

# **GENESYS**

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## Genesys Customer Experience Insights Project Guide

**iWD Metrics** 

### iWD Metrics

The iWD root folder contains numerous metrics that you can use to build intelligent Workload Distribution (iWD)-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.
- 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.

#### **iWD**

- % Finished
- % Finished Overdue
- Accept Time
- Avg Accept Time
- · Avg Finish Time
- Avg Handle Time
- Avg Pre Source System Time
- Avg Source System Time
- Finish Time
- Finished
- · Finished Overdue
- Handle Time
- New
- Pending
- Pending Overdue
- Pre Source System Time
- Source System Time

#### iWD > Age

• There are no metrics in this folder

#### iWD > Agent

- Accepted
- Avg Handle Time
- Handle Time
- Max Handle Time
- Max Handle Time (Fmt)
- Min Handle Time
- Min Handle Time (Fmt)

#### iWD > Capture

- · % Finished
- · % Finished Overdue
- Accept Time
- Avg Accept Time
- Avg Finish Time
- · Avg Handle Time
- Avg Pre Source System Time
- Avg Source System Time

- · Finish Time
- Finished
- · Finished Overdue
- Handle Time
- New
- Pending
- Pending Overdue
- Pre Source System Time
- Source System Time

#### iWD > Classification

- · % Finished
- % Finished Overdue
- Accept Time
- · Avg Accept Time
- · Avg Finish Time
- Avg Handle Time
- Avg Pre Source System Time
- Avg Source System Time
- Finish Time

- Finished
- Finished Overdue
- Handle Time
- New
- Pending
- Pending Overdue
- · Pre Source System Time
- Source System Time

#### iWD > Email

- % Sent OA Review
- Agent Reply
- Agent Reply QA Review
- Agent Reply without QA Review
- Automated Reply
- Completed
- New
- Other
- Pending
- Sent
- Sent ACK
- Sent QA Review
- Sent without ACK
- Sent without QA Review
- Standard Response
- Unsolicited

- Unsolicited QA Review
- Unsolicited without QA Review

### iWD > Queue

- % Finished
- % Finished Overdue
- Accept Time
- Avg Accept Time
- Avg Finish Time
- · Avg Handle Time
- Avg Pre Source System Time
- Avg Source System Time
- Entered
- Exited
- · Finish Time
- Finished
- · Finished Overdue
- · Handle Time
- New
- Pending
- · Pending Overdue
- Pre Source System Time
- Source System Time
- Tasks on Cancel Queue
- Tasks on Captured Queue
- Tasks on Completed Queue

- Tasks on Delivery Attempt Hold Queue
- Tasks on Delivery Window Hold Queue
- · Tasks on Error Held Queue
- Tasks on Force Route Hold Oueue
- Tasks on Force Route Queued Hold
- · Tasks on Hold Queue
- · Tasks on New Queue
- Tasks on Non Routable Oueue
- Tasks on Post Processing Queue
- · Tasks on Queued Queue
- · Tasks on Rejected Queue
- Tasks on Restricted Delivery Queue
- Tasks on Submitted Queue
- · Tasks on Transfer Queue

### iWD > Service Objects

- Duration
- Extracted Events Amount

### iWD > Time

There are no metrics in this folder

Folder: iWD

**Metric name: % Finished** 

Folder:

iWD

**Description:** The percentage of tasks of this aggregate that were completed during the reporting interval.

<b>Source or Calculation:</b> Calculated based on the iWD > New and iWD > Finished metrics.	Used in:	
Media type:	Customer Segment Service Level Report	
Data type:	Intraday Process Report	
Metric type:	Process Volume Report	
>> Back to list		
<b>Metric name: % Finished Overdue</b>	Folder:	
	iWD	
<b>Description:</b> The percentage of completed tasks of this aggree reporting interval.	egate that were overdue during the	
<b>Source or Calculation:</b> Calculated based on the iWD > Finished and iWD > Finished Overdue metrics.	Used in:	
Media type:	Intraday Backlog Summary	
	<ul> <li>Intraday Process Dashboard</li> </ul>	
Data type: Metric type:	Intraday Process Report	
>> Back to list		
Metric name: Accept Time	Folder:	
·	iWD	
<b>Description:</b> Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.		
Source or Calculation: IWD AGG TASK *.CMPL TASK ASSIGN TIME		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Avg Accept Time	Folder:	
	iWD	
<b>Description:</b> For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.		
<b>Source or Calculation:</b> Calculated based on the iWD > Finished and iWD > Accept Time metrics.	Used in:	
Media type:	Capture Point Business Value Report	

Data type: Metric type:		<ul> <li>Capture Point Dashboard</li> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Intraday Process Dashboard</li> <li>Intraday Process Report</li> <li>Process Volume Report</li> <li>Queue Priority Range Report</li> <li>Queue Task Duration Report</li> </ul>
>> Back to list		
Metric name: Avg Fin	ish Time	Folder: iWD
<b>Description:</b> The average amount of time that elapsed before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval.		
<b>Source or Calculation:</b> Calcu Finished and iWD > Finished Ti		Used in:
Media type: Data type: Metric type:	ne metrics.	<ul> <li>Capture Point Business Value Report</li> <li>Capture Point Dashboard</li> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Intraday Process Dashboard</li> <li>Intraday Process Report</li> <li>Process Volume Report</li> <li>Queue Priority Range Report</li> <li>Queue Task Duration Report</li> </ul>
>> Back to list		
Metric name: Avg Har	ndle Time	Folder: iWD

Metric name: Avg Har	ndle Time	Folder:
		iWD
<b>Description:</b> The average among Calculated as (finished – assign		leted tasks during the given time interval.
<b>Source or Calculation:</b> Calcul Finished and iWD > Handle Tim		Used in:
Media type:		Capture Point Dashboard
Data type:		Capture Point Report

