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Genesys Customer Experience Insights Project Guide

Chat Metrics

Chat Metrics

The Chat folder contains numerous metrics that you can use to build Chat-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.
- For detailed information about the different metric types, see [Project terminology and concepts](#).

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Chat

- | | | |
|---------------------------------------|---|-------------------------------------|
| • % Agent Terminated | • Agent Wait | • Disconnected |
| • % Customer Terminated | • Agent Wait Time | • First Agent Wait Time |
| • % Interactions Parked | • Avg Bots per Media Session | • First Bot Wait Time |
| • % Interactions with Less Queue Time | • Avg Bots per Session with Bot | • First Response Agent Time |
| • % Interactions with Long Queue Time | • Avg Characters per Session typed by Agent | • First Response Wait Time |
| • % Session Inactive | • Avg First Response Agent Time | • First Touch Resolution |
| • % Session Missed | • Avg Messages Sent By Agent | • Handle Interval |
| • % Session Only with Bots | • Avg Messages Sent By Customer | • Handle Time |
| • % Session Transferred | • Avg Session Time | • Idle (Agent Present) |
| • % Session with Bot | • Bot Session | • Idle Time (Agent Present) |
| • Agent | • Customer Response Time | • Interactions Parked |
| • Agent Response Time | • Customer Responses | • Interactions with Less Queue Time |
| • Agent Responses | • Customer Terminated | • Interactions with Long Queue Time |
| • Agent Terminated | • Customer Wait | • Max Agent Response Time |
| | • Customer Wait Time | • Max Agent Wait Time |
| | | • Max Customer Response Time |

<ul style="list-style-type: none"> • Max Customer Wait Time • Max First Response Agent Time • Max Wait-time in Queue • Media Session • Messages From Agent • Messages From Agent Size • Messages From Bot • Messages From Bot Size • Messages From Customer • Messages From Customer Size • Parking Queue Duration • Session Ended Normally • Session Inactive • Session Missed • Session Only with Bot • Session Time • Session Transferred • Session with Bot • Terminated Due to Other Reasons 	<ul style="list-style-type: none"> • Acceptance Rate • Accepted • Accepted Unique • Alert Duration • Avg Duration for Accepting Interactions • Avg Focus Time • Consult Received Engage Time • Consult Received Engage Warm Time • Consult Received Hold Time • Consult Received Time • Consult Received Warm Hold Time • Consult Received Warm Time • Consult Received Warm Wrap • Consult Received Warm Wrap Time • Consult Received Wrap • Consult Received Wrap Time • Engage Time • Engagement Handle Time • Focus Interval • Focus Time • Hold Time • Interactions Less Time to Accept • Interactions Long Time to 	<ul style="list-style-type: none"> Accept • Max Duration for Accepting Interactions • Offered • Rejected • Wrap Time <p>Chat > Async</p> <ul style="list-style-type: none"> • Dormant Interval • Dormant Time • Idle (No Agent) • Idle Time (No Agent) <p>Chat > Thread</p> <ul style="list-style-type: none"> • Average Thread Handle Time • Average Thread Response Time • Thread Agent Messages • Thread Agent Messages Size • Thread Customer Messages • Thread Customer Messages Size • Thread Engagements • Thread Handle Time • Thread Response Time • Thread Sessions • Threads
<p>Chat > Agent</p> <ul style="list-style-type: none"> • % Interactions Less Time to Accept • % Interactions Long Time to Accept • Abandoned Waiting Time 		

Folder: Chat

Metric name: % Agent Terminated	Folder:
	Chat
Description: The percentage of sessions that were terminated by the agent.	

Source or Calculation: Calculated based on the Chat > Terminated and Chat > Media Session metrics.		Used in: <ul style="list-style-type: none">• Chat Termination Report
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: % Customer Terminated	Folder: Chat
Description: The percentage of sessions that were terminated by the customer.	
Source or Calculation: Calculated based on the Chat > Customer Terminated and Chat > Media Session metrics.	
Media type:	Used in: <ul style="list-style-type: none">• Chat Termination Report
Data type: Metric type:	
>> Back to list	

Metric name: % Interactions Parked	Folder: Chat
Introduced: 9.0.013	
Description: The percentage of interactions that were placed in parking queue, relative to the total number of interactions that were established.	
Source or Calculation: Calculated based on the Chat > Media Session and Chat > Interactions Parked metrics.	
Media type:	Used in: This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	

Metric name: % Interactions with Less Queue Time	Folder: Chat
Introduced: 9.0.013	
Description: The percentage of interactions that spent less time in the parking queue than the value configured as the duration-threshold in the [agg-gim-thld-CHAT-PARKING] section.	
Source or Calculation: Calculated based on the Chat > Interaction with Less Queue Time and Chat > Interactions Parked metrics.	
Media type:	Used in: This metric is not used in any reports.

