GENESYS

AN ALCATEL-LUCENT COMPANY

Informiam
Product Line

PRODUCT GUIDE

Performance Management Advisors™

Contact Center Advisor v3.3

Content

1 OVERVIEW

The Performance Management Advisors™ solution provides real-time monitoring, analysis, and notifications for call management activity spanning the enterprise. Contact Center Advisor consolidates key call management and routing data including, but not limited to:

Service quality performance

Inbound and outbound call volume

Talk time

After call work time

Handle time

Transfers

Average speed of answer

Abandoned calls

…and other key performance indicators. The framework is an architecture specifically designed for acquiring, analyzing, and systematically distributing real-time data to the forefront of contact center management. The Performance Management Advisors suite provides a high-level view of business units (regions), programs (application groups), and applications that exist within a multi-site contact center environment. The Performance Management Advisors suite also allows operations management to drill down to detailed information at a site, skill group, or supervisor level - all from a single application.

1.1   Contact Center Advisor – Functionality

Contact Center Advisor provides immediate access to contact center metrics and key performance indicators across all levels of the organization. Over 35 unique metrics are available to meet the specific requirements of various user communities, from C-level executives to call center supervisors. Lines of business, call centers, and application groups are organized hierarchically, providing viewing flexibility to match the user's preferences and needs. In addition, Contact Center Advisor displays detailed information regarding the activity and performance of individual applications/call types (also known as queues) and skill groups (also known as agent groups). Performance metrics in Contact Center Advisor are available as a real-time "snapshot," as a summary for the current 30-minute interval, and as a summary of the current day.

Proactive Alerts and Notifications

Contact Center Advisor delivers actionable information to the appropriate business and technical users – allowing problems to be resolved often before they are recognized. Thresholds can be set for each metric to provide visual notification of problems or opportunities. Severe alerts are escalated to the Map/Alerts pane for quick identification

of specific issues requiring attention. These alerts can also be e-mailed automatically to defined distribution lists.

Alert Management

Users may record the action taken to resolve one or more alert violations and the results of that action in a key action report. The key action reports create a knowledge base in the Alert Management module that will help identify repetitive patterns and resolve future violations more rapidly.

Resource Management

Users can change the skills, skill levels, and status of agents, as well as notify the affected parties of the actions by e-mail. The changes are published to the Genesys Operational systems for immediate impact on contact center operations.

Business User Flexibility

The vice president of customer care has different requirements of a Performance Management application than a front-line supervisor. Users can personalize Contact Center Advisor to focus on their unique area or interest. Key performance indicators are selectable and sortable to provide the information necessary for different users to make informed decisions in real-time. With Contact Center Advisor, everyone is working from the same book, with a customized chapter for each reader.

Ease of Administration

Contact Center Advisor is designed for easy and flexible administration by the business user. Contact Center Advisor does not require an IT analyst when a change is required. The Administration module provides user rights management to filter views based on organizational responsibility. This multi-tenant capability is particularly useful to provide an enterprise view for executives in multi-site organizations.

1.2   Contact Center Advisor – User Interface

Contact Center Advisor is organized with an intuitive and easy-to-navigate user interface – providing a comprehensive view of the entire enterprise while filtering out the noise.

The panes that make up the Contact Center Advisor screen include:

Call Centers Pane

Your window to the enterprise - displays individual columnar data elements and metrics; drill-down by business unit (region), call center location, and business application. Columns are selectable.

Applications Pane

Detailed insight into individual call types - displays real-time performance of applications/call types. The applications displayed are those that roll up to the call center or application group selected in the Call Centers pane. The applications associated to an individual skill group are highlighted when a skill group is selected from the Skill Groups pane.

Skill Groups Pane

Which groups are handling which calls - displays real-time performance of individual skill groups. The skill groups associated to an individual application are highlighted when an application is selected from the Applications pane.

Map/Alerts Pane

Focused attention on priority issues and opportunities – The international map displays all alerts that have been active for a defined period of time. The All Alert table displays the details of all active alerts for that location. Expired alerts are also viewable with details including time of alert, length, type, location, and application.

Alert Management

Users may record the action taken to resolve one or more alert violations and the results of that action in a key action report. The key action reports create a knowledge base in the Alert Management module that will help identify repetitive patterns and resolve future violations more rapidly.

1.3   *Framework – the Architecture*

The Framework that is the foundation for the Performance Management Advisors, including Contact Center Advisor, is a robust and flexible architecture that simplifies integration and eases administration.

1.3.1 System Overview
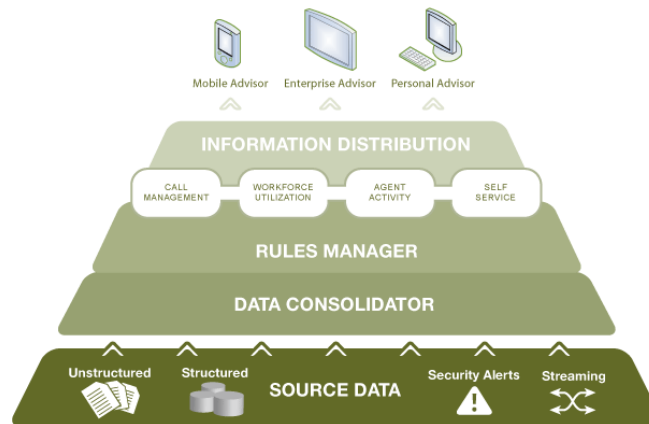
Figure 2: **Performance Management Advisors** Suite

1.4 System Overview

Contact Center Advisor provides your company with the capability to analyze and view contact center operations with real-time displays from a central point of reference. Information technology and business operations personnel can proactively manage both technical and business aspects of the call center operations and take action to correct problems and seize opportunities before they affect the business operation.

Contact Center Advisor provides a real-time display of contact center activity through the organization. Predefined alerting conditions on application groups are established to alert designated contacts. Also, Cisco Intelligent Call Management (ICM) Peripheral Gateways are monitored to activate an alert when pre-determined changes of state occur.

1.5 Business Flow

At a scheduled interval, the real-time data is extracted, summarized, and compared to pre-set threshold rules. The summarized data, flagged for any instances of exceeding established thresholds, is displayed on the dashboard in a table. An international map highlights locations of exceeded thresholds. A list of alerts displays system-generated and manual text-based alerts.

Contact Center Advisor also generates and distributes system-generated text-based notifications to pre-defined contacts. These notifications are delivered via an SMTP message to e-mail addresses or pagers.

Contact Center Advisor maintains application and skill group hierarchical data, parameter thresholds, and user profile data within the Contact Center Advisor application database. Real-time and daily statistics are also retained within the database.

2 END-USER FUNCTIONALITY

2.1 Dashboard Overview

The Dashboard presents the call center operations in four panes:

- The Call Centers pane (upper left) displays a table of user-selected metrics based on a selected interval.
- The Applications pane (lower left) displays a table of the same selected metrics for applications associated with the call center or application group selected in the Call Centers pane.
- The Skill Groups pane (lower right) displays a table of the metrics for the skill sets employed to handle the work of the applications shown in the Applications pane for the selected call center or application group.

- The Map/Alerts pane has two views. The views include:

  - An international map indicating which call centers have active alerts

  - A table of active and inactive business and technical alerts

2.2 Metrics

Contact Center Advisor provides a real-time display of the metric values in your contact center operations. Appendix A lists the application and skill group metrics that are available in Contact Center Advisor. The details for each metric include:

- **Display Name:** the abbreviated name that displays on the dashboard.
- **Description:** a descriptive definition of the metric
- **Source Type:** the source types of the data sources
- **Definition (Formula):** the columns and formula for the metric's calculation. Typically, the data will be sourced from your central call routing software.
- **Interval:** the time interval provided by the source systems
- **Threshold:** indicates whether warning and critical threshold values can be defined for the metric.
- **Unit:** indicates the unit of the metric. The units are percentage, time (seconds), or count (a whole number).

Selecting which metrics display on the dashboard

You may select which metrics display on the Call Centers pane, Applications pane, and Skill Groups pane. The user's selection is saved until the next log in or until user selects a new list.

2.3   Call Centers pane

The Call Centers pane displays a table of the metric values based on a selected interval for call centers, application groups, and a selected region. The user chooses how the information is summarized and displayed by selecting from the following options. The options selected when the user ended a session are restored at the beginning of the next session.

Grouping: reporting regions, geographic regions or operating units

Reporting view: details the applications (grouped by region) that are functioning within a regional call center group and how they are performing against the target criteria.

Geographic view: details the call centers (grouped by region) and how the applications within that call center, as an aggregate, are doing against the target criteria.

Operating Unit view: displays a company's operating units (for example, blue, west, and orange call centers).

Intervals: Now, 30 Minutes, or Today. Point-in-time metrics display for all three time intervals.

Now: the values are calculated since the last system refresh.

30 Min: the values are calculated on the cumulative average or sum for a thirty-minute period.

Today: the values are calculated on the cumulative average or sum for the calendar day. When a user selects an information icon beside a call center, all of the applications and skill groups within the call center display in the Applications pane and Skill Groups pane.

Selecting which metrics display

Users select which metrics display. The metrics selected also apply to the Applications pane. Note that since skill group call centers are collections of skill groups only (and not applications), data for the application metrics in the Call Center pane do not display for them.

Displaying the applications and skill groups in a call center

By selecting the information icon (⊕) beside a call center, the user may display all of the applications and skill groups for that call center in the Applications and Skill Groups panes.

Displaying a live chart of a metric

By highlighting a call center or application group and selecting a metric from the Live Charting menu, the user may display a graph of the metric's values with timestamps from that day and at most two hours in the past. The time period continues to grow while the graph is displayed. Missing or unavailable data for any part of the graph is

represented by gaps in the graph. Focus on any part of the data displayed by sliding the bar below the graph.