Metric type:		<ul> <li>Capture Point Task Duration Report</li> <li>Intraday Process Dashboard</li> <li>Intraday Process Report</li> <li>Process Volume Report</li> <li>Queue Task Duration Report</li> </ul>
>> Back to list		
Metric name: Avg Pre	<b>Source System Time</b>	Folder:
		iWD
	sks, the average amount of pre- Calculated as (source created - f	source system time for completed tasks ïrst created).
<b>Source or Calculation:</b> Calcul Finished and iWD > Pre Source		Used in:
Tillistica and two > The Source	System time metrics.	Capture Point Dashboard
Media type:		Capture Point Report
Data type: Metric type:		Capture Point Task Duration Report
		Queue Task Duration Report
>> Back to list		
Metric name: Avg Sou	irce System Time	Folder:
		iWD
<b>Description:</b> For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.		
<b>Source or Calculation:</b> Calcul Finished and iWD > Source System 1		Used in:
Timbried and TVD 7 Source Sys	tem mile metres.	Capture Point Dashboard
Media type:		Capture Point Report
Data type: Metric type:		Capture Point Task Duration Report     Output Task Duration Report
		Queue Task Duration Report
>> Back to list		
Metric name: Finish T	ime	Folder:
		iWD
		d. Similar to ed – task-creation) timestamp for

Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COMPLETE_1	TIME Used in:	
Media type:		
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Finished	Folder:	
	iWD	
<b>Description:</b> The total number of tasks of the interval.	nis classification that were completed during the reporting	
Source or Calculation:	Used in:	
IWD_AGG_TASK_*.COMPL_TASK_COUNT	Capture Point Business Value Report	
	Capture Point Dashboard	
	Capture Point Report	
	Capture Point Task Duration Report	
Media type:  Data type:	Customer Segment Service Level     Report	
Metric type:	Intraday Backlog Summary	
	Intraday Process Dashboard	
	Intraday Process Report	
	Process Volume Report	
>> Back to list		
Metric name: Finished Overdue	e Folder:	
	iWD	
<b>Description:</b> The total number of completed tasks of this classification that were overdue during the reporting interval.		
Source or Calculation:	Used in:	
IWD_AGG_TASK_*.COMPLETED_OVERDUE	Intraday Backlog Summary	
Media type:	Intraday Process Dashboard	
Data type:	Intraday Process Report	
Metric type:	Process Volume Report	
>> Back to list		
Matric name: Handle Time	Foldor	

		iWD
<b>Description:</b> Total agent work time for completed tasks during the given time interval. Calculated as (finished – assigned).		
Source or Calculation: IWD_AGG_TASK_AGENT_*.WOR	K_TIME	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
<b>Metric name: New</b>		Folder:
		iWD
<b>Description:</b> Number of new to counted only after it has been of		during the given time interval. The task is
Source or Calculation: IWD_/	AGG_TASK_*.NEW_TASK_COUNT	Used in:
		Capture Point Business Value Report
		Capture Point Dashboard
		Capture Point Report
Marilla tours		Capture Point Task Duration Report
Media type:  Data type: Metric type:		<ul> <li>Customer Segment Service Level Report</li> </ul>
		Intraday Backlog Summary
		Intraday Process Dashboard
		Intraday Process Report
		Process Volume Report
>> Back to list		
Metric name: Pending	]	Folder:
		iWD
<b>Description:</b> The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.		
Source or Calculation: IWD_AGG_TASK_*.TOTAL_PEND	ING_TASK_COUNT	Used in:
Media type:		Intraday Backlog Summary
Data type: Metric type:		Intraday Process Report
>> Back to list		

Metric name: Pending Overdue		Folder:
	of pending tasks that are overdue on the SLA due date and time has	e at the end of the given time interval. A sbeen missed.
Source or Calculation: IWD_AGG_TASK_*.TOTAL_OVER	DUE_TASK_COUNT	Used in:
Media type:		<ul> <li>Intraday Backlog Summary</li> </ul>
Data type: Metric type:		Intraday Process Report
>> Back to list		
Metric name: Pre Sou	rce System Time	Folder: iWD
<b>Description:</b> Total pre-source as (source created - first create		during the given time interval. Calculated
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_F	PRE_SRC_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This meane is not used in any reports.
>> Back to list		
Metric name: Source	System Time	Folder:
to and created within iWD. The (sourceCreatedDateTime) that	creation timestamp from the sou	eding system before they were submitted arce system is an extended attribute system. Calculated as the (iWD - source en time interval.
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_S	SRC_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		

Folder: iWD > Age

There are no metrics in this folder.

### Folder: iWD > Agent

Metric name: Accepte	ed	Folder:
		iWD > Agent
<b>Description:</b> The total number	r of tasks that the agent has han	dled during the given time interval.
Source or Calculation: IWD AGG TASK AGENT *.TASK	WORK COUNT	Used in:
Media type:	_	Resource Performance Dashboard
Data type: Metric type:		Resource Performance Report
>> Back to list		
Metric name: Avg Har	ndle Time	Folder:
		iWD > Agent
<b>Description:</b> The average amo	ount of time that the agent spent	working on a task.
<b>Source or Calculation:</b> Calculation: Agent >Accepted and iWD < Agent >Accepted Accepted Accepte		Used in:
Media type:		Resource Performance Dashboard
Data type: Metric type:		Resource Performance Report
>> Back to list		
Metric name: Handle	Time	Folder:
		iWD > Agent
<b>Description:</b> The total amount of time that the agent spent working on a task.		
Source or Calculation: IWD_AGG_TASK_AGENT_*.WOR	K_TIME	Used in:
Media type:		Resource Performance Dashboard
Data type: Metric type:		Resource Performance Report
>> Back to list		
Metric name: Max Ha	ndle Time	Folder:
		iWD > Agent
<b>Description:</b> The longest amount of time that the agent spent working on any task.		
Source or Calculation: IWD AGG TASK AGENT *.MIN V	WORK TIME	Used in:
Media type:	_	This metric is not used in any reports.

