

GENESYS[®]

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Genesys Customer Experience Insights Project Guide

Detail Metrics

5/7/2025

Detail Metrics

The Detail folder contains numerous metrics that you can use to build reports that describe low-level interaction and agent details.

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.

Detail

• There are no metrics in this folder

Detail > Handling Attempt

- Abandoned Waiting
- Abandoned Waiting Time
- Conference Initiated Time
- Conference Received Time
- Consult Initiated Time
- Customer Alert Time
- Customer Dial Time
- Customer Engage Time
- Customer Handle Time
- Customer Hold Time
- Customer Wrap Time
- Interaction Duration

- Queue Time
- Response Time
- Revenue
- Routing Point Time
- Satisfaction
- Total Duration
- Transfer Initiated Agent

Detail > Handling Attempt > Handling Predictive Routing

- Abandoned Waiting
- Abandoned Waiting Time
- Agent Rank
- Agent Score
- Conference Initiated Time
- Conference Received Time
- Customer Alert Time
- Customer Dial Time

- Customer Engage Time
- Customer Handle Time
- Customer Hold Time
- Customer Wrap Time
- Global Score
- Interaction Duration
- Max Score
- Median Score
- Message
- Min Score
- Queue Time
- Response Time
- Revenue
- Routing Point Time
- Satisfaction
- Target Size
- Total Duration

- Transfer Initiated Agent
- Turnaround Time

Detail > Handling Attempt > Handling User Data Example

• There are no metrics in this folder

Detail > Transfer

Interaction Duration

- Source Customer Engage Time
- Source Customer Hold Time
- Source Customer Wrap Time
- Source Queue Time
- Target Customer Engage Time
- Target Customer Hold Time
- Target Customer Wrap Time
- Target Queue Time

Detail > Transfer > Source User Data Example

• There are no metrics in this folder

Detail > Transfer > Target User Data Example

• There are no metrics in this folder

Folder: Detail

There are no metrics in this folder.

Folder: Detail > Handling Attempt

Metric name: Abandoned Wa	niting	Folder:
		Detail > Handling Attempt
Description: The total number of custom while the interactions were waiting for the resource.		ere abandoned or stopped for any reason
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ABAN	IDONED	Used in:
Media type: All		
Data type: Number Metric type: Detail		This metric is not used in any reports.
>> Back to list		
Metric name: Abandoned Wa	iting Time	Folder:
		Detail > Handling Attempt
Description: The total amount of time associated with customer interactions were abandoned or dropped for any reason before the interactions could be distributed.		
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ABAN	IDONED_TIME	Used in:
Media type: All		This metric is not used in any reports.

Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Conference Initiated Time	Folder: Detail > Handling Attempt	
Description: The amount of time that a conference initiated by (established). Duration applies only to the portion of the IRF that conference initiator.		
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CONF_INIT_TALK_DURATION		
Media type: All (except Email)	Used in:	
Data type: Number Metric type: Detail	 Interaction Handling Attempt Report 	
>> Back to list		
Metric name: Conference Received Time	Folder:	
	Detail > Handling Attempt	
Description: The amount of time, in seconds, that a conference that was joined by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference joiner.		
Source or Calculation: INTERACTION RESOURCE FACT GI2.CONF JOIN TALK DURATION	J	
Media type: All (except Email)	Used in:Interaction Handling Attempt Report	
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Consult Initiated Time	Folder:	
Introduced: 100.0.027.0001	Detail > Handling Attempt	
Description: The amount of time, in seconds, that a consult initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.		
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CONS_INIT_TALK_DURATION	Used in:	
Media type: All (except Email)	This metric is not used in any reports.	

Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Custom	er Alert Time	Folder: Detail > Handling Attempt
Description: This metric varies	s depending on the media type:	
 For voice interactions, the n voice handling attempt whil 		ction was ringing at the resource during a
 For multimedia interactions, at the resource during an in 		customer-related interaction was alerting
	metric includes agent's handling her agent, or handling a reply e-	of an inbound e-mail from a customer or mail back to the customer.
This metric excludes handling a collabo	pration, whether on the initiating or receiv	/ing side.
Source or Calculation: INTERACTION_RESOURCE_FACT	_GI2.CUSTOMER_RING_DURATION	^N Used in:
Media type: All		Interaction Handling Attempt Report
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Custom	er Dial Time	Folder:
		Detail > Handling Attempt
Description: The amount of time that the IRF resource spent initiating an outbound, customerrelated interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration.		
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_DIAL_DURATION Used in:		
Media type: Voice		Interaction Handling Attempt Report
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Custom	er Engage Time	Folder:
		Detail > Handling Attempt
	me that the agent processed a cunandling attempt. This metric inc	ustomer-related interaction at this ludes internal interactions.

