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 | |
|---------------------------------|---------------------|--|---|
| RELATIVE MASK CallDistributed | AggregationType N/A | virtual voice or chat interaction waits on a specified queue or at a fied route point before the interaction is distributed. | |
| CATEGORY AverageTime | SUBJECT DNAction | Applied to GroupQueues, this stat type is the average wait time before interaction distribution from any queue or route point belonging to the | |
| JavaSubCategory N/A | | specified group. If an interaction appears several times along the specified object (Queue or Route Point) during the life cycle of the interac- | |
| OBJECT TYPE(S) GroupQueues, Que | eue, RoutePoint | tion, 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 typ | e name was AverDistribTime. |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting |

AverHandleDNActionTime

| Main Mask | | DESCRIPTION | |
|---|---------------------|---|--|
| CallInbound, CallInternal, CallOutbound, | | | the reporting interval that an agent's |
| CallConsult, CallUnknown | | directory number(s) (DN[s]) spend(s | |
| RELATIVE MASK CallInbound, CallOutbound, CallInternal, CallConsult, CallUnknown | AGGREGATIONTYPE N/A | CallOutbound, CallConsult, and Canumber of appearances of CallInbo CallConsult, and CallUnknown DN: Applied to Place, this stat type can CallInbound, CallInternal, CallOut DN statuses for all DNs configure Applied to GroupAgents, this stat | und, CallInternal, CallOutbound, statuses). Iculates the average time in the bound, CallConsult or CallUnknown of for the specified place. |
| CATEGORY AverageTime | Subject DNAction | the Callinbound, Callinternal, Cal | |
| JAVASUBCATEGORY N/A OBJECT TYPE(S) | 1 22 | CallUnknown DN statuses for all tin the specified agent group. Applied to GroupPlaces, this stat the CallInbound, CallInternal, Cal | the DNs associated with the agents type calculates the average time in IOutbound, CallConsult or |
| Agent, GroupAgents, RegDN | GroupPlaces, Place, | CallUnknown status for all the DN at the places included in the spec | Is associated with agents logged in ified place group. |
| | | This stat type is calculated as follows: (Sum(DN_CallInboundStatus.time) + Sum(DN_CallInternalStatus.time) + Sum(DN_CallOutboundStatus.time) + Sum(DN_CallConsultStatus.time) + Sum(DN_CallUnknownStatus.time))/ (Sum(DN_CallInboundStatus) + Sum(DN_CallInternalStatus) + Sum(DN_CallOutboundStatus) + Sum(DN_CallConsultStatus) + Sum(DN_CallConsultStatus) + Sum(DN_CallUnknownStatus)) | |
| | | 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. In the 8.0 release, CallInternal, CallConsult, and CallUnknown were added to the main and relative masks were added and the AfterCallWork mask was removed. | |
| INTRODUCED IN | DISCONTINUED IN | FORMULA USED IN WHICH REPORTING APPLICATION | |
| 6.0 | N/A | N/A | Real-Time Reporting |



AverHandlePlaceStatusTime

| Main Mask CallInbound, CallOutbound, OfflineWorkType1 | | Description The average length of time during the reporting interval that places | |
|---|------------------------|---|---|
| RELATIVE MASK CallInbound, Call- Outbound | AGGREGATIONTYPE N/A | spend in the Inbound, Outbound, and AfterCallWork statuses. Applied to GroupAgents, AverHandleStatusTime shows the average time that agents in the specified agent groups are in these statuses. | |
| CATEGORY AverageTime | SUBJECT AgentStatus | Applied to GroupPlaces, this stat type calculates the AverHandleSta tusTime for all the places belonging to the specified place group. | |
| JAVASUBCATEGORY N/A | | This stat type is calculated as follows: (Sum(Place_CallInboundStatus.time) + | |
| OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place | | <pre>Sum(Place_CallOutboundStatus.time) + Sum(Place_OfflineWorkType1.time)) / (Sum(Place_CallInboundStatus) + Sum(Place_CallOutboundStatus))</pre> | |
| 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 | |
|---|------------------------|--|---|
| RELATIVE MASK CallInbound, CallOutbound | AGGREGATIONTYPE N/A | spend in the Inbound, Outbound, and AfterCallWork statuses. Applied to GroupAgents, the stat type calculates the AverHandle-StatusTime for all the agents belonging to the specified agent group. | |
| Category AverageTime | Suвлест AgentStatus | Applied to GroupPlaces, the stat type calculates the AverHandle- StatusTime for all the agents logged in at the places belonging to the specified place group. | |
| JavaSubCategory N/A | | This stat type is calculated as follows: (Sum(Agent_CallInboundStatus.time) + | |
| Овјест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | <pre>Sum(Agent_CallOutboundStatus.time) + Sum(Agent_AfterCallWorkStatus.time)) / (Sum(Agent_CallInboundStatus) + Sum(Agent_CallOutboundStatus))</pre> | |
| | | The AfterCallWork main mask repla release 6.5. | ced OfflineWorkType1 in |
| 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 RELATIVE MASK ASM_Outbound, CallInbound, CallOutbound 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. • Applied to GroupAgents, the stat type calculates the AverHandle-StatusTimewithASM for all the agents belonging to specified agent group. | |
|---|------------------------|--|---|
| Category AverageTime | Subject AgentStatus | Applied to GroupPlaces, the stat type calculates the AverHandle- StatusTimewithASM for all the agents logged in at places that belong to the specified place group. | |
| JAVASUBCATEGORY N/A | | This stat type is calculated as follows: | |
| Овјест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | <pre>(Sum(Agent_CallInboundStatus.time) + Sum(Agent_CallOutboundStatus.time) + Sum(Agent_AfterCallWorkStatus.time) + Sum(Agent_ASMOutboundStatus.time))/ (Sum(Agent_CallInboundStatus) + Sum(Agent_CallOutboundStatus) + Sum(Agent_ASMOutboundStatus))</pre> | |
| INTRODUCED IN 6.1 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting |

AverInboundDNActionTime

| Main Mask CallInbound | | DESCRIPTION The average amount of time during | The average amount of time during the reporting interval that an agent's | |
|--|---------------------|--|--|--|
| Relative Mask CallInbound | AGGREGATIONTYPE N/A | DN (directory number) spends in the Inbound DN status. • Applied to Agent, this stat type calculates the average tim | | |
| Category AverageTime | Subject DNAction | where the agent is logged in. | I the DNs configured at the place | |
| JAVASUBCATEGORY N/A | | 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. | | |
| OBJECT TYPE(s) Agent, GroupAgents, GroupPlaces, Place, RegDN | | | | |
| | | This stat type is calculated as follows: Sum(DN_CallInboundStatus.time) / Sum(DN_CallInboundStatus) | | |
| | | Subject changed from DNStatus to DNAction in release 6.5. Later, in release 7.0.1, the name of this stat type changed from AverInboundDN StatusTime to its current name, AverInboundDNActionTime. | | |
| 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 | |
|---|------------------------|---|---|
| Relative Mask CallInbound | AggregationType N/A | 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 AverInboundStatusTime for all the places belonging to the specified place group. | |
| CATEGORY AverageTime | Subject PlaceStatus | | |
| JAVASUBCATEGORY N/A | | This stat type is calculated as follows: | |
| Овлест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | Sum(Place_CallInboundStatus.time) / Sum(Place_CallInboundStatus) | |
| 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. • Applied to GroupAgents, the stat type calculates the AverInbound-StatusTime for all the agents belonging to the specified agent group • Applied to GroupPlaces, the stat type calculates the AverInbound-StatusTime for all the agents logged in at places belonging to the | | The average length of time during the reporting interval that age | |
|---|------------------------|---|---|---|--|
| Relative Mask CallInbound | AggregationType N/A | | | | |
| CATEGORY AverageTime | Suвjecт AgentStatus | | | | |
| JavaSubCategory N/A | | specified place group. | | | |
| OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place | | This stat type is calculated as follows: Sum(Agent_CallInboundStatus.time) / Sum(Agent_CallInboundStatus) | | | |
| INTRODUCED IN 6.0 | Discontinued In N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting | | |

AverOutboundDNActionTime

| Main Mask | - | DESCRIPTION | |
|--|---------------------|--|---|
| CallOutbound | | | the reporting interval that an agent's |
| RELATIVE MASK CallOutbound | AGGREGATIONTYPE N/A | DN spends in Outbound DN Status. Applied to Agent or Place, this stat type calculates the average tin that an agent's DN is in Outbound Status for all the DNs configure the place where the agent is logged in (Agent case) or for all the D | |
| CATEGORY AverageTime | SUBJECT DNAction | | |
| JAVASUBCATEGORY N/A | | configured at a specified place (Place case). Applied to GroupAgents, this stat type calculates the average tir that the agents' DNs are in Outbound DN Status for all the DNs | |
| Овлест Түре(s) Agent, GroupAgents, GroupPlaces, Place, RegDN | | 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 release 7.0.1, the name of this stat DNStatusTime to its current name, | type changed from AverOutbound |
| 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 | |
|---|------------------------|--|---|
| RELATIVE MASK CallOutbound | AggregationType N/A | specified group. The stat type calculates the AverOutboundPlaceSta Time for all the places belonging to the specified group. | |
| CATEGORY AverageTime | SUBJECT PlaceStatus | This stat type is calculated as follows: Sum(Place_CallOutboundStatus.time) / | |
| JAVASUBCATEGORY N/A | | Sum(Place_CallOutboundStatus) | |
| Овлест Түре(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 | | The average amount of time that agents had calls in Outbound status. 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. This stat type is calculated as follows: | |
|---|------------------------|--|---|
| RELATIVE MASK CallOutbound | AGGREGATIONTYPE N/A | | |
| Category AverageTime | SUBJECT AgentStatus | | |
| JAVASUBCATEGORY N/A | | | |
| Овјест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | Sum(Agent_CallOutboundStatus.time) / Sum(Agent_CallOutboundStatus) | |
| 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 | | |
|-------------------------------------|------------------------|---|--|--|
| RELATIVE MASK N/A | AggregationType N/A | | queue in terms of callback request erval. An accepted callback is a call- | |
| Category JavaCategory | SUBJECT N/A | When applied to a RoutePoint obje | ct, this stat type calculates the total | |
| JAVASUBCATEGORY VCBStatExtension.ja | ar:TotalNumber | • | number of accepted ASAP callback submissions on behalf of a particular routepoint, virtual routepoint, or routing queue. | |
| CallbacksAccepted OBJECT TYPE(S) | | When applied to a Queue object, this stat type returns no values. | | |
| Tenant, Switch, Rou | tePoint, Queue | 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. | | |
| 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 The total number of accepted ASAP callback submissions the customer made on behalf of particular routepoint or queue in terms of callback | | |
|--|---------------------|---|--|--|
| RELATIVE MASK N/A | AggregationType N/A | request distribution during the repo | rting interval. An ASAP callback is | |
| Category JavaCategory | SUBJECT N/A | one where the caller retains their virtual place in the calling queu will receive a callback from an available agent, regardless of any announced estimated wait time. An accepted callback is a callba | | |
| JavaSubCategory VCBStatExtension.jar: | TotalNumber | request that the Voice Callback ser | | |
| CallbacksAccepted | | | ct, this stat type calculates the total | |
| Овјест Түре(s) Tenant, Switch, Routel | Point, Queue | _ | 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 use this stat type. | Server Java Extension loaded to | |
| 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 RELATIVE MASK N/A CATEGORY JavaCategory | AGGREGATIONTYPE N/A SUBJECT N/A | 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 | |
|---|---------------------------------|--|---|
| JAVACATEGORY VCBStatExtension.jar:TotalNumber CallbacksAccepted OBJECT TYPE(S) Tenant, Switch, RoutePoint, Queue | | 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 use this stat type. | Server Java Extension loaded to |
| 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 particu- | |
|---------------------------------------|------------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | lar routepoint or queue in terms of callback request distribution an which were answered. | |
| CATEGORY JavaCategory | SUBJECT N/A | When applied to a RoutePoint obje- number of callback dial attempts the | |
| JAVASUBCATEGORY | | routepoint, virtual routepoint, or rou | ting queue. |
| VCBStatExtension.jar:1 | otaiNumberCibDiai | | is stat type calculates the total num- |
| OBJECT TYPE(S) Tenant, Switch, RouteF | Point, Queue | ber 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 use this stat type. | Server Java Extension loaded to |
| 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 particu- | | |
|---|------------------------|--|---|--|
| RELATIVE MASK N/A | AggregationType N/A | lar routepoint or queue in terms of callback request distribution regless of call result. Refer to the <i>Voice Callback 7.1 Reference Manu</i> a listing and description of possible call results. | | |
| Category JavaCategory | SUBJECT N/A | When applied to a RoutePoint ob | oject, this stat type calculates the total | |
| JavaSubCategory VCBStatExtension.ja | ar:TotalNumberClbDial | number of callback dial attempts point, or routing queue. | number of callback dial attempts on a particular routepoint, virtual routepoint, or routing queue. | |
| Овјест Түре(s) Tenant, Switch, RoutePoint, 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 Stuse this stat type. | tat Server Java Extension loaded to | |
| 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 | | DESCRIPTION The total number of callback output | Description The total number of callback submissions on a particular routepoint or | |
|--|-----------------------|--|---|--|
| N/A RELATIVE MASK | AggregationType | queue that were processed by any | | |
| N/A CATEGORY JavaCategory | N/A SUBJECT N/A | When applied to a RoutePoint object, this stat type calculates the total number of agent-processed callback submissions on a particular route | | |
| JAVASUBCATEGORY VCBStatExtension CallbacksProcesse | .jar:TotalNumber | point, virtual routepoint, or routing queue. When applied to a Queue object, this stat type calculates the total num ber of agent-processed callback submissions on a particular virtual queue. | | |
| OBJECT TYPE(S) Tenant, Switch, RoutePoint, 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 Sta use this stat type. | t Server Java Extension loaded to | |
| 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 RELATIVE MASK N/A CATEGORY JAVACATEGORY VCBStatExtension. CallbacksSubmitte OBJECT TYPE(S) Tenant, Switch, Ro | d | of particular routepoint or que tion. A submitted callback req VCB Server. The request may insufficient licenses or if the concept callback 7.1 Reference Manual When applied to a RoutePoin number of callback submission point, or routing queue. When applied to a Queue objust of callback submissions for assigned to a particular switch when applied to a Tenant objust of callback submissions a routepoints belonging to a particular to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions and routepoints belonging to a particular switch callback submissions a routepoints belonging to a particular switch callback submissions and routepoints belonging to a particular switch callback submissions and routepoints switch callback submissions and routep | at object, this stat type calculates the total ons at a particular routepoint, virtual routepoint, this stat type returns no values. The ect, this stat type calculates the total number all routepoints and virtual routepoints how the ect, this stat type calculates the total numbers, the stat type calculates the total numbers and 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 | |
| INTRODUCED IN | DISCONTINUED IN | use this stat type. EXTENDED PARAMETERS | USED IN WHICH REPORTING APPLICATION |
| 7.1 | N/A | N/A | Historical Reporting, Real-Time Reporting |

Calls_Consult_Made

| Main Mask CallConsultOriginated | | Description The total number of consultation voice interactions on an agent's | |
|--|---------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | RegDN in which that agent was the initiating party. This stat type excludes unsuccessful attempts to initiate a consult interaction. | |
| Category TotalNumber | SUBJECT DNAction | Applied to GroupAgents or GroupPlaces, this stat type shows the total number of consultation voice interactions on the DNs of all agents in a | |
| JavaSubCategory N/A | | specified agent group or on all the DNs at places in the specified pla group where the agents were the initiating party. | |
| Овјест Түре(s) Agent, Place, GroupAgents, GroupPlaces | | 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. | |
| | | This stat type is calculated as fol Sum (RegDN.CallConsultOr | |
| INTRODUCED IN 7.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |



Calls_Consult_Taken

| MAIN MASK CallConsultReceived | | DESCRIPTION The total number of consultation voice interactions on an agent's | |
|---|---------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | 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 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 not the initiating party. | |
| Category TotalNumber | Subject DNAction | | |
| JavaSubCategory N/A | | Because DCID is not turned on, this stat type counts every instance | |
| Овлест Түре(s) Agent, Place, GroupAgents, GroupPlaces | | consultations taken even if performed more than once on a single call. This stat type is calculated as follows: Sum (RegDN.CallConsultTaken) | |
| 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 | | DESCRIPTION | |
|---|---------------------|--|---|
| CallForwardedInbound, CallForwardedOutbound, CallAbandonedfrom- | | The total number of inbound and outbound voice interactions offered to, but not accepted by, an agent. This stat type includes interactions that | |
| RingingInbound, CallAbandonedfrom- RingingOutbound | | were abandoned or forwarded before accept or reject the call. | re the agent had the chance to |
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | This stat type counts each instance of nonacceptance, even if an age rejects the same interaction more than once. | |
| Category TotalNumber | SUBJECT DNAction | | |
| JavaSubCategory N/A | | | |
| Овјест Түре(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 | |
|--|---------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | 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 | |
| Category TotalNumber | SUBJECT DNAction | | |
| JAVASUBCATEGORY N/A | <u>'</u> | | |
| Овјест Түре(s) Agent, Place, GroupAgents, GroupPlaces | | single call. This stat type is calculated as follows: Sum (RegDN.CallHeldInbound) | |
| 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 | | 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 DNs of all | |
|--|---------------------|--|---|
| RELATIVE MASK AGGREGATIONTYPE N/A N/A | | | |
| Category TotalNumber | Subject DNAction | agents in a specified agent group or on all the DNs at places in t specified place group. | |
| JavaSubCategory N/A | | 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 | |
| Овјест Түре(s) Agent, Place, GroupAgents, GroupPlaces | | single call. This stat type is calculated as follows: | |
| | | Sum (RegDN.CallHeldOutbour | <u>'</u> |
| 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 | | DESCRIPTION The total number of live, inbound voice interactions occurring on an | | |
|---|---------------------|---|--|--|
| Relative Mask N/A | AggregationType N/A | agent's DN without considering after-call work. This stat type attribu an inbound call to a specific interval even if its associated after-call w | | |
| Category TotalNumber | SUBJECT DNAction | 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. | | |
| JavaSubCategory N/A | | Applied to GroupAgents or GroupPlaces, this stat type shows the total | | |
| Овлест Түре(s) Agent, Place, GroupAgents, GroupPlaces | | number of inbound voice interaction specified agent group or on all the liplace group. This stat type counts of dling by group members even if a pin more than once within the group. This stat type is calculated as follow Sum (RegDN.CallInbound) | DNs at places within the specified each instance of inbound call han- particular interaction is transferred | |
| 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 | |
|---|---------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | which the agent was the initiating party. This stat type excludes uns cessful attempts to initiate an internal interaction. | |
| Category TotalNumber | SUBJECT DNAction | Applied to GroupAgents or GroupPlaces, this stat type shows the total number of live, internal voice interactions on DNs of all agents in a spec- | |
| JAVASUBCATEGORY N/A | | ified agent group (GroupAgents) or on all DNs at places in the specified place group (GroupPlaces) where the agents are the originating party. | |
| OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces | | This stat type is calculated as follows: Sum (RegDN.CallInternalOriginated) | |
| 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 | |
|---|---------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | which the agent was not the initiating party. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of live, internal voic 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. | |
| Category TotalNumber | Subject DNAction | | |
| JavaSubCategory N/A | | This stat type is calculated as follows: | |
| OBJECT TYPE(s) Agent, Place, GroupAgents, GroupPlaces | | Sum (RegDN.CallInt | ternalReceived) |
| 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 | | DESCRIPTION | | |
|---------------------------------------|---------------------|---|---|--|
| CallOutbound | | The total number of live, outbound voice interactions that occurred on | | |
| RELATIVE MASK N/A | AggregationType N/A | an agent's DN within a specified interval. This stat type attributes an o bound 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 o bound interaction more than once. This stat type also counts outboun | | |
| Category TotalNumber | SUBJECT DNAction | | | |
| JAVASUBCATEGORY N/A | | voice interactions that are part of outbound campaigns, including ASM calls. | | |
| OBJECT TYPE(S) Agent, Place, GroupAge | nts, GroupPlaces | Applied to Consum Assents on Consum Diagram their state to me above the | | |
| 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 | | Description The total number of virtual or live voice interactions abandoned on a | |
|---------------------------------|---|--|---|
| RELATIVE MASK N/A | AggregationType N/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. | |
| Category TotalNumber | SUBJECT DNAction | | |
| JavaSubCategory N/A | | This stat type does not count instances when the interaction is aban- | |
| OBJECT TYPE(S) GroupQueues, Que | OBJECT TYPE(S) GroupQueues, Queue, RoutePoint | | n to an agent and before the agent has nedWhileRinging). |
| | | DCID was first applied in | the 7.0.1 release of this stat type. |
| INTRODUCED IN 7.0 | DISCONTINUED IN N/A | FORMULA DCID | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