2.4   Workforce What-If tool

You can use the Workforce What-If tool to plan your company's telephone networks or calculate probability in your queuing system. You can calculate either call volume, average handle time, the number of agents, average speed of answer or service level percentage by providing at least two values. You can determine information such as, the number of agents required for a particular service level, the effect fewer agents has on your service level, or the number of agents required from other queues to meet your service level.

The Workforce What-If tool displays in a separate window outside of the Informiam Browser.

2.5   Performance Monitor

With the Performance Monitor window, you can choose what to monitor from the Call Centers pane and see the values in three time intervals (Now, 30 Min, and Today) in a summarized view.

The Performance Monitor window displays in a separate window outside of the Informiam Browser. The metric values refresh continuously. If no row is selected in the Call Centers pane, the updated Performance Monitor window uses the Enterprise row. The hierarchy and metrics remain until you choose to change the information.

A title bar indicates the path of the selected row in Call Centers pane. An Alert indicator changes when there is at least one active alert. And a Refresh Rate indicator indicates when the metric values will be refreshed.

The Performance Monitor window has three sections:

- **Current Capacity**: The Current Capacity area displays workforce metrics – staffed, talking available, and calls in queue – from Contact Center Advisor. The values are from the Now interval.
- **Call Flow**: The Call Flow area graphically displays values for offered, answered, and abandoned for Now, 30 minutes, and Today. A pie chart displays answered and abandoned.
- **Application Metrics**: The Application Metrics area displays a box for each of the columns displayed in the Call Centers pane. You can also display and monitor a single Application Metric box on the desktop: a copy of the Application Metric box remains part of the Performance Monitor window.

You can create a Snapshot window from the Performance Monitor window. It is the same as the Performance Monitor window except that the information is static allowing you to compare the values at a point in time with real time values. The Snapshot window displays the time and date when it was created.

2.6   Applications pane

The Applications pane displays a table of the metric values for the applications associated with a selected call center or application group. The values for the metrics are based on the interval selected in the Call Centers pane. The metrics you select for the Call Centers pane apply to the Applications pane as well. If provided, the descriptive name for the application displays in the pane. Note that since skill group call centers are collections of skill groups only (and not applications), application data does not display in the Applications pane.

The user may sort the data in ascending or descending order by clicking on the header of a column. The table may be sorted by a single column at a time.

Users may highlight the corresponding skill groups in the Skill Groups pane by selecting an application. Because the Skill Groups pane always displays real-time values, users must select the time interval "Now" in the Call Center pane to accurately compare the values.

Displaying a live chart of a metric

By highlighting an application and selecting a metric from the Live Charting menu, the user may display a graph of the metric's values with timestamps from that day and at most two hours in the past. The time period continues to grow while the graph is displayed. Missing or unavailable data for any part of the graph is represented by gaps in the graph. Focus on any part of the data displayed by sliding the bar below the graph.

2.7   Skill Groups pane

The Skill Groups pane displays a table of the metric values, including summary values, for the skill sets employed in a selected call center. The metric and summary values are calculated in real time. If provided, the descriptive name for the skill group displays in the pane.

Users may highlight the corresponding applications in the Applications pane by selecting a skill group. Because the Skill Groups pane always displays real-time values, users must select the time interval "Now" in the Call Center pane to accurately compare the values.

The user may sort the data in ascending or descending order by clicking on the header of a column. The table may be sorted by a single column at a time.

2.8   Alerts

Alerts are triggered when an event occurs in which a target or threshold is reached. The dashboard displays the following alerts:

Application metric threshold violation alerts.

Peripheral gateway off-line alerts (*Cisco ICM only*).

Manual alerts.

There are two types of alerts: business alerts (B) for application imbalances and technical alerts (T) for when peripheral gateways are down.

The severity level of an alert can be critical (1) or a warning (2) depending on the threshold values defined in the rules. Critical alerts display red and warnings display yellow.

The alert generation process is based on call center operation schedules. Data processing occurs only during call center operating hours. During non-operational hours, all summaries that draw data from the call centers (such as regional or application summaries) are calculated without that data.

Based on the Threshold Trigger Delay Rate set in the Administration component on the System Configuration page, the alert must persist for a set amount of time (e.g., 15 minutes) before it displays on the map.

An alert notification generates and distributes an e-mail or pager notification (SMTP message) to specified distribution lists. A distribution list is associated to an alert type. The contacts and users in the distribution list with the same alert type are notified. The system administrator may customize the content of these SMTP alerts.

An alert re-notification is sent if the severity level of an alert changes or the description of a manual alert changes. An e-mail re-notification is not sent for an alert that continues to occur or metric value updates. The e-mail re-notification is based on the notification refresh rate set on the System Configuration page.

Application Metric Threshold Violation Alerts
Application Thresholds rules monitor the critical and warning conditions that trigger alerts at the application group level.

Depending on the metric, the value may be acceptable above a certain value or acceptable below a certain value. If for example, the threshold is defined as acceptable below 50 and unacceptable above 75 then a value between 50 and 75 triggers a warning and a value above 75 triggers a critical alert. And if the threshold is defined as acceptable above 75 and unacceptable below 70 then a value between 70 and 75 triggers a warning and a value below 70 triggers a critical alert.

Peripheral Gateway Off-Line Alerts
Alerts are triggered if a peripheral gateway goes off line. (*Cisco ICM only*)

Manual Alerts
A system administrator can manually add an alert message. The system administrator provides the alert message which displays in the Alerts list on the dashboard, as well as the duration of the displayed message.

2.9 Alerts Pane

The Alerts pane displays a map with the location of all of the call centers. The call centers with alerts display as larger dots, red for priority 1 and yellow for priority 2. A call center with multiple active alerts is represented on the map with a rounded orange square. The Alerts pane can be toggled to display three views:

- **Active Alerts:** a map with the details of active alerts in a carousel
- **View All Alerts:** active and expired alerts in a table

During non-operational hours, all summaries that draw data from the call centers (such as regional or application summaries) are calculated without that data.

An alert notification is generated when an event occurs in which a target or threshold is reached. Based on the Threshold Trigger Delay Rate set on the System Configuration page, the alert must persist for a set amount of time (e.g., 15 minutes) before it displays on the map.

An alert re-notification is sent if the priority level of an alert changes or the description of a manual alert changes. An e-mail re-notification is not sent for accumulated time or metric value updates. The e-mail re-notification is based on the notification refresh rate set on the System Configuration page.

To display the call center name, put your cursor over a call center. To display the business and technical alerts on the current day for a call center, click a call center with a larger dot.

To switch between the Active Alerts and All Alerts view, select the corresponding button at the top of the Alerts pane. When selected the buttons' status indicator changes color: gray for no alerts, red, and yellow. The highest priority sets the color.

The All Alerts view lists the manual and automatic alerts for all call centers on the current date. The pane is divided into active and expired alerts. A system administrator defines how long alerts display on the Alerts pane.

2.10   Alert Management

Users may record the action taken to resolve one or more alert violations and the results of that action in a key action report. Users can record each action in a separate report. The key action reports create a knowledge base that will help identify repetitive patterns and resolve future violations more rapidly.

A user adds key action reports on the Action Management page for alerts they can see based on their user permissions. The Action Management page is opened from either the map or the Alert Management module.

The alerts on the map are only for the current day and, depending on the value defined for the Expired Alerts in Business/Technical Table (hours) (on the System Configuration page), not all expired alerts display in the Alerts table on the map; however, all alerts may be viewed on the Alert Management module.

From the Alert Management module, users can open the Action Management page to add a key action report for one or more alerts. Users must open the Action Management page from the Alert Management module to maintain existing key action reports.

The Alert Management module displays a table of alerts and a table of key action reports. You can find the

- best action to resolve a violation
- key action reports for which you are responsible
- key action reports for one or more alerts
- the alerts for one or more key action reports

2.11   Resource Management

With Resource Management, users can change the skills, skill levels, and status of agents, as well as notify the affected parties of the actions by e-mail. The changes are published to the Genesys Operational systems for immediate impact on contact center operations.

To access Resource Management, the user's profile must have the Resource Management check box selected on the Administration | Users page. The Resource Management check box is available if either the Contact Center Advisor or Workforce Option check boxes are selected. When selected, the Resource Management icons display on Contact Center Advisor and Workforce Option.

2.12   General Dashboard Actions

Logging in

Users must log in to the dashboard with a valid user name and password.

The host name is http://home.informiam.local by default; however, if the home.informiam.local server is not found while the Login page loads, users must type their server in the Host Name field. The new host name will become the default server for subsequent log ins.

Once logged in, users can display other modules in other windows by clicking the button.

Personalizing the dashboard layout

Users may adjust the relative sizes of the four dashboard panes by dragging the central control point.

Stopping the data from updating

A Pause button on the dashboard stops the display from updating with new data for closer analysis. To resume the data update, click the Play button.

Logging out

Users may log out of Contact Center Advisor by selecting the Logout button.

Accessing help

Users may retrieve online help for Contact Center Advisor from within the dashboard by selecting the Help button.

Changing your password

Users may change their passwords by selecting the Change Password button on the dashboard.

NOTE: This feature is not available if an external LDAP repository is used for user authentication.

3 SYSTEM ADMINISTRATION

3.1 Configuration Overview

Before you configure the relationships, it is important to note that there are some dependencies that affect the sequence of the software maintenance.

Note: Configuration of skill groups takes effect in 24 hours or after midnight. For the configuration to take effect immediately, stop and restart XMLGen.

Configuring the organizational hierarchies for the dashboard

To display call centers on the dashboard, multiple procedures must be completed and rollups configured.