Data type: Metric type:		
>>> Back to list		
Metric name: % Interactions with Long Queue Time Introduced: 9.0.013		Folder: Chat
Description: The percentage of interactions that spent more time in the parking queue than the value configured as the duration-threshold in the [agg-gim-thld-CHAT-PARKING] section.		
Source or Calculation: Calculated based on the Chat > Interaction with Long Queue Time and Chat > Interactions Parked metrics.		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>>> Back to list		
Metric name: % Session Inactive		Folder: Chat
Description: The percentage of sessions that were terminated due to inactivity (ENDED_REASON='INACTIVE').		
Source or Calculation: Calculated based on the Chat > Session Inactive and Chat > Media Session metrics.		Used in: <ul style="list-style-type: none">• Chat Termination Report
Media type:		
Data type: Metric type:		
>>> Back to list		
Metric name: % Session Missed		Folder: Chat
Description: aka % Chats Missed. Percentage of chats requested by clients that were not answered by agents.		
Source or Calculation: Calculated based on the Chat > Session Missed and Chat > Media Session metrics.		Used in: <ul style="list-style-type: none">• Chat Session Report
Media type:		
Data type: Metric type:		
>>> Back to list		

Metric name: % Session Only with Bots		Folder: Chat
Description: The percentage of media sessions handled by bots, without agent involvement.		
Source or Calculation: Calculated based on the Chat > Session Only with Bots and Chat > Media Session metrics.		Used in: <ul style="list-style-type: none">• Bot Dashboard• Sessions Handled by Bots
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: % Session Transferred		Folder: Chat
Description: aka % Chats Transferred. The percentage of sessions that were transferred to an agent.		
Source or Calculation: Calculated based on the Chat > Session Transferred and Chat > Media Session metrics.		Used in: <ul style="list-style-type: none">• Chat Session Report
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: % Session with Bot		Folder: Chat
Description: The percentage of media sessions in which bots participated.		
Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics.		Used in: <ul style="list-style-type: none">• Bot Dashboard• Sessions Handled by Bots
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Agent		Folder: Chat
Description: The number of parties that participated in the session as an agent.		
Source or Calculation: AG2_CHAT_STATS_*.AGENTS		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Agent Response Time		Folder: Chat
Description: The total amount of time that an agent spent responding to a customer.		
Source or Calculation: AG2_CHAT_STATS_*.AGENT_REPLY_TIME		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Agent Responses		Folder: Chat
Description: The total number of times that agents responded to a customer.		
Source or Calculation: AG2_CHAT_STATS_*.AGENT_RESPONSES		Used in: This metric is not used in any reports.
Media type: Chat		
Data type: Metric type: Disposition		
>> Back to list		

Metric name: Agent Terminated		Folder: Chat
Description: The total number of sessions that were terminated by the agent.		
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED		Used in: • Chat Termination Report
Media type: Chat		
Data type: Metric type:		
>> Back to list		

Metric name: Agent Wait		Folder: Chat
Description: The total number of times that agents waited for a reply from a customer.		
Source or Calculation: AG2_CHAT_STATS_*.AGENT_WAIT		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Agent Wait Time		Folder: Chat
Description: The total amount of time that agents spent waiting for replies from customers.		
Source or Calculation: AG2_CHAT_STATS_*.AGENT_WAIT_TIME		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Avg Bots per Media Session		Folder: Chat
Description: Avg Number of Bot Gateway Server (BGS) sessions per media session.		
Source or Calculation: Calculated as the value of the Chat > Bot Sessions metric divided by the value of the Chat > Media Sessions metric.		Used in: <ul style="list-style-type: none">Sessions Handled by Bots
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Avg Bots per Session with Bot		Folder: Chat
Description: Avg Number of Bot Gateway Server (BGS) sessions per media session in which bots participated.		
Source or Calculation: Calculated as the value of the Chat > Bot Sessions metric divided by the value of the Chat > Sessions with Bot metric.		Used in: <ul style="list-style-type: none">Bot DashboardSessions Handled by Bots
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Avg Characters per Session typed by Agent		Folder: Chat
Description: The average number of characters typed by agents, per session.		
Source or Calculation: Calculated as the value of the Chat > Messages From Agent Size metric divided by the value of		Used in:

the Chat > Media Sessions metric.		<ul style="list-style-type: none">Chat Message Statistics Report
Media type: Data type: Metric type:		
>> Back to list		

Metric name: Avg First Response Agent Time	Folder: Chat
Description: The average amount of time, including mediation duration, that elapsed before the first time an agent responded to the customer interaction.	
Source or Calculation: Calculated as the value of the Chat > First Response Agent Time metric divided by the value of the Chat > Media Sessions metric.	Used in: This metric is not used in any reports.
Media type: Data type: Metric type:	
>> Back to list	