• For synchronous interactions, this is the time that the agent spent interacting with a customer. The duration includes talk duration of conferenced interactions.

• For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer, handling an internal interaction from another agent, or handling a reply interaction back to the customer.

This duration excludes consultations and collaborations, whether they were initiated or received.

Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_TALK_DURATION	^V Used in:	
Media type: All	Interaction Handling Attempt Report	
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Customer Handle Time	Folder:	
	Detail > Handling Attempt	
Description:		
Source or Calculation: Calculated as the sum of INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_TALK_DURATION +	N	
INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATIO	^N Used in:	
INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_ACW_DURATION	• Interaction Handling Attempt Report	
Media type: All	5 1 1	
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Customer Hold Time	Folder:	
	Detail > Handling Attempt	
Description: The amount of time that the agent had the customer on hold. This metric excludes hold durations that are associated with initiated or received consultations but includes hold duration of conferenced interactions.		
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATIO	^N Used in:	
Media type: Voice	 Interaction Handling Attempt Depart 	
Data type: Number Metric type: Detail	 Interaction Handling Attempt Report 	
>> Back to list		
	Folder:	
Metric name: Customer Wrap Time	Detail > Handling Attempt	

Description: The amount of time that the resource was in interaction-related After-Call-Work (ACW or Wrap) state that pertained to this customer voice-interaction resource. The duration excludes ACW duration that is associated with received consultations.			
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_ACW_DURATION	^N Used in:		
Media type: Voice	Interaction Handling Attempt Report		
Data type: Number Metric type: Detail			
>> Back to list			
Metric name: Interaction Duration	Folder:		
	Detail > Handling Attempt		
Description: The difference between the beginning and end of	f the agent's interaction-related state.		
Source or Calculation: Calculated as the difference between INTERACTION_FACT_GI2.END_TS and INTERACTION_FACT_GI2.START_TS.	Used in:		
Media type: All	Interaction Handling Attempt Report		
Data type: Number Metric type: Date			
>> Back to list			
Metric name: Queue Time	Folder:		
	Detail > Handling Attempt		
Description: The sum of the durations that interactions spent the IRF resource. This duration excludes abandoned-while-que			
Source or Calculation: INTERACTION RESOURCE FACT GI2.QUEUE DURATION	Used in:		
Media type: All			
Data type: Number Metric type: Detail	Interaction Handling Attempt Report		
>> Back to list			
Metric name: Response Time	Folder:		
	Detail > Handling Attempt		
Description: The time that elapsed before the customer received service or abandoned the interaction, including the time that the interaction spent in a queue (including routing points and non-self-service IVR ports) prior to abandonment or reaching a handling resource (agent or self-service IVR) as well as the alert duration at the resource prior to the interaction being accepted.			
Additionally, this metric includes the mediation duration of any immediate previous attempt to deliver the interaction that was			