1. **Regions**: Add regions and specify whether they are geographic, reporting, or operating unit regions.
2. **Call Centers**: Add a call center for an application, call type, or skill group data source and select a geographic region.
3. **Peripheral Gateways**: (*Cisco ICM only*) To link the skill groups of a peripheral gateway to an application call center, assign a peripheral gateway to the call center.
4. **Application Groups:** To provide a meaningful rollup of types of call center activity in the summary displays, add application groups.
5. **System Configuration**: Specify the values for the notification refresh rate, threshold trigger delay rate, how long expired messages display, data source connectivity threshold, and whether to display or hide the Skill Group Contact Center column in the Skill Groups pane.
6. **Rollup**: To configure the information displayed on the dashboard and control how the data is toggled and rolled up, edit the rollup. For each application in a call center, select the application group to which you want the application to belong. Call type call center rollups must be configured before skill group call centers.
7. **Skill Groups**: To configure skill groups to display on the dashboard, on the Skill Groups page, select Yes for Display on Dashboard. To assign skill groups of a call type call center to a skill group call center.

Configuring metric defaults and rules

8. **Metrics**: Define the minimum and maximum thresholds for the pre-defined metrics.
9. **Application Thresholds**: Application threshold rules define the critical (red) and warning (yellow) conditions that trigger alerts at the application group level. Specify the threshold values for each metric. To define the critical and warning conditions that trigger alerts at the application group level, specify the threshold values for each metric type.

Adding manual alerts

10. **Alerts**: Add manual alerts and specify the alert type and affected call centers.

Adding Alert Causes and Key Actions for Action Management

11. **Key Actions**: Add and approve key actions used in Key Action reports.
12. **Alert Causes**: Add and approve alert causes used in Key Action reports.

Adding contacts, users, and distribution lists

13. **Contacts**: To capture the names and contact information for the individuals who can be notified when an alert is created or changed, add contacts. Only contacts assigned to distribution lists are sent alerts by email.
14. **Users**: Add users with the administration or user role.
    • Once the user is added, assign the call centers the user can see on the dashboard.
    • Once the user is added, assign the application groups the user can see on the dashboard.
15. **Distribution Lists**: To group users who are sent alerts based on an alert type, add distribution lists and select the contacts, call centers, and application groups you want to include in the distribution lists. Only the contacts assigned to a distribution list are sent alert messages by e-mail.

Resource Management

16. **Notifications Templates**: If Resource Management is available, you can provide standard content for e-mails describing the directives and actions taken from Resource Management.
17. **Notifications List**: If Resource Management is available, notification lists are used to inform groups of users within an organization about changes being made to the agents or resources.

Genesys Adapter

18. **Genesys Adapter Administration**: If the Genesys Adapter is installed, you can link to the Genesys Adapter administration to manage adapters, configure objects, and define service level time thresholds for queues.

3.2   Regions

The system administrator configures regional information. A region represents a subdivision of your company's business operations within each of the following views:

- **Geographic** is based on the physical location of the call center. A call center's application groups (and therefore underlying applications) fall under only one geographic region.

- **Reporting** is management based. Applications and contact groups within a call center may fall within different reporting regions.
- **Operating Unit** is based on your company's defined groupings that are summarized and displayed on the Operating Unit view.

For each region, the system administrator specifies the type and whether or not display of that region should be suppressed when no current call activity exists.

Once added, a region may be updated or deleted.

3.3 Call Centers

The system administrator configures the call centers. Multiple steps are required for call centers to display on the dashboard (see above).

For each call center, the system administrator defines

- Call center name
- Time zone
- Effective date (when the call center can begin to display)
- Expiration date (when the call center will cease to display)
- Status (active or inactive) (allows the call center to display)
- Data Source: Call centers use applications, call-types, or skill groups as data sources. Call type call centers and skill group call centers are configured without any peripheral gateway specified. Call types are not available for configuration within application call centers.
- Type: Call centers represent either physical locations (sites) or the entire virtual call center (the "network").
- Geographic region
- Open and close times: The time uses the 24-hour clock relative to the Eastern Time zone. The open and closed times represent the official time for active data analysis. During non-operational hours, summaries that draw data from the call center (such as regional or application summaries) are calculated without that data. During non-operational hours, the call center is hidden in the Call Centers pane. A closed call center is hidden from the map unless an active alert exists. Once the alert expires, the call center is hidden; however, the expired alert continues to display in the All Alerts table.
- Map location: Latitude and longitude; optional for call type call centers.

Once added, the system administrator may update the call center. The system administrator may delete a call center except when it is associated with peripheral gateways.

Note: If a call center is added after the initial set up, for the call center to display on the dashboard for a user, you must assign it to the user.

Call centers must be assigned to distribution lists on the Distribution Lists page to receive notifications.

3.4 Peripheral Gateways

The system administrator may provide peripheral gateways meaningful, descriptive names, and then assign them to application call centers. A peripheral gateway is a communications interface between an automatic call distributor and call router. Assigning peripheral gateways to a call center links the skill groups and applications of the peripheral gateway to the call center.

The Peripheral Gateways page is for Cisco TDM data sources only.

For each peripheral gateway, the system administrator may update the:

- Status (active or inactive)
- Call center assignment

Peripheral gateways are added automatically. The system administrator may update the assignment or status of an existing peripheral gateway.

3.5 Application Groups

The system administrator adds, updates, and deletes the summary groupings (that is, application groups) used to roll up applications on the dashboard.

For each application group, the system administrator specifies the name and whether or not display of that application group should be suppressed when no current call activity exists.

Note: Application groups must be assigned to distribution lists to receive notifications.

3.6 System Configuration

The system administrator controls various global capabilities in Contact Center Advisor. The system configuration options include:

- **Notification Refresh Rate:** frequency with which Contact Center Advisor distributes alert messages. The delay prevents unnecessary repetition of alert messages as the values change.

- **Expired Alerts in Business/Technical Table (hours):** controls how long messages display in the Alerts list in the current day on the dashboard. Expired messages, not displayed on the dashboard, are available in the database.

- **Threshold Trigger Delay Rate:** controls how many minutes an alert must exist in a state exceeding a threshold before the application triggers an alert message and displays on the map.

- **Application-to-Skill Group Relationships:** determines how relationships between applications and skill groups are populated. The options are:

  - Manual: allows skill groups to be related or not related to an application

  - Auto: (Cisco ICM only) the relationships between skill groups and applications are imported from the source

  - Auto Override: For call type call centers and *Workforce Option,* the Application-to-Skill Group Relationships field must be set to Auto Override or Manual. For Cisco ICM, skill groups are automatically related to the application through peripheral gateways but you can relate or unrelate skill groups manually.

  - Application Name, Deployment URL, and Version: You can modify the application name that displays on the Informiam Browser tabs that are used to switch between the applications, as well as modify the URL of the application.

- **Display Skill Group Contact Center Column:** Hide the Skill Group Contact Center column from the column chooser if skill group call centers are not configured. The default is to hide the column.

- **Data Sources:** indicates the last update time for each call data source. You can define the Update Delay Threshold that will change an indicator to red on the dashboard when the data source is down and the distribution list for notification.

Note: The update interval for queries is the frequency that the data is pulled and the dashboard refreshed. The data refresh rate is not displayed on the page. It is in XML and can be changed, but is separately maintained so that it is not arbitrarily changed. This approach accommodates your company's security concerns.

3.7 Rollups

The system administrator defines how the information is displayed and expanded on the Call Centers pane by creating relationships: for each application or call type in a call center, the system administrator assigns an application group, reporting region, and operating unit. Depending on how the application-to-skill group relationship is defined in system configuration, you may map skill groups to applications manually (if manual or auto override is defined) or automatically with Cisco ICM. For call type call centers, the Application-to-Skill Group Relationships field must be set to Auto Override on the System Configuration page. For skill groups to display on the dashboard, the Application-to-Skill Group relationship must be created.

For each application or call type in a call center, the system administrator defines

- Descriptive name

- Associated skill groups (if the manual or override option is set on the System Configuration page)

- Application group

- Reporting region

- Operating unit

- Whether or not that application will be included in the rollup calculations

- Whether or not that application will be displayed on the dashboard, without regard to the level of call activity

- Whether or not display of that application should be suppressed when no current call activity exists

Applications or call types are added by assigning the peripheral gateway to a call center. The system administrator may update an existing application/call type rollup.

3.8   Skill Groups

The system administrator may specify a descriptive name for each skill group, specify whether to display the skill group on the dashboard or suppress it when the skill group is inactive ("zero suppress"), as well as associate the skill group to a skill group call center.

3.9   Metrics

The system administrator may set several parameters for each metric in Contact Center Advisor, such as threshold limits and display name.

For each metric, the system administrator defines

- **Display Name:** the name displayed on the dashboard. The default is the name in the Name field.

- **Seq Num**: to set which metrics display on the dashboard and the order in which they display

- **Min and Max:** the minimum and maximum limits of the values entered for the rule on the Thresholds page.

- **Threshold:** specifies if warning and critical threshold values can be defined for the metric. If the Threshold checkbox is selected, the metric is available on the Applications Threshold page.

- **Decimal:** specifies the decimal precision for the dashboard display.

- **Chart:** choose up to 5 metrics to chart in a line or column graph.

- **Display:** select the metrics that are available to all users in the Column Chooser on the dashboard.

3.10   Application Thresholds

The system administrator defines the conditions for the display of critical (red) and warning (yellow) indicators on the dashboard. The system administrator specifies how alerts are defined at the application group level. This information includes both the baseline thresholds, as well exceptions.

Once entered, the system administrator may update or remove thresholds.

