

# **GENESYS**<sup>®</sup>

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## Genesys Customer Experience Insights Project Guide

**Chat Metrics** 

5/5/2025

# 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
- % Customer Terminated
- % Interactions Parked
- % Interactions with Less Queue Time
- % Interactions with Long Queue Time
- % Session Inactive
- % Session Missed
- % Session Only with Bots
- % Session Transferred
- % Session with Bot
- Agent
- Agent Response Time
- Agent Responses
- Agent Terminated

- Agent Wait
- Agent Wait Time
- Avg Bots per Media Session
- Avg Bots per Session with Bot
- Avg Characters per Session typed by Agent
- Avg First Response Agent Time
- Avg Messages Sent By Agent
- Avg Messages Sent By Customer
- Avg Session Time
- Bot Session
- Customer Response Time
- Customer Responses
- Customer Terminated
- Customer Wait
- Customer Wait Time

- Disconnected
- First Agent Wait Time
- First Bot Wait Time
- First Response Agent Time
- First Response Wait Time
- First Touch Resolution
- Handle Interval
- Handle Time
- Idle (Agent Present)
- Idle Time (Agent Present)
- Interactions Parked
- Interactions with Less Queue
   Time
- Interactions with Long Queue
   Time
- Max Agent Response Time
- Max Agent Wait Time
- Max Customer Response Time

- 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

#### Chat > Agent

- % Interactions Less Time to Accept
- % Interactions Long Time to Accept
- Abandoned Waiting Time

- 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

#### Accept

- Max Duration for Accepting Interactions
- Offered
- Rejected
- Wrap Time

#### Chat > Async

- Dormant Interval
- Dormant Time
- Idle (No Agent)
- Idle Time (No Agent)

#### Chat > Thread

- 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

### Folder: Chat

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

<b>Source or Calculation:</b> Calculated based on the Chat > Terminated and Chat > Media Session metrics.	Used in:	
Media type:		
Data type: Metric type:	Chat Termination Report	
>> Back to list		
Metric name: % Customer Terminated	Folder:	
Metric name. // customer reminated	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:         Data type:         Metric type:	<b>Used in:</b> • Chat Termination Report	
>> Back to list		
Metric name: % Interactions Parked		
Metric name: % Interactions Parked	Folder:	
Introduced: 9.0.013	Chat	
<b>Description:</b> The percentage of interactions that were placed in parking queue, relative to the total number of interactions that were established.		
<b>Source or Calculation:</b> Calculated based on the Chat > Media Session and Chat > Interactions Parked metrics.	Used in:	
Media type:		
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: % Interactions with Less Queue Time	Folder:	
Introduced: 9.0.013	Chat	
<b>Description:</b> The percentage of interactions that spent less tim configured as the duration-threshold in the [agg-gim-thld-CHAT-		
<b>Source or Calculation:</b> Calculated based on the Chat > Interaction with Less Queue Time and Chat > Interactions Parked metrics.	<b>Used in:</b> This metric is not used in any reports.	
Media type:		

Data type: Metric type:		
>> Back to list		
Metric name: % Intera Queue Time	actions with Long	Folder:
Introduced: 9.0.013		Chat
	of interactions that spent more tin shold in the [agg-gim-thld-CHAT-	me in the parking queue than the value PARKING] section.
<b>Source or Calculation:</b> Calcul Interaction with Long Queue Tir Parked metrics.		Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: % Sessi	on Inactive	Folder:
		Chat
<b>Description:</b> The percentage of (ENDED_REASON='INACTIVE').	of sessions that were terminated	due to inactivity
Source or Calculation: Calcul Session Inactive and Chat > Me		Used in:
Media type:		Chat Termination Report
Data type: Metric type:		
>> Back to list		
Metric name: % Sessi	on Missed	Folder:
		Chat
<b>Description:</b> aka % Chats Missed. Percentage of chats requested by clients that were not answered by agents.		
Source or Calculation: Calcul Session Missed and Chat > Med		Used in:
Media type:		Chat Session Report
Data type:		Char Dession Report
Metric type:		

Matric names % Seccion Only with Pate	Folder:	
Metric name: % Session Only with Bots		
	Chat	
Description: The percentage of media sessions handled by bo	ts, without agent involvement.	
<b>Source or Calculation:</b> Calculated based on the Chat > Session Only with Bots and Chat > Media Session metrics.	Used in:	
Media type:	Bot Dashboard	
Data type: Metric type:	Sessions Handled by Bots	
>> Back to list		
Metric name: % Session Transferred	Folder:	
	Chat	
<b>Description:</b> aka % Chats Transferred. The percentage of session	ons that were transferred to an agent.	
<b>Source or Calculation:</b> Calculated based on the Chat > Session Transferred and Chat > Media Session metrics.	Used in:	
Media type:	osed m:	
Data type:	Chat Session Report	
Metric type:		
>> Back to list		
Metric name: % Session with Bot	Folder:	
Metric name: % Session with Bot	Folder: Chat	
	Chat	
<b>Description:</b> The percentage of media sessions in which bots p	Chat	
	Chat	
<b>Description:</b> The percentage of media sessions in which bots p <b>Source or Calculation:</b> Calculated based on the Chat >	Chat Darticipated.	
<b>Description:</b> The percentage of media sessions in which bots p <b>Source or Calculation:</b> Calculated based on the Chat > Session with Bot and Chat > Media Session metrics.	Chat Darticipated.	
Description: The percentage of media sessions in which bots p         Source or Calculation: Calculated based on the Chat >         Session with Bot and Chat > Media Session metrics.         Media type:         Data type:	Chat Darticipated. Used in: • Bot Dashboard	
Description: The percentage of media sessions in which bots p         Source or Calculation: Calculated based on the Chat >         Session with Bot and Chat > Media Session metrics.         Media type:         Data type:         Metric type:         >> Back to list	Chat Darticipated. Used in: • Bot Dashboard	
Description: The percentage of media sessions in which bots p         Source or Calculation: Calculated based on the Chat >         Session with Bot and Chat > Media Session metrics.         Media type:         Data type:         Metric type:	Chat Darticipated. Used in: • Bot Dashboard • Sessions Handled by Bots	
Description: The percentage of media sessions in which bots provide the contract of the contrac	Chat Darticipated. Used in: • Bot Dashboard • Sessions Handled by Bots Folder: Chat	
Description: The percentage of media sessions in which bots percentage of media sessions in which bots percentage of media sessions in which bots percentage of media session metrics.         Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics.         Media type:         Data type:         Metric type:         >> Back to list         Metric name: Agent         Description: The number of parties that participated in the set	Chat Darticipated. Used in: • Bot Dashboard • Sessions Handled by Bots Folder: Chat	
Description: The percentage of media sessions in which bots provide a session of the chat > Session with Bot and Chat > Media Session metrics.         Media type:         Data type:         Metric type:         >> Back to list         Metric name: Agent         Description: The number of parties that participated in the set         Source or Calculation: AG2_CHAT_STATS_*.AGENTS	Chat Dearticipated. Used in:  Bot Dashboard  Sessions Handled by Bots  Folder: Chat Chat Session as an agent.	
Description: The percentage of media sessions in which bots percentage of media sessions in which bots percentage of media sessions in which bots percentage of media session metrics.         Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics.         Media type:         Data type:         Metric type:         >> Back to list         Metric name: Agent         Description: The number of parties that participated in the set	Chat Darticipated. Used in: • Bot Dashboard • Sessions Handled by Bots Folder: Chat Session as an agent. Used in:	
Description: The percentage of media sessions in which bots percentage of media sessions in which bots percentage of media session in which bots percentage of the chat > Session with Bot and Chat > Media Session metrics.         Media type:         Data type:         Metric type:         >> Back to list         Metric name: Agent         Description: The number of parties that participated in the set         Source or Calculation: AG2_CHAT_STATS_*.AGENTS         Media type:         Data type:	Chat Dearticipated. Used in:  Bot Dashboard  Sessions Handled by Bots  Folder: Chat Chat Session as an agent.	
Description: The percentage of media sessions in which bots provide a session in which bots provide a session with Bot and Chat > Media Session metrics.         Media type:         Data type:         Metric type:         >> Back to list         Metric name: Agent         Description: The number of parties that participated in the set         Source or Calculation: AG2_CHAT_STATS_*.AGENTS         Media type:	Chat Darticipated. Used in: • Bot Dashboard • Sessions Handled by Bots Folder: Chat Session as an agent. Used in:	