redirected with a technical result of RoutedOnNoAnswer or Unspecified, as well as the alert duration that is associated with this attempt. Received consultations and collaborations are excluded from consideration.			
Source or Calculation: Caclulated as the sum of INTERACTION_RESOURCE_FACT_GI2.PREVIOUS_MEI + INTERACTION_RESOURCE_FACT_GI2.MEDIATION_ + INTERACTION_RESOURCE_FACT_GI2.RING_DURAT	DURATION Used in		
Media type: All	Interaction Handling Attempt Report		
Data type: Number Metric type: Detail			
>> Back to list			
Metric name: Revenue	Folder: Detail > Handling Attempt		
Description: The total revenue generated by cust	omer interactions handled by this IRF resource.		
Source or Calculation: IRF_USER_DATA_GEN_1.R			
Media type: All	Used in:		
Data type: Character Metric type: Detail	This metric is not used in any reports.		
>> Back to list			
Metric name: Routing Point Time Folder:			
Metric name: Routing Point Time	Folder:		
Metric name: Routing Point Time	Folder: Detail > Handling Attempt		
Description: The sum of the durations that this IR	Detail > Handling Attempt F spent in routing point resources or routing strategy		
Description: The sum of the durations that this IR resources prior to arrival at the IRF resource. Source or Calculation:	Detail > Handling Attempt IF spent in routing point resources or routing strategy IT_DURATION Used in:		
Description: The sum of the durations that this IR resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POIN	Detail > Handling Attempt		
Description: The sum of the durations that this IR resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POIN Media type: All Data type: Number	Detail > Handling Attempt IF spent in routing point resources or routing strategy IT_DURATION Used in:		
Description: The sum of the durations that this IR resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POIN Media type: All Data type: Number Metric type: Detail	Detail > Handling Attempt IF spent in routing point resources or routing strategy IT_DURATION Used in:		
Description: The sum of the durations that this IR resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POIN Media type: All Data type: Number Metric type: Detail >> Back to list	Detail > Handling Attempt IF spent in routing point resources or routing strategy IT_DURATION Used in: • Interaction Handling Attempt Report		
Description: The sum of the durations that this IR resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POIN Media type: All Data type: Number Metric type: Detail >> Back to list	Detail > Handling Attempt IF spent in routing point resources or routing strategy IT_DURATION Used in: • Interaction Handling Attempt Report Folder:		
Description: The sum of the durations that this IR resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POIN Media type: All Data type: Number Metric type: Detail >> Back to list Metric name: Satisfaction Description: The numerical score of customer satisfaction	Detail > Handling Attempt IF spent in routing point resources or routing strategy IT_DURATION Used in: • Interaction Handling Attempt Report Folder: Detail > Handling Attempt		
Description: The sum of the durations that this IR resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POIN Media type: All Data type: Number Metric type: Detail >> Back to list Metric name: Satisfaction Description: The numerical score of customer sate handled by this IRF resource.	Detail > Handling Attempt IT_DURATION Used in: • Interaction Handling Attempt Report Folder: Detail > Handling Attempt isfaction that was attributed to customer interactions Used in:		
Description: The sum of the durations that this IR resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POIN Media type: All Data type: Number Metric type: Detail >> Back to list Metric name: Satisfaction Description: The numerical score of customer sate handled by this IRF resource. This score is stored in character format Source or Calculation:	Detail > Handling Attempt IT_DURATION Used in: • Interaction Handling Attempt Report Folder: Detail > Handling Attempt isfaction that was attributed to customer interactions		

Data type: Character Metric type: Detail		
>> Back to list		
Metric name: Total Duration	Folder:	
	Detail > Handling Attempt	
Description: The total duration of the IRF resource's particle interval(s) in which the IRF endures, including hold duration mediation. This metric excludes alert duration, received controls of the term of term o	and the time that the interaction spent in	
Source or Calculation: Calculated as the sum of INTERACTION_RESOURCE_FACT_GI2.MEDIATION_DURATION - INTERACTION_RESOURCE_FACT_GI2.TALK_DURATION + INTERACTION_RESOURCE_FACT_GI2.HOLD_DURATION + INTERACTION_RESOURCE_FACT_GI2.AFTER_CALL_WORK_DU Media type: All	Used in:	
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Transfer Initiated Agent	Folder:	
	Detail > Handling Attempt	
Description: The total number of times that the agent transferred customer interactions.		
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.TRANSFER_INITIATED_A	GENT Used in:	
Media type: All Data type: Number Metric type: Detail	This metric is not used in any reports.	
>> Back to list		

Folder: Detail > Handling Attempt > Handling Predictive Routing

Metric name: Abandoned Waiting	Folder:
	Detail > Handling Attempt > Handling Predictive Routing
Description: The total number of times that customer interacti Routing were abandoned or dropped for any reason before the i	
Source or Calculation: IF_IRF_GPM_FACT_GI2.ABANDONED	Used in:
Media type: All	Useu III.