Data type: Metric type:		
>> Back to list		
Metric name: Max Ha	ndle Time (Fmt)	Folder: iWD > Agent
<b>Description:</b> This metric is use spent working on any task. (HH		ongest amount of time that the agent
Source or Calculation: IWD_AGG_TASK_AGENT_*.MIN_V	WORK_TIME	Used in:
Media type:		Resource Performance Dashboard
Data type: Metric type:		Resource Performance Report
>> Back to list		
Metric name: Min Har	ndle Time	Folder:
		iWD > Agent
<b>Description:</b> The shortest amo	ount of time that the agent spent	working on any task.
Source or Calculation: IWD_AGG_TASK_AGENT_*.MAX_	_WORK_TIME	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Min Har	ndle Time (Fmt)	Folder:
	(	iWD > Agent
<b>Description:</b> This metric is used for internal calculations. The shortest amount of time that the agent spent working on any task. (HH:MM:SS)		
Source or Calculation: IWD_AGG_TASK_AGENT_*.MAX_	_WORK_TIME	Used in:
Media type:		Resource Performance Dashboard
Data type: Metric type:		Resource Performance Report
>> Back to list		

### Folder: iWD > Capture

Metric name: % Finish	ned	Folder:
		iWD > Capture
<b>Description:</b> The percentage of tasks of this aggregate that were completed during the reporting interval.		
<b>Source or Calculation:</b> Calcuand iWD > Finished metrics.	lated based on the iWD > New	Used in:
Media type:		Customer Segment Service Level Report
Data type:		<ul> <li>Intraday Process Report</li> </ul>
Metric type:		Process Volume Report
>> Back to list		
<b>Metric name: % Finisl</b>	hed Overdue	Folder:
		iWD > Capture
<b>Description:</b> The percentage of completed tasks of this aggregate that were overdue during the reporting interval.		
Source or Calculation: Calcu		Used in:
Finished and iWD > Finished Ov	verdue metrics.	Intraday Backlog Summary
Media type:		
Data type:		Intraday Process Dashboard
Metric type:		Intraday Process Report
>> Back to list		
Metric name: Accept	Time	Folder:
		iWD > Capture
<b>Description:</b> Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.		
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_A	ASSIGN_TIME	Head in
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Avg Acc	ept Time	Folder:
		iWD > Capture

**Description:** For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.

**Source or Calculation:** Calculated based on the iWD > Used in: Finished and iWD > Accept Time metrics. • Capture Point Business Value Report · Capture Point Dashboard · Capture Point Report • Capture Point Task Duration Report Media type: · Intraday Process Dashboard Data type: Metric type: Intraday Process Report Process Volume Report • Queue Priority Range Report · Queue Task Duration Report >> Back to list

### **Metric name: Avg Finish Time** Folder: iWD > Capture **Description:** The average amount of time that elapsed before a task was completed. Similar to

CMPL TASK AVG ASSIGN TIME. Calculated as the (task-completed - task-creation) timestamp for completed tasks during the given time interval.

Source or Calculation: Calculated based on the iWD > Used in: Finished and iWD > Finished Time metrics.

### Media type:

Data type: Metric type:

- Capture Point Business Value Report
- · Capture Point Dashboard
- Capture Point Report
- Capture Point Task Duration Report
- · Intraday Process Dashboard
- Intraday Process Report
- · Process Volume Report
- · Queue Priority Range Report
- Queue Task Duration Report

>> Back to list

### **Metric name: Avg Handle Time** Folder: iWD > Capture

**Description:** The average amount of agent work time for completed tasks during the given time interval.

Calculated as (finished – assigned).	
<b>Source or Calculation:</b> Calculated bas Finished and iWD > Handle Time metrics	
Media type:  Data type:  Metric type:	<ul> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Intraday Process Dashboard</li> <li>Intraday Process Report</li> <li>Process Volume Report</li> <li>Queue Task Duration Report</li> </ul>
>> Back to list	
Metric name: Avg Pre Source	ce System Time Folder:  iWD > Capture
<b>Description:</b> For completed tasks, the average amount of pre-source system time for completed tasks during the given time interval. Calculated as (source created - first created).	
<b>Source or Calculation:</b> Calculated bas Finished and iWD > Pre Source System T	
Media type: Data type: Metric type:	<ul> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Queue Task Duration Report</li> </ul>
	Quede lask Duration Report
>> Back to list	
>> Back to list  Metric name: Avg Source Sy	
	/stem Time Folder: iWD > Capture
Metric name: Avg Source Sy  Description: For completed tasks, the abefore they were submitted to and creat an extended attribute (sourceCreatedDa	
Metric name: Avg Source Sy  Description: For completed tasks, the abefore they were submitted to and creat an extended attribute (sourceCreatedDa	iWD > Capture  average amount of time that tasks spent in the preceding system ted within iWD. The creation timestamp from the source system is steTime) that must be provided by the source system. Calculated mestamp for completed tasks during the given time interval.  ed on the iWD > Used in:
Metric name: Avg Source Sy  Description: For completed tasks, the abefore they were submitted to and creat an extended attribute (sourceCreatedDaas the (iWD - source system) creation times.  Source or Calculation: Calculated base.	iWD > Capture  average amount of time that tasks spent in the preceding system ted within iWD. The creation timestamp from the source system is ateTime) that must be provided by the source system. Calculated mestamp for completed tasks during the given time interval.  ed on the iWD > Used in:
Metric name: Avg Source Sy  Description: For completed tasks, the abefore they were submitted to and creat an extended attribute (sourceCreatedDa as the (iWD - source system) creation time.  Source or Calculation: Calculated bas Finished and iWD > Source System Time.	iWD > Capture  average amount of time that tasks spent in the preceding system ted within iWD. The creation timestamp from the source system is ateTime) that must be provided by the source system. Calculated mestamp for completed tasks during the given time interval.  ed on the iWD >   we metrics.  Used in:  • Capture Point Dashboard
Metric name: Avg Source Sy  Description: For completed tasks, the abefore they were submitted to and creat an extended attribute (sourceCreatedDaas the (iWD - source system) creation times to be source or Calculation: Calculated base Finished and iWD > Source System Times Media type:  Data type:	iWD > Capture  average amount of time that tasks spent in the preceding system ted within iWD. The creation timestamp from the source system is ateTime) that must be provided by the source system. Calculated mestamp for completed tasks during the given time interval.  ed on the iWD >  e metrics.  Used in:  • Capture Point Dashboard  • Capture Point Report  • Capture Point Task Duration Report