3.11   Manual Alerts

The system administrator may manually create an alert message. A manual alert may be either a technical alert or a business alert, with a priority of either 1 (red/critical) or 2 (yellow/warning). A manual alert is associated with one or more call centers, has a specified duration, and displays a user-defined message (which may be updated by the system administrator).

3.12   Contacts

The system administrator may add, update, and delete contact profiles. The system administrator first must add contacts before including them in a distribution list. Only contacts added to a distribution list receive notifications.

For each contact, the system administrator defines

- First name
- Last name
- Phone number
- E-mail address

NOTE: Contacts are not users of Contact Center Advisor and therefore do not have access to it.

Deleting a contact automatically removes it from any distribution lists. Because adding a user automatically adds a contact, deleting a contact automatically deletes the user.

3.13   Users

The system administrator adds and maintains the list of users that have access to the application, as well as their authority to view data for specific call centers. Users with the administrator role can add users and other system administrators, as well as configure Contact Center Advisor. Users with the user role can use the dashboard as configured by the system administrator.

For each user, the system administrator defines

- First name

- Last name

- User name

- Password

- Effective date

- Expiration date

- Role (administrator or user)

- Phone number

- E-mail

- Call center permissions

- Application group permissions

Assigning call centers and application groups to a user filters the dashboard view so the user only sees relevant information.

Passwords may be encrypted.

Adding a user automatically adds a contact, which can be added to a distribution list.

Deleting a user to removes access to Contact Center Advisor. Because adding a user automatically adds a contact, deleting a contact automatically deletes the user and removes the user from all distribution lists.

Contact Center Advisor may be configured to rely upon an external LDAP repository for user authentication. In this configuration, no user passwords are maintained by the Contact Center Advisor Administration.

3.14 Distribution Lists

Contact Center Advisor has the ability to generate and distribute e-mail notifications to specified distribution lists. These lists are associated with specific types of alerts. The types are T1 and T2 for technical alerts, and B1 and B2 for business alerts. When the alert occurs, the message notification is delivered to all contacts contained in the list.

For each distribution list, the system administrator defines

- Name
- Effective date
- Status (active or inactive)
- Alerts types (B1, B2, T1, T2)
- List members (contacts)
- Affected call centers
- Affected application groups

Note: Call centers and application groups must be assigned to distribution lists in order for the alerts in those call centers and application groups to result in notifications.

Once added, the system administrator may update or delete the distribution list.

3.15 Alert Causes

Users record the alert cause when creating a key action report. They may select the cause from the Alert Cause drop-down list or enter a new cause. In addition, users can suggest that the entered cause be added to the drop-down list for future use. The administrator maintains alert causes on the Alert Causes page in the Administration component.

The details of an alert cause include:

- Name
- Author: the user name of the person who created the cause
- Display Order (optional)
- Approved: the status of the cause is either approved or unapproved

3.16 Key Actions

Users record the key action taken to resolve the violations when creating a key action report. They may select the key action from the Key Action drop-down list or enter a new key action. In addition, users can suggest that the entered key action be added to the

drop-down list for future use. The table of key actions is maintained on the Key Actions page (Figure 56) in the Administration component. The details of a key action include:

- Name
- Author: the user name of the person who created the key action
- Metric (optional): the metric to which the key action applies. A key action associated to a metric is available on the Action Management page only if the metric matches one of the alerts for the key action report. Key actions without a defined metric are available on the Action Management page for all alerts.
- Metric Type: identifies the metric as either an application/call type or contact group metric
- Display Order (optional)
- Approved: the status of the key action is either approved or unapproved.

3.17 Notification Templates

The system administrator adds and maintains notification templates that provide standard content for e-mails describing the directives and actions taken from Resource Management. Notification templates are preconfigured messages that users can send to affected agents (and users) on notification lists. Templates can also be created dynamically (while using Resource Management); however, they must be managed from the Notification Templates page.

The details of a notification template include:

- Name: The user-defined name of the notification template.
- Message: The message the be sent by e-mail.

3.18 Notification Lists

The system administrator adds and maintains notification lists that are used to inform groups of users within an organization about changes being made to the agents or resources. The notification lists are simply a collection of e-mail addresses. These addresses are linked to the actions of Resource Management.

3.19 Genesys Adapter

The Genesys Adapter page is available if you have a configured Genesys data source.

- **Manage Adapters**: Typically, there will only be one Genesys Adapter instance for each Contact Center Advisor instance; however, in some cases, multiple Genesys Adapters could be employed to harvest information from multiple Genesys environments or to balance the load by harvesting different sets of information from the same environment.

- **Object Configuration**: For each adapter, view and maintain the agent group, queue, and filter combination.

- **SL Configuration**: Administrations can define the service level time thresholds for each queue as 20, 40, 60 or 80 seconds.

3.20 Logging Out

Users and system administrators may log out of the system, by clicking the Log Out button.

Appendix A: Contact Center Advisor Metrics							
Name	**Internal Name**	**Description**	**Source Type**	**Definition (Formula)**	**Interval/Time Profile**	**Threshold Type**	**Unit**
Abandon	Cabn	Number of calls abandoned while in queue or ringing during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: CallsAbandQTo5 CallsAbandQHalf CallsAbandQToday Genesys: RouterCallsAbandQTo5 RouterCallsAbandQHalf RouterCallsAbandQToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Count
Abandoned %	AbnPct	The percentage of calls to the application abandoned while in queue or ringing.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services: 100*(CallsAbandQTo5/ CallsOfferedTo5) 100*(CallsAbandQHalf/ CallsOfferedHalf) 100*(CallsAbandQToday/ CallsOfferedToday) Genesys/Cisco Call Types: 100*(RouterCallsAbandQTo5/ CallsOfferedTo5) 100*(RouterCallsAbandQHalf / CallsOfferedHalf) 100*(RouterCallsAbandQToday/ CallsOfferedToday)	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Percent
Acc%	APCT	Accessibility % is a productivity metric that compares within an application the total calls offered to handled.	Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	100*(CallsAnsweredTo5 / CallsOfferedTo5) 100*(CallsAnsweredHalf / CallsOfferedHalf) 100*(CallsAnsweredToday / CallsOfferedToday)	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Below	Percent
Ans	CA	Number of calls answered by agents during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	CallsAnsweredTo5 CallsAnsweredHalf CallsAnsweredToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
AnsPlusAband	CaPlsCabn	The sum of the calls answered and the calls abandoned during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services: CallsAnsweredTo5+ CallsAbandQTo5 CallsAnsweredHalf+ CallsAbandQHalf CallsAnsweredToday+ CallsAbandQToday Genesys/Cisco Call Types: CallsAnsweredTo5+ RouterCallsAbandQTo5 CallsAnsweredHalf+ RouterCallsAbandQHalf CallsAnsweredToday+ RouterCallsAbandQToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Count
Available	AA	The number of agents currently ready and waiting for a call from this application (derived from the skill groups to which it is mapped).	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [3 ("Ready") OR 115 ("WaitForNextCall")] WHERE AgentId from Skill Groups associated with the applications (service(s)/call type(s))	Point in Time	Above	Count
Available%	AvailPCT	The percentage of available agents over staffed.	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	Avail/Staffed *100	Point in Time	Above	Percent
Average After Call Work (AvgACW)	AvgACW	Work that is required of an agent immediately following an inbound call in seconds during the current selected interval. This often includes entering data, filling out forms and making outbound calls necessary to complete the transaction. The agent is considered unavailable to receive another inbound call while in this mode.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: (HandleTimeTo5 - TalkTimeTo5 - HoldTimeTo5) / CallsHandledTo5 (HandleTimeHalf - TalkTimeHalf - HoldTimeHalf) / CallsHandledHalf (HandleTimeToday - TalkTimeToday - HoldTimeToday) / CallsHandledToday Genesys: For all unique skill groups related to the application(s) in scope: ACWTimeTo5 / CallsHandledTo5 ACWTimeHalf / CallsHandledHalf ACWTimeToday / CallsHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Seconds

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Average Delay (AvgDly)	AvgDL	Average delay for calls currently in queue for the application.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	AvgDelayQNow (ICM calculates to the end of the five-minute interval.) Cisco Services: CallsQNowTime/CallsQNow at any level Genesys/Cisco Call Types: RouterCallsQNow/ RouterCallsQNowTime	Point in Time	Above	Seconds
Average Handle Time (AHT)	AHT	Average handle time in seconds for calls to the application during the selected interval.	Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	HandleTimeTo5 / CallsHandledTo5 HandleTimeHalf / CallsHandledHalf HandleTimeToday / CallsHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Seconds
Average Speed to Answer (ASA)	ASA	Average answer wait time for calls offered to the application during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	AnswerWaitTimeTo5 / CallsAnsweredTo5 AnswerWaitTimeHalf / CallsAnsweredHalf AnswerWaitTimeToday / CallsAnsweredToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Seconds
Average Talk Time (ATT)	ATT	Average talk time in seconds for calls to the application ending during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	TalkTimeTo5 / CallsHandledTo5 TalkTimeToHalf / CallsHandledHalf TalkTimeToday / CallsHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Seconds
Calls*	CIN	Number of incoming calls currently in progress. NOTE: When Genesys Queues/Virtual Queues or Cisco Call Types, this is calculated from the associated unique skill groups.	Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services: CallsInNow Genesys/Cisco Call Types: For all unique skill groups related to the application(s) in scope: Sum (SGRT.TalkingIn)	Point in Time	Above	Count
CallsProg*	CP_C	Number of inbound and outbound calls currently being handled for the application.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: CallsInProgress Genesys: For all unique skill groups related to the application(s) in scope: Sum (SGRT.TalkingIn + SGRT.TalkingOut)	Point in Time	N/A	Count
DateTime	DateTime	Central controller date and time that this data last updated. Used to calculate longest queue and longest wait time.					