Calls A bandoned In Time Range

| Main Mask CallAbandoned | | DESCRIPTION The total number of live or virtual voice interactions abandoned within | |
|---|---------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | 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 lin dropped for any reason. | |
| CATEGORY TotalNumberInTimeR- | Subject DNAction | | |
| ange | | This stat type does not count instar | • |
| JAVASUBCATEGORY N/A | | when the interaction is abandoned after its distribution to an agent before the agent has answered it (CallAbandonedWhileRinging). | |
| Овлест Түре(s) GroupQueues, Queue, RoutePoint | | 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. | |
| | | DCID was first applied in the 7.0.1 release of this stat type. | |
| 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. | |
|--|---------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | Applied to GroupAgents, this stat | type shows the total number of voice interactions. The DNs of all |
| Category TotalNumber | SUBJECT DNAction | agents within a specified agent group are taken into account. • Applied to GroupPlaces, this stat type shows the total number of | |
| JAVASUBCATEGORY N/A | | answered inbound and outbound voice interactions. The DNs at all places within the specified place group are taken into account. | |
| Овјест Түре(s) Agent, Place, GroupAgents, GroupPlaces | | This stat type counts each instance answered by group members, ever ferred more than once within the gr | if a particular interaction is trans- |
| 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 | |
|---|------------------------|--|--|
| RELATIVE MASK N/A | AggregationType N/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 sepa- | |
| Category TotalNumber | SUBJECT DNAction | | |
| JavaSubCategory N/A | | rately, 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 | |
| Овјест Түре(s) GroupQueues, Queue, RoutePoint | | releases, Stat Server | r only counts unique distributed interactions. |
| INTRODUCED IN | DISCONTINUED IN | FORMULA | USED IN WHICH REPORTING APPLICATION |
| 7.0 | N/A | DCID | Historical Reporting, Real-Time Reporting |

CallsEntered

| Main Mask CallEntered | | | virtual or live voice interactions that enter a distribu- |
|---|---------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | tion 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. | |
| Category TotalNumber | SUBJECT DNAction | | |
| JAVASUBCATEGORY N/A OBJECT TYPE(S) GroupQueues, Queue, RoutePoint | | — This stat type is iden | titical to Total_Entered. |
| | | | |
| 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 | |
|---|---------------------|---|---|
| RELATIVE MASK AGGREGATION TYPE N/A N/A | | | |
| Category TotalNumber | SUBJECT DNAction | 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- | |
| JAVASUBCATEGORY N/A | | Ringing). | |
| OBJECT TYPE(S) GroupQueues, Queue, RoutePoint | | Prior to 7.0.1, this stat type counted bution, even if the interaction was o more than once. In the 7.0.1 releas actions are counted. | |
| INTRODUCED IN 7.0 | DISCONTINUED IN N/A | FORMULA DCID | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

$Calls \\ Exited \\ In Time \\ Range$

| Main Mask CallDistributed, CallAbandoned, CallCleared | | DESCRIPTION The total number of live or virtual voice interactions abandoned within a | |
|---|---------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/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 distri- | |
| CATEGORY TotalNumberInTimeR- | Subject DNAction | | |
| ange | | | |
| JavaSubCategory N/A | | bution 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, | |
| OBJECT TYPE(S) GroupQueues, Queue, RoutePoint | | only unique interactions that are ab range are counted. | andoned with the specified time |
| 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 | | The total number of live voice interactions received and answered by | | |
|---|--------------------------------------|--|---|--|
| RELATIVE MASK N/A CATEGORY TotalNumber | AGGREGATIONTYPE N/A SUBJECT DNAction | agents within an agent group. This stat type has been replaced by the CallbacksProcessed stat type the 7.1 release. | | This stat type has been replaced by the CallbacksProcessed stat type |
| JAVASUBCATEGORY N/A OBJECT TYPE(S) | 1 | | | |
| GroupAgents | T - | | | |
| 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. | |
|---|---------------------|--|---|
| RELATIVE MASK AGGREGATION TYPE N/A N/A | | | |
| CATEGORY TotalNumber | SUBJECT DNAction | Applied to GroupAgents, this stat type shows the total number of processed inbound and outbound voice interactions. The DNs of all | |
| JAVASUBCATEGORY N/A | | agents within a specified agent group are taken into account. • Applied to GroupPlaces, this stat type shows the total number of | |
| Овјест Түре(s) Agent, Place, GroupAgents, GroupPlaces | | processed inbound and outbound places within the specified place | d voice interactions. The DNs at all group are taken into account. |
| 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 attempt | |
|--|---------------------------|--|---|
| RELATIVE MASK AGGREGATION TYPE N/A N/A | | CampAbandoned statistics pertain to a specified campaign or to a specified calling list. | |
| Category TotalNumber | Subject CampaignAction | | |
| JAVASUBCATEGORY N/A | <u>'</u> | | |
| Овјест Туре(s) CallingList, Campa | aign, CampaignCallingList | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

${\bf Camp Answering Machine}$

| Main Mask DialAnswMachine | | DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Cam- | |
|--------------------------------------|---------------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | paign Manager with a call result of Answering Machine Detected; that the Campaign Manager dropped the call because an answering machine was detected on the called party's side. Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (Answering Machine Detected) performed or | |
| Category TotalNumber | Subject CampaignAction | | |
| JavaSubCategory N/A | | behalf of a specified campaign while the campaign is running. • Applied to CallingList, this stat type calculates the number of unsuc- | |
| Овјест Туре(s) CallingList, Campa | aign, CampaignCallingList | cessful dialing attempts (Answering Machine Detected) initiated | |
| 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 | | Description 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). | |
|---|---------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | 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. • Applied to Campaign, this stat type calculates the number of successions. | |
| Category TotalNumber | Subject CampaignAction | | |
| JavaSubCategory N/A | | ful dialing attempts (calls answered) performed on behalf of a speci- fied campaign while the campaign is running. | |
| OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList | | ful dialing attempts (call answered records of this calling list. • Applied to CampaignCallingList, t | his stat type calculates the number Il answered) initiated by a specified |
| 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. | |
|---|---------------------------|---|---|
| RELATIVE MASK AGGREGATION TYPE N/A N/A | | | |
| Category TotalNumber | Subject CampaignAction | Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (with a call result of Busy) performed behalf of a specified campaign while the campaign is running. | |
| JavaSubCategory N/A | | Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (with a call result of Busy) initiated by | |
| Овлест Түре(s) CallingList, Campaign, CampaignCallingList | | | this stat type calculates the number with a call result of Busy) initiated by |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

Camp Call backs Completed

| Main Mask CallbackCompleted | | Description The total number of callbacks completed (executed). The completion of | |
|---|---------------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | 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 | |
| Category TotalNumber | Suвлест CampaignAction | | |
| JAVASUBCATEGORY N/A OBJECT TYPE(S) CallingList, Campaig | gn, CampaignCallingList | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

${\bf Camp Call backs Missed}$

| Main Mask CallbackMissed | | Description The total number of callbacks missed. A callback is considered as | |
|---|---------------------------|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | "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 | |
| CATEGORY TotalNumber | SUBJECT CampaignAction | all outbound trunks are busy at the time of the scheduled callback, or no agents are available at the time scheduled for the callback. Applied to Campaign, this stat type calculates the number of missed | |
| JAVASUBCATEGORY N/A | | callbacks that were scheduled for a specified campaign. (Note that the campaign could not be running at the time of the missed callback.) | |
| OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList • Applied to CallingList, this stat type calculates the nur callbacks that were scheduled for any campaign from the specified calling list. • Applied to a CampaignCallingList, this stat type calcul of missed callbacks that were scheduled for a specifie | | Applied to CallingList, this stat type calculates the number of missed callbacks that were scheduled for any campaign from the records on | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting | |

Camp Callbacks Scheduled

| Main Mask CallbackScheduled | | DESCRIPTION The total number of callbacks scheduled. | |
|---|---------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | Applied to Campaign, this stat type calculates the number of callbacthat were scheduled for a specified campaign. Applied to CallingList, this stat type calculates the number of callbacthat were scheduled for any campaign from the records on the specified calling list. | |
| Category TotalNumber | SUBJECT CampaignAction | | |
| JAVASUBCATEGORY N/A | | Applied to a CampaignCallingList, this stat type calculates the number of callbacks that were scheduled for a specified campaign from the | |
| Овјест Түре(s) CallingList, Campaign, CampaignCallingList | | records on a specified | |
| INTRODUCED IN | DISCONTINUED IN | FORMULA | USED IN WHICH REPORTING APPLICATION |
| 6.0 | N/A | N/A | Historical Reporting, Real-Time Reporting |

${\bf Camp Cancel}$

| Main Mask DialCancel | | The total number of unsuccessful dialing attempts initiated by a | |
|---|---------------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | Campaign Manager with a call result of Cancel. 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 | |
| Category TotalNumber | Subject CampaignAction | | |
| JavaSubCategory N/A | | dialing attempts that were initiated by any campaign from records on this calling list. | |
| Овјест Түре(s) CallingList, Campaign, CampaignCallingList | | Applied to CampaignCallingList, of canceled dialing attempts that campaign from records on a spe campaign. | • • |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

CampCurrentState

| Main Mask * | |
|------------------------|---------------------------|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A |
| Category CurrentState | Subject CampaignAction |
| JAVASUBCATEGORY N/A | |

OBJECT TYPE(S)

Campaign, CampaignGroup

DESCRIPTION

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:

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).

- 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.

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.

- 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.

StatusRunning: Dialing has started.

- 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:
 - 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 ASM mode, calls are dialed automatically

${\bf Camp Current State}$

| | | running). • CampaignWaitingPorts reveals new calls and that dialing has sto • CampaignWaitingAgents indica run the campaign and that dialing • SystemError serves as an alert the campaign from dialing new record | Running status: vs that the campaign is out of s stopped (but the campaign is still that no ports are available to initiate pped. tes that no agents are available to has stopped. nat a system error has prevented the ds and that dialing has stopped. overlap; for example, it is possible to nts conditions at the same time. urs when at least one Campaign- CampaignGroup DialingModes |
|---------------|-----------------|---|--|
| INTRODUCED IN | DISCONTINUED IN | FORMULA | USED IN WHICH REPORTING APPLICATION |
| 6.0 | N/A | N/A | Real-Time Reporting |

Camp Dial Made

| MAIN MASK DialMade | | DESCRIPTION Total number of all dialing attempts made (initiated) by a Campaign | |
|---|---------------------------|--|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | Manager with any call results. Applied to Campaign, this stat type calculates the number of all dialinattempts 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 dialinattempts that were initiated by any campaign from records on this caing list. | |
| Category TotalNumber | SUBJECT CampaignAction | | |
| JAVASUBCATEGORY N/A | | | |
| Овлест Түре(s) CallingList, Campaign, CampaignCallingList | | of all dialing attempts that v | ngList, this stat type calculates the number were initiated by a specified campaign from ing list assigned to this campaign. |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

${\bf Camp Do Not Call}$

| MAIN MASK DIAIDONOtCAII RELATIVE MASK N/A AGGREGATIONTYPE N/A | | 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 | |
|---|---------------------------|---|---|
| CATEGORY TotalNumber | Subject CampaignAction | operator. This case is also considered as an unsuccessful dial attempt Applied to Campaign, this stat type calculates the number of unsuc- | |
| JAVASUBCATEGORY N/A OBJECT TYPE(s) CallingList, Campaign, C | ampaignCallingList | cessful 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. | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

${\bf Camp Dropped}$

| Main Mask | | DESCRIPTION | | |
|---|---------------------------|--|---|--|
| DialDropped | | The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Dropped. Dropped calls are those | | |
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | that are answered at the destination but then abandoned in the queue because no agent is available to take them. • Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of Dropped) per- | | |
| Category TotalNumber | Subject CampaignAction | | | |
| JAVASUBCATEGORY N/A | | formed on behalf of a specified campaign while the campaign is running. | | |
| Овлест Түре(s) CallingList, Campaign, CampaignCallingList | | Applied to CallingList, this stat type cessful dialing attempts (ending vectors) by any campaign from records or Applied to CampaignCallingList, tof unsuccessful dialing attempts (| vith a call result of Dropped) initiated | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting | |

Camp Estimated Time To Complete

| Main Mask * | | DESCRIPTION The estimated time, in minutes, to c | complete a campaign or calling list. |
|---|---------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | This stat type is calculated as follows: NumberOfRecordsLeft / | |
| CATEGORY EstimTimeToComplete | Subject CampaignAction | NumberOfRecordsProceededPerMinute | |
| JavaSubCategory N/A | | where NumberOfRecordsLeft is the number of records left to process in the campaign or calling list and NumberOfRecordsProceededPerMi nute is a number of records proceeded in the last minute (by campaign or | |
| Овјест Түре(s) CallingList, Campaign | | from calling list). | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting |

CampFaxModem

| MAIN MASK DialFaxDetected Relative Mask N/A AggregationType N/A | | DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Fax Detected or Modem Detected. | |
|---|---------------------------|--|---|
| Category TotalNumber JavaSubCategory N/A | SUBJECT CampaignAction | 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 | |
| Овјест Түре(s) CallingList, Campaign, CampaignCallingList | | unsuccessful dialing attempts (en Detected or Modem Detected) init on this calling list. • Applied to CampaignCallingList, tof unsuccessful dialing attempts (| ding with a call result of Fax tiated by any campaign from records this stat type calculates the number fending with a call result of Fax tiated by a specified campaign from |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

Camp Gr Activated Duration

| Main Mask StatusActivated | | DESCRIPTION The total amount of time that a specific campaign group was in Status- | |
|---------------------------------|---------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | Activated status. StatusActivated status indicates that the campaign has been loaded for a specified group, but that no dialing has yet occurred. | |
| CATEGORY TotalTime | Subject CampaignAction | Refer to the CampCurrentState stat type for more information about campaign states. | |
| JAVASUBCATEGORY N/A | • | | |
| Овјест Түре(s) CampaignGroup | | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

Camp Gr Curr Elapsed System Error Time

| Main Mask StatusSystemError | | Description The time since the system condition SystemError started for a specified | |
|---------------------------------|------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | 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. | |
| Category CurrentTime | SUBJECT CampaignAction | | |
| JAVASUBCATEGORY N/A | | Refer to the CampCurrentState stat type for more information about campaign states. | |
| Овјест Түре(s) CampaignGroup | | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting |

Camp Gr Curr Elapsed Time For Curr Dial Mode

| MAIN MASK ModePredict, ModeProgress, ModePreview, ModeProgressAndSeize, ModePredictAnd- Seize RELATIVE MASK AGGREGATIONTYPE | | DESCRIPTION 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: • ModeNoDial—no dialing performed. | |
|--|--|---|---|
| N/A CATEGORY CurrentTime | N/A SUBJECT CampaignAction | ModePredict (Predictive dialing mode)—dials calls from a calling lis and predicts agent availability. ModeProgress (Progressive dialing mode)—dials calls from a callin list only when an agent is available. | |
| OBJECT TYPE(S) CampaignGroup • ModePreview (Preview diality only when an agent previews requests a call to be dialed. • ModeProgressAndSeize (Pactive Switching Matrix (ASM) • ModePredictAndSeize (PredictAndSeize (PredictAndSei | | ModePreview (Preview dialing monly when an agent previews a carequests a call to be dialed. ModeProgressAndSeize (Progreative Switching Matrix (ASM) measure Switching Matrix (AS | node)—dials calls from a calling list alling list record and manually essive with Seizing)—used only with ode, calls are dialed automatically. We with Seizing)—used only with ode, calls are dialed automatically. |
| | | For additional information about dialing modes, refer to the <i>Outbound Contact 7.2 Deployment Guide</i> document. | |
| | Note: The value of the statistic is 0 if the campaign group is not tusRunning status. | | if the campaign group is not in Sta- |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A USED IN WHICH REPORTING APPLICATION Real-Time Reporting | |

Camp Gr Curr Elapsed Waiting Agents Time

| Main Mask StatusWaitingAgents | | Description The time since the system condition Waiting Agents started for a speci- | |
|----------------------------------|---------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | fied 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. | |
| Category CurrentTime | Subject CampaignAction | | |
| JavaSubCategory N/A | | Refer to the CampCurrentState stat type for more information about CampaignGroup system conditions. | |
| Овјест Түре(s) CampaignGroup | | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting |

Camp Gr Curr Elapsed Waiting Port Time

| Main Mask StatusWaitingPorts | | DESCRIPTION The time that has elapsed since a CampaignGroup has been in the | |
|---------------------------------|---------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | 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. | |
| Category CurrentTime | Subject CampaignAction | | |
| JavaSubCategory N/A | | Refer to the CampCurrentState stat type for more information about CampaignGroup system conditions. | |
| Овјест Түре(s) CampaignGroup | | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | USED IN WHICH REPORTING APPLICATION Real-Time Reporting |

Camp Gr Curr Elapsed Waiting Records Time

| Main Mask StatusWaitingRecords | | DESCRIPTION The time that has elapsed while a specified campaign group has been in | |
|-----------------------------------|------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | 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. | |
| Category CurrentTime | SUBJECT CampaignAction | | |
| JAVASUBCATEGORY N/A | | Refer to the CampCurrentState stat type for more information about CampaignGroup system conditions. | |
| Овјест Түре(s) CampaignGroup | | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | USED IN WHICH REPORTING APPLICATION Real-Time Reporting |

${\bf Camp Gr Deactivated Duration}$

| 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. | |
|---|---------------------|--|---|
| RELATIVE MASK AGGREGATION TYPE N/A N/A | | | |
| CATEGORY SUBJECT TotalTime CampaignAction | | Refer to the CampCurrentState stat type for more information about campaign group statuses. | |
| JAVASUBCATEGORY N/A | | | |
| Овјест Туре(s) CampaignGroup | | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

Camp Gr Running Duration

| MAIN MASK StatusRunning | | DESCRIPTION The total amount of time that a specific campaign group stays in Status- | |
|---|---------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | Running status. StatusRunning status means that a campaign is loat for a specified group and that dialing is in progress. | |
| CATEGORY SUBJECT TotalTime CampaignAction | | Refer to the CampCurrentState stat type for more information about campaign group statuses. | |
| JAVASUBCATEGORY N/A | | | |
| Овјест Түре(s) CampaignGroup | | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting |

Camp Gr System Error Duration

| Main Mask StatusSystemError | | DESCRIPTION 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 | |
|--|---------------------------|---|---|
| RELATIVE MASK AGGREGATION TYPE N/A N/A | | | |
| Category TotalTime | Subject CampaignAction | campaign from running and that dialing has stopped. Refer to the CampCurrentState stat type for more information at | |
| JavaSubCategory N/A | | campaign group system conditions. | |
| Овјест Түре(s) CampaignGroup | | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

Camp Gr Waiting Agents Duration

| Main Mask StatusWaitingAgents | | Description The total time during which a specified campaign group has been in the | |
|----------------------------------|---------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | WaitingAgents system condition. WaitingAgents system condition indicates that no agents are available to run the campaign and diali | |
| Category TotalTime | Subject CampaignAction | has stopped. Refer to the CampCui | rrentState stat type for more information about |
| JAVASUBCATEGORY N/A | | campaign group system conditions. | |
| Овјест Түре(s) CampaignGroup | | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