iWD > Capture **Description:** Total amount of time before a task was completed. Similar to CMPL TASK AVG ASSIGN TIME. Calculated as the (task-completed - task-creation) timestamp for completed tasks during the given time interval. **Source or Calculation:** IWD\_AGG\_TASK\_\*.COMPL\_TASK\_COMPLETE\_TIME Used in: Media type: This metric is not used in any reports. Data type: Metric type: >> Back to list Metric name: Finished Folder: iWD > Capture **Description:** The total number of tasks of this classification that were completed during the reporting interval. **Source or Calculation:** Used in: IWD AGG TASK \*.COMPL TASK COUNT • Capture Point Business Value Report · Capture Point Dashboard · Capture Point Report Capture Point Task Duration Report Media type: • Customer Segment Service Level Report Data type: Metric type: Intraday Backlog Summary · Intraday Process Dashboard • Intraday Process Report · Process Volume Report >> Back to list **Metric name: Finished Overdue** Folder: iWD > Capture **Description:** The total number of completed tasks of this classification that were overdue during the reporting interval. Used in: Source or Calculation: IWD\_AGG\_TASK\_\*.COMPLETED\_OVERDUE Intraday Backlog Summary Media type: • Intraday Process Dashboard Data type: Metric type: Intraday Process Report

		Process Volume Report
>> Back to list		
Metric name: Handle	Time	<b>Folder:</b> iWD > Capture
<b>Description:</b> Total agent work (finished – assigned).	time for completed tasks during	the given time interval. Calculated as
Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK	<_TIME	Used in:
Media type:  Data type:  Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: New		Folder: iWD > Capture
<b>Description:</b> Number of new to counted only after it has been of		during the given time interval. The task is
Source or Calculation: IWD_A	GG_TASK_*.NEW_TASK_COUNT	Used in:
Media type:  Data type:  Metric type:		<ul> <li>Capture Point Business Value Report</li> <li>Capture Point Dashboard</li> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Customer Segment Service Level Report</li> <li>Intraday Backlog Summary</li> <li>Intraday Process Dashboard</li> <li>Intraday Process Report</li> <li>Process Volume Report</li> </ul>
>> Back to list		
Metric name: Pending	I	Folder: iWD > Capture
<b>Description:</b> The current number or Held) at the end of the report		here the task status is Queued, Assigned,
Source or Calculation: IWD_AGG_TASK_*.TOTAL_PENDI	NG_TASK_COUNT	Used in:

Media type:  Data type:  Metric type:		<ul><li>Intraday Backlog Summary</li><li>Intraday Process Report</li></ul>
>> Back to list		
Metric name: Pending	g Overdue	Folder: iWD > Capture
	of pending tasks that are overducen the SLA due date and time has	e at the end of the given time interval. A s been missed.
Source or Calculation: IWD_AGG_TASK_*.TOTAL_OVER	DUE_TASK_COUNT	Used in:
Media type:  Data type: Metric type:		<ul><li>Intraday Backlog Summary</li><li>Intraday Process Report</li></ul>
>> Back to list		
Metric name: Pre Sou	rce System Time	Folder: iWD > Capture
<b>Description:</b> Total pre-source as (source created - first created		during the given time interval. Calculated
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_F	PRE_SRC_TIME	Used in:
Media type:  Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Source	System Time	Folder: iWD > Capture
<b>Description:</b> Total amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.		
Source or Calculation: IWD AGG TASK *.CMPL TASK SRC TIME		
Media type:		Used in:  This metric is not used in any reports.
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		

### Folder: iWD > Classification

Metric name: % Finish	hed	Folder: iWD > Classification
<b>Description:</b> The percentage of tasks of this aggregate that were completed during the reporting interval.		
<b>Source or Calculation:</b> Calculation iWD > Finished metrics.	lated based on the iWD > New	Used in:
Media type:		<ul> <li>Customer Segment Service Level Report</li> </ul>
Data type:		<ul> <li>Intraday Process Report</li> </ul>
Metric type:		Process Volume Report
>> Back to list		
Metric name: % Finis	hed Overdue	Folder:
		iWD > Classification
		WD > Classification
<b>Description:</b> The percentage of completed tasks of this aggregate that were overdue during the reporting interval.		
Source or Calculation: Calcu		Used in:
Finished and iWD > Finished Ov	verdue metrics.	Intraday Backlog Summary
Media type:		
Data type:		Intraday Process Dashboard
Metric type:		<ul> <li>Intraday Process Report</li> </ul>
>> Back to list		
Metric name: Accept	Time	Folder:
		iWD > Classification
		TWD F Classification
<b>Description:</b> Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.		
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_/	ASSIGN_TIME	Head in
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Avg Acc	ent Time	Folder:
Hetric Haille: Avy Acc	CPC IIIIC	
		iWD > Classification

**Description:** For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.

**Source or Calculation:** Calculated based on the iWD > Used in: Finished and iWD > Accept Time metrics. • Capture Point Business Value Report · Capture Point Dashboard · Capture Point Report • Capture Point Task Duration Report Media type: · Intraday Process Dashboard Data type: Metric type: Intraday Process Report Process Volume Report • Queue Priority Range Report · Queue Task Duration Report >> Back to list

**Metric name: Avg Finish Time** Folder: iWD > Classification **Description:** The average amount of time that elapsed before a task was completed. Similar to CMPL TASK AVG ASSIGN TIME. Calculated as the (task-completed - task-creation) timestamp for completed tasks during the given time interval. Used in:

Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Time metrics.