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
ExpDelay	ED	Predicted maximum delay for any new call added to the service queue. This is valid only if no agents are available.	Cisco ICM Services/~~Call Types~~, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues	Max(ExpectedDelay) (ICM calculates to the end of the five-minute interval.)	Point in Time	Above	Seconds
Handle Time (HT)	HT	Total handle time in seconds for calls to the application ending during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	HandleTimeTo5 HandleTimeHalf HandleTimeToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Seconds
Handled	CH	Number of calls handled during the current five minute/thirty minute/day interval.	Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	CallsHandledTo5 CallsHandledHalf CallsHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A	Count
Hold/Other	HOLDOTHER	The number of agents in the Hold/Other state.	Aspect eWFM, IEX TotalView, Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [10 ("CallOnHold") OR 110 ("CallOnHold")] WHERE AgentId from Skill Groups associated with the applications (service(s)/call type(s))	Point in Time	Above	Count
LongAvail*	LAA	Time in seconds that the longest available agent for the application has been available.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: Sum (DateTime – LongestAvailAgent) Genesys: For all unique skill groups related to the application(s) in scope: Max (Sum (DateTime – SGRT.LongestAvailAgent))	Point in Time	Above	Seconds
LongQueue	LCQ	Time in seconds that the longest call has been in queue for the application.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services: DateTime – LongestCallQ (ICM calculates LongestCallQ to the end of the five-minute interval.) Genesys/Cisco Call Types: DateTime – RouterLongestCallQ	Point in Time	Above	Seconds
NotReady	NOT_READY_APP	Sum of agents in the Not Ready and Work Not Ready state for the application.	Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [2 ("NotReady") OR 5 ("WorkNotReady") OR 113 ("NotReadyForNextCall")] WHERE AgentId from Skill Groups associated with the applications (service(s)/call type(s))	Point in Time	Above	Count
Offer	COf	Number of incoming calls offered to the application during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	CallsOfferedTo5 CallsOfferedHalf CallsOfferedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Outbound	COT	Number of outbound calls by agents during the selected interval.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	CallsOutTo5 CallsOutHalf CallsOutToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A	Count
QDep%	QD	Queue depth is a ratio of the number of waiting calls over the number of staffed agents in the respective skill group(s).	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	Cisco Services: SRT.CallsQNow / ∑ mapped(SGRT.LoggedOn) SRT.CallsQNow / Count(Distinct ASGRT.AgentId) Where AgentID are IDs of agents from Agent_Skill_Group_Real_Time table (ASGRT) that are logged in to zero or more skill groups related to a service. Genesys Queues/Cisco Call Types: RouterCallsQNow / ∑ mapped(SGRT.LoggedOn) RouterCallsQNow / Count(Distinct ASGRT.AgentId)		Above	Percent
QPastSL	SLCH	Number of calls to the application currently queued for longer than the service-level threshold.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	ServiceLevelCallsQHeld	Point in Time	Above	Count
Queue	CQ	Number of calls in queue for the application now at the peripheral gateway.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services: CallsQNow Genesys/Cisco Call Types: RouterCallsQNow	Point in Time	N/A	Count
Service Level %	SL	The number of calls answered prior to the threshold divided by the number of calls that had a service-level event. This treats the abandoned calls as though they were answered after the threshold.	Cisco ICM Services/Call Types	Cisco ICM/IPCC: (ServiceLevelcallsto5 / ServiceLevelCallsOfferedTo5) * 100 Repeat for ToHalf and Today	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Below	Percent
SL% (Plus Aband)	SlPlsSlAbn	The number of calls answered prior to the threshold plus the number of calls abandoned prior to the threshold, all divided by the number of calls that had a service-level event. This treats the abandoned calls as though they were answered prior to the threshold.	Cisco ICM Services/Call Types	Cisco ICM/IPCC: ((ServiceLevelcallsto5 + ServiceLevelAbandTo5) / ServiceLevelCallsOfferedTo5) * 100 Repeat for ToHalf and Today	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Below	Percent

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Staffed	Staffed	The number of agents logged on in zero or more skill groups assigned to take calls in an application.	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues	Count(Distinct ASGRT.AgentId) Where AgentID are IDs of agents from Agent_Skill_ Group_Real_Time table (ASGRT) that are logged in to the skill groups related to a service and that are in any of the following states: 1 = Logged On, 2 = Not Ready, 3 = Ready, 4 = Talking 5 = Work Not Ready 6 = Work Ready, 7 = Busy Other 8 = Reserved, 9 = Unknown 10 = Call On Hold, 11 = Active 12 = Paused, 14 = Not Active 103 = LoggedIn 104 = OnHook 105 = CallConsult 106 = CallDialing 107 = CallInbound 108 = CallInternal 109 = CallOutbound 110 = CallOnHold 111 = CallRinging 112 = CallUnknown 113 = NotReadyForNextCall 114 = OffHook 115 = WaitForNextCall 117 = AfterCallWork The relationship is derived from the ServiceMember table.	Point in Time	N/A	Count
Talking*	AT	Number of application and call type agents currently in the talking state. NOTE: The number of agents talking is not directly applicable to Genesys Queues/Virtual Queues. However, since Genesys Queues/Virtual Queues arrive to Contact Center Advisor as call types, this number will be calculated from the count of unique agent IDs in the talking state.	Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	For Services: AgentsTalking For Call Types: COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [4 ("Talking") OR 107 ("CallInbound") OR 112 ("CallUnknown") OR 109 ("CallOutbound") OR 105 ("CallConsult") OR 108 ("CallInternal")] WHERE AgentId from Skill Groups associated with the applications (service(s)/call type(s))	Point in Time	N/A	Count
TransOut (not enhanced for Genesys)	TOC	Number of calls transferred out of the application during the selected interval. NOTE: Not applicable to Genesys Queues/Virtual Queues.	Cisco Services	TransferOutCallsTo5 TransferOutCallsHalf TransferOutCallsToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
Number of Active Alerts	AlertNum	The number of active application alerts for the time period in the filter.	Threshold violation alerts		5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Count
Average duration of Active Alerts	AlertAvgDur	Average duration of the active application alerts in the time period of the filter (i.e., selected interval).	Threshold violation alerts	Calculate the duration from the time the alert began to the end of the time period in the filter.	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Minutes
Number of Expired Alerts	AlertsExpiredNum	The number of expired application alerts for the time period in the filter (i.e., selected interval).	Threshold violation alerts		5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Count
Average duration of Expired Alerts	AlertExpiredAvgDur	The average duration of the expired application alerts for the time period in the filter (i.e., selected interval).	Threshold violation alerts		5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above	Minutes
* This metric is derived from skill groups and the Agent Skill Group Real Time table. It is not possible to distinguish the values per call type. In the Applications pane, the value for this metric will be the same for each call type that has the same skill groups assigned to them.							

Appendix B: Skill Group Metrics							
Name	**Internal Nar**	**Description**	**Source Type**	**Definition (Formula)**	**Interval/Time Profile**	**Unit**	**Totals and Averages**
AHT	S_AHT	Average handle time in seconds for calls counted as handled by the skill group during the current five-minute interval. ICM calculation of HandledCallsTimeTo5 divided by CallsHandledTo5.	Aspect eWFM, Cisco ICM Skill Groups, Genesys Agent Groups	AvgHandledCallsTimeTo5	5 Min (rolling/sliding)	Seconds	AvgHandledCallsTimeTo5/number of skill groups average weighted by CallsHandledTo5, i.e., sum(AvgHandledCallsTimeTo5 * CallsHandledTo5) / sum(CallsHandledTo5)
ASA	S_ASA	Average answer wait time for all calls offered to the skill group during the current five-minute interval.	Cisco ICM Skill Groups, Genesys Agent Groups	AnswerWaitTimeTo5/ CallsAnsweredTo5	5 Min (rolling/sliding)	Seconds	sum(AnswerWaitTimeTo5) / sum(CallsAnsweredTo5)
Available	Av	The number of agents currently in the Available state.	Cisco ICM Skill Groups, Genesys Agent Groups	Avail	Point in Time	Count	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [3 ("Ready") OR 115 ("WaitForNextCall")] WHERE AgentId from skill groups associated with the applications (service(s)/call type(s))
AvgACW	AvgACW_S	Work that is required of an agent immediately following an inbound call in seconds. This often includes entering data, filling out forms and making outbound calls necessary to complete the transaction. The agent is considered unavailable to receive another inbound call while in this mode.	Cisco ICM Skill Groups, Genesys Agent Groups	Cisco Sum(SGRT.WorkReadyTimeTo5 + SGRTWorkNotReadyTimeTo5) / SGRT.CallsHandledTo5 Genesys SGRT.WorkReadyTimeTo5 / SGRT.CallsHandledTo5	5 Min (rolling/sliding)	Seconds	Cisco Sum(SGRT.WorkReadyTimeTo5 + SGRTWorkNotReadyTimeTo5) / SGRT.CallsHandledTo5 Genesys SGRT.WorkReadyTimeTo5 / SGRT.CallsHandledTo5
AvgTalk	AvtT	Average talk time in seconds for calls counted as handled by the skill group during the current five-minute interval. ICM calculation of HandledCallsTalkTimeTo5 divided by CallHandledTo5.	Cisco ICM Skill Groups, Genesys Agent Groups	AvgHandledCallsTalkTimeTo5	5 Min (rolling/sliding)	Seconds	average weighted by CallsHandledTo5, i.e., sum(AvgHandledCallsTalkTimeTo5 * CallsHandledTo5) / sum(CallsHandledTo5)