Camp Gr Waiting Port Duration

| Main Mask StatusWaitingPorts | | Description The total time during which a specified campaign group has been in the | |
|---|---------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | WaitingPorts system condition. This system condition indicates that no ports are available to initiate new calls and that dialing has stopped. | |
| Category Subject TotalTime CampaignAction | | Refer to the CampCurrentState stat type for more information about campaign group system conditions. | |
| JAVASUBCATEGORY N/A | | | |
| Овјест Түре(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 | | DESCRIPTION The total time during which a specified campaign group has been in the | |
|-----------------------------------|---------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | WaitingRecords system condition. This system condition indicates tha the campaign is out of records and that dialing has stopped. | |
| Category TotalTime | Subject CampaignAction | Refer to the CampCurrentState stat type for more information about campaign states. | |
| JAVASUBCATEGORY N/A | | | |
| Овјест Түре(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 | | DESCRIPTION The percentage of successful dialing attempts initiated by a Campaign | | |
|---|---------------------------|--|---|--|
| RELATIVE MASK DialMade | AGGREGATIONTYPE N/A | Manager with a call result of Answer (DialAnswer)—that is, a ca answered by a human voice—relative to the number of all dialin attempts made (DialMade) during the same time period. (Note the some contact centers, the call result can also mean Right Party tacted; that is, the call is answered by a live person who is not the Wrong Party.) | | |
| CATEGORY RelativeNumber- Percentage | Subject CampaignAction | | | |
| JAVASUBCATEGORY N/A OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList | | 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. | | |
| | | This stat type is calculated as follows: (Sum(DialAnswer) * 100) / Sum(DialMade) | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN 7.0.1 | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting | |

CampNoAnswer

| MAIN MASK DialNoAnswer | | DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Cam- | |
|---|---------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | paign Manager with a call result of No Answer. 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. | |
| Category TotalNumber | Subject CampaignAction | | |
| JAVASUBCATEGORY N/A OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList | | 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 campa | . • |
| 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 RELATIVE MASK N/A AGGREGATIONTYPE N/A | | DESCRIPTION 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. | |
|--|---------------------------|--|---|
| CATEGORY TotalNumber | Subject CampaignAction | 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 | |
| JAVASUBCATEGORY N/A OBJECT TYPE(s) CallingList, Campaign, C | CampaignCallingList | 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 | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

Camp Personal Callbacks Completed

| Main Mask | | DESCRIPTION | |
|--|------------------------|--|---|
| PersonalCallbackCompleted | | Total number of personal callbacks completed (executed). Completion | |
| RELATIVE MASK N/A | AggregationType N/A | of a personal callback only indicates that the callback was performed does not indicate if the callback was completed successfully. | |
| Category TotalNumber | SUBJECT CampaignAction | 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 | |
| JAVASUBCATEGORY N/A | | 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. | |
| Овјест Түре(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 |

Camp Personal Call backs Missed

| Main Mask PersonalCallbackMissed | | DESCRIPTION Total number of personal callbacks missed. A personal callback is | |
|---|---------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | 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 persona callback. Applied to Campaign, this stat type calculates the number of missed | |
| Category TotalNumber | Subject CampaignAction | | |
| JavaSubCategory N/A | | 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. | |
| Овлест Түре(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 |

Camp Personal Callbacks Scheduled

| Main Mask PersonalCallbackScheduled | | DESCRIPTION The total number of personal callbacks scheduled. | | |
|--|---------------------------|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | Applied to Campaign, this stat type calculates the number of personal callbacks scheduled for an agent participating in a specified cam- | | |
| Category TotalNumber | SUBJECT CampaignAction | paign. Applied to CallingList, this stat type calculates the number of personal callbacks scheduled for any agent participating in any campaign from | | |
| JavaSubCategory N/A | | records on this calling list. • Applied to CampaignCallingList, this stat type calculates the number | | |
| Овлест Түре(s) CallingList, Campaign, CampaignCallingList | | of personal callbacks scheduled for agents participating in a specified campaign from records on this calling list. | | |
| INTRODUCED IN | DISCONTINUED IN | FORMULA | USED IN WHICH REPORTING APPLICATION | |
| 6.0 | N/A | N/A | Historical Reporting, Real-Time Reporting | |

CampRecordsCompleted

| Main Mask LeadProcessed | | DESCRIPTION The total number of leads from calling lists (counting records from the | | |
|---|---------------------------|--|--|--|
| RELATIVE MASK N/A | AggregationType N/A | 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 | | |
| Category TotalNumber | Subject CampaignAction | 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 | | |
| JAVASUBCATEGORY N/A | | which case the statistic is the total number of records processed during that campaign. | | |
| Овјест Түре(s) CallingList, Campaign, CampaignCallingList | | not necessarily mean that the conta A "processed" lead usually means to processing can also be done without (lead) can be processed several time. • Applied to Campaign, this stat type (leads) processed from any calling. • Applied to CallingList, this stat type (leads) processed by any campaider. • Applied to CampaignCallingList, the | nes during the lifetime of a campaign. be calculates the number of chains g list in this campaign. be calculates the number of chains gn from this calling list. his stat type calculates the number specified campaign from a specified hign. | |
| 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 | | Description The total number of unsuccessful dialing attempts initiated by a | |
|---|---------------------------|--|--|
| RELATIVE MASK N/A | AggregationType N/A | Campaign Manager with a call result of DIALSITDetected. A Special Information Tone (SIT) identifies a network-provided announcement ar | |
| Category TotalNumber | Subject CampaignAction | precedes a machine-generated announcement when, for instance, a telephone number is invalid, no circuit is available, or a recorded operator manage intercepts a cell. (See those stat types for more information) | |
| JAVASUBCATEGORY N/A | | tor message intercepts a call. (See these stat types for more information: CampSITInvalidNum, CampSITNoCircuit, CampSITOperIntercept, CampSITReorder, CampSITUnknown, and CampSITVacant.) | |
| N/A Овјест Түре(s) CallingList, Campaign, CampaignCallingList | | initiated by any campaign from re Applied to CampaignCallingList, to funsuccessful dialing attempts | with the call result of DIALSIT- is a specified campaign while the special campaign while the special call result of DIALSITDetected) special cords on this calling list. This stat type calculates the number (ending with a call result of DIALSIT- campaign from records on a special campaign. |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

Camp SITIn valid Num

| MAIN MASK DialSITInvalidNum | | DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Cam- | |
|-----------------------------|---------------------------|---|--|
| RELATIVE MASK N/A | AggregationType N/A | paign Manager with a call result of DIALSITInvalidNum: a Special Information Tone (SIT) precedes an announcement pertaining to an inval telephone number. (See CampSITDetected for additional information Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of Dial SITInval Num) performed on behalf of a specified campaign while the campaign is running. | |
| CATEGORY TotalNumber | Subject CampaignAction | | |
| JAVASUBCATEGORY N/A | | | |
| OBJECT TYPE(S) Campaign | | Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Dial SITInvalid-Num) 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 SIT-InvalidNum) initiated by a specified campaign from records on a specified calling list assigned to this campaign. | |
| | | CallingList and CampaignCallingLis 6.5 release of this stat type. | st object types were removed in the |
| Introduced In 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting |

${\bf Camp SITNo Circuit}$

| Main Mask DialSITNoCircuit | | DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Cam- | |
|---|---------------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | paign Manager with a call result of DIALSITNoCircuit; that is, an announcement, preceded by a Special Information Tone (SIT), indicate that no circuit is available. (See CampSITDetected for additional information.) | |
| Category TotalNumber | Subject CampaignAction | | |
| JAVASUBCATEGORY N/A | | Applied to Campaign, this stat type calculates the number of unsuc- cessful dialing attempts (ending with the call result of DIALSITNoCir- cuit) performed on behalf of a specified campaign while the campaign | |
| OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList | | 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 DIALSIT-NoCircuit) initiated by a specified campaign from records on a specified calling list assigned to this campaign. | |
| 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 | |
|---|---------------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | Campaign Manager with a call result of DIALSITOperIntercept; that is, the call is intercepted by an operator. (See CampSITDetected for additional information.) Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of | |
| Category TotalNumber | SUBJECT CampaignAction | | |
| JavaSubCategory N/A | | 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 DIAL-SITOperIntercept) initiated by a specified campaign from records on a specified calling list assigned to this campaign. | |
| Овлест Түре(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 |

${\bf Camp SITRe order}$

| Main Mask DialSITReorder | | DESCRIPTION The total number of unsuccessful dialing attempts initiated by a | |
|--|---------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/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.) • Applied to Campaign, this stat type calculates the number of | |
| Category TotalNumber | Suвлест CampaignAction | | |
| JAVASUBCATEGORY N/A OBJECT TYPE(s) | | unsuccessful dialing attempts (ending with the call result of DIALSIT-Reorder) performed on behalf of a specified campaign while the campaign is running. | |
| CallingList, Campaign, CampaignCallingList | | Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSIT-Reorder) 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-SITReorder) initiated by a specified campaign from records on a specified calling list assigned to this campaign. | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting |

${\it CampSITUnknown}$

| MAIN MASK DIAISITUNKNOWN RELATIVE MASK N/A AGGREGATIONTYPE N/A | | DESCRIPTION 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. | |
|--|---------------------------|---|---|
| CATEGORY TotalNumber | Subject CampaignAction | Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DialSIT-Unknown) 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) | |
| 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 Cam- | | |
|---|---------------------------|---|--|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | paign Manager with a call result of DIALSITVacant; that is, an announcement, preceded by a Special Information Tone (SIT), indic | | |
| Category TotalNumber | Subject CampaignAction | that the telephone number is not assigned to anyone. (See CampSI Detected for additional information.) Applied to Campaign, this stat type calculates the number of unsu | | |
| JAVASUBCATEGORY N/A | | cessful dialing attempts (ending with the call result of DIALSITVa performed on behalf of a specified campaign while the campaign | | |
| OBJECT TYPE(s) CallingList, Campaign, C | running. | | with a call result of DIALSITVacant) cords on this calling list. his stat type calculates the number rending with a call result of DIALSIT-impaign from records on a specified hign. | |
| 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 | |
|--|---------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | (triggered by the EventTreatmentCompleted TEvent) that enter a q of queues. | |
| Category TotalNumber | SUBJECT DNAction | This stat type has been replaced by the CallbacksSubmitted stat type in the 7.1 release. | |
| 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 RELATIVE MASK N/A AGGREGATIONTYPE TOTAL CUrrent | | DESCRIPTION The total number of chat interactions within the tenant's chat system that are currently at an agent's desktop. | |
|---|-----------------------|---|---|
| CATEGORY JavaCategory | Subject N/A | This stat type is calculated as follows: Sum(EventPartyAdded — EventPartyRemoved) where Party is an agent. | |
| JavaSubCategory eServiceInteractionS Handled | Stat.jar:GCHR Current | Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type. | |
| Овјест Туре(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 | |
|--|-------------------------|---|--|
| RELATIVE MASK N/A | AggregationType Current | that have been submitted for processing excluding those interactions that are currently being processed by any tenant resource. | |
| Category JavaCategory | SUBJECT N/A | This stat type is calculated as follows: Sum (| |
| JAVASUBCATEGORY eServiceInteractionS Waiting | Stat.jar:GCHR Current | EventInteractionSubmitted + EventPlacedInQueue + EventPlacedInWorkbin - EventPartyAdded [Operation:Pull] - EventProcessingStopped [State: Queued] | |
| Овјест Түре(s) Tenant | | Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type. | |
| 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 RELATIVE MASK N/A CATEGORY JavaCategory JAVASUBCATEGORY eServiceInteractions Abandoned OBJECT TYPE(S) Tenant | AGGREGATIONTYPE Total SUBJECT N/A Stat.jar:GCHR Total | The total number of chat interactions that were abandoned within a specified reporting period. Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type. | |
|--|---|--|---|
| 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 | | DESCRIPTION The total amount of time involved in answering chat interactions. Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type. | |
|---|----------------------------|---|---|
| RELATIVE MASK AGGREGATION TYPE TOTAL | | | |
| Category JavaCategory | SUBJECT N/A | 7 | |
| JavaSubCategory eServiceInteractionS Time | Stat.jar:GCHR Total Answer | | |
| Овјест Түре(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 | | DESCRIPTION The total number of chat interactions that were answered within the | |
|---|--|--|---|
| RELATIVE MASK N/A | AggregationType Total | specified reporting period. Note: You must have the eServiceInteraction Stat Server Java Exten sion loaded to use this stat type. | |
| Category JavaCategory | SUBJECT N/A | | |
| JAVASUBCATEGORY eServiceInteractionS Answered | eServiceInteractionStat.jar:GCHR Total | | |
| Овјест Туре(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 RELATIVE MASK N/A CATEGORY JavaCategory JAVASUBCATEGORY eServiceInteractionS Entered OBJECT TYPE(S) Tenant | AGGREGATIONTYPE Total SUBJECT N/A Stat.jar:GCHR Total | entry points during a spec This stat type is calculated Sum (EventInteractions | d as follows: Submitted) eServiceInteraction Stat Server Java Exten- |
|--|---|---|---|
| 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 RELATIVE MASK N/A CATEGORY JavaCategory JAVASUBCATEGORY eServiceInteractionS Time OBJECT TYPE(S) Tenant | AGGREGATIONTYPE Total SUBJECT N/A Stat.jar:GCHR Total Handle | handling chat interactions at h | rviceInteraction Stat Server Java Exten- |
|---|--|---------------------------------|---|
| 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 | | The total number of inbound chat interactions that were handled by ten- | | | |
|--|--|--|---|--|---|
| RELATIVE MASK | AGGREGATIONTYPE | ant resources within a specified period. Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type. | | | |
| N/A | Total | | | Note: You must have the eServiceInteraction Stat Server Java F | eServiceInteraction Stat Server Java Exten- |
| CATEGORY JavaCategory | SUBJECT N/A | | | | |
| JAVASUBCATEGORY eServiceInteractionS Inbound Handled | eServiceInteractionStat.jar:GCHR Total | | | | |
| Овјест Туре(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 trans- | |
|---|--------------------------|--|---|
| RELATIVE MASK N/A | AggregationType Total | ferred within the specified period. I more than once, this stat type cour | |
| CATEGORY JavaCategory | SUBJECT N/A | 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. | |
| JAVASUBCATEGORY eServiceInteractionStat | .jar:GCHR Total | | |
| 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 | | The total duration of consultation voice interactions at an agent's | | |
|---|---------------------|--|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | RegDN in which that agent was the initiating party. This stat type includes durations that voice interactions were placed on hold by the agent. | | |
| TotalTime | Subject DNAction | Applied to GroupAgents or GroupPlaces, this stat type provides the total | | |
| JAVASUBCATEGORY N/A | | 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. | | |
| OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces | | 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 folloonsum (RegDN.CallConsultOrion) | | |
| 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 | | Description The total duration of consultation voice interactions at an agent's | | | |
|----------------------------------|-----------------------|--|---|--|--|
| RELATIVE MASK N/A | AggregationType N/A | RegDN in which that agent was not the initiating party. This stat type includes durations that voice interactions were placed put on hold by th agent. • Applied to GroupAgents, this stat type provides the total duration of appropriate type interactions on the DNs of all agents in a specific | | | |
| Category TotalTime | Subject DNAction | | | | |
| JAVASUBCATEGORY N/A | | consultation voice interactions on the DNs of all agents in a specified agent group where the agents were not the initiating party Applied to GroupPlaces, this stat type provides the total duration of | | | |
| OBJECT TYPE(S) Agent, GroupPlace | s, GroupAgents, Place | consultation voice interactions on all the DNs at places belonging to specified place group where the agents were not 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. | | |
| | | The calculation is shown below. Sum (RegDN.CallConsultRece | eived.time) | | |
| 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 | |
|--------------------------------------|------------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | specified agent group, or at all the DNs at places within the specified place group. | |
| Category CurrentNumber | Subject AgentStatus | | |
| JavaSubCategory N/A | • | | |
| Овјест Туре(s) GroupAgents, Group | oPlaces | | |
| INTRODUCED IN 7.2 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting |

${\bf Curr Agents Logged In Queue}$

| Main Mask AgentLogin | | Description The number of agents that are currently logged into a given queue. | |
|------------------------------------|---------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | Applied to GroupQueues, this stat type sums all the DNs that have agents currently logged in to the queues within the specified group. | |
| Category CurrentNumber | SUBJECT DNAction | | |
| JavaSubCategory N/A | | | |
| Овлест Түре(s) GroupQueues, Que | ue, 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 | |
|---|------------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | 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 | |
| Category CurrentNumber | Subject DNAction | | |
| JavaSubCategory N/A | | group, and who are ready to hand | ie cails. |
| 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. | |
|---|---------------------|---|---|
| RELATIVE MASK AgentLogin AGGREGATIONTYPE N/A | | | |
| Category CurrentRelative- NumberPercentage | SUBJECT DNAction | Applied to GroupQueues, this stat type calculates statistics for all the DNs that have agents logged in to the queues within the specified group. | |
| 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 | | | 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. | |
|---------------------------------------|---------------------|--|---|--|
| RELATIVE MASK AGGREGATIONTYPE N/A N/A | | | | |
| Category CurrentNumber | SUBJECT DNAction | This stat type is identical to CurrNumberWaitingCalls. | | |
| JAVASUBCATEGORY N/A | | | | |
| Овјест Түре(s) GroupQueues, Que | ue, 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 total number of interactions being handled by this resource at the | | |
|--|------------------------------------|---|--|--|
| RELATIVE MASK N/A CATEGORY CURRENTNUMBER JAVASUBCATEGORY N/A | AGGREGATIONTYPE N/A SUBJECT Action | moment of measurement. Applied to GroupAgents, this stat type provides the current num interactions being processed by all the agents in a specified age group. Applied to GroupPlaces, this stat type provides the current num interactions being processed by all the agents logged in at place belonging to specified place group. | | |
| OBJECT TYPE(s) Agent, GroupPlaces, GroupAgents, Place | | This stat type accounts for the curr a queue or routepoint for processir Sum (EventPartyAdded [Operation: Pul - EventPl acedInWorkbin - EventProcessingStopped [Stat) If a filter is applied, only interaction | This stat type accounts for the current number of interactions waiting at a queue or routepoint for processing and is calculated as follows: Sum (EventPartyAdded [Operation: Pull] - EventPlacedInQueue - EventPlacedInWorkbin - EventProcessingStopped [State: NotQueued]) 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 | |
| | | InteractionHandling is an alias for t CallInbound CallInternal CallOutbound | the following masks: | |
| 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 | | |
|--|------------------------------------|--|---|--|
| RELATIVE MASK N/A CATEGORY CUrrentNumber JAVASUBCATEGORY N/A | AGGREGATIONTYPE N/A SUBJECT Action | moment of measurement. • Applied to GroupAgents, this stat type provides the current numbinteractions being processed by all the agents in a specified age group. • Applied to GroupPlaces, this stat type provides the current numbinteractions being processed by all the agents logged in at place belonging to specified place group. This stat type accounts for the current number of interactions waitina queue or routepoint for processing and is calculated as follows: Sum (EventPartyAdded [Operation: Pull] - EventPlacedInQueue - EventPlacedInWorkbin - EventProcessingStopped [State: NotQueued]) 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 accounted for. | | |
| OBJECT TYPE(S) Agent, GroupPlaces, | GroupAgents, Place | | | |
| | | InteractionHandling is an alias for the CallInbound CallInternal CallOutbound | he following masks: | |
| INTRODUCED IN 7.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting | |

${\bf Current Agent State}$

| MAIN MASK * RELATIVE MASK N/A CATEGORY CUrrentState JAVASUBCATEGORY N/A OBJECT TYPE(S) Agent | AggregationType N/A Subject AgentStatus | agent's status include Call Prior to the 6.0 release, th | of a specified agent. Some examples of an IInbound, CallOutbound, and CallConsult. se stat type name was CurAgentState. |
|--|---|--|---|
| 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 | |
|--------------------------|---------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | Inbound or CallOutbound. | |
| 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 |

${\bf Current Group State}$

| Main Mask * | | DESCRIPTION The current status of Grou | upAgents or GroupPlaces. |
|---|------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | Prior to the 6.0 release, the stat type name was CurGroupState. | |
| Category CurrentState | SUBJECT GroupStatus | | |
| JAVASUBCATEGORY N/A | | | |
| OBJECT TYPE(S) GroupAgents, GroupAgents | oupPlaces | | |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting |

${\bf Current Not Ready Agents}$

| Main Mask *, ~WaitForNextCall, ~LoggedOut | | DESCRIPTION The number of agents who are currently logged in and who are currently | |
|--|------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | in the NotReady state. 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 ir specified agent group. | |
| Category CurrentNumber | Subject AgentStatus | | |
| JavaSubCategory N/A | | 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 | |
| Овјест Түре(s) GroupAgents, GroupPlaces | | places belonging to a specified | d place group. |
| 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 pos- | |
|--------------------------|------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | sible statuses at a place: CallInbound (handling inbound calls), Call-Outbound (handling outbound calls), AfterCallWork (such as performir follow-up paperwork after a call). | |
| 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 a | Description The number of agents who are currently in the Ready state. | |
|--|------------------------|--|---|--|
| RELATIVE MASK N/A | AggregationType N/A | Applied to GroupAgents, this stat type provides the number of all agents who are ready to handle calls, on all the DNs in a specific agent group. Applied to GroupPlaces, this stat type provides the number of all | | |
| Category CurrentNumber | SUBJECT AgentStatus | | | |
| JAVASUBCATEGORY N/A | | agents who are ready to handle calls, on all the DNs at places belonging to a specified place group. | | |
| Овлест Түре(s) GroupAgents, GroupPlaces | | | | |
| INTRODUCED IN 7.2 | Discontinued In N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting | |

Curr Max Call Waiting Time

| MAIN MASK CallWait | | DESCRIPTION The maximum waiting time for live or virtual voice interactions currentl on a queue or at a route point. Applied to GroupQueues, this stat type | |
|---|---------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | calculates statistics for all the queu | |
| Category CurrentMaxTime | SUBJECT DNAction | | |
| JAVASUBCATEGORY N/A | | | |
| Овјест Түре(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 | | DESCRIPTION The current number of agents in the AfterCallWork status. | |
|--|---------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | of all the agents in the group that | |
| CATEGORY SUBJECT CurrentNumber AgentStatus | | 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. The following are subtypes of AfterCallWork: | |
| JavaSubCategory N/A | | | |
| Овјест Түре(s) GroupAgents, Grou | pPlaces | AfterCallWorkUnknown—work following a call of unknown type AfterCallWorkInternal—work following internal call AfterCallWorkInbound—work following inbound call | |
| | | AfterCallWorkOutbound—work AfterCallWorkConsult—work for | following outbound call |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting |

$Curr Number ASM_Engaged Statuses$

| Main Mask ASM_Engaged | | DESCRIPTION The current number of agents in ASM_Engaged status. | | |
|---|---|--|---|--|
| RELATIVE MASK N/A CATEGORY CUrrentNumber | AGGREGATIONTYPE N/A SUBJECT AgentStatus | Applied to GroupAgents, this stat type calculates the current numl of ASM_Engaged statuses for all the agents of the specified agen group. Applied to GroupPlaces, this stat type calculates the current number of ASM_Engaged. | | |
| JavaSubCategory N/A | | of ASM_Engaged statuses for all the agents who are logged in at places belonging to the specified place group. | | |
| 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 RELATIVE MASK N/A CATEGORY CUrrentNumber JAVASUBCATEGORY N/A OBJECT TYPE(S) GroupAgents, GroupPlaces | | of ASM_Outbound statuses for a group. • Applied to GroupPlaces, this stat of ASM_Outbound statuses for a belonging to the specified place of | type calculates the current number II the agents of the specified agent type calculates the current number II the agents logged in at places group. |
|---|---------------------|---|---|
| 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 con- | | |
|--|------------------------|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | sultation calls) 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 | | |
| Category CurrentNumber | SUBJECT AgentStatus | | | |
| JavaSubCategory N/A | | belonging to the specified place group. | | |
| Овјест Түре(s) GroupAgents, GroupPlaces | | | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting | |

Curr Number Dialing Statuses

| Main Mask CallDialing | | _ | ents in CallDialing status (dialing calls). |
|-------------------------------------|------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | Applied to GroupAgents, this stat type calculates the current number of CallDialing statuses for all the agents of the specified agent groest process. Applied to GroupPlaces, this stat type calculates the current number of CallDialing statuses for all the agents who are logged in at place belonging to the specified place group. | |
| Category CurrentNumber | Subject AgentStatus | | |
| JAVASUBCATEGORY N/A | | | ou place group. |
| Овјест Түре(s) GroupAgents, Grou | upPlaces | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting |

CurrNumberHoldStatuses

| Main Mask CallOnHold Relative Mask N/A Category CurrentNumber JavaSubCategory N/A Object Type(s) GroupAgents, GroupPlaces | | agent has one or more call • Applied to GroupAgents, of CallOnHold statuses for the composition of CallOnHold statuses for the composition of CallOnHold statuses for the specified place | this stat type calculates the current number or all the agents of the specified agent group. this stat type calculates the current number for all the agents logged in at places belonge group. |
|---|---------------------|--|---|
| 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 | | |
|---|------------------------|--|---|--|
| RELATIVE MASK N/A | | agent is conducting one or more inbound calls. 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 | | |
| Category CurrentNumber | SUBJECT AgentStatus | | | |
| JavaSubCategory N/A | | belonging to the specified place group. | | |
| Овлест Түре(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 ag | DESCRIPTION The current number of agents in CallInternal status; that is, where the | | |
|--|------------------------|---|---|--|--|
| RELATIVE MASK N/A | | agent is conducting one or more internal calls. • Applied to GroupAgents, this stat type calculates the current number of the conduction | | | |
| Category CurrentNumber | Subject AgentStatus | Applied to GroupPlaces | for all the agents of the specified agent group. If this stat type calculates the current number for all the agents who are logged in at places. | | |
| JavaSubCategory N/A | | | of CallInternal statuses for all the agents who are logged in at places belonging to the specified place group. | | |
| Овјест Түре(s) GroupAgents, GroupPlaces | | | | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting | | |

Curr Number Not Ready Statuses

| Main Mask NotReadyForNextCall | | DESCRIPTION The current number of agents in the NotReadyForNextCall status; that | | |
|--|------------------------|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | is, the agent is logged in on one or more DNs that are not available the next call. Applied to GroupAgents, this stat type calculates the current nun of NotReadyForNextCall statuses for agents of the specified age group. | | |
| Category CurrentNumber | SUBJECT AgentStatus | | | |
| JavaSubCategory N/A | | Applied to GroupPlaces, this stat type calculates the current number of agents in the NotReadyForNextCall status who are logged in at | | |
| Овлест Түре(s) GroupAgents, GroupPlaces | | places belonging to the specified | | |
| 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. • 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 | | The current number of agents in CallOutbound status; that is, w | |
|--|------------------------|---|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | | | | |
| Category CurrentNumber | Subject AgentStatus | | | | |
| JAVASUBCATEGORY N/A | | of CallOutbound statuses for all the agents who are logged in at places belonging to the specified place group. | | | |
| Овјест Түре(s) GroupAgents, GroupPlaces | | | | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting | | |

Curr Number Ringing Statuses

| Main Mask CallRinging | | | The current number of agents in CallRinging status; that is, where one | | |
|-------------------------------------|------------------------|---|--|--|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | Applied to GroupAgen | or more calls are waiting to be answered by an agent. • Applied to GroupAgents, this stat type calculates the current number | | |
| Category CurrentNumber | SUBJECT AgentStatus | Applied to GroupPlace | s for all the agents of the specified agent group. es, this stat type calculates the current number s for all the agents who are logged in at places | | |
| JAVASUBCATEGORY N/A | | | belonging to the specified place group. | | |
| Овјест Түре(s) GroupAgents, Grou | upPlaces | | | | |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting | | |

CurrNumberWaitingCalls

| Main Mask CallWait | | DESCRIPTION The total number of live or virtual voice interactions currently waiting at | |
|--|------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | a distribution DN. Applied to GroupQueues, this stat type calculate total number of interactions waiting on all the queues belonging to | |
| Category CurrentNumber | Subject DNAction | specified group. DCID was first applied in the 7.0.1 release of this stat type. | |
| JavaSubCategory N/A | | This stat type is identical to Current_In_Queue. | |
| Овјест Түре(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 | | |
|--|------------------------|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | one or more of an agent's DNs has no activity and is ready to rect the next call. Applied to GroupAgents, this stat type calculates the current not of WaitForNextCall statuses for all the agents of the specified a group. | | |
| Category CurrentNumber | Subject AgentStatus | | | |
| JavaSubCategory N/A | | Applied to GroupPlaces, this stat type calculates the current number of WaitForNextCall statuses for all the agents who are logged in at | | |
| Овјест Түре(s) GroupAgents, GroupPlaces | | places belonging to the specifi | | |
| 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 void | ce interactions distributed from a | |
|---|------------------------|--|---|--|
| RELATIVE MASK CallAbandoned, CallDistributed | AGGREGATIONTYPE N/A | queue or route point relative to the number of interactions distributed and abandoned from that same queue or route point. Applied to Ground Queues, this stat type shows the percentage of voice interactions distributed | | |
| CATEGORY RelativeNumber- Percentage | SUBJECT DNAction | tributed from all the queues in the group relative to the total number of voice interactions abandoned and distributed from the specified group of queues. | | |
| JAVASUBCATEGORY N/A | - | This stat type is calculated as follows: (Sum(CallDistributed) * 100) / | | |
| OBJECT TYPE(s) GroupQueues, Queue, RoutePoint | | (Sum(CallAbandoned) + Sum(CallDistributed)) Voice interactions redirected from a queue (CallCleared) are not included in this calculation. | | |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting | |

DistributeTime

| Main Mask CallDistributed, CallCleared | | | The total time that live or virtual voice interactions waited on a queue or | |
|---|---------------------|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | at a route point before being distributed—the cumulative wait time before calls were distributed. Applied to GroupQueues, this state sums all wait times for voice interactions distributed from the quetoe the group. (Refer to the party state diagrams in the Overview both the Reporting Technical Reference series.) | | |
| CATEGORY TotalTime | SUBJECT DNAction | | | |
| JAVASUBCATEGORY N/A | | | DCID was first applied in the 7.0.1 release of this stat type. | |
| Овјест Түре(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 | | DESCRIPTION The estimated time taken to abandon or distribute live or virtual voice | |
|---|------------------------|---|---|
| RELATIVE MASK CallAbandoned, CallDistributed | AGGREGATIONTYPE N/A | interactions currently waiting on a route point. Applied to GroupQueu tains to all queues in the specified | es, the estimated waiting time per- |
| CATEGORY EstimTimeToEnd- CurrentNumber | SUBJECT DNAction | EstimTimeToDistribCall is calculated as follows: CurrentNumber of Calls Waiting in Queue x IntervalD ration / TotalNumber of Calls Abandoned or Distrib- | |
| JAVASUBCATEGORY N/A | | uted during the interval. A 5-minute interval is recommended for IntervalDuration. | |
| 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 |

${\bf Expected Wait Time}$

| Main Mask CallWait | | DESCRIPTION Provides an estimate of the amoun | • |
|--|------------------------|---|---|
| RELATIVE MASK CallDistributed, CallAbandoned | AGGREGATIONTYPE N/A | interaction that entered a queue or tributed to an agent, another queue | route point waited before it was dis- e, or another route point. |
| 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 RELATIVE MASK N/A AGGREGATIONTYPE Total | | The total number of e-mail interactions that entered this tenant through all entry points. | |
|---|---------------------|--|---|
| Category JavaCategory | SUBJECT N/A | This stat type is calculated as follows: New EmailIn where (type != INTERNAL) | |
| JAVASUBCATEGORY eServiceContactStat.jar:total entered | | Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type. | |
| Овјест Түре(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 inbou | and e-mail interactions that were forwarded. | |
|---|---------------------|--|---|--|
| RELATIVE MASK AGGREGATION TYPE N/A Total | | This stat type is calculated as follows: | | |
| CATEGORY SUBJECT JavaCategory N/A | | · | <pre>Updated EmailOut where (SentDate is modified) and (subtype= OUTBOUND_COLLABORATION_INVITE)</pre> | |
| JAVASUBCATEGORY eServiceContactStat.jar:total forwarded | | Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type. | | |
| Овјест Түре(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 | |
|---|-------------------------|--|---|
| RELATIVE MASK N/A | AggregationType Current | both been submitted and are in processing at the moment of measument. | |
| Category JavaCategory | SUBJECT N/A | When Contact Server starts, it counts the number of e-mail interactions that having in_processing status. The count gets updated every time a | |
| JAVASUBCATEGORY eServiceInteractionSta Processing | at.jar:GEHR Current In | new e-mail interaction enters or exits i n_processi ng 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 | |
| OBJECT TYPE(S) | | default interval is every 30 seconds | i. |
| Tenant | | Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type. | |
| 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 | |
|--|--------------------------|--|---|
| RELATIVE MASK N/A | AggregationType Total | resources. This stat type is calculated as follows: | |
| Category JavaCategory | SUBJECT N/A | Inserted EmailIn where (type = INTERNAL) Note: You must have the eServiceContact Stat Server Java Extension | |
| JAVASUBCATEGORY eServiceContactStat.jar:total internal | | loaded to use this stat type. | |
| Овјест Түре(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 wait- | |
|--|-------------------------|--|---|
| RELATIVE MASK N/A | AggregationType Maximum | ing processing or were in processing at the tenant during the requested time period. | |
| Category JavaCategory | SUBJECT N/A | When Contact Server starts, it counts the number of e-mail interactions that having in_processing status. The count gets updated every time a | |
| JAVASUBCATEGORY eServiceContactStat.jar:max number in processing OBJECT TYPE(S) | | 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. | |
| Tenant | | The Stat Server java extension (eServi ceContactStat.jar: max number in processing) can calculate statistics as minimum or maximum for a requested time period. | |
| | | Note: You must have the eService loaded to use this stat type. | Contact Stat Server Java Extension |
| 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 RELATIVE MASK N/A AGGREGATIONTYPE Minimum | | DESCRIPTION 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. | |
|---|---|--|---|
| cessing | SUBJECT N/A at.jar:min number in pro- | that having i n_processi ng status. new e-mail interaction enters or exi the data stream, messages are not but rather at periodic intervals defir | · |
| OBJECT TYPE(S) Tenant | | default interval is every 30 seconds. The Stat Server java extension (eServi ceContactStat. j ar: min 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. | |
| 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 | | DESCRIPTION | |
|---------------------------------------|------------------------|---|---------------------------------------|
| N/A | | The total number of e-mail interactions that have not been submitted to | |
| RELATIVE MASK | AggregationType | the Interaction Server by the e-mail | server. |
| N/A | Current | When Contact Server starts, it coul | nts the number of e-mail interactions |
| Category JavaCategory | SUBJECT N/A | that having pending status. The count gets updated every time a new mail interaction enters or exits pending status. To optimize the data | |
| JAVASUBCATEGORY eServiceContactStat.j | ar:current unsubmitted | stream, messages are not sent following each email transition, but rather at periodic intervals defined in Contact Server options. The | |
| Овјест Түре(s) | | default interval is every 30 seconds |). |
| Tenant | | Note: You must have the eService loaded to use this stat type. | Contact Stat Server Java Extension |
| INTRODUCED IN | DISCONTINUED IN | Extended Parameters | USED IN WHICH REPORTING APPLICATION |
| 7.0 | N/A | N/A | Real-Time Reporting |

General_Email_Oldest_Age

| MAIN MASK N/A RELATIVE MASK | AggregationType | DESCRIPTION The age of the inbound e-mail inter the end of the reporting interval. | action having the longest duration at |
|--|--------------------------|---|---|
| N/A CATEGORY JavaCategory | Current Subject DNStatus | When Contact Server starts, it selects a list of inbound e-mail inte tions (Id, CreatedDate) having a status other than STOPPED and of them by CreatedDate. The oldest interaction is the first one on the | |
| JAVASUBCATEGORY eServiceContactStat.jar:age of oldest email OBJECT TYPE(s) Tenant | | 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. | |
| 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 Relative Mask N/A AggregationType Total | | resources. | The total number of purely outbound e-mail interactions sent by tenant | |
|---|--|--|--|--|
| Category JavaCategory | SUBJECT N/A | Updated EmailOut where (SentDate is modified) and (subtype = OUTBOUND_NEW) | | |
| JAVASUBCATEGORY eServiceContactSta | JAVASUBCATEGORY eServiceContactStat.jar:total outbound | | Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type. | |
| OBJECT TYPE(s) Tenant | | | c . | |
| 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 | | |
|---------------------------------------|--|--|--|--|
| RELATIVE MASK N/A | AggregationType Total | within the tenant. This stat type is calculated | d as follows: | |
| CATEGORY JavaCategory | SUBJECT N/A | Updated EmailOut where (subtype= OUTBOUND_RED | (SentDate is modified) and IRECT) | |
| JavaSubCategory eServiceContactSta | JAVASUBCATEGORY eServiceContactStat.jar:total redirected | | Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type. | |
| Овјест Түре(s) Tenant | (4) | | | |
| 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 | |
|--------------------------------------|--|---|---|
| RELATIVE MASK N/A | AggregationType Total | responded to within the reporting acknowledgement responses. | g period. This stat type excludes auto- |
| CATEGORY JavaCategory | SUBJECT N/A | This stat type is calculated as fol Updated EmailOut | llows: |
| JAVASUBCATEGORY eServiceContactSt | where (SentDate is modified) and (subtype=OUTBOUND_REPLY or sub- | | • |
| Овјест Түре(s) Tenant | | type=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 eService loaded to use this stat type. | ceContact Stat Server Java Extension |
| 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 | |
|---------------------------------------|-----------------------------|---|---|
| RELATIVE MASK N/A | AggregationType Total | 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 (Email Out) and ResponseTime=RespondedDate-CreatedDate. Note: You must have the eServiceContact Stat Server Java Extension | |
| Category JavaCategory | SUBJECT N/A | | |
| JavaSubCategory eServiceContactSta | at.jar:emailin responsetime | | |
| Овјест Түре(s) Tenant | | loaded to use this stat type. | |
| 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 | | Description The total number of inbound e-mail interactions that were terminated | |
|--|--------------------------|--|---|
| RELATIVE MASK N/A | AggregationType Total | within the tenant. | |
| Category JavaCategory | SUBJECT N/A | Note: At this time, this stat type always returns a 0 value. This stat type is calculated as follows: | |
| JAVASUBCATEGORY eServiceContactStat.jar:total terminated | | Updated EmailIn where (status=STOPPED) and (type=INBOUND) | |
| Овјест Түре(s) Tenant | | Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type. | |
| 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 RELATIVE MASK N/A CATEGORY JAVACATEGORY ESERVICEInteraction fers OBJECT TYPE(S) Tenant | RELATIVE MASK N/A Total CATEGORY SUBJECT JAVACAtegory N/A JAVASUBCATEGORY eServiceInteractionStat.jar:GEHR Total Transfers OBJECT TYPE(S) | | fers made with respect to inbound interactions at type counts each instance of transfer even if stion is transferred more than once. eServiceInteraction Stat Server Java Extenat type. |
|---|--|-------------------------|--|
| 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 RELATIVE MASK AGGREGATIONTYPE | | DESCRIPTION The total number of e-mail interactions that have both been submitted and are awaiting processing for all queues within the tenant at the | |
|---|---------------------|--|---|
| N/A | Current | moment of processing. | |
| Category JavaCategory | SUBJECT N/A | This stat type is calculated as follows: Sum(Current Waiting Processing) for all e-mail queue | |
| JAVASUBCATEGORY eServiceInteractionStat.jar:GEHR Current Waiting Processing | | of the tenant Note: You must have the eServiceInteraction Stat Server Java Exten- | |
| OBJECT TYPE(S) Tenant | | sion loaded to use this stat type. | |
| 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 | | DESCRIPTION The total amount of time this agent or an agent at this place put inbound | | |
|---------------------------------------|------------------------|--|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | calls on hold. Applied to GroupAgents, this stat type calculates the duration of inbound calls placed on hold by all agents in a specified agent gi Applied to GroupPlaces, this stat type calculates the duration inbocalls placed on hold by all agents who are logged in at places be | | |
| Category TotalAdjustedTime | Subject DNStatus | | | |
| JAVASUBCATEGORY N/A | | ing to the specified place group. | | |
| Овјест Түре(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 | | DESCRIPTION The total amount of time that this agent or an agent at this place put | | |
|------------------------------------|------------------------|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | outbound calls on hold. 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 | | |
| Category TotalAdjustedTime | SUBJECT DNStatus | | | |
| JavaSubCategory N/A | | belonging to the specified place group. | | |
| 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 | | Description The total number of inbound interactions that were terminated by an | | |
|--|---------------------|--|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | agent at this place or this agent at his desktop during the specified period. Applied to GroupAgents, this stat type calculates the total number inbound interactions terminated by all agents in a specified agent | | |
| Category TotalNumber | SUBJECT Action | | | |
| JAVASUBCATEGORY N/A OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place | | group. Applied to GroupPlaces, this stat type calculates the total number of inbound interactions terminated by all agents who are logged in at | | |
| | | | ne specified place group. | |
| 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 InteractionTransfe | erMadeInbound | | oound interactions transferred by this agent from | | |
|---|---------------------|---|--|--|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | even if the agent transf | his desktop. This stat type counts every instance of interaction transfer, even if the agent transfers the same interaction more than once. | | |
| Category TotalNumber | SUBJECT Action | Applied to GroupAgents, this stat type calculates the total number of inbound interactions transferred by all agents in a specified agent | | | |
| JAVASUBCATEGORY N/A | | | group Applied to GroupPlaces, this stat type calculates the total number of inbound interactions transferred by all agents who are logged in at | | |
| OBJECT TYPE(s) Agent, GroupAgents, GroupPlaces, Place | | | he specified place group. | | |
| 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 | |
|------------------------------------|-------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | resource, and that were accepted during the specified period. | |
| Category TotalNumber | Subject Action | | |
| JAVASUBCATEGORY N/A | , | | |
| Овјест Түре(s) Agent, GroupAger | nts, 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 the resource during the specified period. This stat type counts interactions both offered by business routing strategies and other agents. | |
|--|-------------------------|--|---|
| RELATIVE MASK AGGREGATIONTYPE N/A N/A | | | |
| Category TotalNumber | Subject Action | | |
| JAVASUBCATEGORY N/A | , | | |
| Овјест Түре(s) Agent, GroupAger | nts, 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 | | DESCRIPTION | |
|--|------------------------|--|---|
| InteractionHandling | | The total number of interactions handled by an agent at this place or | |
| RELATIVE MASK N/A | AggregationType N/A | this agent at his desktop during the specified period. Applied to GroupAgents, this stat type calculates the total number interactions handled by all agents at their desktops in a specified agent group. Applied to GroupPlaces, this stat type calculates the total number of the second s | |
| Category TotalNumber | Subject Action | | |
| JAVASUBCATEGORY N/A | | 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 | |
| Овјест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | | |
| | | InteractionHandling is an alias for t | the following masks: |
| 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: | |
|---|---------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | Were in processing at this place or this 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. InteractionHandling is an alias for the following masks: | |
| Category TotalTime | Subject Action | | |
| JAVASUBCATEGORY N/A | | | |
| OBJECT TYPE(s) Agent, GroupAgents, GroupPlaces, Place | | CallInbound CallInternal CallOutbound | |
| 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 | |
|---|---------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | Applied to GroupAgents, this stat type calculates the total number interactions pulled by all agents within a specified agent group Applied to GroupPlaces, this stat type calculates the total number interactions pulled by all agents who are logged in at places below to the specified place group. | |
| 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 InteractionRejecte | d | | hat were offered for processing to the | |
|---|---------------------|--|---|--|
| RELATIVE MASK N/A | AggregationType N/A | this agent, and that were rejected, during the specified period. • Applied to GroupAgents, this stat type calculates the total number offered and rejected interactions by all agents in a procified agent. | | |
| CATEGORY TotalNumber | SUBJECT Action | offered and rejected interactions by all agents in a specified agent group Applied to GroupPlaces, this stat type calculates the total number of | | |
| JavaSubCategory N/A | | offered and rejected interactions by all agents who are logged in at places belonging to the specified place group. | | |
| 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 | |
|------------------------------------|-------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | 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. | |
| Category TotalNumber | Subject Action | | |
| JavaSubCategory N/A | | | |
| Овјест Түре(s) Agent, GroupAger | nts, GroupPlaces, Place | | |
| INTRODUCED IN | DISCONTINUED IN | FORMULA | USED IN WHICH REPORTING APPLICATION |
| 7.0 | N/A | N/A | Historical Reporting, Real-Time Reporting |