Metric name: Agent Response Time	Folder:	
	Chat	
<b>Description:</b> The total amount of time that an agent spent resp	bonding to a customer.	
Source or Calculation: AG2_CHAT_STATS_*.AGENT_REPLY_TIME	Used in:	
Media type:		
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Agent Responses	Folder:	
······	Chat	
	Chat	
Description: The total number of times that agents responded	to a customer.	
Source or Calculation: AG2_CHAT_STATS_*.AGENT_RESPONSES		
Media type: Chat	Used in:	
Data type:	This metric is not used in any reports.	
Metric type: Disposition		
>> Back to list		
Metric name: Agent Terminated	Folder:	
Metric name: Agent Terminated	Folder: Chat	
	Chat	
Metric name: Agent Terminated Description: The total number of sessions that were terminate Source or Calculation:	Chat	
<b>Description:</b> The total number of sessions that were terminate	Chat	
Description: The total number of sessions that were terminate Source or Calculation:	Chat d by the agent. <b>Used in:</b>	
<b>Description:</b> The total number of sessions that were terminate <b>Source or Calculation:</b> AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED	Chat d by the agent.	
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED Media type: Chat	Chat d by the agent. <b>Used in:</b>	
Description: The total number of sessions that were terminate         Source or Calculation:         AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED         Media type: Chat         Data type:	Chat d by the agent. <b>Used in:</b>	
Description: The total number of sessions that were terminate         Source or Calculation:         AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED         Media type: Chat         Data type:         Metric type:         >> Back to list	Chat d by the agent. <b>Used in:</b> • Chat Termination Report	
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED Media type: Chat Data type: Metric type:	Chat d by the agent. Used in: • Chat Termination Report Folder:	
Description: The total number of sessions that were terminate         Source or Calculation:         AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED         Media type: Chat         Data type:         Metric type:         >> Back to list	Chat d by the agent. <b>Used in:</b> • Chat Termination Report	
Description: The total number of sessions that were terminate         Source or Calculation:         AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED         Media type: Chat         Data type:         Metric type:         >> Back to list	Chat d by the agent. Used in: • Chat Termination Report Folder: Chat	
Description: The total number of sessions that were terminate Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED Media type: Chat Data type: Metric type: >> Back to list Metric name: Agent Wait	Chat d by the agent. Used in: • Chat Termination Report Folder: Chat	
Description: The total number of sessions that were terminate   Source or Calculation:   AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED   Media type: Chat   Data type:   Metric type:   >> Back to list   Metric name: Agent Wait Description: The total number of times that agents waited for	Chat d by the agent. Used in: • Chat Termination Report Folder: Chat	
Description: The total number of sessions that were terminate   Source or Calculation:   AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED   Media type: Chat   Data type:   Metric type:   >> Back to list   Metric name: Agent Wait Description: The total number of times that agents waited for Source or Calculation: AG2_CHAT_STATS_*.AGENT_WAIT Media type: Media type:	Chat d by the agent. Used in: • Chat Termination Report Folder: Chat a reply from a customer.	
Description: The total number of sessions that were terminate         Source or Calculation:         AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED         Media type: Chat         Data type:         Metric type:         >> Back to list    Metric name: Agent Wait  Description: The total number of times that agents waited for Source or Calculation: AG2_CHAT_STATS_*.AGENT_WAIT	Chat d by the agent. Used in: • Chat Termination Report Folder: Chat a reply from a customer. Used in:	
Description: The total number of sessions that were terminate   Source or Calculation:   AG2_CHAT_STATS_*.SESSIONS_AGENT_TERMINATED   Media type: Chat   Data type:   Metric type:   >> Back to list   Metric name: Agent Wait   Description: The total number of times that agents waited for   Source or Calculation: AG2_CHAT_STATS_*.AGENT_WAIT   Media type:   Data type:	Chat d by the agent. Used in: • Chat Termination Report Folder: Chat a reply from a customer. Used in:	

Metric name: Agent Wait Time	Folder: Chat	
Description: The total amount of time that agents spent waitin	ng for replies from customers.	
Source or Calculation: AG2_CHAT_STATS_*.AGENT_WAIT_TIME	Used in:	
Media type:	This metric is not used in any reports.	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Avg Bots per Media Session	Folder: Chat	
Description: Avg Number of Bot Gateway Server (BGS) session	is per media session.	
<b>Source or Calculation:</b> Calculated as the value of the Chat > Bot Sessions metric divided by the value of the Chat > Media Sessions metric.	Used in:	
Media type:	<ul> <li>Sessions Handled by Bots</li> </ul>	
Data type: Metric type:		
>> Back to list		
Metric name: Avg Bots per Session with Bot	Folder: Chat	
<b>Description:</b> Avg Number of Bot Gateway Server (BGS) sessions per media session in which bots participated.		
<b>Source or Calculation:</b> Calculated as the value of the Chat > Bot Sessions metric divided by the value of the Chat > Sessions with Bot metric.	Used in:	
Media type:	Bot Dashboard	
Data type: Metric type:	<ul> <li>Sessions Handled by Bots</li> </ul>	
>> Back to list		
Metric name: Avg Characters per Session typed by Agent	Folder: Chat	
Description: The average number of characters typed by ager	ts, per session.	
<b>Source or Calculation:</b> Calculated as the value of the Chat > Messages From Agent Size metric divided by the value of	Used in:	

the Chat > Media Sessions metric.	
Media type:	Chat Message Statistics Report
Data type: Metric type:	
>> Back to list	
Metric name: Avg First Response Agent	
Time	Folder:
	Chat
<b>Description:</b> The average amount of time, including mediation time an agent responded to the customer interaction.	n duration, that elapsed before the first
<b>Source or Calculation:</b> Calculated as the value of the Chat > First Response Agent Time metric divided by the value of	
the Chat > Media Sessions metric.	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Avg Messages Sent By Agent	Folder:
	Chat
<b>Description:</b> The average number of messages sent by agents	s 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:
Media type:	Chat Message Statistics Report
Data type: Metric type:	
>> Back to list	
Metric name: Avg Messages Sent By	Folder:
Customer	
	Chat
Description: The average number of messages sent by callers	s / customers, per chat session.
<b>Source or Calculation:</b> Calculated as the value of the Chat > Messages From Customer metric divided by the value of the Chat > Media Sessions metric.	Used in:
Media type:	Chat Message Statistics Report
Data type: Metric type:	ender ressuge statistics report