- Capture Point Business Value Report
- · Capture Point Dashboard
- Capture Point Report
- Capture Point Task Duration Report
- · Intraday Process Dashboard
- Intraday Process Report
- · Process Volume Report
- Queue Priority Range Report
- Queue Task Duration Report

>> Back to list

Media type:

Data type: Metric type:

**Metric name: Avg Handle Time** 

#### Folder:

iWD > Classification

**Description:** The average amount of agent work time for completed tasks during the given time interval.

Calculated as (finished – assign		
<b>Source or Calculation:</b> Calcul Finished and iWD > Handle Tim		Used in:
		Capture Point Dashboard
		Capture Point Report
Media type:		Capture Point Task Duration Report
Data type:		Intraday Process Dashboard
Metric type:		Intraday Process Report
		Process Volume Report
		Queue Task Duration Report
>> Back to list		
Metric name: Avg Pre	<b>Source System Time</b>	Folder:
		iWD > Classification
<b>Description:</b> For completed tasks, the average amount of pre-source system time for completed tasks during the given time interval. Calculated as (source created - first created).		
Source or Calculation: Calcul		Used in:
Finished and iWD > Pre Source	System time metrics.	Capture Point Dashboard
Media type:		Capture Point Report
Data type: Metric type:		Capture Point Task Duration Report
Metric type.		Queue Task Duration Report
>> Back to list		
Metric name: Avg Sou	irce System Time	Folder:
		iWD > Classification
<b>Description:</b> For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.		
<b>Source or Calculation:</b> Calcul Finished and iWD > Source System		Used in:
	in the medical	Capture Point Dashboard
Media type:		Capture Point Report
Data type: Metric type:		Capture Point Task Duration Report
syper		Queue Task Duration Report
>> Back to list		
<b>Metric name: Finish T</b>	'ime	Folder:

iWD > Classification **Description:** Total amount of time before a task was completed. Similar to CMPL TASK AVG ASSIGN TIME. Calculated as the (task-completed - task-creation) timestamp for completed tasks during the given time interval. **Source or Calculation:** IWD\_AGG\_TASK\_\*.COMPL\_TASK\_COMPLETE\_TIME Used in: Media type: This metric is not used in any reports. Data type: Metric type: >> Back to list Metric name: Finished Folder: iWD > Classification **Description:** The total number of tasks of this classification that were completed during the reporting interval. **Source or Calculation:** Used in: IWD AGG TASK \*.COMPL TASK COUNT Capture Point Business Value Report · Capture Point Dashboard · Capture Point Report Capture Point Task Duration Report Media type: • Customer Segment Service Level Report Data type: Metric type: Intraday Backlog Summary · Intraday Process Dashboard • Intraday Process Report · Process Volume Report >> Back to list Metric name: Finished Overdue Folder: iWD > Classification **Description:** The total number of completed tasks of this classification that were overdue during the reporting interval. Used in: Source or Calculation: IWD\_AGG\_TASK\_\*.COMPLETED\_OVERDUE Intraday Backlog Summary Media type: • Intraday Process Dashboard Data type: Metric type: Intraday Process Report

		Process Volume Report
>> Back to list		
Metric name: Handle 1	Гime	<b>Folder:</b> iWD > Classification
<b>Description:</b> Total agent work t (finished – assigned).	ime for completed tasks during	the given time interval. Calculated as
Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK	TIME	Used in:
Media type:  Data type:  Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: New		<b>Folder:</b> iWD > Classification
<b>Description:</b> Number of new ta counted only after it has been cl		during the given time interval. The task is
Source or Calculation: IWD_A	GG_TASK_*.NEW_TASK_COUNT	Used in:
Media type:  Data type:  Metric type:		<ul> <li>Capture Point Business Value Report</li> <li>Capture Point Dashboard</li> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Customer Segment Service Level Report</li> <li>Intraday Backlog Summary</li> <li>Intraday Process Dashboard</li> <li>Intraday Process Report</li> </ul>
		Process Volume Report
>> Back to list		
Metric name: Pending		<b>Folder:</b> iWD > Classification
<b>Description:</b> The current numb or Held) at the end of the report		here the task status is Queued, Assigned,
Source or Calculation: IWD_AGG_TASK_*.TOTAL_PENDIN	NG_TASK_COUNT	Used in:

Media type:  Data type:  Metric type:		<ul><li>Intraday Backlog Summary</li><li>Intraday Process Report</li></ul>
>> Back to list		
Metric name: Pending	g Overdue	Folder: iWD > Classification
	of pending tasks that are overducen the SLA due date and time has	e at the end of the given time interval. A s been missed.
Source or Calculation: IWD_AGG_TASK_*.TOTAL_OVER	DUE_TASK_COUNT	Used in:
Media type: Data type: Metric type:		<ul><li>Intraday Backlog Summary</li><li>Intraday Process Report</li></ul>
>> Back to list		
Metric name: Pre Sou	rce System Time	Folder: iWD > Classification
<b>Description:</b> Total pre-source as (source created - first created		during the given time interval. Calculated
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_F	PRE_SRC_TIME	Used in:
Media type:  Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Source	System Time	Folder: iWD > Classification
<b>Description:</b> Total amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.		
Source or Calculation: IWD AGG TASK *.CMPL TASK S	SRC TIME	
Media type:  Data type:  Metric type:	_	<b>Used in:</b> This metric is not used in any reports.
>> Back to list		

### Folder: iWD > Email

Metric name: % Sent QA Revie	W Folder:	
Introduced: 9.0.019	iWD > Email	
<b>Description:</b> The percentage of sent emails	that were send with QA review to customer.	
<b>Source or Calculation:</b> "iWD\Email\Sent Qalculation below the control of the con	A Review"/"iWD\  Used in:	
Media type: email	Outbound Email Report	
Data type: Metric type:	Gutboullu Elliali Report	
>> Back to list		
Metric name: Agent Reply		
	Folder:	
Introduced: 9.0.019	iWD > Email	
<b>Description:</b> The number of emails that age	ents replied to customer.	
<b>Source or Calculation:</b> Sum(IF("iWD\Agent Subtype"@"Interaction Subtype" = "Outbour "CMPL_TASK_COUNT", 0))		
Media type: email	Outbound Email Report	
Data type: Metric type:		
>> Back to list		
Metric name: Agent Reply QA	Review Folder:	
Introduced: 9.0.019	iWD > Email	
	IVVD > LIIIdii	
<b>Description:</b> The number of emails that agents replied with QA review to customer.		
<b>Source or Calculation:</b> Sum(IF("iWD\Agent Subtype"@"Interaction Subtype" = "Outbour "CMPL_QA_REVIEW_COUNT", 0))		
Media type: email	Outbound Email Report	
Data type: Metric type:		
>> Back to list		
Metric name: Agent Reply with	out QA Folder:	