Internal_Interactions_Initiated

| Main Mask InteractionStartedInternal | | Description The total number of internal interactions originated by this agent. | |
|---|---------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | Applied to GroupAgents, this stat type calculates the total number internal interactions originated by all agents in a specified agent of a Applied to GroupPlaces, this stat type calculates the total number internal interactions originated by all agents who are logged in at places belonging to the specified place group. | |
| Category TotalNumber | SUBJECT Action | | |
| JAVASUBCATEGORY N/A | | — places belonging to the specified place group. | |
| 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 | | | The total amount of time this agent spent handling internal calls which | | |
|--|--------------------------|---|---|--|--|
| RELATIVE MASK AGGREGATION TYPE N/A N/A | | the agent initiated. This stat type includes durations of voice interactions that were placed on hold by the agent. | | | |
| CATEGORY TotalTime | SUBJECT DNAction | | | | |
| JAVASUBCATEGORY N/A | , | | | | |
| Овјест Түре(s) Agent, GroupAge | ents, 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 | |
|--------------------------------|--------------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | the agent received. This stat type includes durations of voice interaction that were placed on hold by the agent. | |
| CATEGORY TotalTime | Subject DNAction | | |
| JAVASUBCATEGORY N/A | | | |
| OBJECT TYPE(S) Agent, GroupAge | ents, 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 | | DESCRIPTION The total number of e-mail interactions that entered a queue. This stat | | |
|-------------------------------------|----------------------------|--|---|--|
| RELATIVE MASK N/A | AggregationType Total | ation. This stat type counts each er | etions that were placed in queue upon creseach entrance instance even if a particular | |
| Category JavaCategory | SUBJECT N/A | 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. Note: You must have the eServiceInteraction Stat Server Java Exten- | | |
| JAVASUBCATEGORY eServiceInteraction | Stat.jar:EQR Total Entered | | | |
| Овјест Түре(s) StagingArea | | sion loaded to use this stat type. | | |
| INTRODUCED IN 7.0 | DISCONTINUED IN N/A | EXTENDED PARAMETERS N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting | |

IxnQueue_Email_In_Processing

| Main Mask N/A | | DESCRIPTION The total number of e-mail interactions in queue that are being pro- | |
|---|-------------------------|--|---|
| RELATIVE MASK N/A | AggregationType Current | cessed at the moment of measurement. This stat type excludes e-n interactions that are in queue waiting to be processed. | |
| CATEGORY SUBJECT JavaCategory N/A | | Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type. | |
| JAVASUBCATEGORY eServiceInteractions Processing | Stat.jar:EQR Current in | | |
| Овјест Түре(s) StagingArea | | | |
| INTRODUCED IN 7.0 | DISCONTINUED IN N/A | EXTENDED PARAMETERS N/A | Used in Which Reporting Application Real-Time Reporting |

IxnQueue_Email_In_Queue

| MAIN MASK N/A RELATIVE MASK N/A CATEGORY JavaCategory JAVASUBCATEGORY eServiceInteractions Queue OBJECT TYPE(S) StagingArea | AGGREGATIONTYPE Current SUBJECT N/A Stat.jar:EQR Current in | surement. The calculation for this stat type is Current Waiting Processin | |
|---|---|--|---|
| INTRODUCED IN 7.0 | DISCONTINUED IN N/A | EXTENDED PARAMETERS N/A | Used in Which Reporting Application Real-Time Reporting |

IxnQueue_Email_Maximum

| MAIN MASK N/A RELATIVE MASK N/A CATEGORY JavaCategory JAVASUBCATEGORY eServiceInteraction Interactions OBJECT TYPE(S) StagingArea | AggregationType Maximum Subject N/A nStat.jar:EQR Maximum | time period. | mail interactions in queue during the reported eServiceInteraction Stat Server Java Exten- at type. |
|---|---|-------------------------|---|
| 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 | | Description The lowest number of e-mail interactions in queue during the reported | |
|--|---|--|---|
| RELATIVE MASK N/A CATEGORY JavaCategory | AGGREGATIONTYPE Minimum SUBJECT N/A | time period. Note: You must have the eServiceInteraction Stat Server Java Ex sion loaded to use this stat type. | |
| JavaSubCategory eServiceInteraction Interactions | eServiceInteractionStat.jar:EQR Minimum | | |
| Овлест Түре(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 RELATIVE MASK N/A AGGREGATIONTYPE Total | | DESCRIPTION The total number of e-mail interactions that were moved from this queue to any other queue during the reported time period. Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type. | |
|---|---------------------------|---|---|
| CATEGORY SUBJECT JavaCategory N/A JavaSubCategory | | | |
| eServiceInteraction OBJECT TYPE(s) StagingArea | nStat.jar:EQR Total Moved | | |
| 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 RELATIVE MASK N/A CATEGORY JavaCategory MAIN MASK AGGREGATIONTYPE Total SUBJECT N/A | | DESCRIPTION The total number of e-mail interactions for which processing has stopped while in this queue during the reported time period. Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type. | |
|--|---------------------|---|---|
| | | | |
| 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_Waiting_Processing

| Main Mask N/A | | Description The total number of email interactions that have been submitted, are | |
|---|--------------------------|---|---|
| RELATIVE MASK N/A | AggregationType Current | currently waiting processing, and are not being processed at the moment of measurement. | |
| CATEGORY SUBJECT JavaCategory N/A | | Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type. | |
| JAVASUBCATEGORY eServiceInteractionStating Processing | it.jar:EQR Current Wait- | | |
| Овлест Түре(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 | | |
|---|------------------------|---|--|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | abandoned if the caller hangs up be | ney were abandoned. An interaction is up before the interaction is distributed | |
| CATEGORY MaxTime | SUBJECT DNAction | from a distribution DN or if the customer line is dropped for any reason Applied to GroupQueues, this stat type represents the maximum durtion of all wait times for abandoned voice interactions on all distributions. | | |
| JavaSubCategory N/A | | DNs within the group. | | |
| OBJECT TYPE(S) GroupQueues, Queue, RoutePoint | | 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. | | |
| 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 | |
|------------------------------------|---------------------|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | queue or at a route point before being answered by this agent. Appli to GroupQueues, this stat type represents the maximum duration of wait times for answered interactions distributed from all queues or ropoints in the specified group. | |
| Category MaxTime | Subject DNAction | | |
| JavaSubCategory N/A | | | |
| Овлест Түре(s) GroupQueues, Que | eue, RoutePoint | | |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting |

Maximum_Calls

| Main Mask CallWait | | Description The maximum numl | DESCRIPTION The maximum number of voice interactions simultaneously waiting in | |
|---------------------------------------|---------------------|---------------------------------------|---|--|
| RELATIVE MASK N/A AGGREGATIONTYPE N/A | | this queue during the given interval. | | |
| Category MaxNumber | SUBJECT DNAction | | | |
| JAVASUBCATEGORY N/A | | | | |
| OBJECT TYPE(S) GroupQueues, Que | eue, 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

| MainMask N/A | | DESCRIPTION The total number of interactions of the media type X that have been submitted to this staging area and that are currently in processing. | |
|---|-------------------------------------|---|---|
| RELATIVE MASK N/A CATEGORY JavaCategory | AGGREGATIONTYPE Current SUBJECT N/A | Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type. | |
| JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Current In Processing | | | |
| Овлест Түре(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 RELATIVE MASK N/A AGGREGATIONTYPE Current | | DESCRIPTION The total number of interactions of the media type X within this staging area at the moment of measurement. | |
|--|---------------------|---|---|
| Category JavaCategory | SUBJECT N/A | Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type. | |
| JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Current in Queue | | | |
| Овјест Түре(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 | | DESCRIPTION The total number of interactions of the media type X that have been | |
|--|----------------------------|--|---|
| RELATIVE MASK N/A | AggregationType Current | submitted to this staging area and that are currently awaiting processing. | |
| CATEGORY JavaCategory | SUBJECT N/A | Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type. | |
| JavaSubCategory eServiceInteraction ing Processing | Stat.jar:OMQ Current Wait- | | |
| Овјест Түре(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 | | DESCRIPTION The maximum number of interactions of the media type X that either | |
|--|-------------------------|--|---|
| RELATIVE MASK N/A | AggregationType Maximum | were awaiting processing or were in processing within this stagin during the specified period. | |
| CATEGORY JavaCategory | SUBJECT N/A | Note: You must have the eServiceInteraction Stat Server Java Extersion loaded in order to use this stat type. | |
| JAVASUBCATEGORY eServiceInteraction Interactions | Stat.jar:OMQ Maximum | | |
| Овјест Түре(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 | | DESCRIPTION The minimum number of interactions of the media type X that either | |
|--|-------------------------|---|---|
| RELATIVE MASK N/A | AggregationType Minimum | were awaiting processing or were in processing within this staging a during the specified period. | |
| Category JavaCategory | SUBJECT N/A | Note: You must have the eServiceInteraction Stat Server Java Exter sion loaded in order to use this stat type. | |
| JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Minimum Interactions | | | |
| Овјест Түре(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 RELATIVE MASK N/A CATEGORY JavaCategory JAVASUBCATEGORY eServiceInteractio Processing OBJECT TYPE(S) StagingArea | AGGREGATIONTYPE Total SUBJECT N/A nStat.jar:OMQ Total Stopped | cessing while in this stagi | actions of the media type X that stopped prong area during the specified period. eServiceInteraction Stat Server Java Extenethis stat type. |
|---|--|---------------------------------|--|
| 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 RELATIVE MASK N/A CATEGORY JavaCategory JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Total Entered | | DESCRIPTION The total number of interactions of the media type X that entered this staging area during the specified period. Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type. | |
|---|---------------------|---|---|
| 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

| MAINMASK N/A | | DESCRIPTION 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. | |
|--|--------------------------|---|---|
| RELATIVE MASK AGGREGATION TYPE N/A Total | | | |
| CATEGORY JavaCategory | SUBJECT N/A | Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type. | |
| JAVASUBCATEGORY eServiceInteraction | Stat.jar:OMQ Total Moved | - | |
| Овлест Түре(s) StagingArea | | - | |
| INTRODUCED IN 7.2 | DISCONTINUED IN N/A | Extended Parameters Media Type=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 | |
|---------------------------------|---------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | this queue during the given interval. | |
| Category MinNumber | Subject DNAction | | |
| JAVASUBCATEGORY N/A | | | |
| OBJECT TYPE(S) GroupQueues, Que | eue, 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 | | |
|--|---------------------|--|--|--|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | 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 CI eared or | | | |
| Category TotalNumber | SUBJECT DNAction | | | | |
| JavaSubCategory N/A | | Di verted, in the case of a regular ACD queue, or with a CallState of Redi rected, in the case of a virtual queue. Applied to GroupQueues, this stat type sums all voice interactions | | | |
| Овјест Түре(s) GroupQueues, Queue, RoutePoint | | cleared from all the queues in a sp | | | |
| 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 | DESCRIPTION The total number of voice interactions that have been diverted from a | |
|---|---------------------|---|--|--|
| RELATIVE MASK N/A | AggregationType N/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. | | |
| 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 y | DESCRIPTION The total number of voice interactions that have been released by | | |
|--------------------------------|---------------------|--|--|--|--|
| RELATIVE MASK N/A | AggregationType N/A | agents. | • | | |
| Category TotalNumber | SUBJECT DNAction | which agents are logged in at queues in the specified group. | | | |
| JAVASUBCATEGORY N/A | | | | | |
| OBJECT TYPE(S) GroupQueues, Qu | ieue, RoutePoint | | | | |
| INTRODUCED IN 7.2 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting | | |

Not Ready Agents Ratio

| Main Mask WaitForNextCall | | DESCRIPTION The number of agents who are in the Ready state, out of all the agents | | |
|---|------------------------|--|---|--|
| Relative Mask *, ~LoggedOut | AGGREGATIONTYPE N/A | who are currently logged in to the specified queue. Applied to GroupQueues, this stat type calculates statistics for all th DNs that have agents logged in to the queues within the specified group. | | |
| Category RelativeNumberPercentage | SUBJECT AgentStatus | | | |
| JAVASUBCATEGORY N/A OBJECT TYPE(s) GroupAgents, GroupPlaces | | 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). | | |
| 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 | | |
|--------------------------------------|-------------------------|--|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | resource. | | |
| Category TotalNumber | SUBJECT Action | | | |
| JAVASUBCATEGORY N/A | | | | |
| Овјест Түре(s) Agent, GroupAger | nts, 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 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 | | |
|--|--------------------------------------|---|--|--|
| RELATIVE MASK N/A CATEGORY ServiceFactor1 | AGGREGATIONTYPE N/A SUBJECT DNAction | for "final" queues and/or route points; that is, queues and/or route point 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. | | |
| JAVASUBCATEGORY N/A OBJECT TYPE(S) GroupQueues, Queue, RoutePoint | | 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. | | |
| | | ServiceFactor1 is calculated as follows: (nAnswTh1 * 100) / (nAnsw + nAband - nAbandTh2) | | |
| | | where 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. 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. | | |
| | | | | |

Talk_Time_Inbound

| Main Mask CallInbound | | | e an agent spent handling live, inbound calls. |
|--|------------------------|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | This stat type excludes durations that voice interactions were placed on hold by the agent and the time spent on related after-call work. | |
| Category TotalAdjustedTime | SUBJECT DNStatus | | |
| JavaSubCategory N/A | | | |
| Овјест Түре(s) Agent, Place, GroupA | gents, 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 | |
|---|------------------------|--|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | stat type excludes durations that voice interactions were placed o by the agent as well as the time spent on related after call work. I stat type also excludes durations spent on outbound voice interact that are part of an outbound campaigns, including ASM interactions. | |
| 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 | | DESCRIPTION The total time that live or virtual voice interactions waited on an ACD | |
|--|---------------------|--|--|
| RELATIVE MASK N/A | AggregationType N/A | queue, virtual queue, or route point before they were abandoned (that is, before the caller hung up without reaching this agent). The cumula tive wait time on a specified queue or route point. (Refer to the party state diagrams in the <i>Overview</i> book of the <i>Reporting Technical Reference</i> series.) Applied to GroupQueues, this stat type sums all wait time | |
| Category TotalTime | SUBJECT DNAction | | |
| JavaSubCategory N/A | | for abandoned voice interactions on all the queues in the group. This stat type excludes interactions that were distributed to an agent and then abandoned before the agent could answer (CallAbandoned-WhileRinging). | |
| Овјест Түре(s) GroupQueues, Queue, RoutePoint | | | |
| | | This stat type replaces the Total_Tir fers from the Total_Time_to_Aband | me_To_Abandon stat type (which difon stat type). |
| 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 | | |
|---|---------------------|--|--|--|
| RELATIVE MASK N/A | AggregationType N/A | uted to an agent and | while in this queue. This stat type excludes interactions that were distributed to an agent and then abandoned before the agent could answer | |
| Category TotalNumber | Subject DNAction | (CallAbandonedWhileRinging). | | |
| JAVASUBCATEGORY N/A | | | | |
| Овјест Туре(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 | | The total number of live, voice interactions that were distributed from | |
|---|---------------------|--|--|
| RELATIVE MASK N/A | AggregationType N/A | 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. | |
| 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 |