>> Back to list		
Metric name: Avg Ses	sion Time	Folder: Chat
Description: The average dura	ation of media sessions within the	e reporting period.
<b>Source or Calculation:</b> Calcu > Session Time metric divided Media Sessions metric.		Used in:
Media type:		Chat Session Report
Data type: Metric type:		Chat Termination Report
>> Back to list		
Metric name: Bot Ses	sion	Folder:
		Chat
Description: The total number	er of parties that participated in a	a sossion as hots
Source or Calculation: AG2_0		Used in:
Media type:		
Data type:		Bot Dashboard
Metric type:		<ul> <li>Sessions Handled by Bots</li> </ul>
>> Back to list		
Metric name: Custom	er Response Time	Folder:
		Chat
<b>Description:</b> The total amount	t of time a customer spent in resp	conding to agents
Source or Calculation:		bonding to agents.
AG2_CHAT_STATS_*.CUSTOMER	_RESPONSE_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: Custom	er Responses	Folder:
	·	Chat
Barrister and the second second		
Source or Calculation:	r of times a customer responded	to an agent.
AG2_CHAT_STATS_*.CUSTOMER	RESPONSES	Used in:
Media type:		This metric is not used in any reports.
Data type:		

Metric type:	
>> Back to list	
Metric name: Customer Terminated	Folder: Chat
Description: The number of sessions terminated by a custome	r, per session.
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_TERMINATED	Used in:
Media type:	
Data type: Metric type:	Chat Termination Report
>> Back to list	
Metric name: Customer Wait	Folder:
	Chat
Description: The total number of times that a customer wait for	or a reply from an agent.
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Customer Wait Time	Folder:
	Chat
Description: The total amount of time that a customer spent w	aiting for replies from agents.
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIME	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Disconnected	Folder: Chat
<b>Description:</b> The number of interactions that ended with a disc (ENDED_REASON='DISCONNECT').	connection
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_DISCONNECTED	Used in:

Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: First Ag	ent Wait Time	Folder:
Methe numer inst Ag		Chat
		Chat
<b>Description:</b> The amount of til agent (visible to the customer)		er the session started before the first
Source or Calculation:		
AG2_CHAT_STATS_*.FIRST_AGE	NI_WAII_IIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
and the second		
>> Back to list		
Metric name: First Bo	t Wait Time	Folder:
		Chat
<b>Description:</b> The amount of the (visible to the customer) joined	me that the customer waited afte the session.	er the session started before the first bot
Source or Calculation: AG2_CHAT_STATS_*.FIRST_BOT	_WAIT_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: First Re	sponse Agent Time	Folder:
		Chat
	psed between the first agent joir customer. Does not include routir	ning the media session, and the first
Source or Calculation: Calcu		
Response Wait Time minus the		Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Matric name: Eirst De	chance Wait Time	Folder:
Metric name: First Re	sponse wait lime	
		Chat

<b>Description:</b> 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	TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: First Touch	Resolution	Folder: Chat
<b>Description:</b> The number of advance is, without being placed in a dormant		successfully handled in one <i>touch</i> — that rmant state.
This metric includes sessions that were ended	by the agent, customer, or timeo	ut.
Source or Calculation: AG2_CHAT_STATS_*.FIRST_TOUCH_RE	ESOLUTION	Used in:
Media type:		Async Chat Dashboard
Data type: Metric type:		Chat Interaction Stats
>> Back to list		
Metric name: Handle Inte	rval	Folder:
Metric name: Handle Inte	rval	Folder: Chat
	session was in the active s	Chat
<b>Description:</b> The number of times a <b>Source or Calculation:</b>	session was in the active s	Chat state (as opposed to a dormant state).
<b>Description:</b> The number of times a <b>Source or Calculation:</b> AG2_CHAT_STATS_*.HANDLE_INTERV/	session was in the active s	Chat state (as opposed to a dormant state).
Description: The number of times a Source or Calculation: AG2_CHAT_STATS_*.HANDLE_INTERV/ Media type: Data type:	session was in the active s	Chat state (as opposed to a dormant state). <b>Used in:</b> • Async Chat Dashboard
Description: The number of times a Source or Calculation: AG2_CHAT_STATS_*.HANDLE_INTERV/ Media type: Data type: Metric type:	session was in the active s	Chat state (as opposed to a dormant state). <b>Used in:</b> • Async Chat Dashboard
Description: The number of times a         Source or Calculation:         AG2_CHAT_STATS_*.HANDLE_INTERV/         Media type:         Data type:         Metric type:         >> Back to list	session was in the active s	Chat state (as opposed to a dormant state). Used in: • Async Chat Dashboard • Chat Interaction Stats
Description: The number of times a         Source or Calculation:         AG2_CHAT_STATS_*.HANDLE_INTERV/         Media type:         Data type:         Metric type:         >> Back to list	e session was in the active s	Chat state (as opposed to a dormant state). Used in: • Async Chat Dashboard • Chat Interaction Stats
Description: The number of times a         Source or Calculation:         AG2_CHAT_STATS_*.HANDLE_INTERV/         Media type:         Data type:         Metric type:         >> Back to list	e media session.	Chat state (as opposed to a dormant state). Used in: • Async Chat Dashboard • Chat Interaction Stats
Description: The number of times a         Source or Calculation:         AG2_CHAT_STATS_*.HANDLE_INTERV/         Media type:         Data type:         Metric type:         >> Back to list         Metric name: Handle Time         Description: The total duration of the	e media session.	Chat state (as opposed to a dormant state). Used in: • Async Chat Dashboard • Chat Interaction Stats Folder: Chat Used in:
Description: The number of times a         Source or Calculation:         AG2_CHAT_STATS_*.HANDLE_INTERV/         Media type:         Data type:         Metric type:         >> Back to list         Metric name: Handle Time         Description: The total duration of the         Source or Calculation: AG2_CHAT_	e media session.	Chat state (as opposed to a dormant state). Used in: • Async Chat Dashboard • Chat Interaction Stats Folder: Chat

Metric name: Idle (Ag	jent Present)	Folder:
		Chat
<b>Description:</b> 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 e	xceeds the configured threshold.	
Source or Calculation: AG2_	CHAT_STATS_*.ACTIVE_IDLE	
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Matric names Idla Tim	a (Agant Procent)	Folder:
Metric name: Idle Tin	ie (Agent Present)	
		Chat
Description: The total amoun least one agent was participati		nteraction was in the active state and at
This metric counts only the time that e	xceeds the configured threshold.	
Source or Calculation: AG2_CHAT_STATS_*.ACTIVE_IDI	_E_TIME	Used in:
Media type:		<ul> <li>Async Chat Dashboard</li> </ul>
Data type:		Chat Interaction Stats
Metric type:		
>> Back to list		
Metric name: Interact	tions Parked	
		Folder:
Introduced: 9.0.013.01		Chat
<b>Description:</b> The number of in business hours.	iteractions that were placed in th	e parking queue and routed during
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_	PARKED	llood in
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Interact	tions with Less Queue	Folder:
Time		Chat

