GENESYS™

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

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- There are no metrics in this folder

Detail > Transfer

- Interaction Duration

- Source Customer Engage Time
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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 Waiting	Folder: Detail > Handling Attempt	
Description: The total number of customer interactions that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource.		
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ABANDONED	**Used in:** This metric is not used in any reports.	
Media type: All **Data type:** Number **Metric type:** Detail		
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Metric name: Abandoned Waiting 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.ABANDONED_TIME	**Used in:** This metric is not used in any reports.	
Media type: All		

Data type: Number **Metric type:** Detail		
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Metric name: Conference Initiated Time	**Folder:** Detail > Handling Attempt
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: INTERACTION_RESOURCE_FACT_GI2.CONF_INIT_TALK_DURATION	**Used in:** • Interaction Handling Attempt Report
Media type: All (except Email) **Data type:** Number **Metric type:** Detail	
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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	**Used in:** • Interaction Handling Attempt Report
Media type: All (except Email) **Data type:** Number **Metric type:** Detail	
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Metric name: Consult Initiated Time **Introduced:** 100.0.027.0001	**Folder:** 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:** This metric is not used in any reports.
Media type: All (except Email)	

Data type: Number **Metric type:** Detail		
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Metric name: Customer Alert Time		**Folder:** Detail > Handling Attempt
Description: This metric varies depending on the media type: • For voice interactions, the number of seconds that the interaction was ringing at the resource during a voice handling attempt while a customer was present. • For multimedia interactions, the number of seconds that the customer-related interaction was alerting at the resource during an interaction handling attempt. • For e-mail interactions, this metric includes agent's handling of an inbound e-mail from a customer or an internal e-mail from another agent, or handling a reply e-mail back to the customer. This metric excludes handling a collaboration, whether on the initiating or receiving side.		
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_RING_DURATION		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report
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Metric name: Customer 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 **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report
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Metric name: Customer Engage Time		**Folder:** Detail > Handling Attempt
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: INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_TALK_DURATION		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report
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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 + INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATION + INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_ACW_DURATION		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report
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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_DURATION		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report
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Metric name: Customer Wrap Time	**Folder:** 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	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Detail	• Interaction Handling Attempt Report
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Metric name: Interaction Duration	**Folder:** Detail > Handling Attempt
Description: The difference between the beginning and end of 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 **Data type:** Number **Metric type:** Date	• Interaction Handling Attempt Report
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Metric name: Queue Time	**Folder:** Detail > Handling Attempt
Description: The sum of the durations that interactions spent at ACD queue resources prior to arrival at the IRF resource. This duration excludes abandoned-while-queued interactions.	
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.QUEUE_DURATION	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Interaction Handling Attempt Report
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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_MEDIATION_DURATION + INTERACTION_RESOURCE_FACT_GI2.MEDIATION_DURATION + INTERACTION_RESOURCE_FACT_GI2.RING_DURATION.		Used in:
Media type: All Data type: Number Metric type: Detail		• Interaction Handling Attempt Report
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Metric name: Revenue	Folder: Detail > Handling Attempt
Description: The total revenue generated by customer interactions handled by this IRF resource.	
Source or Calculation: IRF_USER_DATA_GEN_1.REVENUE	
Media type: All Data type: Character Metric type: Detail	Used in: This metric is not used in any reports.
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Metric name: Routing Point Time	Folder: Detail > Handling Attempt
Description: The sum of the durations that this IRF spent in routing point resources or routing strategy resources prior to arrival at the IRF resource.	
Source or Calculation: INTERACTION_RESOURCE_FACT_GI2.ROUTING_POINT_DURATION	
Media type: All Data type: Number Metric type: Detail	Used in: • Interaction Handling Attempt Report
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Metric name: Satisfaction	Folder: Detail > Handling Attempt
Description: The numerical score of customer satisfaction that was attributed to customer interactions handled by this IRF resource. This score is stored in character format	
Source or Calculation: IRF_USER_DATA_GEN_1.SATISFACTION	Used in: This metric is not used in any reports.
Media type: All	

Data type: Character **Metric type:** Detail		
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Metric name: Total Duration	**Folder:** Detail > Handling Attempt
Description: The total duration of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures, including hold duration and the time that the interaction spent in mediation. This metric excludes alert duration, received consultations, and received collaborations.	
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_DURATION. **Media type:** All **Data type:** Number **Metric type:** Detail	**Used in:** • Interaction Handling Attempt Report
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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_AGENT **Media type:** All **Data type:** Number **Metric type:** Detail	**Used in:** This metric is not used in any reports.
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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 interactions that were routed using Predictive Routing were abandoned or dropped for any reason before the interactions could be distributed.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.ABANDONED **Media type:** All	**Used in:**

Data type: Number **Metric type:** Detail		• Predictive Routing Detail Report
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Metric name: Abandoned Waiting Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The total amount of time associated with customer interactions that were routed using Predictive Routing that were abandoned or dropped for any reason. This time includes the duration of customer interactions that were abandoned before the interactions could be distributed.