Data type: Number Metric type: Detail		Predictive Routing Detail Report
>> Back to list		
Metric name: Abando	ned Waiting Time	Folder:
		Detail > Handling Attempt > Handling Predictive Routing
Predictive Routing that were ab		er interactions that were routed using on. This time includes the duration of ons could be distributed.
Source or Calculation: IF_IRF_GPM_FACT_GI2.ABANDO	NED_TIME	Used in:
Media type: All		- Prodictive Douting Datail Depart
Data type: Number Metric type: Detail		 Predictive Routing Detail Report
>> Back to list		
Metric name: Agent R	ank	Folder:
Methe name: Agent N		Detail > Handling Attempt > Handling Predictive Routing
Description: The agent's pred where 1 is the rank of the agen		st all other agents in the target group,
Source or Calculation: IF_IRF	_GPM_FACT_GI2.AGENT_RANK	
Media type: All		Used in:
Data type: Number Metric type: Detail		Predictive Routing Detail Report
>> Back to list		
Metric name: Agent S	coro	Folder:
Metric name. Agent 5		Detail > Handling Attempt > Handling Predictive Routing
Description: Predictive routing	g score for the agent that handled	d the interaction.
Source or Calculation: IF_IRF	_GPM_FACT_GI2.AGENT_SCORE	Head in .
Media type: All		Used in:
Data type: Number Metric type: Detail		Predictive Routing Detail Report
>> Back to list		
Metric name: Confere	nce Initiated Time	Folder:
Metric name: comere		Detail > Handling Attempt > Handling Predictive Routing

Description: The amount of time that a conference initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.CONF_INIT_TALK_DURATION	Used in:	
Media type: All		
Data type: Number Metric type: Detail	This metric is not used in any reports.	
>> Back to list		
Metric name: Conference Received Time Folder:		
	Detail > Handling Attempt > Handling Predictive Routing	
Description: The amount of time that a conference that was jo (established). Duration applies only to the portion of the IRF that conference joiner.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.CONF_JOIN_TALK_DURATION	Used in:	
Media type: All		
Data type: Number Metric type: Detail	This metric is not used in any reports.	
>> Back to list		
>> BACK LO IISL		
	Folder:	
Metric name: Customer Alert Time	Folder: Detail > Handling Attempt > Handling Predictive Routing	
	Detail > Handling Attempt > Handling Predictive	
Metric name: Customer Alert Time	Detail > Handling Attempt > Handling Predictive Routing	
Metric name: Customer Alert Time Description: This metric varies depending on the media type: • For voice interactions, the number of seconds that the interactions	Detail > Handling Attempt > Handling Predictive Routing	
 Metric name: Customer Alert Time Description: This metric varies depending on the media type: For voice interactions, the number of seconds that the interactions attempt while a customer was present. For multimedia interactions, the number of seconds that the 	Detail > Handling Attempt > Handling Predictive Routing action was ringing at the resource during a customer-related interaction was alerting of an inbound e-mail from a customer or	
 Metric name: Customer Alert Time Description: This metric varies depending on the media type: For voice interactions, the number of seconds that the interavoice handling attempt while a customer was present. For multimedia interactions, the number of seconds that the at the resource during an interaction handling attempt. For e-mail interactions, this metric includes agent's handling 	Detail > Handling Attempt > Handling Predictive Routing action was ringing at the resource during a customer-related interaction was alerting of an inbound e-mail from a customer or mail back to the customer.	
 Metric name: Customer Alert Time Description: This metric varies depending on the media type: For voice interactions, the number of seconds that the interavoice handling attempt while a customer was present. For multimedia interactions, the number of seconds that the at the resource during an interaction handling attempt. For e-mail interactions, this metric includes agent's handling an internal e-mail from another agent, or handling a reply examples. 	Detail > Handling Attempt > Handling Predictive Routing action was ringing at the resource during a customer-related interaction was alerting of an inbound e-mail from a customer or mail back to the customer.	
 Metric name: Customer Alert Time Description: This metric varies depending on the media type: For voice interactions, the number of seconds that the interavoice handling attempt while a customer was present. For multimedia interactions, the number of seconds that the at the resource during an interaction handling attempt. For e-mail interactions, this metric includes agent's handling an internal e-mail from another agent, or handling a reply e-This metric excludes handling a collaboration, whether on the initiating or receiver. 	Detail > Handling Attempt > Handling Predictive Routing Action was ringing at the resource during a customer-related interaction was alerting of an inbound e-mail from a customer or mail back to the customer. Ving side. Used in:	
 Metric name: Customer Alert Time Description: This metric varies depending on the media type: For voice interactions, the number of seconds that the interavoice handling attempt while a customer was present. For multimedia interactions, the number of seconds that the at the resource during an interaction handling attempt. For e-mail interactions, this metric includes agent's handling an internal e-mail from another agent, or handling a reply e-This metric excludes handling a collaboration, whether on the initiating or received the second s	Detail > Handling Attempt > Handling Predictive Routing Action was ringing at the resource during a customer-related interaction was alerting of an inbound e-mail from a customer or mail back to the customer.	
Metric name: Customer Alert Time Description: This metric varies depending on the media type: • For voice interactions, the number of seconds that the interacy voice handling attempt while a customer was present. • For multimedia interactions, the number of seconds that the at the resource during an interaction handling attempt. • For e-mail interactions, this metric includes agent's handling an internal e-mail from another agent, or handling a reply e-This metric excludes handling a collaboration, whether on the initiating or receiption: IF_IRF_GPM_FACT_GI2.CUSTOMER_RING_DURATION Media type: All Data type: Number	Detail > Handling Attempt > Handling Predictive Routing Action was ringing at the resource during a customer-related interaction was alerting of an inbound e-mail from a customer or mail back to the customer. Ving side. Used in:	
Metric name: Customer Alert Time Description: This metric varies depending on the media type: • For voice interactions, the number of seconds that the interactive voice handling attempt while a customer was present. • For multimedia interactions, the number of seconds that the at the resource during an interaction handling attempt. • For e-mail interactions, this metric includes agent's handling an internal e-mail from another agent, or handling a reply expression. This metric excludes handling a collaboration, whether on the initiating or receints. Media type: All Data type: Number Metric type: Detail	Detail > Handling Attempt > Handling Predictive Routing Action was ringing at the resource during a customer-related interaction was alerting of an inbound e-mail from a customer or mail back to the customer. Ving side. Used in:	