Introduced: 9.0.013.01		
<b>Description:</b> The number of interact configured as the duration-threshold i		
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_PARKE	D_SHORT	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Interactions	with Long	
Queue Time		Folder:
Introduced: 9.0.013.01		Chat
Description. The number of interact	ions that spont more time	in the parking queue than the value
<b>Description:</b> The number of interact configured as the duration-threshold i		
Source or Calculation:		
AG2_CHAT_STATS_*.SESSIONS_PARKE	D_LONG	Used in:
Media type:		
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Max Agent F	kesponse Time	Folder:
		Chat
Description: The longest amount of	time that an agent spent in	a replying to a customer.
Source or Calculation:		
AG2_CHAT_STATS_*.AGENT_RESPONS	E_TIME_MAX	Used in .
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Max Agent \	Nait Time	Folder:
		Chat
<b>Description:</b> The longest amount of customer response.	time, during the reporting	interval, that an agent waited for a

Source or Calculation: AG2_CHAT_STATS_*.AGENT_WA	IT_TIME_MAX	Used in:
Media type:		osed III.
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
	_	
Metric name: Max Cu Time	stomer Response	Folder: Chat
<b>Description:</b> The longest amo spent in responding to an agen		he reporting interval, that a customer
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER	_RESPONSE_TIME_MAX	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Max Cu	stomer Wait Time	Folder:
		Chat
<b>Description:</b> The longest amo message.	unt of time that any customer wa	aited for an agent to reply to a chat
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER	_WAIT_TIME_MAX	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Motrie removing the Fire	at Decherge Arrest	
Metric name: Max Fir	st kesponse Agent	Folder:
Time		Chat
<b>Description:</b> The longest amo chat session.	unt of time that elapsed before t	he first agent response to a customer in a
Source or Calculation: The la AG2_CHAT_STATS.FIRST_RESPO		
reporting period.		Used in:
1 31		
reporting period. Media type: Data type:		<b>Used in:</b> This metric is not used in any reports.

>> Back to list		
Metric name: Max Wa	it-time in Queue	Folder:
		Chat
Description: The longest amo	unt of time (HH:MM:SS) that any	interaction spent in the parking queue.
Source or Calculation:		Interaction spent in the parking queue.
AG2_CHAT_STATS_*.PARKING_D	URATION_MAX	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: Media S	ession	Folder:
		Chat
Department The based of the	of modio oppoints	
<b>Description:</b> The total number <b>Source or Calculation:</b> AG2_C		Used in:
Source of Calculation: AG2_C	2001_51015_*.5E5510105	
		Async Chat Dashboard
Media type:		Bot Dashboard
Data type:		Chat Interaction Stats
Metric type:		Chat Session Report
		Chat Termination Report
		Sessions Handled by Bots
>> Back to list		
Metric name: Messag	es From Agent	Folder:
	<b>y</b>	Chat
<b>N</b>		
<b>Description:</b> Total number of a <b>Source or Calculation:</b>	agent messages in all chat sessio	ons within the reporting period.
AG2_CHAT_STATS_*.MSG_FROM	_AGENTS	Used in:
Media type:		
Data type: Matric type:		Chat Session Report
Metric type:		
>> Back to list		
Metric name: Message	es From Agent Size	Folder:
		Chat
Description: Total size of agon	It messages in all chat sessions v	within the reporting period
sesen prioriti local size of agen	it messages in an char sessions i	and and reporting period.

Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_AGENTS_SIZE	Used in
Media type:	Used in:
Data type:	This metric is not used in any reports.
Metric type:	
>> Back to list	
Metric name: Messages From Bot	Folder:
Methe numer Messages from Bot	
	Chat
Description: Total number of bot messages in all cha	at sessions within the reporting period.
Source or Calculation: AG2_CHAT_STATS_*.MSG_FR	OM BOT
Media type:	Used in:
Data type:	This metric is not used in any reports.
Metric type:	
>> Back to list	
>> BACK to list	
Metric name: Messages From Bot Siz	e Folder:
	Chat
<b>Description:</b> Total size of bot messages in all chat se	essions within the reporting period.
Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_BOT_SIZE	Used in:
Media type:	
Data type:	This metric is not used in any reports.
Metric type:	
>> Back to list	
Metric name: Messages From Custon	ner Folder:
······································	
	Chat
<b>Description:</b> Total number of customer messages in	Chat
<b>Description:</b> Total number of customer messages in <b>Source or Calculation:</b>	Chat
<b>Description:</b> Total number of customer messages in <b>Source or Calculation:</b> AG2_CHAT_STATS_*.MSG_FROM_CUSTOMERS	Chat
<b>Description:</b> Total number of customer messages in <b>Source or Calculation:</b>	Chat all chat sessions within the reporting period.
Description: Total number of customer messages in Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_CUSTOMERS Media type: Data type:	Chat all chat sessions within the reporting period.
Description: Total number of customer messages in Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_CUSTOMERS Media type:	Chat all chat sessions within the reporting period.
Description: Total number of customer messages in         Source or Calculation:         AG2_CHAT_STATS_*.MSG_FROM_CUSTOMERS         Media type:         Data type:	Chat all chat sessions within the reporting period.
Description: Total number of customer messages in         Source or Calculation:         AG2_CHAT_STATS_*.MSG_FROM_CUSTOMERS         Media type:         Data type:         Metric type:         >> Back to list	Chat all chat sessions within the reporting period. Used in: • Chat Session Report
Description: Total number of customer messages in Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_CUSTOMERS Media type: Data type: Metric type:	Chat all chat sessions within the reporting period. Used in: • Chat Session Report
Description: Total number of customer messages in Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_CUSTOMERS Media type: Data type: Metric type: >> Back to list Metric name: Messages From Custom	Chat all chat sessions within the reporting period. Used in: • Chat Session Report