Metric name: Avg Messages Sent By Agent	Folder: Chat
Description: The average number of messages sent by agents, per chat session.	
Source or Calculation: Calculated as the value of the Chat > Messages From Agent metric divided by the value of the Chat > Media Sessions metric.	Used in: <ul style="list-style-type: none">Chat Message Statistics Report
Media type: Data type: Metric type:	
>> Back to list	

Metric name: Avg Messages Sent By Customer	Folder: Chat
Description: The average number of messages sent by callers / customers, per chat session.	
Source or Calculation: Calculated as the value of the Chat > Messages From Customer metric divided by the value of the Chat > Media Sessions metric.	Used in: <ul style="list-style-type: none">Chat Message Statistics Report
Media type: Data type: Metric type:	

[>> Back to list](#)**Metric name: Avg Session Time****Folder:**

Chat

Description: The average duration of media sessions within the reporting period.**Source or Calculation:** Calculated as the value of the Chat > Session Time metric divided by the value of the Chat > Media Sessions metric.**Used in:**

- Chat Session Report
- Chat Termination Report

Media type:**Data type:**
Metric type:[>> Back to list](#)**Metric name: Bot Session****Folder:**

Chat

Description: The total number of parties that participated in a session as bots.**Source or Calculation:** AG2_CHAT_STATS_*.BOTS**Used in:**

- Bot Dashboard
- Sessions Handled by Bots

Media type:**Data type:**
Metric type:[>> Back to list](#)**Metric name: Customer Response Time****Folder:**

Chat

Description: The total amount of time a customer spent in responding to agents.**Source or Calculation:**
AG2_CHAT_STATS_*.CUSTOMER_RESPONSE_TIME**Used in:**

This metric is not used in any reports.

Media type:**Data type:**
Metric type:[>> Back to list](#)**Metric name: Customer Responses****Folder:**

Chat

Description: The total number of times a customer responded to an agent.**Source or Calculation:**
AG2_CHAT_STATS_*.CUSTOMER_RESPONSES**Used in:**

This metric is not used in any reports.

Media type:**Data type:**

Metric type:		
>> Back to list		
Metric name: Customer Terminated		Folder: Chat
Description: The number of sessions terminated by a customer, per session.		
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_TERMINATED		Used in: <ul style="list-style-type: none">• Chat Termination Report
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Customer Wait		Folder: Chat
Description: The total number of times that a customer wait for a reply from an agent.		
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Customer Wait Time		Folder: Chat
Description: The total amount of time that a customer spent waiting for replies from agents.		
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIME		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Disconnected		Folder: Chat
Description: The number of interactions that ended with a disconnection (ENDED_REASON='DISCONNECT').		
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_DISCONNECTED		Used in:

Media type:		This metric is not used in any reports.
Data type:		
Metric type:		
>> Back to list		

Metric name: First Agent Wait Time	Folder:
	Chat
Description: The amount of time that the customer waited after the session started before the first agent (visible to the customer) joined the session.	
Source or Calculation: AG2_CHAT_STATS_*.FIRST_AGENT_WAIT_TIME	
Media type:	Used in: This metric is not used in any reports.
Data type:	
Metric type:	
>> Back to list	

Metric name: First Bot Wait Time	Folder:
	Chat
Description: The amount of time that the customer waited after the session started before the first bot (visible to the customer) joined the session.	
Source or Calculation: AG2_CHAT_STATS_*.FIRST_BOT_WAIT_TIME	
Media type:	Used in: This metric is not used in any reports.
Data type:	
Metric type:	
>> Back to list	

Metric name: First Response Agent Time	Folder:
	Chat
Description: The time that elapsed between the first agent joining the media session, and the first message from an agent to the customer. Does not include routing time.	
Source or Calculation: Calculated as the value of First Response Wait Time minus the value of First Agent Wait Time.	
Media type:	Used in: This metric is not used in any reports.
Data type:	
Metric type:	
>> Back to list	

Metric name: First Response Wait Time	Folder:
	Chat

Description: The time that elapsed between the beginning of the media session and the first message from an agent to the customer.

Source or Calculation:

AG2_CHAT_STATS_*.FIRST_RESPONSE_WAIT_TIME

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

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Metric name: First Touch Resolution

Folder:

Chat

Description: The number of advanced chat sessions that were successfully handled in one *touch* — that is, without being placed in a dormant state, or woken from a dormant state.

This metric includes sessions that were ended by the agent, customer, or timeout.

Source or Calculation:

AG2_CHAT_STATS_*.FIRST_TOUCH_RESOLUTION

Media type:

Data type:
Metric type:

Used in:

- Async Chat Dashboard
- Chat Interaction Stats

[>> Back to list](#)

Metric name: Handle Interval

Folder:

Chat

Description: The number of times a session was in the active state (as opposed to a dormant state).