		Detail > Handling Attempt > Handling Predictive Routing	
Description: The amount of time that the IRF resource spent initiating an outbound, customer-related interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration.			
Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOM	ER_DIAL_DURATION	Used in:	
Media type: All			
Data type: Number Metric type: Detail		Predictive Routing Detail Report	
>> Back to list			
Metric name: Custom	er Engage Time	Folder:	
		Detail > Handling Attempt > Handling Predictive Routing	
Description: The amount of time that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This metric includes internal interactions. For synchronous interactions, this is the time that the agent spent interacting with a customer. The duration includes talk duration of conferenced interactions. For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer, handling an internal interaction from another agent, or handling a reply interaction back to the customer. This duration excludes consultations and collaborations, whether they were initiated or received.			
Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOM	ER_TALK_DURATION	Used in:	
Media type: All		Dradiative Deviting Datail Depart	
Data type: Number Metric type: Detail		Predictive Routing Detail Report	
>> Back to list			
Metric name: Custom	or Handle Time	Folder:	
Metric name: custom		Detail > Handling Attempt > Handling Predictive Routing	
Description: The sum of the Customer Engage Time, Customer Hold Time, and Customer Wrap Time metrics report.		r Hold Time, and Customer Wrap Time	
Source or Calculation: Calcu IF_IRF_GPM_FACT_GI2.CUSTOM IF_IRF_GPM_FACT_GI2.CUSTOM IF_IRF_GPM_FACT_GI2.CUSTOM	ER_TALK DURATION, ER_HOLD DURATION, and	Used in:	
Media type: All		Predictive Routing Detail Report	
Data type: Number Metric type: Detail			
>> Back to list			
Dack to list			