$Total_After Call Work_Agent_St_Number$

| Main Mask AfterCallWork | | DESCRIPTION The total number of times that agents were in AfterCallWork status. | |
|---|------------------------|--|--|
| RELATIVE MASK N/A | AggregationType N/A | 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 times in this status for all the agents logged in at places belonging | |
| Category TotalNumber | Subject AgentStatus | | |
| JavaSubCategory N/A | | the specified place group. The calculation is shown below. Sum(Agent_AfterCallWork) | |
| Овлест Түре(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 | |
|---|---------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | queue to this agent and were answered. This stat type excludes int tions that were sent to other queues before being answered. | |
| 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 RELATIVE MASK N/A CATEGORY TotalTime JAVASUBCATEGORY N/A OBJECT TYPE(S) AGGREGATIONTYPE AGGREGATION | | | type calculates the total time that all were in the ASM_Engaged status. type calculates the total time of us who were logged in at places |
|--|---------------------|-------------|---|
| 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 | | DESCRIPTION The total number of times that agents completed being in one or more of the call-handling statuses, which include CallConsult (consultation | |
|---|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | calls), CallInternal (internal calls), CallOutbound (outbound calls), CallInbound (inbound calls), CallUnknown (calls of unknown types), a ASM_Outbound. Applied to GroupAgents, this stat type calculates the total number times that all the agents in the specified agent group completed being the calculates. | |
| Category TotalAdjustedNumber | SUBJECT AgentStatus | | |
| JAVASUBCATEGORY N/A | | 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. | |
| Овјест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | | |
| | | ber. With this category, Total_Calls | ed statistical category was TotalNum- included those statuses where the call-handling statuses at the end of |
| 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 | | |
|---|---------------------|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | specified queue or route point when a caller hangs up while waiting that queue or at that route point or if the customer line is dropped for | | |
| Category TotalNumber | SUBJECT DNAction | reason. The total number of transitions from a queued state to a NI state when a party was abandoned from a specified queue or route point. Recause DCID is turned on Stat Server counts a specific interest. | | |
| JAVASUBCATEGORY N/A | | • | 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. | |
| OBJECT TYPE(S) GroupQueues, Queue, RoutePoint | | 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 t type was TotalNumberCallsAband. | he 6.5 release, the name of this stat | |
| 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 | |
|---|---------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/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 or Stat Server counts an answered interaction that is distributed from severed. | |
| Category TotalNumber | SUBJECT DNAction | | |
| JAVASUBCATEGORY N/A | | eral queues or route points in the same group only once. | |
| 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 vo | nice interactions distributed from a |
|---|---------------------|---|--|
| RELATIVE MASK N/A | AggregationType N/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 | |
| CATEGORY TotalNumberInTimeRange | SUBJECT DNAction | | |
| JavaSubCategory N/A | | answered interaction distributed from several queues or route points within the same queue group only once. | |
| 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 | | |
|---|---------------------|--|---|--|
| RELATIVE MASK N/A | AggregationType N/A | intended contact pers | placed automatically for this agent or a place and then connected to the intended contact person. Applied to GroupAgents or GroupPlaces, this | |
| Category TotalNumber | SUBJECT DNAction | stat type sums all ASM outbound calls for all the agents or all th in their respective groups. | | |
| 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 | |
|---|------------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | placed automatically for an available agent who is waiting to be con nected to the customer. Applied to GroupAgents or to GroupPlaces, stat type sums all automatically placed calls for all agents or all place their respective groups. | |
| Category TotalNumber | SUBJECT DNAction | | |
| JavaSubCategory N/A | | Because DCID is turned on, Stat Server counts an outbound call that is placed with more than one available agent (or place) only once. | |
| 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 | | DESCRIPTION The total number of CallConsult statuses that completed during the | |
|---|------------------------|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | reporting interval; that is, the number of times that agents participated consultation calls. Applied to GroupAgents, this stat type calculates the total number o times that agents in the specified agent group completed being in the CallConsult status. | |
| Category TotalAdjustedNumber | Subject AgentStatus | | |
| JavaSubCategory N/A | | Applied to GroupPlaces, this stat type calculates the total number of completed CallConsult statuses for all agents who are logged in at | |
| OBJECT TYPE(s) Agent, GroupAgents, Gr | oupPlaces, Place | places belonging to the specified place group. | |
| | | ber. With this category, Total_Calls_ | ed statistical category was TotalNum- Consult included those statuses CallConsult status at the end of the |
| 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 | |
|---|---------------------|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | GroupAgents or to GroupPlaces, this stat type sums all dialed interactions for all agents or all places in their respective groups. | |
| 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 | | DESCRIPTION The total number of unique voice interactions, whether virtual or live, | |
|--|------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | distributed from a specified queue or route point. The DistinguishBy-ConnID 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 | |
| Category TotalNumber | Subject DNAction | | |
| JavaSubCategory N/A | | for all queues in the group. Note that redirected interactions are not included in the count for distributed interactions. | |
| Овјест Түре(s) GroupQueues, Queue, RoutePoint | | For Real-Time Reporting, prior to the 6.5 release, the name of this stat type was TotalNumberCallsDistrib. | |
| 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 | | DESCRIPTION | | |
|--------------------------------|-----------------|--|--|--|
| CallAnswered | | The total number of unique voice interactions, whether live or virtual, | | |
| RELATIVE MASK | AGGREGATIONTYPE | 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 | | |
| N/A | N/A | | | |
| CATEGORY | SUBJECT | | | |
| TotalNumberInTimeRange | DNAction | | | |
| | JAVASUBCATEGORY | | GroupQueues, this stat type sums all the numbers of such interactions | |
| | N/A | | same queue group. | |
| . , | OBJECT TYPE(S) | | Note: Redirected calls are not included in the count for distributed calls. | |
| GroupQueues, Queue, RoutePoint | | | | |
| INTRODUCED IN | DISCONTINUED IN | FORMULA | USED IN WHICH REPORTING APPLICATION | |
| 5.1 | 6.5 | DCID introduced in 6.0 | Historical Reporting | |

Total_Calls_Entered

| Main Mask CallEntered | | DESCRIPTION The total number of first entries of voice interactions on a specified | |
|---|---------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | queue or at a specified route point. (Refer to the party state diagram the <i>Overview</i> book of the <i>Reporting Technical Reference</i> series.) | |
| Category TotalNumber | Subject DNAction | 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 | |
| JavaSubCategory N/A | | applied to GroupQueues, this stat type sums the number of such interactions for all queues in the group. | |
| Овлест Түре(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 CallIn- | |
|---|------------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | bound status within the reporting interval. Applied to GroupAgents, this stat type sums such status appearance | |
| Category TotalAdjustedNumber | Subject AgentStatus | for all the agents in the specified agent group. Applied to GroupPlaces, this stat type sums such status appearance for all agents logged in at places belonging to the specified place | |
| JAVASUBCATEGORY N/A | | group. | |
| Овлест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | 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. | |
| 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 | | DESCRIPTION The total number of times this agent's DN completed being in CallInter- | |
|---|------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | nal status. Applied to GroupAgents, this stat type sums such status appearance for all agents belonging to the specified agent group. Applied to GroupPlaces, this stat type sums such status appearance for all the group large discrete holes and the specified allowed. | |
| Category TotalAdjustedNumber | Subject AgentStatus | | |
| JAVASUBCATEGORY N/A | | for all the agents logged in at places belonging to the specified place group. | |
| OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place | | | ed statistical category was otal_Calls_Internal included interacstill in CallInternal status at the end |
| 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 RELATIVE MASK N/A N/A CATEGORY TotalAdjustedNumber AgentStatus JAVASUBCATEGORY | | DESCRIPTION The total number of times this agent's DN completed being in CallOutbound status. • 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 | |
|--|---------------------|---|--|
| N/A OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place | | <u> </u> | ed statistical category was stal_Calls_Oubound included interac- still in CallOutbound status at the end |
| 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 | | DESCRIPTION The total number of times this agent's DN completed being in CallUn- | |
|--|------------------------|--|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | known status. 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 | |
| Category TotalAdjustedNumber | Subject AgentStatus | | |
| JavaSubCategory N/A | | group. | |
| Овлест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | 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. | |
| 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 | | 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 | |
|---|---------------------|---|---|
| RELATIVE MASK AGGREGATIONTYPE N/A N/A | | | |
| Category TotalNumber | SUBJECT DNAction | become available. When a target does become available, the call is tributed to that target and is "cleared" from other targets. | |
| 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 | | DESCRIPTION The total time that agents spent handling consult calls or chat sessions | |
|--|------------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | that ended during the reporting interval. Applied to GroupAgents, this stat type calculates the total consult talk/ chat time for all the agents belonging to the specified agent group. Applied to GroupPlaces, this stat type calculates the total consult talk/ chat time for all the agents logged in at places belonging to the specified place group. | |
| Category TotalAdjustedTime | Subject AgentStatus | | |
| JAVASUBCATEGORY N/A | | | |
| Овјест Түре(s) Agent, GroupAgents, Gr | oupPlaces, Place | Total_Consult_Talk_Time is calculated as follows: Sum(Agent_CallConsultStatus.time) | |
| | | Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Consult_Talk_Time included consult calls that not only ended but were also in progress during the reporting interval. | |
| 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 | | DESCRIPTION The total number of times that agents completed dialing calls within the | | |
|---|------------------------|---|--|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | reporting interval. • Applied to GroupAgents, this stat type calculates the total number | | |
| CATEGORY TotalAdjustedNumber | Subject AgentStatus | times that dialing completed for all of the agents of the specified group. Applied to GroupPlaces, this stat type calculates the total number | | |
| JavaSubCategory N/A | | times that dialing completed for all of the agents logged in at places belonging to the specified place group. Total_Dialing_Time is calculated as follows: Sum(Agent_CallDialing_status) | | |
| OBJECT TYPE(s) Agent, GroupAgents, GroupPlaces, Place | | | | |
| | | 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. | | |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting | |

Total_Dialing_Time

| MAIN MASK CallDialing | | DESCRIPTION The total time that agents completed dialing calls within the reporting | |
|---|---|---|--|
| RELATIVE MASK N/A CATEGORY Total Adjusted Time | AGGREGATIONTYPE N/A SUBJECT AgentStatus | interval. Applied to GroupAgents, this stat tus by agents of the specified age Applied to GroupPlaces, this stat | type shows the total time in this sta- ent group. type shows the total time in this sta- |
| JavaSubCategory N/A | | tus by agents logged in at places belonging to the specified place group. | |
| Овјест Түре(s) Agent, GroupAgents, G | GroupPlaces, Place | This stat type is calculated as follows: Sum(Agent_CallDialing Status.time) | |
| | | 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. | |
| 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 | |
|---|---------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | 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. | |
| Category TotalTime | Subject DNAction | | |
| JAVASUBCATEGORY N/A | | This stat type is identical to Total_Time_to_Distribute and Total_Time_To_Distribute. | |
| Овјест Түре(s) GroupQueues, Queue, RoutePoint | | This stat type replace | s the Total_Time_To_Distribute stat type. |
| 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 | | | oice interactions distributed from a queue, queue | |
|------------------------------------|---------------------|--|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | interaction distribution | egardless of destination. This stat type includes ns to the same queue, other queues, and/or route- | |
| Category TotalNumber | Subject DNAction | points. And, because DCID is not turned on, this stat type counts each ir | | |
| JavaSubCategory N/A | | | of interaction distribution even if a particular interaction is distributed more than once before being processed or abandoned. | |
| Овјест Түре(s) GroupQueues, Que | eue, 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 | | DESCRIPTION The total number of live voice or chat interactions that entered a distribu- | |
|------------------------------------|---------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | tion DN. This stat type counts all entries, even if a particular interenters a queue more than once or if the interaction enters several | |
| Category TotalNumber | Subject DNAction | queues or route points. This stat type is identical to CallsEntered. | |
| JAVASUBCATEGORY N/A | | This stat type is ident | ital to Galisenteled. |
| Овјест Түре(s) GroupQueues, Que | eue, 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 | | |
|---|---------------------|--|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | distribution DN to an agent and then transferred to another destination by redirection or forwarding. This stat type counts all instances of traffer, even if a particular interaction was transferred to another destinated more than once. This stat type excludes interactions that were sent directly to other queues before being distributed to an agent and the | | |
| Category TotalNumber | Subject DNAction | | | |
| JavaSubCategory N/A | | forwarded or redirected. | | |
| Овјест Түре(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 | | val. • Applied to GroupAgents, this stat type calculates this total time of instances by all the agents of the specified agent group. | | |
|---|------------------------|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | | | |
| CATEGORY TotalAdjustedTime | Subject AgentStatus | | | |
| JavaSubCategory N/A | | instances by all the agents logged in to places belonging to the specified place group. Total_Hold_Time is calculated as follows: Sum(Agent_CallOnHold_Status.time) | | |
| OBJECT TYPE(s) Agent, GroupAgents, GroupPlaces, Place | | | | |
| | | With this category, Total_Hold_Time | 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. | |
| 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 | |
|---|---------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | 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. InteractionHandlingInbound is an alias for the following masks: | |
| Category TotalNumber | Subject Action | | |
| JAVASUBCATEGORY N/A | | CallInboundInbound CallInternalInbound | |
| OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place | | CallOutboundInbou | ind |
| INTRODUCED IN | DISCONTINUED IN | FORMULA | USED IN WHICH REPORTING APPLICATION |
| 7.0 | N/A | N/A | 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 | |
|--|------------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | not include logged-in time when the switch is disconnected from Server. Applied to GroupAgents and GroupPlaces, this stat type lates the total login time for all the agents belonging to the spec group. | |
| Category TotalTime | SUBJECT AgentStatus | | |
| JAVASUBCATEGORY N/A | | Prior to the 6.5 release, this stat type was named TotalLoginTime for Real-Time Reporting. | |
| Овјест Түре(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 | DESCRIPTION The total number of times that agents are in NotReadyForNextCall | |
|---|------------------------|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | status. 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 | | |
| Category TotalNumber | Subject AgentStatus | | | |
| JAVASUBCATEGORY N/A | | | times in this status for all the agents logged in at places belonging to the specified place group. | |
| OBJECT TYPE(s) Agent, GroupAgents, GroupPlaces, Place | | The calculation is shown Sum(Agent_NotReady) | | |
| 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. | |
|--|------------------------|---|--|
| RELATIVE MASK N/A | AggregationType N/A | Applied to GroupAgents, the formula calculates the total time agen spend in NotReadyForNextCall statuses for all the agents belongir to the specified agent group. Applied to GroupPlaces, the formula calculates total time agents spend in NotReadyForNextCall statuses for all the agents logged in | |
| Category TotalTime | SUBJECT AgentStatus | | |
| JavaSubCategory N/A | | places belonging to the specified place group. The calculation is shown below. Sum(Agent_NotReadyForNextCall status.time) | |
| Овјест Түре(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 | | DESCRIPTION The total number of times that agents completed being in NotReady- | | |
|---|-----------------------------|--|--|--|
| RELATIVE MASK N/A CATEGORY | AGGREGATIONTYPE N/A Subject | ForNextCall status during the reporting interval. Applied to GroupAgents, this stat type calculates the total number NotReadyForNextCall statuses for all the agents of the specified | | |
| TotalAdjustedNumber | AgentStatus | agent group. • Applied to GroupPlaces, this stat type calculates the total number | | |
| JAVASUBCATEGORY N/A | | 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) | | |
| OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place | | | | |
| | | 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. | | |
| 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 | | DESCRIPTION The total time that an agent's DN completed being in NotReadyForNex- | | |
|---------------------------------------|------------------------|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | tCall status during the reporting interval. • Applied to GroupAgents, this stat type calculates the total duration | | |
| Category TotalAdjustedTime | SUBJECT AgentStatus | Applied to GroupPlaces, this stat | DNs of the specified agent group. type calculates the total duration of | |
| JAVASUBCATEGORY N/A | | such statuses for all the agents logged in at places belonging to the specified place group. | | |
| Овјест Туре(s) Agent, GroupAgents, | GroupPlaces, Place | The calculation is shown below. Sum(Agent_NotReadyForNextC | The calculation is shown below. Sum(Agent_NotReadyForNextCall status.time) | |
| | | 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. | | |
| | | 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. | | |
| 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 moni- | |
|------------------------------------|------------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | tored 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]) | |
| Category TotalNumber | Subject Action | | |
| JavaSubCategory N/A | | | |
| Овјест Түре(s) Agent, GroupAgen | ts, 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 | | | The total number of chat interactions handled by an agent that were | |
|--|---------------------|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | coached during handling. This stat type is calculated as follows: | | |
| Category TotalNumber | Subject Action | Sum (EventPartyAdded [Reason=Conference; Mode=Coach; Party=Agent]) | | |
| JAVASUBCATEGORY N/A | | This stat type counts each coaching instance separately even if the agent received coaching more than once on the same interaction. | | |
| Овјест Түре(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 | |
|---|---------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | coached by intrusion (as opposed to being coached upon request). T stat type counts every instance coaching by intrusion even if a specifinteraction was coached by intrusion more than once. This stat type is calculated as follows: | |
| Category TotalNumber | SUBJECT Action | | |
| JAVASUBCATEGORY N/A | | Sum (EventPartyAdded [Reason=Intrusion; Mode=Coach; Party=Agent]) | |
| 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 | | |
|---|---------------------|---|--|-------------------|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | agent requested coaching (as opposed to coaching by intrusion). stat type counts every instance requested coaching even if this a | | |
| CATEGORY TotalNumber Action JAVASUBCATEGORY N/A OBJECT Type(s) Agent, GroupAgents, GroupPlaces, Place | | requested coaching on a specific interaction more than once. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Conference; Mode=Coach; Party=Agent]) | | |
| | | | | INTRODUCED IN 7.0 |

Total_Number_Conferences_Initiated

| MAIN MASK InteractionConferenceMade | | Description The total number of successful attempts by this agent to initiate a chat | |
|-------------------------------------|-------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | conference or add another participant to an existing conference. This stat type is calculated as follows: | |
| Category TotalNumber | Subject Action | Sum (EventPartyAdded [Reason=Conference; Mode=Conference; Initiator=Agent]) | |
| JAVASUBCATEGORY N/A | | | |
| Овјест Түре(s) Agent, GroupAgen | its, 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 Relative Mask N/A AggregationType N/A | | 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 sepa- | |
|--|---------------------|---|---|
| CATEGORY TotalNumber JAVASUBCATEGORY N/A OBJECT TYPE(S) Agent, GroupAgen | SUBJECT Action | rately. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Conference; Mode=Conference, Party=Agent]) | |
| 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 | | The total number of times this agent requested coaching regardless of | | |
|------------------------------------|------------------------|---|---|--|
| RELATIVE MASK N/A | AggregationType N/A | 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: | | |
| Category TotalNumber | Subject Action | | | |
| JAVASUBCATEGORY N/A | | | Sum (EventAgentInvited [Reason=Conference; Mode=Coach; Initiator=Agent]) | |
| Овјест Түре(s) Agent, GroupAgen | ts, 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 (CallConfer- | |
|--|---------------------|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | enceMade) or joined (CallConferenceJoined) by a specified agent. Applied to GroupAgents or GroupPlaces, this stat type sums unique | |
| Category TotalNumber | Subject DNAction | conference calls for all agents or for all places in their respective groups | |
| JAVASUBCATEGORY N/A | | | |
| Овјест Түре(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 confer- | |
|---|---------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | ences 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 (EventAgentInvi ted [Reason=Intrusion; Mode=Conference]) | |
| 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 moni- | |
|---|---------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | tored. This stat type counts every monitoring instance for this agent even if the same interaction was monitored more than once. | |
| Category TotalNumber | Subject Action | - | |
| JAVASUBCATEGORY N/A | | | |
| Овјест Түре(s) Agent, GroupAgents, G | roupPlaces, 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 | |
|---|---------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | agent. Applied to GroupAgents or GroupPlaces, this stat type sums a transfers made by all of the agents in the respective group. | |
| Category TotalNumber | SUBJECT DNAction | | |
| JAVASUBCATEGORY N/A | | | |
| Овјест Түре(s) Agent, GroupAgents, | GroupPlaces, Place | | |
| INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting | · | 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 (CallTrans- | |
|---|------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | ferTaken) by a specified agent. Applied to GroupAgents or Group- Places, this stat type sums all transferred voice interactions received by all of the agents in the respective group. | |
| Category TotalNumber | SUBJECT DNAction | | |
| JavaSubCategory N/A | | | |
| Овлест Түре(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 | | DESCRIPTION The total number of times that agents completed being in CallOnHold | |
|--|---|--|---|
| RELATIVE MASK N/A CATEGORY TotalAdjustedNumber JAVASUBCATEGORY | AGGREGATIONTYPE N/A SUBJECT AgentStatus | status during the reporting interval. Applied to GroupAgents, the stat type calculates the total number such CallOnHold statuses for all the agents of the specified agen group. Applied to GroupPlaces, the stat type calculates the total number | |
| N/A OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place | | such CallOnHold statuses for all the agents logged in at places belonging to the specified place group. The calculation is shown below. Sum(Agent_CallOnHold status) | |
| | | ber. With this category, Total_Numb | lold status at the end of the reporting |
| 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 | | The total number of interactions transfers made by this agent during the | |
|---|---------------------|---|---|
| RELATIVE MASK N/A | AggregationType N/A | specified period. Applied to GroupAgents or GroupPlaces, this stat 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 the | |
| Category TotalNumber | Subject Action | | |
| JAVASUBCATEGORY N/A | | where the agent transfers the same interaction more than once. | |
| 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 | |
|--|---------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | to GroupAgents or GroupPlaces, this stat type calculates the total number of transferred interactions taken by all of the agents belonging to respective group. For interactions that were transferred more than once to this agent a | |
| Category TotalNumber | Subject Action | | |
| JavaSubCategory N/A | | taken, this stat type counts each instance of transfer separately. | |
| Овјест Түре(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 | | Description The total duration that inbound interactions that were either: | |
|---|---------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | In processing at the agent's desktop at the beginning of the report interval and finished processing within the same reporting interval. | |
| CATEGORY TotalTime | Subject Action | Started processing within the re ing within the same reporting int | porting interval and finished processerval. |
| JAVASUBCATEGORY N/A | | Applied to GroupAgents or GroupPlaces, this stat type calculates the total duration of inbound interactions processed by all of the agents | |
| OBJECT TYPE(s) Agent, GroupAgents, GroupPlaces, Place | | belonging to the respective group. InteractionHandlingInbound is an a CallInboundInbound CallInternalInbound CallOutboundInbound | alias for the following masks: |
| 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 Relative Mask N/A AggregationType N/A | | DESCRIPTION The total amount of time an agent was ready to handle voice interac- | | |
|---|------------------------|---|---|--|
| | | tions during the reporting interval. • Applied to GroupAgents, the stat type calculates the total ready time | | |
| Category TotalTime | SUBJECT AgentStatus | for all of the agents belonging to the specified agent group. • Applied to GroupPlaces, the stat type calculates the total ready t | | |
| JavaSubCategory N/A | | for all of the agents logged in at places belonging to the specified place group. | | |
| Овлест Түре(s) Agent, Place, Gr | oupAgents, 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 | | DESCRIPTION The total number of times CallRinging status completed for an agent | |
|---|------------------------|--|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | during the reporting interval. Applied to GroupAgents, the formula calculates the total number such statuses for all agents belonging to the specified agent group. Applied to GroupPlaces, the formula calculates the total number such statuses for all of the agents logged in at places belonging to the statuses. | |
| Category TotalAdjustedNumber | Subject AgentStatus | | |
| JavaSubCategory N/A | | specified place group. | |
| Овјест Түре(s) Agent, GroupAgents, Gro | oupPlaces, Place | The calculation is shown below. Sum(Agent_CallRinging status) | |
| | | 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. | |
| INTRODUCED IN 5.1 | Discontinued In N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting |

Total_Ringing_Time

| Main Mask | | DESCRIPTION | |
|---|------------------------|---|--|
| CallRinging | | The total amount of time that calls were in CallRinging status and this | |
| RELATIVE MASK N/A | AggregationType N/A | status completed for an agent during the reporting interval. Applied to GroupAgents, the stat type calculates the total duration such statuses for all agents belonging to the specified agent group Applied to GroupPlaces, the stat type calculates total duration of statuses for all of the agents logged in at places belonging to the | |
| Category TotalAdjustedTime | Subject AgentStatus | | |
| JavaSubCategory N/A | | specified place group. | od in at places belonging to the |
| Овјест Түре(s) Agent, GroupAgents, G | GroupPlaces, Place | The calculation is shown below. Sum(Agent_CallRinging status.time) | |
| | | | d statistical category was TotalTime. ime included interactions where the the end of the reporting interval. |
| INTRODUCED IN | DISCONTINUED IN | FORMULA | USED IN WHICH REPORTING APPLICATION |
| 5.1 | N/A | N/A | Historical Reporting |

Total_Sent_To_Queue

| Main Mask CallDistributedToQueue | | Description The total number of live or virtual voice interactions that were distributed | |
|---|---------------------|--|--|
| RELATIVE MASK N/A | AggregationType N/A | from this distribution DN to another (or the same) distribution DN. stat type counts every call-distribution-to-queue instance even if the same call was distributed to the same (or other) distribution DN methan once. | |
| CATEGORY TotalNumber | SUBJECT DNAction | | |
| JAVASUBCATEGORY N/A | | This stat type excludes interactions that are forwarded, redirected, or transferred to another (or the same) distribution DN. | |
| 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 | | DESCRIPTION The total number of live or virtual voice interactions abandoned on a | |
|---|------------------------|--|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | specified distribution DN within the predefined threshold. An interact is abandoned, for instance, if the caller hangs up before the interacti is distributed from the distribution DN. Applied to GroupQueues, this type sums all abandoned calls for all queues or route points belonging the specified group. | |
| Category TotalNumberInTimeRange | SUBJECT DNAction | | |
| JavaSubCategory N/A | | During the 6.5 release, this metric was changed to include CallAban- | |
| Овлест Түре(s) GroupQueues, Queue, RoutePoint | | uted from a specific distribution DN terminated by the caller before the customer line is dropped for any rea | agent could answer or where the ason within the predefined threshold. that were sent to other (or the same) outed to an agent and then aban- |
| 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 The total time that agents spent handling completed calls including: inbound calls, outbound calls, consult calls, internal calls, and calls of | |
|---|------------------------|---|--|
| RELATIVE MASK N/A | AggregationType N/A | unknown type. Applied to GroupAgents, this stat type calculates the total duration of | |
| CATEGORY TotalAdjustedTime | SUBJECT AgentStatus | agent group. | es for all the agents of the specified type calculates the total duration of |
| JavaSubCategory N/A | , | any of the aforementioned status places belonging to the specified | es for all the agents logged in at |
| Овлест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | The calculation for this stat type is shown below. Sum(Agent_CallUnknown.time + CallConsult.time + CallInternal.time + CallOutbound.time + CallInbound.time + ASM_Outbound.time) | |
| | | For Real-Time Reporting, prior to the was TotalTalkTime. In the 6.0 release TalkStatusTime. In release 6.5, the Total_Talk_Time. | se, the name was changed to Total- |
| | | With this category, Total_Talk_Time | ed statistical category was TotalTime. included interactions where the call ed statuses at the end of the report- |
| 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 | | DESCRIPTION The total time that agents spend in ASM_Outbound status. | |
|---------------------------------|-------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | 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. Counted interactions include those that were in progress at the end of the reporting interval as well as those that completed. | |
| CATEGORY TotalTime | Suвлест AgentStatus | | |
| JAVASUBCATEGORY N/A | • | | |
| OBJECT TYPE(S) Agent, GroupAger | nts, GroupPlaces, Place | | |
| | | The calculation is shown belo | |
| 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 | | DESCRIPTION The total amount of time that agents were in CallInbound status; that is, | | |
|---|------------------------|---|---|--|
| RELATIVE MASK N/A | AggregationType N/A | the total time agents completed handling inbound calls. Applied to GroupAgents, this stat type calculates the total time that the agents belonging to the specified agent group spent handling inbound calls. Applied to GroupPlaces, this stat type calculates the total time that | | |
| Category TotalAdjustedTime | Subject AgentStatus | | | |
| JavaSubCategory N/A | | the agents logged in at places belonging to the specified place group spent handling inbound calls. | | |
| OBJECT TYPE(s) Agent, GroupAgents, GroupPlaces, Place | | This stat type excludes those inbound calls that were in progress at the end of the reporting interval. | | |
| | | The calculation is shown below. Sum(Agent_CallInbound.time) | | |
| | | 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. | | |
| 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 | | DESCRIPTION The total amount of time that agents were in CallInternal status; that is, | | |
|--|------------------------|--|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | the total time agents completed handling internal calls or internal chasessions. Applied to GroupAgents, this stat type calculates the total time that the agents belonging to the specified agent group spent handling internal calls or internal chat sessions. | | |
| Category TotalAdjustedTime | SUBJECT AgentStatus | | | |
| JavaSubCategory N/A | | Applied to GroupPlaces, this stat | Applied to GroupPlaces, this stat type calculates the total time that all the agents logged in at places belonging to the specified place group | |
| OBJECT TYPE(S) | Oracin Diago. Diago | spent handling internal calls or internal chat sessions. | | |
| Agent, GroupAgents, GroupPlaces, Place | | This stat type excludes those internal calls and chat sessions that were in progress at the end of the reporting interval. | | |
| | | The calculation is shown below. Sum(Agent_CallInternal.time) | | |
| | | 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. | | |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting | |

Total_Talk_Time_Outbound

| MAIN MASK CallOutbound | | DESCRIPTION The total amount of time that agents were in CallOutbound status; that | | |
|---|--|--|---|--|
| RELATIVE MASK N/A CATEGORY Total Adjusted Time JAVASUB CATEGORY N/A OBJECT TYPE(S) Agent, Group Agents, Gr | AGGREGATIONTYPE N/A SUBJECT AgentStatus oupPlaces, Place | is, the total time agents completed handling outbound calls. 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. This stat type excludes those outbound calls that were in progress at the end of the reporting interval. | | |
| | | The calculation is shown below. Sum(Agent_CallOutbound.time) | | |
| | | 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. | | |
| 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 | | DESCRIPTION The total amount of time that agents were in CallUnknown status; that | | |
|--|------------------------|---|--|--|
| RELATIVE MASK N/A | AggregationType N/A | is, the total time agents completed handling calls of unknown type. Applied to GroupAgents, this stat type calculates the total time th the agents belonging to the specified agent group spent handling of unknown type. Applied to GroupPlaces, this stat type calculates the total time th | | |
| CATEGORY TotalAdjustedTime | SUBJECT AgentStatus | | | |
| JavaSubCategory N/A | | the agents logged in at places belonging to the specified place group spent handling calls of unknown type. | | |
| Овлест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | This stat type excludes those calls of unknown type that were in progress at the end of the reporting interval. | | |
| | | The calculation is shown below. Sum(Agent_CallUnknown.time) | | |
| | | 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. | | |
| 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 | | |
|---|------------------------|---|--|--|
| RELATIVE MASK N/A | AggregationType N/A | dialing interactions which run in "Predictive with seizing mode". I tus indicates that an agent, on a particular DN, waits for the customer is nected in Predictive mode and ends when the customer is nected to the agent or when either the predictive dialing or the encall is released before the agent and the customer are connected. | | |
| CATEGORY TotalTime | Subject AgentStatus | | | |
| JAVASUBCATEGORY N/A | | each other. | | |
| Овлест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | This stat type represents the total time that agents spend in the ASM_Engaged status. 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) | | |
| 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 Relative Mask N/A AggregationType N/A | | 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 | | |
|---|---------------------|--|---|--|
| CATEGORY TotalTime | SUBJECT DNAction | 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. | | |
| JAVASUBCATEGORY N/A | | Prior to the 6.0 release, the stat type name was TotalAbandTime. | | |
| Овлест Түре(s) GroupQueues, Queue, RoutePoint | | 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. | | |
| 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 | | DESCRIPTION The total time that live or virtual voice interactions waited on a queue or | | | |
|---|--|--|--|--|--|
| RELATIVE MASK N/A | | AggregationType N/A | at a route point before they were a hung up without reaching this ager | • | |
| Category TotalTime | | Subject DNAction | specified queue or route point. (Refer to the party state diagrams in the Overview book of the Reporting Technical Reference series.) Applied to GroupQueues, this stat type sums all wait times for abandoned voice | | |
| JAVASUBCATEGORY N/A | | | interactions on all the queues in the group. | | |
| Овјест Туре(s) GroupQueues, Queue, RoutePoint | | outePoint | This stat type excludes interactions that were distributed to an agent and then abandoned before the agent could answer (CallAbandoned-WhileRinging). | | |
| | | | Prior to the 6.0 release, the stat type name was TotalAbandTime. | | |
| | | | In the 7.1 release, Total_Abandon_Time replaced this stat type. | | |
| 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 | | |
|---|---------------------|--|---|--|
| RELATIVE MASK AGGREGATION TYPE N/A N/A | | at a route point before they reached this agent. The cumulative wait time before calls were answered. Applied to GroupQueues, this stat type | | |
| CATEGORY TotalTime | SUBJECT DNAction | sums all wait times for answered voice interactions distributed from queues in the specified queue group. | | |
| 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 | | DESCRIPTION The total time that live or virtual voice interactions waited on a queue or | |
|------------------------------|---|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | 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. | |
| Category TotalTime | SUBJECT DNAction | | |
| JavaSubCategory N/A | | Prior to the 6.0 release, the stat type name was TotalDistribTime. This stat type is identical to Total_Time_To_Distribute. | |
| | Овјест Түре(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 | |
|--|---------------------|--|--|
| RELATIVE MASK N/A | AggregationType N/A | at a route point before being distributed. The cumulative wait time before calls were distributed. Applied to GroupQueues, this stat type | |
| CATEGORY TotalTime | SUBJECT DNAction | sums all wait times for voice interactions distributed from the queues in the group. (Refer to the party state diagrams in the <i>Overview</i> book of the <i>Reporting Technical Reference</i> series.) | |
| JavaSubCategory N/A | | This stat type is identical to Total_Time_to_Distribute. | |
| Овјест Түре(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 | | | The total number of times that agents were in WaitForNextCall status; | | |
|--|------------------------|---|--|--|--|
| RELATIVE MASK AGGREGATIONTYPE N/A N/A | | to receive call(s). | | | |
| Category TotalNumber | SUBJECT AgentStatus | Applied to GroupAgents, this stat type calculates the total Wait- ForNextCall statuses for all the agents belonging to the specified agent group. | | | |
| JAVASUBCATEGORY N/A | | Applied to GroupPlace | 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 | | |
| Овјест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | the specified place g The calculation is show | the specified place group. The calculation is shown below. Sum(Agent_WaitForNextCall) | | |
| 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 | | DESCRIPTION The cumulative time that agents spent in WaitForNextCall status (wait- | | |
|--|------------------------|--|--|--|
| RELATIVE MASK N/A | AggregationType N/A | | type presents the wait time for all the | |
| CATEGORY TotalTime | SUBJECT AgentStatus | 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. | | |
| JavaSubCategory N/A | | The calculation is shown below. | | |
| Овјест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | Sum(Agent_WaitForNextCall. | time) | |
| INTRODUCED IN 6.1 | Discontinued In 6.5 | FORMULA N/A | Used in Which Reporting Application Historical Reporting | |

Total_Wait_Number

| MAIN MASK WaitForNextCall | | DESCRIPTION The total number of times that agents completed being in the Wait- | |
|---|------------------------|--|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | ForNextCall status. Applied to GroupAgents, this stat type calculates the total number of WaitForNextCall statuses for all the agents belonging to the specific agent group. Applied to GroupPlaces, this stat type calculates the total number of the specific agent group. | |
| CATEGORY TotalAdjustedNumber | Subject AgentStatus | | |
| JavaSubCategory N/A | | 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 status) | |
| Овлест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | | |
| | | 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. | |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting |

Total_Wait_Time

| Main Mask WaitForNextCall | | DESCRIPTION The total time this agent spent waiting for the next call. The total dura- | |
|---|------------------------|--|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | tion of all WaitForNextCall statuses that completed for a particular agent during the reporting interval. Applied to GroupAgents, this stat type sums all wait times for all the agents of the specified agent group. | |
| CATEGORY TotalAdjustedTime | Subject AgentStatus | | |
| JAVASUBCATEGORY N/A | | Applied to GroupPlaces, this stat type sums all wait times for all the agents logged in at places belonging to the specified place group. | |
| Овјест Түре(s) Agent, GroupAgents, G | oupPlaces, Place | The calculation is shown below. Sum (Agent_WaitForNextCall.time) | |
| | | | ed statistical category was TotalTime. e included statuses where the agent at the end of the reporting interval. |
| 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 | | DESCRIPTION The total number of times an agent's DN(s) completed being in After- | |
|--|------------------------|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | CallWork status during the reporting interval. Applied to GroupAgents, this stat type calculates the total number of such statuses for all the DNs of the specified agent group. Applied to GroupPlaces, this stat type calculates the total number of such statuses for all the agent DNs logged in at places belonging to | |
| Category TotalAdjustedNumber | Subject AgentStatus | | |
| JavaSubCategory N/A | | the specified place group. | |
| Овјест Түре(s) Agent, GroupAgents, Gr | oupPlaces, Place | The calculation is shown below. Sum(Agent_AfterCallWork status) | |
| | | Prior to the 6.5 release, the assigned statistical category was TotalNuber. With this category, Total_Work_Number included those statuses where the agent's DN(s) was still in WaitForNextCall status at the end the reporting interval. | |
| INTRODUCED IN 5.1 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting |

Total_Work_Time

| Main Mask AfterCallWork | | DESCRIPTION The total time an agent's DN(s) completed being in AfterCallWork status | |
|---|------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | during the reporting interval. This typically represents the time an agen spent doing follow-up work after calls. Applied to GroupAgents, this stat type sums the total duration of such statuses for all the agents of the specified agent group Applied to GroupPlaces, this stat type sums the total duration of such | |
| Category TotalAdjustedTime | SUBJECT AgentStatus | | |
| JAVASUBCATEGORY N/A | | statuses for all the agents logged in to places belonging to the spec fied place group (GroupPlaces). | |
| Овјест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | The calculation is shown below. Sum(Agent_AfterCallWork.time) | |
| | | Prior to the 6.0 release, the stat type name was TotalWorkTime. | |
| | | 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. | |
| 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 | | DESCRIPTION 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). • 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 | |
|--|---------------------|---|---|
| RELATIVE MASK N/A N/A CATEGORY TotalTime JAVASUBCATEGORY N/A OBJECT TYPE(S) AGGREGATIONTYPE N/A AGGREGATIONTYPE N/A AGGREGATIONTYPE DNStatus | | | |
| Agent, GroupAgents, GroupPlaces, Place, RegDN | | AfterCallWork status for the RegI the agents are logged in. | DNs configured for the place where type shows all the time spent in the |
| | | Sum (RegDN_AfterCallWork.time) | |
| 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. | |
|---|------------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | The calculation is shown below. Sum (Place AfterCallWorkStatus.time) | |
| Category TotalTime | SUBJECT PlaceStatus | | |
| JAVASUBCATEGORY N/A | | | |
| Овлест Түре(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 | | DESCRIPTION The total time during which this agent is in AfterCallWork status. | |
|---|------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | 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 sper in the AfterCallWork status. Applied to GroupPlaces, this stat type shows all the time agents sper | |
| Category TotalTime | SUBJECT AgentStatus | | |
| JAVASUBCATEGORY N/A | | in the AfterCallWork status for all agents logged in at places in the specified place group. | |
| Овјест Туре(s) Agent, GroupAgents, GroupPlaces, Place | | The calculation is shown below. Sum (Agent_AfterCallWorkStatus.time) | |
| 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 inter- | |
|---|------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | actions 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). | |
| Category TotalCustomValue | SUBJECT DNAction | | |
| JAVASUBCATEGORY N/A | | Estimated wait time is derived from the first value retrieved from user data that Router attaches via the VCB_EWT key. | |
| Овлест Түре(s) GroupQueues, Queue, RoutePoint | | data triat reduct attaches via the voi | S_EWT Noy. |
| INTRODUCED IN 7.0 | DISCONTINUED IN N/A | FORMULA DCID GetNumber("VCB_EWT", 1) | USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting |

Total Not Ready DNS tatus Time

| Main Mask NotReadyForNextCall | | DESCRIPTION Total time during which a RegDN is in NotReadyForNextCall status. | |
|--|---------------------|---|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | (Note that a RegDN is a regular destination directory number, usually agent's DN). 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. | |
| Category TotalTime | SUBJECT DNStatus | | |
| JAVASUBCATEGORY N/A • Applied to Place, this stat type shows a NotReadyForNextCall status for all the | | nows all the time spent in the | |
| Овјест Түре(s) Agent, GroupAgents, GroupPlaces, Place, RegDN | | 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. | |
| | | The calculation is shown below. Sum (RegDN_NotReadyForNext | Call.time) |
| INTRODUCED IN 6.0 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Real-Time Reporting |

Total Not Ready Place Status Time

| Main Mask NotReadyForNextCall | | DESCRIPTION The total number of times that places are in NotReadyForNextCall sta- | |
|--|------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | tus; that is, the total number of times that places have one or more DN not ready for the next call. 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 | |
| Category TotalTime | Subject PlaceStatus | | |
| JavaSubCategory N/A | | NotReadyForNextCall statuses for all the places belonging to the specified place group. | |
| Овлест Түре(s) Agent, GroupAgents, GroupPlaces, Place | | The calculation is shown below. Sum(Place_NotReadyForNextC | dall status) |
| 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 | |
|--|---------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | RegDN (regular directory number). Applied to GroupAgents or GroupA | |
| Category TotalNumber | Subject DNAction | actions on DNs of all agents in a specified agent group or on all DNs a places in the specified place group. | |
| JAVASUBCATEGORY N/A | | The calculation is shown below. Sum DCID(RegDN.CallConsult) | |
| Овлест Түре(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 | |
|--|---------------------|--|---|
| RELATIVE MASK N/A | AggregationType N/A | agent's RegDN (regular directory number). Applied to GroupAgents or GroupPlaces, this stat type sums the inbound voice interactions on the | |
| Category TotalNumber | SUBJECT DNAction | DNs of all agents in a specified agent group or on all the DNs at places in the specified place group. | |
| JavaSubCategory N/A | | The calculation is shown below. Sum DCID(RegDN.CallInbound) | |
| Овлест Түре(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 | | |
|--|---------------------|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | agent's RegDN (regular directory number). Applied to GroupAgents of GroupPlaces, this stat type shows the total number of 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). | | |
| Category TotalNumber | Subject DNAction | | | |
| JavaSubCategory N/A | | The calculation is shown below. Sum DCID(RegDN.CallInternal) | | |
| Овлест Түре(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 | |
|--|------------------------|--|---|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | agent's RegDN (regular directory number). Applied to GroupAgents or GroupPlaces, this stat type shows the total number of outbound calls or | |
| Category TotalNumber | Subject DNAction | DNs of all agents in a specified agent group (GroupAgents) or on all DNs at places in the specified place group (GroupPlaces). | |
| JAVASUBCATEGORY N/A | | The calculation is shown below. Sum DCID(RegDN.CallOutbound) | |
| Овјест Түре(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 |