Source or Calculation:

AG2_CHAT_STATS_*.HANDLE_INTERVAL

Media type:

Data type:
Metric type:

Used in:

- Async Chat Dashboard
- Chat Interaction Stats

[>> Back to list](#)

Metric name: Handle Time

Folder:

Chat

Description: The total duration of the media session.

Source or Calculation: AG2_CHAT_STATS_*.HANDLE_TIME

Media type:

Data type:
Metric type:

Used in:

- Async Chat Dashboard
- Chat Interaction Stats

[>> Back to list](#)

Metric name: Idle (Agent Present)		Folder: Chat
Description: The total number of times that a customer interaction had no activity, when the interaction was in the active state and at least one agent was participating in the chat. This metric counts only the time that exceeds the configured threshold.		
Source or Calculation: AG2_CHAT_STATS_*.ACTIVE_IDLE		Used in: This metric is not used in any reports.
Media type: Data type: Metric type:		
>>> Back to list		

Metric name: Idle Time (Agent Present)		Folder: Chat
Description: The total amount of time, with no activity, when interaction was in the active state and at least one agent was participating in the chat. This metric counts only the time that exceeds the configured threshold.		
Source or Calculation: AG2_CHAT_STATS_*.ACTIVE_IDLE_TIME		Used in: <ul style="list-style-type: none">• Async Chat Dashboard• Chat Interaction Stats
Media type: Data type: Metric type:		
>>> Back to list		

Metric name: Interactions Parked		Folder: Chat
Introduced: 9.0.013.01		
Description: The number of interactions that were placed in the parking queue and routed during business hours.		
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_PARKED		Used in: This metric is not used in any reports.
Media type: Data type: Metric type:		
>>> Back to list		

Metric name: Interactions with Less Queue Time		Folder: Chat
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Introduced: 9.0.013.01	
Description: The number of interactions that spent less time in the parking queue than the value configured as the duration-threshold in the [agg-gim-thld-CHAT-PARKING] section.	
Source or Calculation: AG2_CHAT_STATS_.SESSIONS_PARKED_SHORT	
Media type: Data type: Metric type:	Used in: This metric is not used in any reports.
>> Back to list	
Metric name: Interactions with Long Queue Time	
Introduced: 9.0.013.01	
Folder: Chat	
Description: The number of interactions that spent more time in the parking queue than the value configured as the duration-threshold in the [agg-gim-thld-CHAT-PARKING] section.	
Source or Calculation: AG2_CHAT_STATS_.SESSIONS_PARKED_LONG	
Media type: Data type: Metric type:	Used in: This metric is not used in any reports.
>> Back to list	
Metric name: Max Agent Response Time	
Folder: Chat	
Description: The longest amount of time that an agent spent in replying to a customer.	
Source or Calculation: AG2_CHAT_STATS_.AGENT_RESPONSE_TIME_MAX	
Media type: Data type: Metric type:	Used in: This metric is not used in any reports.
>> Back to list	
Metric name: Max Agent Wait Time	
Folder: Chat	
Description: The longest amount of time, during the reporting interval, that an agent waited for a customer response.	

Source or Calculation: AG2_CHAT_STATS_.AGENT_WAIT_TIME_MAX		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Max Customer Response Time		Folder: Chat
Description: The longest amount of time that elapsed, during the reporting interval, that a customer spent in responding to an agent.		
Source or Calculation: AG2_CHAT_STATS_.CUSTOMER_RESPONSE_TIME_MAX		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Max Customer Wait Time		Folder: Chat
Description: The longest amount of time that any customer waited for an agent to reply to a chat message.		
Source or Calculation: AG2_CHAT_STATS_.CUSTOMER_WAIT_TIME_MAX		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Max First Response Agent Time		Folder: Chat
Description: The longest amount of time that elapsed before the first agent response to a customer in a chat session.		
Source or Calculation: The largest value recorded in AG2_CHAT_STATS.FIRST_RESPONSE_AGENT_TIME during the reporting period.		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		

[>> Back to list](#)**Metric name: Max Wait-time in Queue****Folder:**

Chat

Description: The longest amount of time (HH:MM:SS) that any interaction spent in the parking queue.**Source or Calculation:**

AG2_CHAT_STATS_*.PARKING_DURATION_MAX

Used in:

This metric is not used in any reports.

Media type:**Data type:****Metric type:**[>> Back to list](#)**Metric name: Media Session****Folder:**

Chat

Description: The total number of media sessions.**Source or Calculation:** AG2_CHAT_STATS_*.SESSIONS**Used in:**

- Async Chat Dashboard
- Bot Dashboard
- Chat Interaction Stats
- Chat Session Report
- Chat Termination Report
- Sessions Handled by Bots

Media type:**Data type:****Metric type:**[>> Back to list](#)**Metric name: Messages From Agent****Folder:**

Chat

Description: Total number of agent messages in all chat sessions within the reporting period.**Source or Calculation:**

AG2_CHAT_STATS_*.MSG_FROM_AGENTS

Used in:

- Chat Session Report

Media type:**Data type:****Metric type:**[>> Back to list](#)**Metric name: Messages From Agent Size****Folder:**

Chat

Description: Total size of agent messages in all chat sessions within the reporting period.

Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_AGENTS_SIZE		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Messages From Bot		Folder: Chat
Description: Total number of bot messages in all chat sessions within the reporting period.		
Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_BOT		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Messages From Bot Size		Folder: Chat
Description: Total size of bot messages in all chat sessions within the reporting period.		
Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_BOT_SIZE		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Messages From Customer		Folder: Chat
Description: Total number of customer messages in all chat sessions within the reporting period.		
Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_CUSTOMERS		Used in: • Chat Session Report
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Messages From Customer Size		Folder: Chat

Description: Total size of all customer messages in all chat sessions within the reporting period.		
Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_CUSTOMERS_SIZE		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Parking Queue Duration		Folder: Chat
Introduced: 9.0.013		
Description: The total amount of time that the interaction spent in the parking queue.		
Source or Calculation: AG2_CHAT_STATS_*.PARKING_DURATION		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Session Ended Normally		Folder: Chat
Description: The number of interaction that ended normally (ENDED_REASON in ['QUIT', 'FORCE']).		
Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Session Inactive		Folder: Chat
Description: The total number of times that sessions were inactive during the reporting period.		
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_INACTIVE		Used in: <ul style="list-style-type: none">• Async Chat Dashboard• Chat Interaction Stats• Chat Termination Report
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Session Missed		Folder:
Introduced: 9.0.011.xx		Chat
Description: Total number of chats requested by clients that were not answered by agents during the reporting period. aka Chats Missed.		
Source or Calculation: AG2_CHAT_STATS.SESSIONS_MISSED		Used in: <ul style="list-style-type: none">• Chat Session Report
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Session Only with Bot		Folder:
		Chat
Description: The total number of media sessions handled by bots, without agent involvement.		
Source or Calculation: AG2_CHAT_STATS_*.SESSION_ONLY_WITH_BOT		Used in: <ul style="list-style-type: none">• Bot Dashboard• Sessions Handled by Bots
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Session Time		Folder:
		Chat
Description: The total duration of chat sessions within the reporting period.		
Source or Calculation: AG2_CHAT_SESSION_*.SESSION_TIME		Used in: <p>This metric is not used in any reports.</p>
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Session Transferred		Folder:
		Chat
Description: aka Chats Transferred. The total number of chats that were transferred to an agent during the reporting period.		
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_TRANSFERRED (SESSIONS_TRANSFERRED = sum(case when sf.AGENTS_COUNT> 1 then 1 else 0 end))		Used in: <ul style="list-style-type: none">• Chat Session Report

Media type: Data type: Metric type:		
>> Back to list		
Metric name: Session with Bot		Folder: Chat
Description: The total number of media sessions in which bots participated.		
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_WITH_BOT		Used in: <ul style="list-style-type: none"> • Bot Dashboard • Sessions Handled by Bots
Media type: Data type: Metric type:		
>> Back to list		
Metric name: Terminated Due to Other Reasons		Folder: Chat
Description: The total number of sessions that terminated for any reason other than interruption by the agent, abandonment or interruption by the caller, or inactivity.		
Source or Calculation: Calculated as ([Media Session] - [Customer Terminated]) - [Agent Terminated] - [Session Inactive])		Used in: <ul style="list-style-type: none"> • Chat Termination Report
Media type: Data type: Metric type:		
>> Back to list		

Folder: Chat > Agent

Metric name: % Interactions Less Time to Accept Introduced: 9.0.012	Folder: Chat > Agent
Description: The percentage of interactions that were accepted by an agent before the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.	

Source or Calculation: Calculated as the value of the Chat > Agent > Interactions Less Time to Accept metric divided by the value of the Chat > Agent > Accepted metric.		Used in: <ul style="list-style-type: none">Interactions Acceptance Report
Media type:		
Data type: number Metric type:		
>> Back to list		
Metric name: % Interactions Long Time to Accept		Folder: Chat > Agent
Introduced: 9.0.012		
Description: The percentage of interactions that were accepted by an agent after the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.		
Source or Calculation: Calculated as the value of the Chat > Agent > Interactions LongTime to Accept metric divided by the value of the Chat > Agent > Accepted metric.		Used in: <ul style="list-style-type: none">Interactions Acceptance Report
Media type:		
Data type: number Metric type:		
>> Back to list		
Metric name: Abandoned Waiting Time		Folder: Chat > Agent
Description: The total amount of time that customers spent waiting for a response in sessions that they eventually abandoned before connecting to an agent.		
Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Acceptance Rate		Folder: Chat > Agent
Description: Percentage of engagements that were accepted by an agent.		
Source or Calculation: Calculated as the value of the Chat > Agent > Offered metric divided by the value of the Chat > Agent > Accepted metric.		Used in: <ul style="list-style-type: none">Chat Engagement Report
Media type:		