Metric name: Customer Hold Time	Folder:	
		Detail > Handling Attempt > Handling Predictive Routing
		ner on hold. This metric excludes hold tions but includes hold duration of
Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOME	ER_HOLD DURATION	Used in:
Media type: All		Prodictive Douting Detail Depart
Data type: Number Metric type: Detail		Predictive Routing Detail Report
>> Back to list		
Metric name: Custom	er Wrap Time	Folder:
		Detail > Handling Attempt > Handling Predictive Routing
Description: The amount of time that the resource was in interaction-related After-Call Work (ACW or Wrap) state that pertained to this customer voice-interaction resource. The duration excludes ACW duration that is associated with received consultations.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOME	ER_ACW_DURATION	Used in:
Media type: All		Predictive Routing Detail Report
Data type: Number Metric type: Detail		Predictive Routing Detail Report
>> Back to list		
Metric name: Global S	Score	Folder:
		Detail > Handling Attempt > Handling Predictive Routing
Description: The average prec	lictive routing score for all agent	s in the target group.
Source or Calculation: IF_IRF_GPM_FACT_GI2.GLOBAL_S	SCORE	Used in:
Media type: All		
Data type: Number Metric type: Detail		Predictive Routing Detail Report
>> Back to list		
Metric name: Interact	ion Duration	Folder:
		Detail > Handling Attempt > Handling Predictive Routing
Description: The duration of the	ne interaction.	
Source or Calculation: Calcul	ated as the difference between	Used in:

IF_IRF_GPM_FACT_GI2.IF_END_TS and IF_IRF_GPM_FACT_GI2.IF_START_TS.	
Media type: All	Predictive Routing Detail Report
Data type: Number Metric type: Detail	5 1
>> Back to list	
Metric name: Max Score	Folder:
	Detail > Handling Attempt > Handling Predictive Routing
Description: The highest predictive routing score for any ager	t in the target group.
Source or Calculation: IF_IRF_GPM_FACT_GI2.MAX_SCORE	
Media type: All	Used in:
Data type: Number Metric type: Detail	Predictive Routing Detail Report
>> Back to list	
Metric name: Median Score	Folder:
	Detail > Handling Attempt > Handling Predictive Routing
Description: The median predictive routing score for the targe	t group of agents.
Source or Calculation: IF_IRF_GPM_FACT_GI2.MEDIAN_SCORE	Used in:
Media type: All	
Data type: Number Metric type: Detail	 Predictive Routing Detail Report
>> Back to list	
Metric name: Message	Folder:
hetre humer hessage	Detail > Handling Attempt > Handling Predictive Routing
Description: If an error occurs while returning scoring results, value is NULL if no error is returned.	this field contains the error message. The
Source or Calculation: IF_IRF_GPM_FACT_GI2.MESSAGE	Hard La
Media type: All	Used in:
Data type: Number Metric type: Detail	Predictive Routing Detail Report
>> Back to list	
Metric name: Min Score	Folder:

	Routing
Description: The lowest predictive routing score for any agen	t in the target group.
Source or Calculation: IF_IRF_GPM_FACT_GI2.MIN_SCORE	
Media type: All	Used in:
Data type: Number Metric type: Detail	Predictive Routing Detail Report
>> Back to list	
Metric name: Queue Time	Folder:
Metric name. Queue nime	Detail > Handling Attempt > Handling Predictive Routing
Description: The sum of the durations that interactions spent the IRF resource. This duration excludes abandoned-while-que	
Source or Calculation:	
IF_IRF_GPM_FACT_GI2.QUEUE_DURATION	Used in:
Media type: All	Predictive Routing Detail Report
Data type: Number Metric type: Detail	je na se
>> Back to list	
Metric name: Response Time	Folder:
Methe numer Response Time	Detail > Handling Attempt > Handling Predictive Routing
Description: The time that elapsed before the customer receincluding the time that the interaction spent in a queue (includ ports). This metric is populated only if the handle count is greater that the interaction spent is the specific term of term	ing routing points and non-self-service IVR
Source or Calculation: Calculated as the sum of	
IF_IRF_GPM_FACT_GI2.PREVIOUS_MEDIATION_DURATION, plus MEDIATION DURATION and RING DURATION.	Used in:
Media type: All	 Prodictive Pouting Datail Popert
Data type: Number	Predictive Routing Detail Report
Metric type: Detail	
>> Back to list	
Metric name: Revenue	Folder:
Metric name. Revenue	Detail > Handling Attempt > Handling Predictive Routing
Description: The total revenue that is generated during the ir by agents who belong to the agent group.	nterval by customer interactions handled
Source or Calculation: IF_IRF_GPM_FACT_GI2.REVENUE	Used in:
	This metric is not used in any reports.

Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Routing	Point Time	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The sum of the d resources prior to arrival at the		iting point resources or routing strategy
Source or Calculation: IF_IRF_GPM_FACT_GI2.ROUTING	_POINT_DURATION	Used in:
Media type: All		
Data type: Number Metric type: Detail		This metric is not used in any reports.
>> Back to list		
Metric name: Satisfac	tion	Folder:
Metric name: Satisfac	Lion	Detail > Handling Attempt > Handling Predictive Routing
Description: The customer-sat	tisfaction score associated with tl	ne interaction.
Source or Calculation: IRF_USER_DATE_GEN_1.SATISFA	ACTION	Used in:
Media type: All		obcu iiii
Data type: Number		This metric is not used in any reports.
Data type: Number Metric type: Detail		This metric is not used in any reports.
		This metric is not used in any reports.
Metric type: Detail >> Back to list	Size	This metric is not used in any reports. Folder:
Metric type: Detail	Size	
Metric type: Detail > Back to list Metric name: Target S		Folder: Detail > Handling Attempt > Handling Predictive
Metric type: Detail > Back to list Metric name: Target S Description: The number of age	gents in the scored target group	Folder: Detail > Handling Attempt > Handling Predictive Routing (based on the list received from the
Metric type: Detail > Back to list Metric name: Target S Description: The number of agescoring engine).	gents in the scored target group	Folder: Detail > Handling Attempt > Handling Predictive Routing
Metric type: Detail >> Back to list Metric name: Target S Description: The number of ag scoring engine). Source or Calculation: IF_IRF	gents in the scored target group	Folder: Detail > Handling Attempt > Handling Predictive Routing (based on the list received from the
Metric type: Detail >> Back to list Metric name: Target S Description: The number of ag scoring engine). Source or Calculation: IF_IRF Media type: All Data type: Number	gents in the scored target group	Folder: Detail > Handling Attempt > Handling Predictive Routing (based on the list received from the Used in:
Metric type: Detail >> Back to list Metric name: Target S Description: The number of ac scoring engine). Source or Calculation: IF_IRF Media type: All Data type: Number Metric type: Detail	gents in the scored target group	Folder: Detail > Handling Attempt > Handling Predictive Routing (based on the list received from the Used in:

Description: The total duration of the IRF resource's interval(s) in which the IRF endures, including hold dur mediation.	
Source or Calculation: Calculated as the sum of IF_IRF_GPM_FACT_GI2.MEDIATION DURATION plus TALK_DURATION, HOLD_DURATION and AFTER_CALL_WORK_DURATION.	Used in:
Media type: All	Predictive Routing Detail Report
Data type: Number Metric type: Detail	
>> Back to list	
Metric name: Transfer Initiated Agen	Folder:
neerte namer namer nationer nitelatea Agen	Detail > Handling Attempt > Handling Predictive Routing
Description: The total number of times that agents to using Predictive Routing.	ransferred customer interactions that were routed
Source or Calculation: IF_IRF_GPM_FACT_GI2.TRANSFER_INIT_AGENT	Used in:
Media type: All	Predictive Routing Detail Report
Data type: Number Metric type: Detail	· Fredictive Routing Detail Report
>> Back to list	
Metric name: Turnaround Time	Folder:
	Detail > Handling Attempt > Handling Predictive Routing
Description: Amount of time the interaction spent in to be completed.	queue while waiting for predictive routing scoring
Source or Calculation: IF_IRF_GPM_FACT_GI2.WAIT_	
Media type: All	Used in:
Data type: Number Metric type: Detail	Predictive Routing Detail Report
>> Back to list	

Folder: Detail > Handling Attempt > Handling User Data Example

There are no metrics in this folder.