$Total Talk_Agent_St_Time$

| Main Mask | | DESCRIPTION | | |
|---|--------------------|--|-------------------------------------|--|
| CallConsult, CallInbound, CallInternal, | | The total time that agents spend in any of the call-handling statuses (shown in Main Mask), including CallUnknown (calls of unknown type), | | |
| CallOutbound, CallUnknown | | | | |
| RELATIVE MASK | AggregationType | CallConsult (consultation calls), Ca | * | |
| N/A | N/A | CallOutbound (outbound calls), and CallInbound (inbound calls). | | |
| CATEGORY | Subject | Applied to GroupAgents, this stat type calculates the total time that agents spend in any of the aforementioned statuses for all the agent belonging to the specified agent group. | | |
| TotalTime | AgentStatus | | | |
| JAVASUBCATEGORY | | 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. | | |
| N/A | | | | |
| OBJECT TYPE(S) | | | | |
| Agent, GroupAgents, (| GroupPlaces, Place | The calculation is shown below | | |
| | | The calculation is shown below. | | |
| | | Sum(Agent_CallUnknown.time + CallConsult.time + Call- | | |
| | | Internal.time + CallOutbou | nd.time + CallInbound.time) | |
| Introduced In | DISCONTINUED IN | FORMULA | USED IN WHICH REPORTING APPLICATION | |
| 5.1 | 6.5 | N/A | 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. | | |
|---|---------------------|---|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | (Note that a RegDN is a regular destination directory number, usually this agent's DN.) 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 legged in | | |
| Category TotalTime | SUBJECT DNStatus | | | |
| JAVASUBCATEGORY N/A | | 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. | | |
| OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN | | 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.tim Sum(RegDN_CallOutbound.tim Sum(RegDN_CallUnknown.time | e) + e) + | |
| 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 | |
|---|------------------------|---|---|
| RELATIVE MASK AGGREGATION TYPE N/A N/A | | | |
| CATEGORY TotalTime | SUBJECT PlaceStatus | ASM_Outbound.) The calculation for this stat type is shown below. | |
| JavaSubCategory N/A | | Sum(CallUnknown.time + CallConsult.time + CallInter- nal.time + CallOutbound.time + CallInbound.time + | |
| Овлест Түре(s) Agent, Place, GroupAgents, GroupPlaces | | ASM_Outbound.time) | |
| INTRODUCED IN 6.0 | Discontinued In 6.5 | FORMULA N/A | USED IN WHICH REPORTING APPLICATION Real-Time Reporting |



Transfers_Made

| Main Mask CallTransferMade | | Description The total number of voice interactions transferred by this agent during | | | |
|--|---------------------|--|---|--|--|
| RELATIVE MASK N/A | AggregationType N/A | | Applied to GroupAgents, this stat type calculates the total number of | | |
| Category TotalNumber | SUBJECT DNAction | voice interactions transferred by all the agents of the specified agents group. • Applied to GroupPlaces, this stat type calculates the total number of | | | |
| JAVASUBCATEGORY N/A | | 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. | | | |
| Овлест Түре(s) Agent, Place, GroupAgents, GroupPlaces | | This stat type excludes ur interactions but includes e | nsuccessful attempts by agents to transfer each instance of successful transfer, even if the same interaction more than once. | | |
| 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 | | DESCRIPTION The total number of voice interactions accepted by this agent during the | | |
|--|---------------------|---|--|-------------------|
| RELATIVE MASK N/A | AggregationType N/A | reporting interval. Applied to GroupAgents, this stat type calculates the total number voice interactions accepted by all the agents of the specified agen group. Applied to GroupPlaces, this stat type calculates the total number | | |
| Category TotalNumber | SUBJECT DNAction | | | |
| Agent, Place, GroupAgents, GroupPlaces | | voice interactions accepted by all the agents logged in at places belonging to the specified place group. 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. | | |
| | | | | INTRODUCED IN 7.0 |

VCB_Result

| MAIN MASK UserEvent | | DESCRIPTION The total number of user events specifying a call result for a voice callback interaction. | |
|--|------------------------|---|---|
| RELATIVE MASK AGGREGATION TYPE N/A N/A | | | |
| Category TotalNumber | SUBJECT DNAction | | |
| JavaSubCategory N/A | | | |
| OBJECT TYPE(s) Agent, GroupAgent RegDN | s, GroupPlaces, Place, | | |
| 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 | | |
|---|-----------------------|--|---|--|
| RELATIVE MASK N/A | AGGREGATIONTYPE N/A | DNs during the reporting interval. 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 | | |
| Category TotalNumber | SUBJECT DNAction | | | |
| JavaSubCategory N/A | | calls for all of the agents logged in at places belonging to the specified place group. | | |
| Овјест Түре(s) Agent, Place, Gro | upAgents, GroupPlaces | | | |
| INTRODUCED IN 7.2 | DISCONTINUED IN N/A | FORMULA N/A | Used in Which Reporting Application Historical Reporting, Real-Time Reporting | |



Chapter

13 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
- Ti meRange
- TimeProfile

These parameter types have been part of Reporting since its initial release. This chapter describes the statistical parameters used in the report templates provided for Historical and Real-Time reporting:

- Defining Statistical Parameters, page 433
- Listing of Statistical Parameters, page 435
- Solution Reporting Statistical Parameters, page 436

Defining Statistical Parameters

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. The *Customization* book of the *Reporting* Technical Reference series includes several examples of how to create filters and other reporting elements. 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. Refer to the "Managing Statistical Parameters" appendix in the Customization book for an expanded discussion of statistical parameters.

The 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, Pai rExi st ("Medi aType", "chat")—media types in 6.5.1⁺ are now considered attributes of TEvents—for example,

Medi aType=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 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 10 shows a cutaway of the Email EMAIL_AG layout template and its parameter definitions.

By default, Real-Time Reporting (CCPulse+) relies on StatProfile.cfg, an ASCII-formatted file deployed by the Real-Time Reporting Wizard containing the configuration all statistical parameters used for a particular solution or solution channel and their definitions. (Templates. stg is another file that is deployed by the Wizard and stores metric definitions, including the parameters and statistical types on which they were built.) Figure 11 shows a portion of StatProfile.cfg for the Email and some of its parameters.

Refer to the "Statistic Configuration Options" chapter of the *Framework Stat Server User's Guide* for more information about time profiles, time ranges, and filters.

```
<?xml version="1.0" ?>
- <IM DataBase Version="7.2.000">
 - <LayoutTemplate TemplateName="EMAIL_AG" LayoutName="EMAIL Agent Handling
     Layout" MetagroupClass="100" IsCustom="No" IsActive="Yes" DeleteTime=""
     SolutionType="15">
     <Description>EMAIL Agents Handling Report Layout
     <ObjectType ObjTypeId="0" ObjTypeName="Agent" />
 - <Parameter ParameterId="22" ParameterKey="Filter" ParameterName="EMAIL_MEDIA"</p>
     ParameterDefinition="MediaType=email">
     <Description />
   </Parameter>
 - <Parameter ParameterId="23" ParameterKey="TimeRange"</p>
     ParameterName="ServiceFactorAnsweredThreshold" ParameterDefinition="0-10">
     <Description />
   </Parameter>

    - <Parameter ParameterId="24" ParameterKey="TimeRange"</li>

     ParameterName="ServiceFactorAbandonedThreshold" ParameterDefinition="0-5">
     <Description />
   </Parameter>
 </IM DataBase>
```

Figure 10: Statistical Parameters in the EMAIL Agent Handling Layout

```
; CCPulse+ EMAIL Reporting Templates
; Version 8.0.000.04
;

[Filters]
EMAIL_MEDIA=MediaType=email
SMS_MEDIA=MediaType=sms
TerminatedEmail=Reason="Terminated"&MediaType=email

[TimeProfiles]
CollectorDefault=0:00+0:15
.
```

Figure 11: Statistical Parameters in StatProfile.cfg

Listing of Statistical Parameters

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 Defaul t time profile, all of the parameters listed in this section are defined explicitly in the Stat Server Appl i cation object servicing Reporting.

| | Filters | |
|---|--|---|
| chatSession EMAIL_MEDIA isCBSuccess isNotCBSuccess | isVCB isNotVCBwithEWT Media_X NoVCB | VCBNotRescheduled VCBRequestsAttempts VCBRescheduled VCBSubmit |
| isNotVCB isNotVCBwithEWT | VCB_ASAP_CB VCB_Scheduled_CB | VoiceAndNotVCB VoiceCall |
| Time Rang | ges | Time Profiles |
| EWT_ANNOUNCE_TR Range0-5 Range0-10 Range0-120 | | CollectorDefault Default OneHourSlide |
| ServiceFactorAbandon ServiceFactorAnswere | | |
| ServiceLevel | | |

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:

Filter

• TimeRange

• TimeProfile

Stat type parameters used for Historical and Real-Time Reporting are described on page 315.

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.

Solution Reporting Statistical Parameters

chatSession

| PARAMETER TYPE | Definition in 7.0 ⁺ |
|---------------------|--------------------------------|
| Filter | MediaType = chat |
| INTRODUCED IN | |
| 7.0 | |
| USED IN SOLUTION(S) | |
| Web Media | |
| DESCRIPTION | 1 |

Returns values only when the MediaType key, generated by the Web Media Server, returns a "chat" value.

CollectorDefault

| PARAMETER TYPE TimeProfile | 0: 00+0: 15 |
|--------------------------------------|-------------|
| INTRODUCED IN 5.1 | |
| Used IN Solution(s) See Description. | |

DESCRIPTION

This time profile uses a Growi ng 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, 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 | DEFINITION |
|--------------------------------------|------------|
| TimeProfile | 0:00 |
| INTRODUCED IN 5.1 | |
| USED IN SOLUTION(S) See Description. | |

DESCRIPTION

This time profile uses a Growi ng 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 | DEFINITION |
|-------------------------------|-----------------|
| Filter | MediaType=email |
| INTRODUCED IN 7.0 | |
| USED IN SOLUTION(S) E-mail | |

DESCRIPTION

This filter returns values only when the MediaType key, generated by Interaction Server, returns a value of "email".

EWT_ANNOUNCE_TR

| PARAMETER TYPE | DEFINITION |
|------------------------------------|------------|
| TimeRange | 0-180 |
| INTRODUCED IN 7.0 | |
| USED IN SOLUTION(S) Voice Callback | |

DESCRIPTION

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.

Note: It is expected that you will set a value for this time range that suits your business needs.

isCBSuccess

| PARAMETER TYPE | DEFINITION |
|------------------------------------|---|
| Filter | (PairExist("VCB_CALL_RESULT", 33)) & |
| INTRODUCED IN 7.0 | (PairExist("VCB_USER_EVENT_REQUEST", "RequestCallbackProcessed")) |
| 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 | DEFINITION |
|------------------------------------|--|
| Filter | (Pai rExi st("VCB_USER_EVENT_REQUEST", |
| INTRODUCED IN 7.0 | "RequestCallbackProcessed")) & (~(PairExist("VCB_CALL_RESULT", 33))) |
| 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 | Definition |
|-------------------------------------|---------------------------------------|
| Filter | ~(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 | DEFINITION |
|------------------------------------|---|
| Filter | (~(PairExist("EXECUTION_MODE", "*")) |
| INTRODUCED IN 7.0 | (PairExist("VCB_EWT", "*")) |
| 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 | DEFINITION |
|---|----------------------------------|
| Filter | PairExist("EXECUTION_MODE", "*") |
| INTRODUCED IN | - |
| 7.0 | |
| USED IN SOLUTION(S) | - |
| Voice Callback | |
| DESCRIPTION | |
| Returns values where the interaction involves a virtual call. | |

is VCB with EWT

| PARAMETER TYPE | DEFINITION |
|------------------------------------|--|
| Filter | (PairExist("EXECUTION_MODE", "*")) & |
| INTRODUCED IN 7.0 | (PairExist("VCB_EWT", "*")) |
| USED IN SOLUTION(S) Voice Callback | |
| D | |

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 | y when the interaction is of the media type X. |

NoVCB

| PARAMETER TYPE | DEFINITION |
|--------------------------------------|--|
| Filter | ~(PairExist("VCB_RECORD_HANDLE", "*")) |
| INTRODUCED IN 7.0 | |
| USED IN SOLUTION(S) See Description. | |

DESCRIPTION

This filter was first applied to all metrics in the Genesys-provided Queue, Group of Queues, and Route Point templates for the Enterprise 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.

Starting with the 7.1 release, historical and real-time reports use the isNotVCB filter instead wherever NoVCB was used in the 7.0 release.

OneHourSlide

| PARAMETER TYPE TimeProfile | DEFINITION 3600: 60 |
|------------------------------------|---------------------|
| INTRODUCED IN | 3000. 00 |
| 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 | DEFINITION |
|----------------------------|------------|
| TimeRange | 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 | DEFINITION |
|---------------------|------------|
| TimeRange | 00-10 |
| INTRODUCED IN | |
| 7.0 | |
| USED IN SOLUTION(S) | |
| E-mail | |
| DESCRIPTION | 1 |

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 | DEFINITION |
|----------------------------|------------|
| TimeRange | 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 | DEFINITION |
|--------------------------------------|------------|
| TimeRange | 0-5 |
| INTRODUCED IN 5.1 | |
| Used in Solution(s) See Description. | |

DESCRIPTION

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.

This time range is used in the Enterprise Routing, and Outbound Contact solutions. E-mail, Voice, and Web Media also define this time range although they do not actively use it.

Note: It is expected that you will set a value for this time range that suits your business needs.

ServiceFactorAnsweredThreshold

| PARAMETER TYPE | DEFINITION |
|--------------------------------------|------------|
| TimeRange | 0-10 |
| INTRODUCED IN 5.1 | |
| USED IN SOLUTION(S) See Description. | |

DESCRIPTION

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.

This time range is used in the Enterprise 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.

Note: It is expected that you will set a value for this time range that suits your business needs.

ServiceLevel

| PARAMETER TYPE | DEFINITION |
|--------------------------------------|------------|
| TimeRange | 0-180 |
| INTRODUCED IN 7.0 | |
| USED IN SOLUTION(S) See Description. | |

DESCRIPTION

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.

This time range is used in the Enterprise Routing, and Outbound Contact solutions as well as the Voice Callback option of Enterprise Routing.

Note: It is expected that you will set a value for this time range that suits your business needs.

VCB_ASAP_CB

| PARAMETER TYPE Filter | DEFINITION (PairExist("VCB_SUBMIT", "1")) & |
|------------------------------------|---|
| INTRODUCED IN 7.0 | (PairExist("VCB_TYPE", "1")) & (~(PairExist("EXECUTION_MODE", "*"))) |
| 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 (Pai rExist("VCB_SUBMIT", "1")) & |
|--|--|
| INTRODUCED IN 7.0 | (~(PairExist("EXECUTION_MODE", "*")) |
| Used in Solution(s) Voice Callback | |
| Description Returns values inv callback request. | olving live calls for which the callback server successfully submitted a scheduled |

VCBNotRescheduled

| PARAMETER TYPE | DEFINITION |
|------------------------------------|--|
| Filter | (PairExist("VCB_TYPE", "2")) & |
| INTRODUCED IN 7.0 | (PairExist("EXECUTION_MODE", "*")) & (~(PairExist("VCB_ATTEMPTS", "*"))) |
| USED IN SOLUTION(S) Voice Callback | |

DESCRIPTION

Returns values involving virtual calls for which the callback server successfully submitted a callback request, which is as yet to be scheduled and for which no dialing attempts have been made.

VCBRequestsAttempts

| PARAMETER TYPE | DEFINITION |
|------------------------------------|---|
| Filter | (PairExist("VCB_SUBMIT", "1")) |
| INTRODUCED IN 7.0 | (PairExist("VCB_USER_EVENT_REQUEST", "RequestCallbackAdd")) |
| Used in Solution(s) Voice Callback | |

DESCRIPTION

Returns values involving live or virtual calls where the callback server has issued a request for callback service. This request could have originated either from the agent's desktop or the caller.

VCBRescheduled

| PARAMETER TYPE | DEFINITION |
|------------------------------------|---|
| Filter | (PairExist("VCB_TYPE", "2")) & |
| INTRODUCED IN 7.0 | (PairExist("EXECUTION_MODE", "*")) & (PairExist("VCB_ATTEMPTS", "1")) |
| Used in Solution(s) Voice Callback | |

DESCRIPTION

Returns values involving virtual calls for which the callback server successfully submitted a callback request, which is as yet to be scheduled and for which only one dial attempt has already been made.

VCBSubmit

| PARAMETER TYPE | DEFINITION |
|------------------------------------|---|
| Filter | (PairExist("VCB_SUBMIT", "1")) & |
| INTRODUCED IN 7.0 | (~(PairExist("EXECUTION_MODE", "*"))) |
| 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

| Filter | 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.



Supplements

Related Documentation Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources as necessary.

Reporting

- The *Reporting 7.6 Deployment Guide*, which provides step-by-step instructions for configuring and installing the Reporting components.
- The *Reporting 7.6 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.
- The *Reporting 7.5 CCPulse+ Help*, which contains detailed instructions for using CCPulse+ features and functions.
- The Reporting 7.5 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.
- The *Reporting 7.6 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.
- The Reporting 7.6 Data Modeling Assistant Help, which explains how to import and export templates, create new statistical parameters, and create new layout templates and report layouts.

Framework

 The Framework Stat Server User's Guide, which describes Stat Server architecture and functions, configuration steps and options, installation procedures, and statistical definitions and formulas.

Genesys

- The *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- The *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, and which provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.
- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at http://genesyslab.com/support.

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

- Genesys Supported Operating Environment Reference Manual
- Genesys Supported Media Interfaces Reference Manual

Consult these additional resources as necessary:

- The *Genesys Hardware Sizing Guide*, which provides information about Genesys hardware sizing guidelines for the Genesys 8.x releases.
- The *Genesys Interoperability Guide*, which provides information on the compatibility of Genesys products with various Configuration Layer Environments; Interoperability of Reporting Templates and Solutions; and Gplus Adapters Interoperability.
- The *Genesys Database Sizing Estimator 7.6 Worksheets*, which provides a range of expected database sizes for various Genesys products.

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents on the Genesys Technical Support website, accessible from the system level documents by release tab in the Knowledge Base Browse Documents Section.

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.



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:

76rtr_srt_08-2012_v7.6.101.00

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

Screen Captures Used in This Document

Screen captures from the product graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. 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.

Type Styles

Table 4 describes and illustrates the type conventions that are used in this document.

Table 4: Type Styles

| Type Style | Used For | Examples |
|------------|--|--|
| Italic | Document titles Emphasis Definitions of (or first references to) unfamiliar terms Mathematical variables Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets on page 448). | Please consult the <i>Genesys Migration Guide</i> for more information. Do <i>not</i> use this value for this option. A <i>customary and usual</i> practice is one that is widely accepted and used within a particular industry or profession. The formula, $x + 1 = 7$ where x stands for |

Table 4: Type Styles (Continued)

| Type Style | Used For | Examples |
|---|---|--|
| Monospace font | All programming identifiers and GUI elements. This convention includes: | Select the Show vari abl es on screen check box. |
| (Looks like teletype or typewriter text) | The <i>names</i> 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. Code samples. Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line. | In the Operand text box, enter your formula. Click OK to exit the Properties dialog box. T-Server distributes the error messages 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. Enter exit on the command line. |
| Square brackets ([]) | A particular parameter or value that is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information. | <pre>smcp_server -host [/flags]</pre> |
| Angle brackets (< >) | A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise. Note: In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values. | <pre>smcp_server -host <confighost></confighost></pre> |

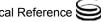




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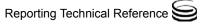
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