Name	Internal Nar	Description	Source Type	Definition (Formula)	Interval/Time Profile	Unit	Totals and Averages
BusyOther	BO	Number of agents currently busy on other skill groups with respect to this skill group.	Aspect eWFM, Cisco ICM Skill Groups, Genesys Agent Groups	BusyOther For Agent Real Time data, this state must be assigned to each agent/skill group record once any other skill group agent state changes to the one of the following: Genesy: 105="CallConsult" 106="CallDialing" 107="CallInbound" 108="CallInternal" 109="CallOutbound" 110="CallOnHold" 111="CallRinging" 112="CallUnknown" 114="OffHook" 117="AfterCallWork"	Point in Time	Count	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [7 ("BusyOhter")] WHERE AgentId from skill groups associated with the applications (service(s)/call type(s))
Calls Offered	O	The number of calls offered during the current five-minute interval.	Cisco ICM Skill Groups, Genesys Agent Groups	CallsOfferedTo5	5 Min (rolling/sliding)	Count	sum(CallsOfferedTo5)
DateTime	DateTime	Central controller date and time that this data last updated. Used to calculate longest queue and longest wait time					
Handled	Ha	Number of calls handled during the current five-minute interval.	Cisco ICM Skill Groups, Genesys Agent Groups	CallsHandledTo5	5 Min (rolling/sliding)	Count	sum(CallsHandledTo5)
Hold	H	The number of agents that have all active calls on hold. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.	Cisco ICM Skill Groups, Genesys Agent Groups	Hold	Point in Time	Count	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [10 ("CallOnHold") OR 110 ("CallOnHold")] WHERE AgentId from skill groups associated with the applications (service(s)/call type(s))
LoggedIn	LO	Number of agents that are currently logged on in zero or more skill groups assigned to take calls in an application. This count is updated each time an agent logs on and each time an agent logs off.	Cisco ICM Skill Groups, Genesys Agent Groups	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentId from Skill Groups associated with the applications (service(s)/call type(s)) Genesys: LoggedOn	Point in Time	Count	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentId from Skill Groups associated with the applications (service(s)/call type(s))

Name	Internal Nar	Description	Source Type	Definition (Formula)	Interval/Time Profile	Unit	Totals and Averages
LongAvail	LA	Time that the longest available agent for this skill group has been available.	Cisco ICM Skill Groups, Genesys Agent Groups	max((DateTime -LongestAvailAgent) * 24 * 60 * 60)	Point in Time	Seconds	max((DateTime - LongestAvailAgent) * 24 * 60 * 60)
LongQueue (not enhanced for Genesys)	LQ	Time that the longest call has been in queue for this skill group.	Cisco ICM Skill Groups	max((DateTime - LongestCallQ) * 24 * 60 * 60) at any level	Point in Time	Seconds	max((DateTime - LongestCallQ) * 24 * 60 * 60) at any level
NotReady	NR	Number of agents in the Not Ready or Work Not Ready state for the skill group.	Cisco ICM Skill Groups, Genesys Agent Groups	Cisco SGRT.NotReady + SGRT.WorkNotReady Genesys SGRT.NotReady	Point in Time	Count	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [2 ("NotReady") OR 5 ("WorkNotReady") OR 113 ("NotReadyForNextCall")] WHERE AgentId from skill groups associated with the applications (service(s)/call type(s))
Queue (not enhanced for Genesys)	Q	Number of calls currently queued to the skill group.	Cisco ICM Skill Groups	CallsQueuedNow		Count	sum(QueueSGa + QueueSGb +… QueueSGn)
Ready	R	Number of agents in the Ready state for the skill group	Cisco ICM Skill Groups, Genesys Agent Groups	Ready		Count	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState != [2 ("NotReady")] AND AgentState !=[5 ("WorkNotReady")] AND AgentState !=[0 ('LoggedOff')] AND AgentState != [113 ("NotReadyForNextCall")] AND AgentState !=[101 ('NotMonitored')] AND AgentState !=[102(' Monitored')] WHERE AgentId from skill groups associated with the applications (service(s)/call type(s))
TalkIn	TI	Number of agents in the skill group currently talking on inbound calls.	Cisco ICM Skill Groups, Genesys Agent Groups	TalkingIn			sum(TalkInSGa + TalkInSGb +… TalkInSGn)

Name	Internal Nar	Description	Source Type	Definition (Formula)	Interval/Time Profile	Unit	Totals and Averages
Talking	T	The number of calls currently associated with this skill group.	Cisco ICM Skill Groups, Genesys Agent Groups	Cisco TalkingIn + TalkingOut + TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut Genesys TalkingIn + TalkingOut + TalkingOther			sum(TalkingSGa + TalkingSGb +… TalkingSGn)
TalkOut	TIkO	Number of agents in the skill group currently talking on outbound calls.	Cisco ICM Skill Groups, Genesys Agent Groups	TalkingOut			sum(TalkOutSGa + TalkOutSGb +… TalkOutSGn)
Util%	U	Percentage of Ready time that agents in the skill group spent talking or doing call work during the current five-minute interval. This is the percentage of time agents spend working on calls versus the time agents were ready.	Cisco ICM Skill Groups, Genesys Agent Groups	Cisco: PercentUtilizationTo5*100% Genesys: PercentUtilizationTo5	5 Min (rolling/sliding)	Percent	Weighted Avg by NCH
Wrap	W	Number of agents in the skill group in the Work Ready and Work Not Ready states.	Cisco ICM Skill Groups, Genesys Agent Groups	Cisco WorkReady + WorkNotReady Genesys WorkReady	5 Min (rolling/sliding)	Count	Sum(WrapSGa + WrapSGb +… WrapSGn)

Appendix C: Alert Metrics			
Name	**Internal Name**	**Description**	**Source Type**
Action Taken	AlertActionTaken		
Business Priority 1 Alerts	AlertB1		
Business Priority 2 Alerts	AlertB2		
Cause	AlertCause		
Duration	ViolationDuration	If the alert is inactive, use the start time minus the real end time. If the alert is active, use the start time minus the current time. The format is hh:mm:ss.	Calculated
End Date	AlertEndDate	The date when the alert expired.	
End Time	AlertEndTime	The time when the alert expired.	
Max Violation		The highest or lowest value of the violation	Calculated
Start Date	AlertStartDate	• For an alert, the start date is when the alert actually started, even if that's before the time period in the user's filter. • For a key action report, display the Key Action Date from the Action Management page.	
Start Time	AlertStartTime	• From the carousel; the time when the alert was triggered (hh:mm:ss) • For a key action report, display the Key Action Time from the Action Management page.	
Success Rating	AlertSuccessRating	The value from the Success Rating drop-down list on the Alert Management page. (3, 2, 1, 0, -1, -2, or -3) If multiple key actions exist show the highest success rating of all of the key actions.	
Success Time	AlertSuccessTime	The violation end time and date minus the key action start time and date, where the key action has a success rating greater than 0 (i.e. equal to 1 or 2). The format is hh:mm:ss.	Calculated
Technical Priority 1 Alerts	AlertT1	An alert row displays T1 or dashes.	
Technical Priority 2 Alerts	AlertT2	An alert row displays T2 or dashes.	

Name	Internal Name	Description	Source Type
Threshold		This column displays the acceptable value used to calculate the max violation. In WU, the acceptable value is a range so use the closest acceptable value. For example, if the acceptable range is 20-30 and the max violation is 40, display 30.	
Value at Max Violation		The worst metric value used to calculate the max violation.	

Appendix D: Stat Server Metric Definitions			

The following table shows all the Genesys Stat Server metrics supported by this release of the Genesys Adapter and their definitions.

Metric ID	Stat Server Metric Name	Definition	Conversion Type
1	Informiam.AverHandleStatusTime	Category=AverageTime	None
		MainMask=CallInbound, CallOutbound, AfterCallWork	
		Objects=Agent, Place, GroupAgents, GroupPlaces	
		RelMask=CallInbound, CallOutbound	
		Subject=AgentStatus	
2	Informiam.AverTalkStatusTime	Category=AverageTime	None
		MainMask=CallInbound, CallOutbound	
		Objects=Agent, Place, GroupAgents, GroupPlaces	
		RelMask=CallInbound, CallOutbound	
		Subject=AgentStatus	
3	Informiam.CallsAnswered	Category=TotalNumber	None
		MainMask= CallAnsweredInbound, CallAnsweredUnknown	
		Objects=Agent, Place, GroupAgents, GroupPlaces	
		Subject=DNAction	
4	Informiam.CallsOffered	Category=TotalNumber	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		MainMask=CallAnsweredInbound, CallAnsweredUnknown, CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown	
		Objects=Agent, Place, GroupAgents, GroupPlaces	
		Subject=DNAction	
5	Informiam.CurrAgentsLoggedIn	Category=CurrentNumber	None
		MainMask=*, ~LoggedOut, ~NotMonitored	
		Objects=GroupAgents, GroupPlaces	
		Subject=AgentStatus	
6	Informiam.Current_Calls_Inbound	Category=CurrentNumber	None
		Description=Current number of inbound calls being handled.	
		MainMask=CallInbound	
		Objects=Agent, GroupAgents, GroupPlaces, Place	
		Subject=AgentStatus	
7	Informiam.Current_Calls_Other	Category=CurrentNumber	None
		MainMask=CallUnknown, CallInternal, CallConsult	
		Objects=GroupAgents, GroupPlaces	
		Subject=DNAction	
8	Informiam.Current_Calls_Outbound	Category=CurrentNumber	None
		Description=Current number of outbound calls being handled.	