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:		
Media type:			
Data type: Metric type:	This metric is not used in any reports.		
>> Back to list			
Metric name: Parking Queue Duration			
	Folder:		
Introduced: 9.0.013	Chat		
Description: The total amount of time that the interaction spen	nt in the parking queue.		
Source or Calculation: AG2_CHAT_STATS_*.PARKING_DURATION	Used in:		
Media type:	This metric is not used in any reports.		
Data type: Metric type:	This metric is not used in any reports.		
>> Back to list			
Metric name: Session Ended Normally	Folder:		
	Chat		
<b>Description:</b> The number of interaction that ended normally (E			
	NDED_REASON in ['QUIT', 'FORCE']).		
Description: The number of interaction that ended normally (E Source or Calculation:	NDED_REASON in ['QUIT', 'FORCE']).		
<b>Description:</b> The number of interaction that ended normally (E <b>Source or Calculation:</b> AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY	NDED_REASON in ['QUIT', 'FORCE']).		
Description: The number of interaction that ended normally (E Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY Media type: Data type:	NDED_REASON in ['QUIT', 'FORCE']).		
Description: The number of interaction that ended normally (E Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY Media type: Data type: Metric type:	NDED_REASON in ['QUIT', 'FORCE']).		
Description: The number of interaction that ended normally (E Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY Media type: Data type: Metric type: >> Back to list	NDED_REASON in ['QUIT', 'FORCE']). <b>Used in:</b> This metric is not used in any reports.		
Description: The number of interaction that ended normally (E Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY Media type: Data type: Metric type: >> Back to list	NDED_REASON in ['QUIT', 'FORCE']). Used in: This metric is not used in any reports. Folder: Chat		
Description: The number of interaction that ended normally (E Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY Media type: Data type: Metric type: >> Back to list Metric name: Session Inactive	NDED_REASON in ['QUIT', 'FORCE']). Used in: This metric is not used in any reports. Folder: Chat Chat Chat Used in:		
Description: The number of interaction that ended normally (E         Source or Calculation:         AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY         Media type:         Data type:         Metric type:         >> Back to list         Metric name: Session Inactive         Description: The total number of times that sessions were inactive         Source or Calculation:	NDED_REASON in ['QUIT', 'FORCE']). Used in: This metric is not used in any reports. Folder: Chat Chat Used in: Async Chat Dashboard		
Description: The number of interaction that ended normally (E         Source or Calculation:         AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY         Media type:         Data type:         Metric type:         >> Back to list         Metric name: Session Inactive         Source or Calculation:         AG2_CHAT_STATS_*.SESSIONS_INACTIVE         Media type:         Data type:	NDED_REASON in ['QUIT', 'FORCE']). Used in: This metric is not used in any reports. Folder: Chat Chat Used in: Async Chat Dashboard Chat Interaction Stats		
Description: The number of interaction that ended normally (E         Source or Calculation:         AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY         Media type:         Data type:         Metric type:         >> Back to list         Metric name: Session Inactive         Source or Calculation:         AG2_CHAT_STATS_*.SESSIONS_INACTIVE         Media type:	NDED_REASON in ['QUIT', 'FORCE']). Used in: This metric is not used in any reports. Folder: Chat Chat Used in: Async Chat Dashboard		

Metric name: Session Missed	
	Folder:
Introduced: 9.0.011.xx	Chat
<b>Description:</b> Total number of chats requested by client reporting period. aka Chats Missed.	ts that were not answered by agents during the
Source or Calculation: AG2_CHAT_STATS.SESSIONS_M	
Media type:	Used in:
Data type: Metric type:	Chat Session Report
>> Back to list	
Metric name: Session Only with Bot	Folder:
·····, ·····	Chat
Description: The total number of media sessions hand	lled by bots, without agent involvement.
Source or Calculation: AG2_CHAT_STATS_*.SESSION_ONLY_WITH_BOT	Used in:
Media type:	Bot Dashboard
Data type:	• Sessions Handled by Bots
Metric type:	
>> Back to list	
Metric name: Session Time	Folder:
	Chat
<b>Description:</b> The total duration of chat sessions within	
Source or Calculation: AG2_CHAT_SESSION_*.SESSIO	N_TIME Used in:
Media type:	
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Session Transferred	Folder:
	Chat
<b>Description:</b> aka Chats Transferred. The total number the reporting period.	of chats that were transferred to an agent during
Source or Calculation:	Used in:
AG2_CHAT_STATS_*.SESSIONS_TRANSFERRED (SESSIONS_TRANSFERRED = sum(case when sf.AGENTS_COUNT> 1 then 1 else 0 end))	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:
Media type:		Bot Dashboard
Data type: Metric type:		Sessions Handled by Bots
>> Back to list		
Metric name: Termina Reasons	ted Due to Other	Folder: Chat
<b>Description:</b> 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: Calcu [Customer Terminated]) - [Ager Inactive])		Used in:
Media type: Data type: Metric type:		Chat Termination Report
>> Back to list		

## Folder: Chat > Agent

Metric name: % Interactions Less Time to	
Accept	Folder:
Introduced: 9.0.012	Chat > Agent
Description: The percentage of interactions that were accepted	d 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.

<b>Source or Calculation:</b> 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:
Media type:	Interactions Acceptance Report
Data type: number Metric type:	
>> Back to list	
Metric name: % Interactions Long Time to	
Accept	Folder:
Introduced: 9.0.012	Chat > Agent
<b>Description:</b> The percentage of interactions that were accepte	d by an agent after the amount of time
configured as the value of the option accepted-duration-thresho	
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:
Media type:	
Data type: number	Interactions Acceptance Report
Metric type:	
······································	
>> Back to list	
	Folder:
>> Back to list	Folder: Chat > Agent
>> Back to list Metric name: Abandoned Waiting Time	Chat > Agent
>> Back to list	Chat > Agent
>> Back to list Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent w	Chat > Agent
>> Back to list           Metric name: Abandoned Waiting Time           Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent.	Chat > Agent
>> Back to list Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent. Source or Calculation:	Chat > Agent aiting for a response in sessions that they <b>Used in:</b>
>> Back to list          Metric name: Abandoned Waiting Time         Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent.         Source or Calculation:         AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME         Media type:         Data type:	Chat > Agent aiting for a response in sessions that they
>> Back to list Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type:	Chat > Agent aiting for a response in sessions that they <b>Used in:</b>
>> Back to list          Metric name: Abandoned Waiting Time         Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent.         Source or Calculation:         AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME         Media type:         Data type:	Chat > Agent aiting for a response in sessions that they <b>Used in:</b>
>> Back to list          >> Back to list         Metric name: Abandoned Waiting Time         Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent.         Source or Calculation:         AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME         Media type:         Data type:         Metric type:         >> Back to list	Chat > Agent aiting for a response in sessions that they <b>Used in:</b>
>> Back to list          Metric name: Abandoned Waiting Time         Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent.         Source or Calculation:         AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME         Media type:         Data type:         Metric type:	Chat > Agent aiting for a response in sessions that they Used in: This metric is not used in any reports. Folder:
>> Back to list          >> Back to list         Metric name: Abandoned Waiting Time         Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent.         Source or Calculation:         AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME         Media type:         Data type:         Metric type:         >> Back to list	Chat > Agent aiting for a response in sessions that they <b>Used in:</b> This metric is not used in any reports.
>> Back to list          >> Back to list         Metric name: Abandoned Waiting Time         Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent.         Source or Calculation:         AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME         Media type:         Data type:         Metric type:         >> Back to list	Chat > Agent aiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent
>> Back to list          >> Back to list         Metric name: Abandoned Waiting Time         Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent.         Source or Calculation:         AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME         Media type:         Data type:         Metric type:         >> Back to list         Metric name: Acceptance Rate         Description: Percentage of engagements that were accepted I source or Calculation: Calculated as the value of the Chat	Chat > Agent aiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent
>> Back to list          >> Back to list         Metric name: Abandoned Waiting Time         Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent.         Source or Calculation:         AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME         Media type:         Data type:         Metric type:         >> Back to list         Metric name: Acceptance Rate         Description: Percentage of engagements that were accepted R         Source or Calculation: Calculated as the value of the Chat         > Agent > Offered metric divided by the value of the Chat >	Chat > Agent aiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent Oy an agent. Used in:
>> Back to list          >> Back to list         Metric name: Abandoned Waiting Time         Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent.         Source or Calculation:         AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME         Media type:         Data type:         Metric type:         >> Back to list         Metric name: Acceptance Rate         Description: Percentage of engagements that were accepted R         Source or Calculation: Calculated as the value of the Chat	Chat > Agent aiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent by an agent.