Source or Calculation: IF_IRF_GPM_FACT_GI2.ABANDONED_TIME		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report
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Metric name: Agent Rank	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The agent's predictive routing score ranked against all other agents in the target group, where 1 is the rank of the agent with the best score.

Source or Calculation: IF_IRF_GPM_FACT_GI2.AGENT_RANK		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report
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Metric name: Agent Score	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: Predictive routing score for the agent that handled the interaction.

Source or Calculation: IF_IRF_GPM_FACT_GI2.AGENT_SCORE		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report
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Metric name: Conference Initiated Time	**Folder:** 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		This metric is not used in any reports.
Data type: Number **Metric type:** Detail		
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Metric name: Conference Received Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The amount of time 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: IF_IRF_GPM_FACT_GI2.CONF_JOIN_TALK_DURATION		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Detail		
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Metric name: Customer Alert Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: This metric varies depending on the media type:

- For voice interactions, the number of seconds that the interaction was ringing at the resource during a voice handling attempt while a customer was present.

- For multimedia interactions, the number of seconds that the customer-related interaction was alerting at the resource during an interaction handling attempt.

- For e-mail interactions, this metric includes agent's handling of an inbound e-mail from a customer or an internal e-mail from another agent, or handling a reply e-mail back to the customer.

This metric excludes handling a collaboration, whether on the initiating or receiving side.

Source or Calculation: IF_IRF_GPM_FACT_GI2.CUSTOMER_RING_DURATION		Used in:
Media type: All		- Predictive Routing Detail Report
Data type: Number **Metric type:** Detail		
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Metric name: Customer Dial Time	**Folder:**

	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.CUSTOMER_DIAL_DURATION	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report
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Metric name: Customer 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.CUSTOMER_TALK_DURATION	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report
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Metric name: Customer Handle Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: The sum of the Customer Engage Time, Customer Hold Time, and Customer Wrap Time metrics report.	
Source or Calculation: Calculated as the sum of IF_IRF_GPM_FACT_GI2.CUSTOMER_TALK DURATION, IF_IRF_GPM_FACT_GI2.CUSTOMER_HOLD DURATION, and IF_IRF_GPM_FACT_GI2.CUSTOMER_ACW_DURATION.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report
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Metric name: Customer Hold Time	Folder: Detail > Handling Attempt > Handling Predictive Routing
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: IF_IRF_GPM_FACT_GI2.CUSTOMER_HOLD DURATION	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report
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Metric name: Customer 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.CUSTOMER_ACW_DURATION	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report
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Metric name: Global Score	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The average predictive routing score for all agents in the target group.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.GLOBAL_SCORE	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report
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Metric name: Interaction Duration	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The duration of the interaction.	
Source or Calculation: Calculated 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		
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Metric name: Max Score		**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: The highest predictive routing score for any agent in the target group.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.MAX_SCORE		**Used in:**
Media type: All		• Predictive Routing Detail Report
Data type: Number **Metric type:** Detail		
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Metric name: Median Score		**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: The median predictive routing score for the target group of agents.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.MEDIAN_SCORE		**Used in:**
Media type: All		• Predictive Routing Detail Report
Data type: Number **Metric type:** Detail		
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Metric name: Message		**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: If an error occurs while returning scoring results, this field contains the error message. The value is NULL if no error is returned.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.MESSAGE		**Used in:**
Media type: All		• Predictive Routing Detail Report
Data type: Number **Metric type:** Detail		
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Metric name: Min Score		**Folder:** Detail > Handling Attempt > Handling Predictive

		Routing
Description: The lowest predictive routing score for any agent in the target group.		
Source or Calculation: IF_IRF_GPM_FACT_GI2.MIN_SCORE		**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report
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Metric name: Queue Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: The sum of the durations that interactions spent at ACD queue resources prior to arrival at the IRF resource. This duration excludes abandoned-while-queued interactions.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.QUEUE_DURATION	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report
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Metric name: Response Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
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). This metric is populated only if the handle count is greater than zero.	
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 **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report
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Metric name: Revenue	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: The total revenue that is generated during the interval by customer interactions handled by agents who belong to the agent group.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.REVENUE	**Used in:**
Media type: All	This metric is not used in any reports.