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		MainMask=CallOutbound	
		Objects=Agent, GroupAgents, GroupPlaces, Place	
		Subject=AgentStatus	
9	Informiam.CurrentAgentState	Category=CurrentState	agentStateMapping
		MainMask=*	
		Objects=Agent	
		Subject=AgentStatus	
10	Informiam.CurrentReadyAgents	Category=CurrentNumber	None
		MainMask=*, ~NotReadyForNextCall, ~LoggedOut, ~NotMonitored	
		Objects=GroupAgents, GroupPlaces	
		Subject=AgentStatus	
11	Informiam.CurrMaxCallWaitingTime	Category=CurrentMaxTime	None
		MainMask=CallWait	
		Objects=Queue, RoutePoint, GroupQueues	
		Subject=DNAction	
12	Informiam.CurrNumberACWStatuses	Category=CurrentNumber	None
		MainMask=AfterCallWork	
		Objects=GroupAgents, GroupPlaces	
		Subject=AgentStatus	
13	Informiam.CurrNumberHoldStatuses	Category=CurrentNumber	None
		MainMask=CallOnHold	
		Objects=GroupAgents, GroupPlaces	
		Subject=AgentStatus	

Metric ID	Stat Server Metric Name	Definition	Conversion Type
14	Informiam.CurrNumberNotReadyStatuses	Category=CurrentNumber MainMask=NotReadyForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
15	Informiam.CurrNumberReadyStatuses	Category=CurrentNumber MainMask=WaitForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
16	Informiam.CurrNumberWaitingCalls	Category=CurrentNumber Description=Current Number of Calls waiting in Queue Formula=DCID MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
17	Informiam.CurrTotalLoginTime	Category=CurrentContinuousTime MainMask=*, ~LoggedOut Objects=Agent Subject=AgentStatus	None
18	Informiam.Interactions_Processed	Category=TotalNumber MainMask=InteractionHandling Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action	None
109	Informiam.Login_Timestamp	Category=CurrentContinuousTime	timestamp

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		MainMask=*, ~LoggedOut	
		Objects=Agent	
		Subject=AgentStatus	
105	Informiam.Longest_ACWCall	Category=MaxTime	None
		MainMask=AfterCallWork	
		Objects=Agent	
		Subject=DNAction	
19	Informiam.LongestAvailAgent	Category=CurrentMaxTime	None
		MainMask=WaitForNextCall	
		Objects=GroupAgents	
		Subject=AgentStatus	
102	Informiam.Longest_Call	Category=MaxTime	None
		MainMask=CallInbound, CallUnknown	
		Objects=Agent	
		Subject=DNAction	
107	Informiam.Reason_Code	Category= CurrentStateReasons	None
		MainMask=*	
		Objects=Agent	
		Subject=DNAction	
20	Informiam.ServiceLevelAband	Category=TotalNumberInTimeRange	None
		MainMask=CallAbandoned	
		Objects=Queue, RoutePoint, GroupQueues	
		Subject=DNAction	
21	Informiam.ServiceLevelAnswered	Category=TotalNumberInTimeRange	None
		MainMask=CallAnswered	

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		Objects=Queue, RoutePoint, GroupQueues	
		Subject=DNAction	
22	Informiam.ServiceLevelCallsOnHold_Current	Category=CurrentNumberInTimeRange	None
		MainMask=CallWait	
		Objects=Queue, RoutePoint, GroupQueues	
		Subject=DNAction	
23	Informiam.ServiceLevelCallsOnHold_Total	Category=TotalNumberInTimeRange	None
		MainMask=CallWait	
		Objects=Queue, RoutePoint, GroupQueues	
		Subject=DNAction	
100	Informiam.Time_CurrState	Category=CurrentTime	None
		MainMask=*	
		Objects=Agent	
		Subject=AgentStatus	
106	Informiam.Total_ACW_Calls_inTRange	Category=TotalNumberInTimeRange	None
		MainMask=AfterCallWork	
		Objects=Agent	
		Subject=DNAction	
112	Informiam.Interactions_Processed_inTRange	Category=TotalNumberInTimeRange	None
		MainMask=CallInbound	
		Objects=Agent	
		Subject=Action	

Metric ID	Stat Server Metric Name	Definition	Conversion Type
24	Informiam.Total_ACW_Time	Category=TotalTime	None
		MainMask=AfterCallWork	
		Objects=Agent, Place, GroupAgents, GroupPlaces	
		Subject=DNAction	
25	Informiam.Total_Calls_Abandoned	Category=TotalNumber	None
		Description=Total number of new calls abandoned	
		MainMask=CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown, CallAbandonedInbound, CallAbandonedUnknown	
		Objects=GroupQueues, Queue, RoutePoint	
		Subject=DNAction	
26	Informiam.Total_Calls_Answered	Category=TotalNumber	None
		Description=Total number of new calls answered	
		Formula=DCID	
		MainMask=CallAnsweredInbound, CallAnsweredUnknown	
		Objects=GroupQueues, Queue, RoutePoint	
		Subject=DNAction	
27	Informiam.Total_Calls_Inbound	Category=TotalNumber	None
		Description=Total number of new calls distributed	
		Formula=DCID	
		MainMask=CallEnteredInbound, CallEnteredUnknown	

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		Objects=GroupQueues, Queue, RoutePoint	
		Subject=DNAction	
108	Informiam.Total_Calls_On_Hold	Category=TotalNumber	None
		MainMask=CallOnHold	
		Objects=Agent, Place, GroupAgents, GroupPlaces	
		Subject=DNAction	
101	Informiam.Total_Calls_Transferred	Category=TotalNumber	None
		MainMask=CallTransferMade	
		Objects=Agent	
		Subject=Action	
104	Informiam.Total_Handle_Time	Category=TotalTime	None
		MainMask= CallInbound, AfterCallWork	
		Objects=Agent, Place, GroupAgents, GroupPlaces	
		Subject=Action	
28	Informiam.Total_Talk_Time	Category=TotalTime	None
		MainMask=CallInbound, CallUnknown	
		Objects=Agent, Place, GroupAgents, GroupPlaces	
		Subject=DNAction	
29	Informiam.Total_Time_To_Answer	Category=TotalTime	None
		Description=Total time to answer	
		MainMask=CallAnswered	
		Objects=GroupQueues,Queue,RoutePoint	
		Subject=DNAction	

Metric ID	Stat Server Metric Name	Definition	Conversion Type
30	Informiam.Total_Time_To_Answer_Agents	Category=TotalTime MainMask=OrigDNCallWait Objects= GroupAgents, GroupPlaces Subject=DNAction	None
31	Informiam.Total_Time_Waiting_Calls	Category=CurrentTime Description=Total time for calls waiting in queue MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint Subject=DNAction	None
32	Informiam.Utilization	Category=RelativeTime MainMask=CallInbound, CallOutbound, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces RelMask=*, ~NotReadyForNextCall, ~LoggedOut Subject=AgentStatus	None
80	Informiam.Total_LoggedIn_Time	Category=TotalTime MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
81	Informiam.Total_NotReady_Time	Category=TotalTime MainMask=NotReadyForNextCall	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		Objects=GroupAgents, GroupPlaces	
		Subject=AgentStatus	
82	Informiam.Queue_Calls_Handled	Category=TotalNumber	None
		MainMask=CallReleased	
		Objects=Queue, GroupQueues, RoutePoint	
		Subject=DNAction	
83	Informiam.Queue_Talk_Time	Category=TotalTime	None
		MainMask=CallReleased	
		Objects=Queue, GroupQueues, RoutePoint	
		Subject=DNAction	
84	Informiam.Queue_Handle_Time	Category=TotalTime	None
		MainMask=CallReleased, ACWCompleted	
		Objects=Queue, GroupQueues, RoutePoint	
		Subject=DNAction	
85	Informiam.Queue_After_Call_Work_Time	Category=TotalTime	None
		MainMask= ACWCompleted	
		Objects=Queue, GroupQueues, RoutePoint	
		Subject=DNAction	
86	Informiam.CurrentAgentMembersLoggedIn	Category=CurrentState	addAgentsToGroup
		MainMask=LoggedIn	
		Objects=GroupAgents	
		Subject=DNAction	
87	Informiam.Queue_Outbound_Calls	Category=TotalNumber	None
		MainMask=CallEnteredOutbound	
		Objects=Queue, GroupQueues, RoutePoint	
		Subject= DNAction	
88	Informiam.Queue_Expected_Wait_Time	Category=ExpectedWaitTime	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		MainMask=CallWait	
		Objects=GroupQueues, Queue, RoutePoint	
		RelMask=CallDistributed, CallAbandoned	
		Subject=DNAction	

Appendix E: Time Ranges and Time Profiles		
The following table shows all the time profiles included in the installation of the Genesys Adapter.		
Time Profile Name	**Time Profile Definition/Value**	**Description**
Last30MinsGrowing,Growing	00:00+00:30	Statistics will reflect all activity that has happened since the last half hour point. For example, it will reflect all activity since 12:30, 1:00, or 1:30. The statistic resets to 0 at the start of every hour and at 30 minutes past the hour.
Last5Mins,Sliding	300:10:00	Statistics will reflect all activity that has happened in the last 5 minutes. The statistical value within the stat server will be "sampled" (i.e. updated) every 10 seconds.
OneDay,Growing	0:00	Statistics will reflect all activity that has happened since midnight. The statistic resets to 0 at midnight.
Last10Mins,Sliding	600:10:00	Statistics will reflect all activity that has happened in the last 10 minutes. The statistical value within the stat server will be "sampled" (i.e. updated) every 10 seconds.
Last20Mins,Sliding	1200:10:00	Statistics will reflect all activity that has happened in the last 20 minutes. The statistical value within the stat server will be "sampled" (i.e. updated) every 10 seconds.
Last30Mins,Sliding	1800:10:00	Statistics will reflect all activity that has happened in the last 30 minutes. The statistical value within the stat server will be "sampled" (i.e. updated) every 10 seconds.
Last40Mins,Sliding	2400:10:00	Statistics will reflect all activity that has happened in the last 40 minutes. The statistical value within the stat server will be "sampled" (i.e. updated) every 10 seconds.
Last60Mins,Sliding	3600:10:00	Statistics will reflect all activity that has happened in the last 60 minutes. The statistical value within the stat server will be "sampled" (i.e. updated) every 10 seconds.