Review		
Introduced: 9.0.019	iWD > Email	
Description: The number of emails that agents replied without	QA review to customer.	
<b>Source or Calculation:</b> "iWD\Email\Agent Reply" - "iWD\Email\Agent Reply QA Review"	Used in:	
Media type: email		
Data type: Metric type:	Outbound Email Report	
>> Back to list		
Metric name: Automated Reply		
Treatre namer Automateu Repry	Folder:	
Introduced: 9.0.019	iWD > Email	
<b>Description:</b> The number of automated replies were sent to th	e customer.	
<b>Source or Calculation:</b> Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundAutoResponse", "CMPL_TASK_COUNT", 0))	Used in:	
Media type: email	Outbound Email Report	
Data type: Metric type:	Odtodila Email Report	
>> Back to list		
Metric name: Completed		
	Folder:	
Introduced: 9.0.019	iWD > Email	
<b>Description:</b> The number of email tasks that were completed or were sent to customer.		
Source or Calculation: Sum("CMPL_TASK_COUNT")	Used in:	
Media type: email		
Data type: Metric type:	<ul> <li>Inbound Intraday Email Process Report</li> </ul>	
Metric type.		
>> Back to list		
Metric name: New	Folder:	
Introduced: 9.0.019	iWD > Email	
	THE STATE OF THE S	

<b>Description:</b> Number of new tasks that were submitted from e	mail during the given time interval.
Source or Calculation: Sum("NEW_TASK_COUNT")	Used in:
Media type: email  Data type: Metric type:	<ul> <li>Inbound Intraday Email Process Report</li> <li>Outbound Email Report</li> </ul>
>> Back to list	
Metric name: Other Introduced: 9.0.019	Folder: iWD > Email
Description: Total number of Outbound emails not including Unand Acknowledgements.  Source or Calculation: "iWD\Email\Sent" - "iWD\Email\Unsolicited" - "iWD\Email\Agent Reply" - "iWD\Email\Automated Reply" - "iWD\Email\Sent ACK"	nsolicited, Agent Reply, Automated Reply  Used in:
Media type: email  Data type: Metric type:	Outbound Email Report
>> Back to list	
Metric name: Pending Introduced: 9.0.019	Folder: iWD > Email
<b>Description:</b> The number of emails that are being sent at the e	end of the reporting interval.
Source or Calculation: SumPendings("TOTAL_PENDING_TASK_COUNT")  Media type: email  Data type: Metric type:	<ul><li>Used in:</li><li>Inbound Intraday Email Process Report</li><li>Outbound Email Report</li></ul>
>> Back to list	
Metric name: Sent Introduced: 9.0.019	Folder: iWD > Email
<b>Description:</b> The number of outbound emails that were sent to	o customer.
<b>Source or Calculation:</b> Sum(IF("iWD\Agent\Interaction Type"@"Interaction Type" = "Outbound", "CMPL_TASK_COUNT", 0))	Used in:

Media type: email  Data type: Metric type:	Outbound Email Report	
>> Back to list		
Metric name: Sent ACK	Folder:	
Introduced: 9.0.019	iWD > Email	
<b>Description:</b> The number of acknowledgements that were sen	t to the customer.	
<b>Source or Calculation:</b> Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundAcknowledgement", "CMPL_TASK_COUNT", 0))	Used in:	
Media type: email	Outbound Email Report	
Data type: Metric type:	·	
>> Back to list		
Metric name: Sent QA Review	Folder:	
Introduced: 9.0.019	iWD > Email	
<b>Description:</b> The total number of outbound emails that were s	end with QA review to customer.	
Source or Calculation: Sum("CMPL_QA_REVIEW_COUNT")	Used in:	
Media type: email	Used In:	
Data type: Metric type:	Outbound Email Report	
>> Back to list		
Metric name: Sent without ACK		
	Folder:	
Introduced: 9.0.019	iWD > Email	
<b>Description:</b> The number of outbound emails without Acknowledgements that were sent to customer.		
<b>Source or Calculation:</b> "iWD\Email\Sent" - "iWD\Email\Sent ACK"	Used in:	
Media type: email	Outbound Email Report	
Data type: Metric type:	Catobana Email Neport	
>> Back to list		

Metric name: Sent wi	thout QA Review	
		Folder:
Introduced: 9.0.019		iWD > Email
<b>Description:</b> The total number	of outbound emails that were se	ent without QA review to customer.
<b>Source or Calculation:</b> "iWD\QA Review"	Email\Sent" - "iWD\Email\Sent	Used in:
Media type: email		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Standar	d Response	
	•	Folder:
Introduced: 9.0.019		iWD > Email
<b>Description:</b> The total number	r of standard responses that were	e sent to the customer.
<b>Source or Calculation:</b> Sum('Response")	'CMPL_TASK_COUNT Standard	Used in:
Media type: email		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Unsolici	ted	
		Folder:
Introduced: 9.0.019		iWD > Email
<b>Description:</b> The total number of unsolicited messages that were sent to customer.		
Source or Calculation: Sum(I Subtype"@"Interaction Subtype"CMPL_TASK_COUNT", 0))		Used in:
Media type: email		Outbound Email Report
Data type: Metric type:		Outbound Email Report
>> Back to list		
Metric name: Unsolici	ited QA Review	Folder:
Introduced: 9.0.019		iWD > Email

<b>Description:</b> The total number	<b>Description:</b> The total number of unsolicited emails that were sent with without QA review to customer.			
<b>Source or Calculation:</b> Sum(I Subtype"@"Interaction Subtype "CMPL_QA_REVIEW_COUNT", 0)	e" = "OutboundNew",	Used in:		
Media type: email		Outbound Email Report		
Data type: Metric type:				
>> Back to list				
Metric name: Unsolici Review	ted without QA			
Introduced: 9.0.019		Folder: iWD > Email		
	r of unsolicited emails that were s			
		iWD > Email		
<b>Description:</b> The total number <b>Source or Calculation:</b> "iWD\		iWD > Email sent without QA review to customer.  Used in:		
<b>Description:</b> The total number <b>Source or Calculation:</b> "iWD\ Email\Unsolicited QA Review"		iWD > Email sent without QA review to customer.		