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Data type: Number **Metric type:** Detail		

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Metric name: Routing Point Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The sum of the durations that this IRF spent in routing point resources or routing strategy resources prior to arrival at the IRF resource.

Source or Calculation: IF_IRF_GPM_FACT_GI2.ROUTING_POINT_DURATION	**Used in:** This metric is not used in any reports.
Media type: All	
Data type: Number **Metric type:** Detail	

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Metric name: Satisfaction	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The customer-satisfaction score associated with the interaction.

Source or Calculation: IRF_USER_DATE_GEN_1.SATISFACTION	**Used in:** This metric is not used in any reports.
Media type: All	
Data type: Number **Metric type:** Detail	

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Metric name: Target Size	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The number of agents in the scored target group (based on the list received from the scoring engine).

Source or Calculation: IF_IRF_GPM_FACT_GI2.TARGET_SIZE	**Used in:** • Predictive Routing Detail Report
Media type: All	
Data type: Number **Metric type:** Detail	

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Metric name: Total Duration	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The total duration of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures, including hold duration and the time that the interaction spent in 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 **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report
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Metric name: Transfer Initiated Agent	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: The total number of times that agents transferred customer interactions that were routed using Predictive Routing.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.TRANSFER_INIT_AGENT	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report
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Metric name: Turnaround Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: Amount of time the interaction spent in queue while waiting for predictive routing scoring to be completed.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.WAIT_TIME	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Predictive Routing Detail Report
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Folder: Detail > Handling Attempt > Handling User Data Example

There are no metrics in this folder.

Folder: Detail > Transfer

Metric name: Interaction Duration	Folder: Detail > Transfer
Description: The difference between the beginning and end of the agent's interaction-related state.	

Source or Calculation: Calculated as the difference between INTERACTION_RES_FACT_TRNSFR_GI2.END_TS and INTERACTION_RES_FACT_TRNSFR_GI2.START_TS.	Used in:
Media type: All **Data type:** Number **Metric type:** Date		• Transfer Detail Report
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Metric name: Source Customer Engage Time	Folder: Detail > Transfer

Description: The amount of time that the agent processed a customer-related transfer or conference where the agent was the initiator of the interaction.

- For synchronous interactions, this is the time that the agent spent interacting with a customer.

- For asynchronous interactions, this is the time spent handling an inbound interaction from a customer or handling a reply interaction back to the customer.

This duration excludes consultations and collaborations.

Source or Calculation: INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_TALK_DURATION	Used in:
Media type: All **Data type:** Number **Metric type:** Detail		• Transfer Detail Report
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Metric name: Source 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 initiated and excludes hold durations that are associated with consultations.	

Source or Calculation: INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_HOLD_DURATION	Used in:
Media type: Voice **Data type:** Number **Metric type:** Detail		• Transfer Detail Report

Metric name: Source 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 initiated. The duration excludes ACW duration that is associated with received consultations.	

Source or Calculation: INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_ACW_DURATION	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Detail		• Transfer Detail Report

Metric name: Source Queue Time	Folder: Detail > Transfer
Description: The sum of the durations that initiated transfers or conferences spent at ACD queue resources prior to arrival at the IRF resource. This duration includes interactions that were queued for consultation and excludes abandoned-while-queued interactions.	

Source or Calculation: INTERACTION_RES_FACT_TRNSFR_GI2.QUEUE_DURATION	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Transfer Detail Report

Metric name: Target Customer Engage Time	Folder: Detail > Transfer
Description: The amount of time that the agent spent processing a customer-related transfer or conference where the agent was the recipient of the interaction. • For synchronous interactions, this is the time that the agent spent interacting with a customer. • For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer or handling a reply interaction back to the customer. This duration excludes consultations and collaborations.	

Source or Calculation: INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_TALK_DURATION_RCV	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail		• Transfer Detail Report

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 with consultations.

Source or Calculation: INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_HOLD_DURATION_RCV

Media type: Voice

Data type: Number
Metric type: Detail

Used in:

- Transfer Detail Report

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.

Source or Calculation: INTERACTION_RES_FACT_TRNSFR_GI2.CUSTOMER_ACW_DURATION_RCV

Media type: Voice

Data type: Number
Metric type: Detail

Used in:

- Transfer Detail Report

Metric name: Target Queue Time	Folder: 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_TRNSFR_GI2.QUEUE_DURATION_RCV

Media type: All

Data type: Number
Metric type: Detail

Used in:

- Transfer Detail Report

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.