The following table shows all the time ranges included in the installation of the Genesys Adapter.

Time Range Name	Time Range Definition/Value	Description
LessThan20Secs	20-Jan	The statistic measures events that last less than 20 seconds.
GreaterThan20Secs	20-9999999	The statistic measures events that last more than 20 seconds.
LessThan10Secs	10-Jan	The statistic measures events that last less than 10 seconds.
LessThan5Mins	1-300	The statistic measures events that last less than 5 minutes.
GreaterThan45Ssecs	45-9999999	The statistic measures events that last more than 45 seconds.
GreaterThan8Mins	480-9999999	The statistic measures events that last more than 8 minutes.
LessThan40Secs	Jan-40	The statistic measures events that last less than 40 seconds.
GreaterThan40Secs	40-9999999	The statistic measures events that last more than 40 seconds.
LessThan45Secs	Jan-45	The statistic measures events that last less than 45 seconds.
GreaterThan45Secs	45-9999999	The statistic measures events that last more than 45 seconds.
LessThan60Secs	Jan-60	The statistic measures events that last less than 60 seconds.
GreaterThan60Secs	60-9999999	The statistic measures events that last more than 60 seconds.

Appendix F: Agent Group Metrics				

The following tables show the list of all Informiam metrics retrieved for Contact Center Advisor/Workforce Advisor for this release. This includes all metrics defined for previous releases as well as changes made in this release.

Informiam Metric	Stat Server Metric	Time Profile	Time Range	Filtered
AnswerWaitTimeTo5	Informiam.Total_Time_To_Answer_Agents	Last5Mins	N/A	Yes
Avail	Informiam.CurrNumberReadyStatuses	CollectorDefault	N/A	No
AvgHandledCallsTalkTimeTo5	Informiam.AverTalkStatusTime	Last5Mins	N/A	Yes
AvgHandledCallsTimeTo5	Informiam.AverHandleStatusTime	Last5Mins	N/A	Yes
CallsAnsweredTo5	Informiam.CallsAnswered	Last5Mins	N/A	Yes
CallsHandledHalf	Informiam.Interactions_Processed	Last30MinsGrowing	N/A	Yes
CallsHandledTo5	Informiam.Interactions_Processed	Last5Mins	N/A	Yes
CallsHandledToday	Informiam.Interactions_Processed	OneDay	N/A	Yes
CallsOfferedTo5	Informiam.CallsOffered	Last5Mins	N/A	Yes
Hold	Informiam.CurrNumberHoldStatuses	CollectorDefault	N/A	Yes
LoggedOn	Informiam.CurrAgentsLoggedIn	CollectorDefault	N/A	No
LoggedOnTimeTo5	Informiam.Total_LoggedIn_Time	Last5Mins	N/A	No
LongestAvailAgent	Informiam.LongestAvailAgent	CollectorDefault	N/A	No
NotReady	Informiam.CurrNumberNotReadyStatuses	CollectorDefault	N/A	No
PercentUtilizationTo5	Informiam.Utilization	Last5Mins	N/A	No
Ready	Informiam.CurrentReadyAgents	CollectorDefault	N/A	No
TalkingIn	Informiam.Current_Calls_Inbound	CollectorDefault	N/A	Yes
TalkingOther	Informiam.Current_Calls_Other	CollectorDefault	N/A	No
TalkingOut	Informiam.Current_Calls_Outbound	CollectorDefault	N/A	No
TalkTimeHalf	Informiam.Total_Talk_Time	Last30MinsGrowing	N/A	Yes
TalkTimeTo5	Informiam.Total_Talk_Time	Last5Mins	N/A	Yes
TalkTimeToday	Informiam.Total_Talk_Time	OneDay	N/A	Yes
WorkReady	Informiam.CurrNumberACWStatuses	CollectorDefault	N/A	No
WorkReadyTimeHalf	Informiam.Total_ACW_Time	Last30MinsGrowing	N/A	No
WorkReadyTimeTo5	Informiam.Total_ACW_Time	Last5Mins	N/A	No
WorkReadyTimeToday	Informiam.Total_ACW_Time	OneDay	N/A	No

Queue Metrics				
Informiam Metric	**Stat Server Metric**	**Time Profile**	**Time Range**	**Filtered**
ACWTimeHalf	Informiam.Queue_After_Call_Work_Time	Last30MinsGrowing	N/A	Yes
ACWTimeTo5	Informiam.Queue_After_Call_Work_Time	Last5Mins	N/A	Yes
ACWTimeToday	Informiam.Queue_After_Call_Work_Time	OneDay	N/A	Yes
AnswerWaitTimeHalf	Informiam.Total_Time_To_Answer	Last30MinsGrowing	N/A	Yes
AnswerWaitTimeTo5	Informiam.Total_Time_To_Answer	Last5Mins	N/A	Yes
AnswerWaitTimeToday	Informiam.Total_Time_To_Answer	OneDay	N/A	Yes
CallsAnsweredHalf	Informiam.Total_Calls_Answered	Last30MinsGrowing	N/A	Yes
CallsAnsweredTo5	Informiam.Total_Calls_Answered	Last5Mins	N/A	Yes
CallsAnsweredToday	Informiam.Total_Calls_Answered	OneDay	N/A	Yes
CallsHandledHalf	Informiam.Queue_Calls_Handled	Last30MinsGrowing	N/A	Yes
CallsHandledTo5	Informiam.Queue_Calls_Handled	Last5Mins	N/A	Yes
CallsHandledToday	Informiam.Queue_Calls_Handled	OneDay	N/A	Yes
CallsOfferedHalf	Informiam.Total_Calls_Inbound	Last30MinsGrowing	N/A	Yes
CallsOfferedTo5	Informiam.Total_Calls_Inbound	Last5Mins	N/A	Yes
CallsOfferedToday	Informiam.Total_Calls_Inbound	OneDay	N/A	Yes
CallsOutTo5	Informiam.Queue_Outbound_Calls	Last5Mins	N/A	Yes
CallsOutHalf	Informiam.Queue_Outbound_Calls	Last30MinsGrowing	N/A	Yes
CallsOutToday	Informiam.Queue_Outbound_Calls	OneDay	N/A	Yes
ExpectedDelay	Informiam.Queue_Expected_Wait_Time	Last5Mins	N/A	Yes
HandleTimeHalf	Informiam.Queue_Handle_Time	Last30MinsGrowing	N/A	Yes
HandleTimeTo5	Informiam.Queue_Handle_Time	Last5Mins	N/A	Yes
HandleTimeToday	Informiam.Queue_Handle_Time	OneDay	N/A	Yes
RouterCallsAbandQHalf	Informiam.Total_Calls_Abandoned	Last30MinsGrowing	N/A	Yes
RouterCallsAbandQTo5	Informiam.Total_Calls_Abandoned	Last5Mins	N/A	Yes
RouterCallsAbandQToday	Informiam.Total_Calls_Abandoned	OneDay	N/A	Yes
RouterCallsQNow	Informiam.CurrNumberWaitingCalls	CollectorDefault	N/A	Yes
RouterCallsQNowTime	Informiam.Total_Time_Waiting_Calls	CollectorDefault	N/A	Yes
RouterLongestCallQ	Informiam.CurrMaxCallWaitingTime	CollectorDefault	N/A	Yes
ServiceLevelAbandHalf	Informiam.ServiceLevelAband	Last30MinsGrowing	LessThan20Secs	Yes
ServiceLevelAbandTo5	Informiam.ServiceLevelAband	Last5Mins	LessThan20Secs	Yes
ServiceLevelAbandToday	Informiam.ServiceLevelAband	OneDay	LessThan20Secs	Yes

Informiam Metric	Stat Server Metric	Time Profile	Time Range	Filtered
ServiceLevelCallsHalf	Informiam.ServiceLevelAnswered	Last30MinsGrowing	LessThan20Secs	Yes
ServiceLevelCallsTo5	Informiam.ServiceLevelAnswered	Last5Mins	LessThan20Secs	Yes
ServiceLevelCallsToday	Informiam.ServiceLevelAnswered	OneDay	LessThan20Secs	Yes
ServiceLevelCallsOnHoldHalf	Informiam.ServiceLevelCallsOnHold_Total	Last30MinsGrowing	GreaterThan20Secs	Yes
ServiceLevelCallsOnHoldTo5	Informiam.ServiceLevelCallsOnHold_Total	Last5Mins	GreaterThan20Secs	Yes
ServiceLevelCallsOnHoldToday	Informiam.ServiceLevelCallsOnHold_Total	OneDay,Growing	GreaterThan20Secs	Yes
ServiceLevelCallsQHeld	Informiam.ServiceLevelCallsOnHold_Current	CollectorDefault	GreaterThan20Secs	Yes
TalkTimeHalf	Informiam.Queue_Talk_Time	Last30MinsGrowing	N/A	Yes
TalkTimeTo5	Informiam.Queue_Talk_Time	Last5Mins	N/A	Yes
TalkTimeToday	Informiam.Queue_Talk_Time	OneDay	N/A	Yes

Agent Statistics				
Informiam Metric	**Stat Server Metric**	**Time Profile**	**Time Range**	**Filtered**
AgentState	Informiam.CurrentAgentState	CollectorDefault	N/A	No
DateTimeLogin	Informiam.Informiam.CurrTotalLoginTime	CollectorDefault	N/A	No