Data type: Metric type:		
>> Back to list		
Metric name: Accepted		Folder: Chat > Agent
Description: Total number of assigned engagements that were accepted by the agents.		
Source or Calculation: AG2_CHAT_AGENT.ACCEPTED, AG2_CHAT_AGENT_GRP.ACCEPTED		Used in: <ul style="list-style-type: none"> • Chat Engagement Report • Interactions Acceptance Report
Media type: Data type: Metric type:		
>> Back to list		
Metric name: Accepted Unique		Folder: Chat > Agent
Description: The total number of logical interactions that were accepted, initiated, or pulled by this agent. This metric includes an agent's first participation in outbound replies to inbound interactions.		
Source or Calculation: AG2_CHAT_AGENT_*.ACCEPTED_UNIQUE		Used in: <ul style="list-style-type: none"> • Async Chat Dashboard • Chat Agent Stats
Media type: Data type: Metric type:		
>> Back to list		
Metric name: Alert Duration		Folder: Chat > Agent
Introduced: 9.0.012		
Description: The number of seconds that an interaction alerted at the agent's DN before being accepted.		
Source or Calculation: AG2_CHAT_AGENT.INVITE_ACC_TIME, AG2_CHAT_AGENT_GRP.INVITE_ACC_TIME		Used in: <p>This metric is not used in any reports.</p>
Media type: Data type: number Metric type:		
>> Back to list		
Metric name: Avg Duration for Accepting Interactions		Folder: Chat > Agent

Introduced: 9.0.012		
Description: The average amount of time (([h]:mm:ss) that interactions alerted at the agent's DN before being accepted.		
Source or Calculation: Calculated as the value of the Chat > Agent > Alert Duration metric divided by the value of the Chat > Agent > Accepted metric.		Used in: <ul style="list-style-type: none">• Interactions Acceptance Report
Media type:		
Data type: number Metric type:		
>> Back to list		
Metric name: Avg Focus Time		Folder: Chat > Agent
Description: The average amount of time that agents spent working directly or indirectly on media sessions within the reporting interval.		
Source or Calculation: Calculated as Chat > Agent > Focus Time divided by Chat > Agent > Accepted Unique.		Used in: <ul style="list-style-type: none">• Asynchronous Chat Dashboard• Chat Agent Stats
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Consult Received Engage Time		Folder: Chat > Agent
Description: The total amount of time that agents were engaged in collaborations or simple consultations where the collaborations/consultations were associated with customer interactions of this business attribute and the agents were the recipients of the collaboration/consultations requests.		
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RECEIVED_ENGAGE_TIME		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Consult Received Engage Warm Time		Folder: Chat > Agent

Description: The total amount of time that agents were engaged in consultations that were distributed or pulled from this chat and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with agents.

Source or Calculation:
AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_ENGAGE_TIME

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

[>> Back to list](#)

Metric name: Consult Received Hold Time

Folder:

Chat > Agent

Description: Total amount of time that agents had simple consultations on hold, where consultations were distributed or pulled from this chat and associated with customer interactions, and agents were consultation recipients.

Source or Calculation:
AG2_CHAT_AGENT_*.CONSULT_RECEIVED_HOLD_TIME

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

[>> Back to list](#)

Metric name: Consult Received Time

Folder:

Chat > Agent

Description: The total amount of time that this agent was engaged as a recipient in collaborations or simple consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.

Source or Calculation: Calculated as the sum of Chat > Agent > Consult Received Engage Time plus Chat > Agent > Consult Received Hold Time.

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

[>> Back to list](#)

Metric name: Consult Received Warm Hold Time

Folder:

Chat > Agent

Description: The total amount time that agents had consultations on hold where the interactions were distributed or pulled from this chat and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_HOLD_TIME		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Consult Received Warm Time		Folder: Chat > Agent
Description: The total amount of time that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.		
Source or Calculation: Calculated as the sum of Chat > Agent > Consult Received Warm Engage Time plus Chat > Agent > Consult Received Warm Hold Time.		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Consult Received Warm Wrap		Folder: Chat > Agent
Description: Total number of times consultations that agents received, for which agents entered ACW state, and interactions were transferred/conferenced with agents.		
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Consult Received Warm Wrap Time		Folder: Chat > Agent
Description: Total amount of time that agents spent in ACW state following consultations (distributed from this queue) that the agents requested and received, and the interactions were transferred to / conferenced with the agents.		
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP_TIME		Used in: This metric is not used in any reports.
Media type:		