Data type: Metric type:		
>> Back to list		
Metric name: Accepte	d	Folder:
		Chat > Agent
Description: Total number of a	assigned engagements that were	accepted by the agents.
Source or Calculation: AG2_C AG2_CHAT_AGENT_GRP.ACCEPT		Used in:
Media type:		Chat Engagement Report
Data type: Metric type:		Interactions Acceptance Report
>> Back to list		
Metric name: Accepte	d Unique	Folder:
		Chat > Agent
		5
		accepted, initiated, or pulled by this bund replies to inbound interactions.
Source or Calculation: AG2_CHAT_AGENT_*.ACCEPTED	UNIQUE	Used in:
Media type:		<ul> <li>Async Chat Dashboard</li> </ul>
Data type: Metric type:		Chat Agent Stats
>> Back to list		
Metric name: Alert Du	iration	
Field in the Alere De		Folder:
Introduced: 9.0.012		Chat > Agent
<b>Description:</b> The number of seconds that an interaction alerted at the agent's DN before being accepted.		
Source or Calculation: AG2_C AG2_CHAT_AGENT_GRP.INVITE_		Used in:
Media type:		
Data type: number Metric type:		This metric is not used in any reports.
>> Back to list		
		Folder:
Metric name: Avg Dur Interactions	ation for Accepting	Chat > Agent
interactions		

Introduced: 9.0.012		
<b>Description:</b> The average amobeing accepted.	ount of time (([h]:mm:ss) that int	eractions alerted at the agent's DN before
<b>Source or Calculation:</b> Calcu > Agent > Alert Duration metri Chat > Agent > Accepted metri	ic divided by the value of the	Used in:
Media type:		Interactions Acceptance Report
Data type: number Metric type:		
>> Back to list		
Metric name: Avg Foo	cus Time	Folder:
		Chat > Agent
<b>Description:</b> The average amore sessions within the reporting in		orking directly or indirectly on media
<b>Source or Calculation:</b> Calcu Time divided by Chat > Agent	lated as Chat > Agent > Focus > Accepted Unique.	Used in:
Media type:		Asynchronous Chat Dashboard
Data type: Metric type:		Chat Agent Stats
>> Back to list		
Metric name: Consult	Received Engage	Folder:
Time		Chat > Agent
consultations where the collabor		ed in collaborations or simple ciated with customer interactions of this aboration/consultations requests.
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_	RECEIVED_ENGAGE_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
>> Back to list Metric name: Consult	Received Engage	Felden
	Received Engage	Folder:
Metric name: Consult	Received Engage	<b>Folder:</b> Chat > Agent

<b>Description:</b> 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	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Consult	<b>Received Hold Time</b>	Folder:
		Chat > Agent
Description: Total amount of t	ince that a gapta had simple same	ultations on hold where consultations
		ultations on hold, where consultations stomer interactions, and agents were
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT	RECEIVED HOLD TIME	
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Consult	Received Time	Folder:
		Chat > Agent
<b>Description:</b> 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: Calcul		
Agent > Consult Received Enga Consult Received Hold Time.	ige Time plus Chat > Agent >	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: Consult	Received Warm Hold	
Time		Folder:
		Chat > Agent
Description: The total amount	time that agents had consultation	ons 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: Acg: CHAT_AGENT *. CONSULT_RCV_WARM_HOLD_TIME       Used in: This metric is not used in any reports.         Media type: Metric type:       >> Back to list       This metric is not used in any reports.         Metric name: Consult Received Warm Time Description: The total amount of time that this agent was encyped as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.       Folder: Chat > Agent         Source or Calculation: Agent > Consult Received Warm Hold Time.       Used in: Media type: Agent > Consult Received Warm Hold Time.       Used in: This metric is not used in any reports.         Media type: Agent > Consult Received Warm Hold Time.       Used in: This metric is not used in any reports.         Media type: Agent > Consult Received Warm Hold Time.       Used in: This metric is not used in any reports.         Media type: Pate type: Chat > Agent Chat > Agent       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.       Used in: This metric is not used in any reports.         Source or Calculation: AC2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP       Used in: This metric is not used in any reports.         Media type: Date type: Date type: Chat > Agent       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,			
Media type:       Data type:       This metric is not used in any reports.         Description:       This metric is not used in any reports.         Metric type:       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:       Calculatoria:         Media type:       Out of 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:       Calculatoria:         Media type:       Description: Total number of times consultations that agents received, for which agents entered ACW         State, and interactions were transfered/conferenced with agents.       Source or Calculation:         Age: CART_AGENT_*.CONSULT_RCV_WARM_WRAP       Used in:         Media type:       This metric is not used in any reports.         Data type:       Source or Calculation:         Age: CART_AGENT_*.CONSULT_RCV_WARM_WRAP       Used in:         Media type:       This metric is not used in any reports.         Data type:       Source or Calculation:         Age: CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP       Used in:         This me		lised in:	
Pata type:       Image: Character of the sec in	Media type:		
Metric name: Consult Received Warm Time Chet > Agent       Folder: Chet > 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:         Media type: Pata type: Metric type:       This metric is not used in any reports.         >> Back to list       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.       Used in: This metric is not used in any reports.         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:       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:       Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP       Folder: Chat > Agent         Metric name: Consult Received Warm Wrap Time       Folder: Chat > Agent       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. <t< th=""><th></th><th>i nis metric is not used in any reports.</th></t<>		i nis metric is not used in any reports.	
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:         Media type:       Image: Consult Received Warm Hold Time.       Used in:         Metric name: Consult Received Warm Work P       Folder:       Chat > Agent         Wrap       Consult Received Warm Work P       Chat > Agent         Media type:       Image: Consult Received Warm       Folder:         Wrap       Chat > Agent       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:       Image: Consult Received Warm       This metric is not used in any reports.         Pata type:       Image: Consult Received Warm       This metric is not used in any reports.         Pata type:       Image: Consult Received Warm       This metric is not used in any reports.         Pata type:       Image: Consult Received Warm       This metric is not used in a	>> Back to list		
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:         Media type:       Data type:       This metric is not used in any reports.         Data type:       Polder:       Chat > Agent         Wrap       Folder:       Chat > Agent         Wrap       Used in:       This metric is not used in any reports.         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.         Metric type:       Polder:       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:         Media type:       Polder:       Chat > Agent         Description: Total number 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:	Metric name: Consult Received Warm Time	Folder:	
consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.       Jused in:         Agent > Consult Received Warm Engage Time plus Chat > Agent > Consult Received Warm Hold Time.       Jused in:         Media type:		Chat > Agent	
Agent > Consult Received Warm Engage Time plus Chat > Agent > Consult Received Warm Hold Time.       Used in:         Media type: Data type: Metric type:       This metric is not used in any reports.         >> Back to list       Folder: Chat > Agent         Media type: 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         Media type: Pata type: Metric type:       Image: Consult Received Warm Wrap       Used in: This metric is not used in any reports.         Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP       Used in: This metric is not used in any reports.         Media type: Pata type: Metric type:       Source or Calculation: 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 trecations 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.	consultations, including related hold durations, where the collab	aged as a recipient in collaborations or porations/consultations were associated	
Media type:       Pata type:         Metric type:       This metric is not used in any reports.         >> Back to list       Folder:         Chat > Agent       Chat > Agent         Description: Total number of times consultations that agents received, for which agents entered ACW state, and interactions were transferred/conferenced with agents.       Used in:         Source or Calculation:       AGENT_*.CONSULT_RCV_WARM_WRAP       Used in:         Media type:       Data type:       This metric is not used in any reports.         Pata type:       Description:       Source or Calculation:         Rd2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP       Used in:       This metric is not used in any reports.         Media type:       Data type:       This metric is not used in any reports.         Pata type:       Media type:       This metric is not used in any reports.         Pata type:       Data type:       This metric is not used in any reports.         Pata type:       Description: Total amount of time that agents spent in ACW state following consultations (distributed from this queue) that the agents.       Folder:         Chat > Agent       Chat > Agent       Chat > Agent         Description: Total amount of time that agents spent in ACW state following consultations (distributed from this queue) that the agents.       This metric is not used in any reports.         Source or Calculation: <th>Agent &gt; Consult Received Warm Engage Time plus Chat &gt;</th> <th>Used in:</th>	Agent > Consult Received Warm Engage Time plus Chat >	Used in:	
Pata type:       Image: Consult Received Warm         Metric name: Consult Received Warm       Folder:         Chat > Agent       Chat > Agent         Description: Total number of times consultations that agents received, for which agents entered ACW       Source or Calculation:         AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP       Used in:         Media type:       This metric is not used in any reports.         Data type:       Chat > Agent         Description: Total amount of time that agents received, for which agents entered ACW       Image: Consult Received Warm         Media type:       Description:         Data type:       Chat > Agent         Description: Total amount of time that agents spent in ACW stare following consultations (distributed from this queue) that the agents requested and received, and the received of or suffer or thans formed to / conferenced with the agents requested and received, and the received of ons used in any reports.         Source or Calculation:       Used in:         AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP_TIME       Used in:         Mage: Chat Agent_*.consult Received Warm       Used in:         This metric is not used in any reports.       This metric is not used in any reports.	Media type:	This metric is not used in any reports.	
Metric name: Consult Received Warm       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:       Image: Consult Received Warm         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.			
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:       Image: Consult Received Warm       Folder: Chat > Agent         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.       Used in: This metric is not used in any reports.         Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP_TIME       Used in: This metric is not used in any reports.	>> Back to list		
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         Media type:         Data type:         Metric type:         Metric type:         Metric type:         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		Folder:	
state, and interactions were transferred/conferenced with agents.         Source or Calculation:         AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP         Media type:         Data type:         Metric type:         >> Back to list         Folder:         Char > 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.	wrap	Chat > Agent	
AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP       Used in:         Media type:       This metric is not used in any reports.         Data type:       >> Back to list         >> Back to list       Folder:         Metric name: Consult Received Warm       Folder:         Wrap Time       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:       Used in:         AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP_TIME       Used in:         Mathematical transmession of the agents.       This metric is not used in any reports.			
Media type:       Data type:       This metric is not used in any reports.         Data type:       >> Back to list       This metric is not used in any reports.         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.       Used in:         Source or Calculation:       Ag2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP_TIME       Used in:		Used in	
Data type: Metric type:       Image: Consult Received Warm         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:		
Metric name: Consult Received Warm Wrap Time       Folder: Chat > Agent         Pescription: 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:       Used in: This metric is not used in any reports.		This metric is not used in any reports.	
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:       Used in:         AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP_TIME       This metric is not used in any reports.	>> Back to list		
Wrap Time       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:       Used in:         AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP_TIME       This metric is not used in any reports.	Metric name: Consult Received Warm	Faldar	
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.	Wrap Time		
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.		Chat > Agent	
AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP_TIME This metric is not used in any reports.	from this queue) that the agents requested and received, and the interactions were transferred to /		
Media type:			
	Media type:	This metric is not used in any reports.	