### Folder: iWD > Queue

Metric name: % Finis	hed	Folder:
		iWD > Queue
<b>Description:</b> The percentage interval.	of tasks of this aggregate that we	ere completed during the reporting
<b>Source or Calculation:</b> Calculation in its properties of the contract of the	lated based on the iWD > New	Used in:
Media type:		Customer Segment Service Level Report
Data type: Metric type:		Intraday Process Report
		Process Volume Report
>> Back to list		

Description: The percentage of completed tasks of this aggregate that were overdue during the reporting interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Overdue metrics.  Media type:  Data type: Metric type:  Description: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME  Media type:  Data type: Metric type:  Data type: Metric name: Avg Accept Time  Folder: IWD > Queue  Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.  * Capture Point Business Value Report Capture Point Dashboard Capture Point Report	Metric name: % Finished Overdue		Folder:
reporting interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Overdue metrics.  Media type: Data type: Metric type:  >> Back to list  Metric name: Accept Time  Folder: iWD > Queue  Description: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME  Media type: Metric type:  >> Back to list  Metric name: Avg Accept Time  Folder: iWD > Queue  Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.  Used in:  • Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report			iWD > Queue
Finished and iWD > Finished Overdue metrics.  Media type: Data type: Metric type:  >> Back to list  Metric name: Accept Time  Description: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: IWD _AGG_TASK_*.CMPL_TASK_ASSIGN_TIME  Media type: Metric type:  >> Back to list  Metric name: Avg Accept Time  Folder:   WD > Queue  Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.  Used in:  **Capture Point Business Value Report*  **Capture Point Dashboard* Capture Point Dashboard*			
Pata type:    Secription: Total time that elapsed before a task was assigned for the first time. This measure reflects where type:    Secription: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned task-creation) timestamp for completed tasks during the given time interval.    Source or Calculation:			
Pata type:    Seach to list	Media type:		, ,
Metric name: Accept Time  Polder:  WD > Queue   Description: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation:  WD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME    Wedia type:   Metric type:			•
Metric name: Accept Time  Polder: iWD > Queue  Description: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME  Media type:  Data type: Metric type:  >> Back to list  Metric name: Avg Accept Time  Folder: iWD > Queue  Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.  Used in:  Capture Point Business Value Report Capture Point Dashboard Capture Point Report	Metric type.		• Intraday Process Report
Description: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation:  IWD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME  Media type:  Pata type: Metric type:  Source or Calculation:  IWD > Back to list  Metric name: Avg Accept Time  Folder:  IWD > Queue  Pescription: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.  Used in:  Used in:  Capture Point Business Value Report  Capture Point Dashboard  Capture Point Report	>> Back to list		
Description: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation:  IWD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME  Media type:  Pata type: Metric type:  Source or Calculated as the list  Folder:  IWD > Queue  Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.  Used in:  Capture Point Business Value Report  Capture Point Dashboard  Capture Point Dashboard  Capture Point Report	Metric name: Accept	Time	Folder:
how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation:  IWD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME  Media type:  Data type: Metric type:  >> Back to list  Folder:  IWD > Queue   Pescription: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.  Used in:  - Capture Point Business Value Report  - Capture Point Dashboard  - Capture Point Report			iWD > Queue
IWD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME  Media type: Data type: Metric type:  >> Back to list  Metric name: Avg Accept Time  Folder: iWD > Queue  Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.  Used in:  Capture Point Business Value Report Capture Point Dashboard Capture Point Dashboard Capture Point Report	how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned		
Metric type:  >> Back to list  Metric name: Avg Accept Time  Folder:   WD > Queue  Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.  Used in:  • Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report		ASSIGN_TIME	Head in
Data type: Metric type:  >> Back to list  Metric name: Avg Accept Time  Folder: iWD > Queue  Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.  Used in:  Capture Point Business Value Report Capture Point Dashboard Capture Point Report	Media type:		
Metric name: Avg Accept Time  Polder:  iWD > Queue  Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.  Used in:  • Capture Point Business Value Report  • Capture Point Dashboard  • Capture Point Report			This metric is not used in any reports.
Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.  Used in:  • Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report	>> Back to list		
Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: Calculated based on the iWD >  Finished and iWD > Accept Time metrics.  Used in:  • Capture Point Business Value Report  • Capture Point Dashboard  • Capture Point Report	Metric name: Avg Acc	ept Time	Folder:
for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned - task-creation) timestamp for completed tasks during the given time interval.  Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.  Used in:  • Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report			iWD > Queue
Finished and iWD > Accept Time metrics.  • Capture Point Business Value Report  • Capture Point Dashboard  • Capture Point Report	for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given		
<ul> <li>Capture Point Business Value Report</li> <li>Capture Point Dashboard</li> <li>Capture Point Report</li> </ul>			Used in:
Capture Point Report	Timistica and two > Accept time	e metres.	Capture Point Business Value Report
			Capture Point Dashboard
Continue Point Tests Deposition Deposit			Capture Point Report
• Capture Point lask Duration Report	Media type:		Capture Point Task Duration Report
Data type:  Metric type:  • Intraday Process Dashboard			Intraday Process Dashboard
Intraday Process Report			
Process Volume Report			·
Queue Priority Range Report			Queue Priority Range Report