Data type: Metric type:			
>>> Back to list			
Metric name: Consult Received Wrap		Folder: Chat > Agent	
Description: Total number of times entered ACW (Wrap) state following accepted simple consultations.			
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RECEIVED_WRAP		Used in: This metric is not used in any reports.	
Media type:			
Data type: Metric type:			
>>> Back to list			
Metric name: Consult Received Wrap Time		Folder: Chat > Agent	
Description: The total amount of time spent in ACW (Wrap) state following accepted simple consultations.			
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RECEIVED_WRAP_TIME		Used in: This metric is not used in any reports.	
Media type:			
Data type: Metric type:			
>>> Back to list			
Metric name: Engage Time		Folder: Chat > Agent	
Description: Total duration of engagement since an agent joining a chat till agent leaves the chat or chat ends.			
Source or Calculation: AG2_CHAT_AGENT_*.ENGAGE_TIME		Used in: This metric is not used in any reports.	
Media type:			
Data type: Metric type:			
>>> Back to list			
Metric name: Engagement Handle Time		Folder: Chat > Agent	
Description: Total duration of the agent engagement.			
Source or Calculation: Calculated as the difference between		Used in:	

the time when the agent joins the chat and the time when the agent leaves the chat (or the time the chat ends).		<ul style="list-style-type: none">• Chat Engagement Report
Media type: Data type: Metric type:		
>> Back to list		

Metric name: Focus Interval	Folder: Chat > Agent	
Description: The number of times the agent (or agents) was in focus state on this media session.		
Source or Calculation: AG2_CHAT_AGENT_*.FOCUS	Used in: <ul style="list-style-type: none">• Chat Agents Stats	
Media type: Data type: Metric type:		
>> Back to list		

Metric name: Focus Time	Folder: Chat > Agent	
Description: The total amount of time the agent (or agents) spent working directly or indirectly on this media session. This metric excludes dormant time.		
Source or Calculation: AG2_CHAT_AGENT_*.FOCUS_TIME	Used in: <ul style="list-style-type: none">• Async Chat Dashboard• Chat Agent Stats• Chat Engagement Report	
Media type: Data type: Metric type:		
>> Back to list		

Metric name: Hold Time	Folder: Chat > Agent	
Description: The total amount of time within the interval that this agent had customer interactions on hold.		
Source or Calculation: AG2_CHAT_AGENT_*.HOLD_TIME	Used in: This metric is not used in any reports.	
Media type: Data type: Metric type:		
>> Back to list		

Metric name: Interactions Less Time to Accept	Folder: Chat > Agent
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Introduced: 9.0.012		
Description: The number of interactions that were accepted by an agent after the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.		
Source or Calculation: AG2_CHAT_AGENT.ACCEPTED_SHORT, AG2_CHAT_AGENT_GRP.ACCEPTED_SHORT		Used in: This metric is not used in any reports.
Media type:		
Data type: number Metric type:		
>>> Back to list		
Metric name: Interactions Long Time to Accept		
Introduced: 9.0.012		Folder: Chat > Agent
Description: The number of interactions that were accepted by an agent after the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.		
Source or Calculation: AG2_CHAT_AGENT.ACCEPTED_LONG, AG2_CHAT_AGENT_GRP.ACCEPTED_LONG		Used in: This metric is not used in any reports.
Media type:		
Data type: number Metric type:		
>>> Back to list		
Metric name: Max Duration for Accepting Interactions		
Introduced: 9.0.012		Folder: Chat > Agent
Description: The longest amount of time ([h]:mm:ss) that any interaction alerted at the agent's DN before being accepted.		
Source or Calculation: AG2_CHAT_AGENT.INVITE_ACC_TIME_MAX, AG2_CHAT_AGENT_GRP.INVITE_ACC_TIME_MAX		Used in: • Interactions Acceptance Report
Media type:		
Data type: number Metric type:		
>>> Back to list		

Metric name: Offered		Folder: Chat > Agent
Description: Total number of engagements that were offered to agents.		
Source or Calculation: AG2_CHAT_AGENT_*.OFFERED		Used in: <ul style="list-style-type: none">• Chat Engagement Report
Media type:		
Data type:		
Metric type:		
>> Back to list		
Metric name: Rejected		Folder: Chat > Agent
Description: Total number of engagements that were rejected by agents.		
Source or Calculation: AG2_CHAT_AGENT_*.REJECTED		Used in: This metric is not used in any reports.
Media type:		
Data type:		
Metric type:		
>> Back to list		
Metric name: Wrap Time		Folder: Chat > Agent
Description: The total amount of time that agents spent performing after-call work for customer interactions that were distributed from this chat.		
Source or Calculation: AG2_CHAT_AGENT_*.WRAP_TIME		Used in: This metric is not used in any reports.
Media type:		
Data type:		
Metric type:		
>> Back to list		

Folder: Chat > Async

Metric name: Dormant Interval		Folder: Chat > Async
Description: The number of times a session entered the dormant state.		
Source or Calculation: AG2_CHAT_STATS_*.DORMANT		Used in:

Media type: Data type: Metric type:		<ul style="list-style-type: none">• Async Chat Dashboard• Chat Interaction Stats
>> Back to list		
Metric name: Dormant Time		Folder: Chat > Async
Description: The total amount of time that a customer interaction was in the dormant state or on hold (with no Agent participant). Routing time is excluded from dormant time.		
Source or Calculation: AG2_CHAT_STATS_*.DORMANT_TIME		Used in:
Media type: Data type: Metric type:		<ul style="list-style-type: none">• Async Chat Dashboard• Chat Interaction Stats
>> Back to list		
Metric name: Idle (No Agent)		Folder: Chat > Async
Description: The number of times that customer interactions had no activity when the interaction was in the active state and no agents were participating in the chat.		
Source or Calculation: AG2_CHAT_STATS_*.ASYNC_IDLE		Used in:
Media type: Data type: Metric type:		<ul style="list-style-type: none">• Chat Interaction Stats
>> Back to list		
Metric name: Idle Time (No Agent)		Folder: Chat > Async
Description: The total amount of time that customer interactions had no activity when the interaction was in the active state and no agents were participating in the chat.		
Source or Calculation: AG2_CHAT_STATS_*.ASYNC_IDLE_TIME		Used in:
Media type: Data type: Metric type:		<ul style="list-style-type: none">• Async Chat Dashboard• Chat Interaction Stats
>> Back to list		

Folder: Chat > Thread

Metric name: Average Thread Handle Time		Folder:
Introduced: 9.0.012.01		Chat > Thread
Description: Average handle duration of all chats in all threads.		
Source or Calculation: Calculated as AG2_CHAT_THREAD_STATS.HANDLE_DURATION divided by AG2_CHAT_THREAD_STATS.THREADS		Used in:
Media type:		This metric is not used in any reports.
Data type:		
Metric type:		
>> Back to list		

Metric name: Average Thread Response Time		Folder:
Introduced: 9.0.012.01		Chat > Thread
Description: For served threads, the average amount of time between clients' messages and the subsequent agents' messages.		
Source or Calculation: Calculated as AG2_CHAT_THREAD_STATS.AGENT_REPLY_DURATION divided by AG2_CHAT_THREAD_STATS.THREADS		Used in:
Media type:		This metric is not used in any reports.
Data type:		
Metric type:		
>> Back to list		

Metric name: Thread Agent Messages		Folder:
Introduced: 9.0.012.01		Chat > Thread
Description: Total number of agent messages in all threads.		
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_AGENTS		Used in:
Media type:		This metric is not used in any reports.
Data type:		
Metric type:		
>> Back to list		

Metric name: Thread Agent Messages Size		Folder: Chat > Thread
Introduced: 9.0.012.01		
Description: Total size of all agent messages in the thread.		
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_AGENTS_SIZE		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Thread Customer Messages		Folder: Chat > Thread
Introduced: 9.0.012.01		
Description: Total number of customer messages in all threads.		
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_CUSTOMERS		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Thread Customer Messages Size		Folder: Chat > Thread
Introduced: 9.0.012.01		
Description: Total size of all customer messages in the thread.		
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_CUSTOMERS_SIZE ???		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
>> Back to list		

Metric name: Thread Engagements		Folder: Chat > Thread
Introduced: 9.0.012.01		

Description: Total number of engagements in all threads.	
Source or Calculation: AG2_CHAT_THREAD_STATS.ENGAGEMENTS	
Media type: Data type: Metric type:	Used in: This metric is not used in any reports.
>> Back to list	
Metric name: Thread Handle Time	
Introduced: 9.0.012.01	
Folder: Chat > Thread	
Description: Total handle duration of all chats in all threads.	
Source or Calculation: AG2_CHAT_THREAD_STATS.HANDLE_DURATION	
Media type: Data type: Metric type:	Used in: This metric is not used in any reports.
>> Back to list	
Metric name: Thread Response Time	
Introduced: 9.0.012.01	
Folder: Chat > Thread	
Description: The total amount of time between clients' messages and the subsequent agents' messages throughout the thread.	
Source or Calculation: AG2_CHAT_THREAD_STATS.AGENT_REPLY_DURATION	
Media type: Data type: Metric type:	Used in: This metric is not used in any reports.
>> Back to list	
Metric name: Thread Sessions	
Introduced: 9.0.012.01	
Folder: Chat > Thread	
Description: Total number of sessions in all threads.	
Source or Calculation: AG2_CHAT_THREAD_STATS.SESIONS	
Used in:	

Media type: Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Threads Introduced: 9.0.012.01		Folder: Chat > Thread
Description: Total number of threads started by clients.		
Source or Calculation: AG2_CHAT_THREAD_STATS.THREADS		
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
>> Back to list		