Folder: Detail > Transfer

Metric name: Interaction	n Duration	Folder: Detail > Transfer
Description: The difference betwee	een the beginning and end of	the agent's interaction-related state.
Source or Calculation: Calculated INTERACTION_RES_FACT_TRNSFR_G INTERACTION_RES_FACT_TRNSFR_G	GI2.END_TS and	Used in:
Media type: All		Transfer Detail Report
Data type: Number Metric type: Date		
>> Back to list		
Metric name: Source Cus Time	stomer Engage	Folder: Detail > Transfer
Description: The amount of time to where the agent was the initiator of		istomer-related transfer or conference
• For synchronous interactions, th	nis is the time that the agent s	spent interacting with a customer.
 For asynchronous interactions, t or handling a reply interaction b 		g an inbound interaction from a customer
This duration excludes consultations and col	llaborations.	
Source or Calculation: INTERACTION_RES_FACT_TRNSFR_G	GI2.CUSTOMER_TALK_DURATIO	Used in:
Media type: All		Transfer Detail Report
Data type: Number Metric type: Detail		
>> Back to list		
Metric name: Source Cu	stomer Hold Time	Folder:
		Detail > Transfer
Description: The amount of time t transfers or conferences that the ag consultations.	that the agent had the custor gent initiated and excludes he	ner on hold. This metric pertains to old durations that are associated with
Source or Calculation: INTERACTION_RES_FACT_TRNSFR_G	GI2.CUSTOMER_HOLD_DURATI	Used in:
Media type: Voice		Transfor Dotail Poport
Data type: Number Metric type: Detail		Transfer Detail Report

>> Back to list		
Metric name: Source	Customer Wrap Time	Folder:
		Detail > Transfer
	r conferences that the agent initi	action-related ACW (Wrap) state that ated. The duration excludes ACW
Source or Calculation: INTERACTION_RES_FACT_TRNS	R_GI2.CUSTOMER_ACW_DURATIO	^D ₩sed in:
Media type: Voice		 Transfer Datail Bonart
Data type: Number Metric type: Detail		Transfer Detail Report
>> Back to list		
Metric name: Source	Queue Time	Folder:
		Detail > Transfer
resources prior to arrival at the		or conferences spent at ACD queue des interactions that were queued for 5.
Source or Calculation: INTERACTION_RES_FACT_TRNS	R_GI2.QUEUE_DURATION	Used in:
Media type: All		 Transfer Detail Report
Data type: Number Metric type: Detail		Transfer Detail Report
>> Back to list		
Metric name: Target (Customer Engage	Folder:
Time		Detail > Transfer
	me that the agent spent processi as the recipient of the interaction.	ng a customer-related transfer or
For synchronous interaction	s, this is the time that the agent s	spent interacting with a customer.
	ns, this is the time that the agent g a reply interaction back to the c	spent handling an inbound interaction customer.
This duration excludes consultations ar	nd collaborations.	
Source or Calculation: INTERACTION RES FACT TRNSI	FR_GI2.CUSTOMER_TALK_DURATIO	ON RCV:
Media type: All		
Data type: Number Metric type: Detail		Transfer Detail Report

>> Back to list	
Metric name: Target Customer Hold Time Folder: Detail > Transfer	
Description: The amount of time that the agent had the customer on hold. This metric pertains to transfers or conferences that the agent received and excludes hold durations that are associated wit consultations.	th
Source or Calculation: INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_HOLD_DURATION_RCY	
Media type: Voice	
• Transfer Detail Report Metric type: Detail	
>> Back to list	
Metric name: Target Customer Wrap Time Folder:	
Detail > Transfer	
Description: The amount of time that the resource was in interaction-related ACW (Wrap) state that pertain to customer transfers or conferences that the agent received. The duration excludes ACW duration that is associated with received consultations.	t
Source or Calculation: INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_ACW_DURATION_RCV	
Media type: Voice • Transfer Detail Report Data type: Number Metric type: Detail • Transfer Detail Report	
>> Back to list	
Metric name: Target Queue Time Folder: Detail > Transfer	
Detail > Transfer Description: The sum of the durations that received transfers or conferences spent at ACD queue resources prior to arrival at the IRF resource. Source or Calculation: INTERACTION, RES, FACT, TRANSER, CID, OUTLUE, DURATION, REV.	
Description: The sum of the durations that received transfers or conferences spent at ACD queue resources prior to arrival at the IRF resource. Source or Calculation:	

Folder: Detail > Transfer > Source User Data Example

There are no metrics in this folder.

Folder: Detail > Transfer > Target User Data Example

There are no metrics in this folder.