Data type: Metric type:	
>> Back to list	
Metric name: Consult Received Wrap	Folder: Chat > Agent
Description: Total number of times entered ACW (Wrap) state f	ollowing accepted simple consultations.
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RECEIVED_WRAP	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Consult Received Wrap Time	Folder:
-	Chat > Agent
<b>Description:</b> The total amount of time spent in ACW (Wrap) states consultations.	te following accepted simple
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RECEIVED_WRAP_TIME	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Engage Time	Folder:
	Chat > Agent
<b>Description:</b> Total duration of engagement since an agent joini chat ends.	ng a chat till agent leaves the chat or
Source or Calculation: AG2_CHAT_AGENT_*.ENGAGE_TIME	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Motric name: Engagement Handle Time	Folder:
Metric name: Engagement Handle Time	
	Chat > Agent
<b>Description:</b> Total duration of the agent engagement.	
<b>Description:</b> Total duration of the agent engagement. <b>Source or Calculation:</b> 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).		
Media type:	Chat Engagement Report	
Data type:		
Metric type:		
>> Back to list		
Metric name: Focus Interval	Folder:	
	Chat > Agent	
<b>Description:</b> 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:	
Media type:	- Chat Agapta State	
Data type: Metric type:	Chat Agents Stats	
>> Back to list		
Metric name: Focus Time	Folder:	
	Chat > Agent	
<b>Description:</b> The total amount of time the agent (or agents) sp media session. This metric excludes dormant time.	pent working directly or indirectly on this	
Source or Calculation: AG2_CHAT_AGENT_*.FOCUS_TIME	Used in:	
Media type:	Async Chat Dashboard	
	Chat Agent Stats	
Data type: Metric type:		
	Chat Engagement Report	
>> Back to list		
Metric name: Hold Time	Folder:	
Metric name. nota nime		
	Chat > Agent	
<b>Description:</b> The total amount of time within the interval that this agent had customer interactions on hold.		
Source or Calculation: AG2_CHAT_AGENT_*.HOLD_TIME		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
	Folder:	
Metric name: Interactions Less Time to		
Accept	Chat > Agent	

Introduced: 9.0.012		
		/ an agent after the amount of time Id in the agg-gim-thId-CHAT-ACC section.
Source or Calculation: AG2_CHAT_AGENT.ACCEPTED_S AG2_CHAT_AGENT_GRP.ACCEPT		Used in:
Media type:		This metric is not used in any reports.
Data type: number Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Interact	ions Long Time to	
Accept		Folder:
		Chat > Agent
Introduced: 9.0.012		
		/ an agent after the amount of time Id in the agg-gim-thId-CHAT-ACC section.
Source or Calculation: AG2_C AG2_CHAT_AGENT_GRP.ACCEPT		Used in:
Media type:		
Data type: number Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Max Du	ration for Accepting	
Interactions		Folder:
Introduced: 9.0.012		Chat > Agent
introduced. 9.0.012		
<b>Description:</b> 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_ AG2_CHAT_AGENT_GRP.INVITE_		Used in:
Media type:		Interactions Acceptance Report
Data type: number Metric type:		
>> Back to list		

Metric name: Offered	Folder: Chat > Agent	
Description: Total number of engagement	s that were offered to agents.	
Source or Calculation: AG2_CHAT_AGEN		
Media type:	Used in:	
Data type: Metric type:	Chat Engagement Report	
>> Back to list		
Metric name: Rejected	Folder:	
	Chat > Agent	
Description: Total number of engagement	s that were rejected by agents.	
Source or Calculation: AG2_CHAT_AGEN	Γ_*.REJECTED	
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Wrap Time	Folder:	
	Chat > Agent	
<b>Description:</b> 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		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> 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><li>Async Chat Dashboard</li><li>Chat Interaction Stats</li></ul>
>> Back to list		
Metric name: Dormar	nt Time	Folder: Chat > Async
	t of time that a customer interact uting time is excluded from dorm	tion was in the dormant state or on hold ant time.
Source or Calculation: AG2_	CHAT_STATS_*.DORMANT_TIME	Used in:
Media type:		Async Chat Dashboard
Data type: Metric type:		Chat Interaction Stats
>> Back to list		
Metric name: Idle (No	Agent)	Folder: Chat > Async
<b>Description:</b> The number of ti the active state and no agents		nad no activity when the interaction was in
Source or Calculation: AG2_	CHAT_STATS_*.ASYNC_IDLE	
Media type:		Used in:
Data type: Metric type:		Chat Interaction Stats
>> Back to list		
>> Back to list Metric name: Idle Tin	ne (No Agent)	Folder: Chat > Async
Metric name: Idle Tim		Chat > Async
Metric name: Idle Tim	t of time that customer interactio agents were participating in the o	Chat > Async
Metric name: Idle Tim Description: The total amoun was in the active state and no Source or Calculation:	t of time that customer interactio agents were participating in the o	Chat > Async ons had no activity when the interaction chat.
Metric name: Idle Tim Description: The total amoun was in the active state and no Source or Calculation: AG2_CHAT_STATS_*.ASYNC_IDL	t of time that customer interactio agents were participating in the o	Chat > Async ons had no activity when the interaction chat. <b>Used in:</b>
Metric name: Idle Tim Description: The total amoun was in the active state and no Source or Calculation: AG2_CHAT_STATS_*.ASYNC_IDL Media type: Data type:	t of time that customer interactio agents were participating in the o	Chat > Async ons had no activity when the interaction chat. Used in: • Async Chat Dashboard

## Folder: Chat > Thread

Metric name: Average Thread Handle Tim	e Folder:	
Introduced: 9.0.012.01	Chat > Thread	
Description: Average handle duration of all chats in all three	ads.	
<b>Source or Calculation:</b> 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	
<b>Description:</b> For served threads, the average amount of tim subsequent agents' messages.	ne between clients' messages and the	
<b>Source or Calculation:</b> 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:	
Introduced: 9.0.012.01	Chat > Thread	
<b>Description:</b> Total size of all agent messages in the thread.		
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_AGENTS_SIZE	Used in:	
Media type:	This metric is not used in any reports.	
Data type: Metric type:		
>> Back to list		
Metric name: Thread Customer Messages		
_	Folder:	
Introduced: 9.0.012.01	Chat > Thread	
Description: Total number of customer messages in all threads		
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_CUSTOMERS	Used in:	
Media type:	This metric is not used in any reports.	
Data type: Metric type:		
>> Back to list		
Metric name: Thread Customer Messages		
Size	Folder:	
Introduced: 9.0.012.01	Chat > Thread	
Description: Total size of all customer messages in the thread.		
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_CUSTOMERS_SIZE ???	Used in:	
Media type:	This metric is not used in any reports.	
Data type: Metric type:		
>> Back to list		
Metric name: Thread Engagements	Folder:	
	Chat > Thread	
Introduced: 9.0.012.01		

Description: Total number of	angegeneerte in ell threede	
Description: Total number of e	engagements in all threads.	
Source or Calculation: AG2_CHAT_THREAD_STATS.ENG	GAGEMENTS	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Thread	Handle Time	
		Folder:
Introduced: 9.0.012.01		Chat > Thread
Description: Total handle dura	ation of all chats in all threads.	
Source or Calculation:		
AG2_CHAT_THREAD_STATS.HAM	NDLE_DURATION	Used in:
Media type:		This metric is not used in any reports.
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Thread		
Metric name: meau	Response Time	
Metric name: Thread	Response Time	Folder:
Introduced: 9.0.012.01	Response Time	Folder: Chat > Thread
	Response Time	
Introduced: 9.0.012.01 Description: The total amount	-	
Introduced: 9.0.012.01	-	Chat > Thread
Introduced: 9.0.012.01 Description: The total amount throughout the thread.	t of time between clients' messag	Chat > Thread ges and the subsequent agents' messages
Introduced: 9.0.012.01 Description: The total amount throughout the thread. Source or Calculation:	t of time between clients' messag	Chat > Thread ges and the subsequent agents' messages <b>Used in:</b>
Introduced: 9.0.012.01 Description: The total amount throughout the thread. Source or Calculation: AG2_CHAT_THREAD_STATS.AGE Media type: Data type:	t of time between clients' messag	Chat > Thread ges and the subsequent agents' messages
Introduced: 9.0.012.01 Description: The total amound throughout the thread. Source or Calculation: AG2_CHAT_THREAD_STATS.AGE Media type:	t of time between clients' messag	Chat > Thread ges and the subsequent agents' messages <b>Used in:</b>
Introduced: 9.0.012.01 Description: The total amount throughout the thread. Source or Calculation: AG2_CHAT_THREAD_STATS.AGE Media type: Data type:	t of time between clients' messag	Chat > Thread ges and the subsequent agents' messages <b>Used in:</b>
Introduced: 9.0.012.01 Description: The total amound throughout the thread. Source or Calculation: AG2_CHAT_THREAD_STATS.AGE Media type: Data type: Metric type:	t of time between clients' messag	Chat > Thread ges and the subsequent agents' messages <b>Used in:</b>
Introduced: 9.0.012.01 Description: The total amound throughout the thread. Source or Calculation: AG2_CHAT_THREAD_STATS.AGE Media type: Data type: Metric type: >> Back to list	t of time between clients' messag	Chat > Thread ges and the subsequent agents' messages <b>Used in:</b>
Introduced: 9.0.012.01 Description: The total amound throughout the thread. Source or Calculation: AG2_CHAT_THREAD_STATS.AGE Media type: Data type: Metric type: >> Back to list	t of time between clients' messag	Chat > Thread ges and the subsequent agents' messages <b>Used in:</b> This metric is not used in any reports.
Introduced: 9.0.012.01 Description: The total amound throughout the thread. Source or Calculation: AG2_CHAT_THREAD_STATS.AGE Media type: Data type: Metric type: >> Back to list Metric name: Thread	t of time between clients' messag	Chat > Thread ges and the subsequent agents' messages Used in: This metric is not used in any reports. Folder:
Introduced: 9.0.012.01 Description: The total amount throughout the thread. Source or Calculation: AG2_CHAT_THREAD_STATS.AGE Media type: Data type: Metric type: >> Back to list Metric name: Thread Introduced: 9.0.012.01	t of time between clients' message	Chat > Thread ges and the subsequent agents' messages Used in: This metric is not used in any reports. Folder:
Introduced: 9.0.012.01 Description: The total amound throughout the thread. Source or Calculation: AG2_CHAT_THREAD_STATS.AGE Media type: Data type: Metric type: >> Back to list Metric name: Thread Introduced: 9.0.012.01 Description: Total number of s	t of time between clients' message	Chat > Thread ges and the subsequent agents' messages Used in: This metric is not used in any reports. Folder: Chat > Thread

Media type: Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Threads	5	Folder: Chat > Thread
Description: Total number of threads started by clients.		
Source or Calculation: AG2_0	CHAT_THREAD_STATS.THREADS	
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
>> Back to list		