Metric name: Avg Pre	Source System Time	Folder:
>> Back to list		
Finished and iWD > Handle Time  Media type:  Data type: Metric type:	e metrics.	<ul> <li>Capture Point Dashboard</li> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Intraday Process Dashboard</li> <li>Intraday Process Report</li> <li>Process Volume Report</li> <li>Queue Task Duration Report</li> </ul>
Calculated as (finished – assigned Source or Calculation: Calculation:	ed). ated based on the iWD >	pleted tasks during the given time interval.  Used in:
Metric name: Avg Han		Folder: iWD > Queue
>> Back to list		<ul> <li>Queue Priority Range Report</li> <li>Queue Task Duration Report</li> </ul>
Media type:  Data type:  Metric type:		<ul> <li>Capture Point Business Value Report</li> <li>Capture Point Dashboard</li> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Intraday Process Dashboard</li> <li>Intraday Process Report</li> <li>Process Volume Report</li> </ul>
	Calculated as the (task-comple on time interval. ated based on the iWD >	e a task was completed. Similar to eted – task-creation) timestamp for Used in:
Metric name: Avg Finish Time		Folder: iWD > Queue
>> Back to list		
		Queue Task Duration Report

iWD > Queue **Description:** For completed tasks, the average amount of pre-source system time for completed tasks during the given time interval. Calculated as (source created - first created). **Source or Calculation:** Calculated based on the iWD > Used in: Finished and iWD > Pre Source System Time metrics. · Capture Point Dashboard Media type: Capture Point Report Data type: Capture Point Task Duration Report Metric type: · Queue Task Duration Report >> Back to list **Metric name: Avg Source System Time** Folder: iWD > Queue **Description:** For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD - source system) creation timestamp for completed tasks during the given time interval. Source or Calculation: Calculated based on the iWD > Used in: Finished and iWD > Source System Time metrics. · Capture Point Dashboard Media type: Capture Point Report Data type: Capture Point Task Duration Report Metric type: Queue Task Duration Report >> Back to list **Metric name: Entered** Folder: iWD > Queue **Description:** The total number of tasks that entered the queue or workbin during the given time interval. **Source or Calculation:** IWD AGG TASK QUEUE \*.ENTERED TASK COUNT Used in: Media type: • Queue Priority Range Report Data type: Metric type: >> Back to list **Metric name: Exited** Folder: iWD > Queue **Description:** The total number of tasks that exited the queue or workbin during the given time interval.

Source or Calculation: IWD_AGG_TASK_QUEUE_*.EXITED_TASK_COUNT	Used in:	
Media type:		
Data type: Metric type:	Queue Priority Range Report	
>> Back to list		
Metric name: Finish Time	Folder:	
	iWD > Queue	
<b>Description:</b> Total amount of time before a task was completed CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed tasks during the given time interval.		
Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COMPLETE_TIME	Used in:	
Media type:		
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Finished	Folder:	
	iWD > Queue	
<b>Description:</b> The total number of tasks of this classification that were completed during the reporting interval.		
Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COUNT	Used in:	
	Capture Point Business Value Report	
	Capture Point Dashboard	
	<ul><li>Capture Point Dashboard</li><li>Capture Point Report</li></ul>	
	·	
Media type:  Data type:	Capture Point Report	
Media type:  Data type: Metric type:	<ul> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Customer Segment Service Level</li> </ul>	
Data type:	<ul> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Customer Segment Service Level Report</li> <li>Intraday Backlog Summary</li> </ul>	
Data type:	<ul> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Customer Segment Service Level Report</li> <li>Intraday Backlog Summary</li> <li>Intraday Process Dashboard</li> </ul>	
Data type:	<ul> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Customer Segment Service Level Report</li> <li>Intraday Backlog Summary</li> <li>Intraday Process Dashboard</li> <li>Intraday Process Report</li> </ul>	
Data type:	<ul> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Customer Segment Service Level Report</li> <li>Intraday Backlog Summary</li> <li>Intraday Process Dashboard</li> </ul>	
Data type:	<ul> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Customer Segment Service Level Report</li> <li>Intraday Backlog Summary</li> <li>Intraday Process Dashboard</li> <li>Intraday Process Report</li> </ul>	
Data type: Metric type:	<ul> <li>Capture Point Report</li> <li>Capture Point Task Duration Report</li> <li>Customer Segment Service Level Report</li> <li>Intraday Backlog Summary</li> <li>Intraday Process Dashboard</li> <li>Intraday Process Report</li> </ul>	

**Description:** The total number of completed tasks of this classification that were overdue during the reporting interval. Used in: Source or Calculation: IWD AGG TASK \*.COMPLETED OVERDUE Intraday Backlog Summary Media type: · Intraday Process Dashboard Data type: · Intraday Process Report Metric type: · Process Volume Report >> Back to list **Metric name: Handle Time** Folder: iWD > Queue **Description:** Total agent work time for completed tasks during the given time interval. Calculated as (finished - assigned). **Source or Calculation:** IWD\_AGG\_TASK\_AGENT\_\*.WORK\_TIME Used in: Media type: This metric is not used in any reports. Data type: Metric type: >> Back to list **Metric name: New** Folder: iWD > Queue **Description:** Number of new tasks that were submitted to iWD during the given time interval. The task is counted only after it has been classified. Source or Calculation: IWD AGG TASK \*.NEW TASK COUNT Used in: • Capture Point Business Value Report · Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Media type: Customer Segment Service Level Data type: Report Metric type: Intraday Backlog Summary · Intraday Process Dashboard • Intraday Process Report · Process Volume Report >> Back to list

Metric name: Pending	4	Folder:	
ricerie nameri ename	•	iWD > Queue	
	<b>Description:</b> The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.		
Source or Calculation: IWD_AGG_TASK_*.TOTAL_PEND	ING_TASK_COUNT	Used in:	
Media type:		<ul> <li>Intraday Backlog Summary</li> </ul>	
Data type: Metric type:		Intraday Process Report	
>> Back to list			
Metric name: Pending	g Overdue	Folder:	
		iWD > Queue	
	of pending tasks that are overdue en the SLA due date and time has	e at the end of the given time interval. A sbeen missed.	
Source or Calculation:		Used in:	
IWD_AGG_TASK_*.TOTAL_OVER	DUE_TASK_COUNT		
Media type:		Intraday Backlog Summary      Intraday Brances Bornert	
Data type: Metric type:		Intraday Process Report	
>> Back to list			
Metric name: Pre Sou	rce System Time	Folder:	
		iWD > Queue	
<b>Description:</b> Total pre-source system time for completed tasks during the given time interval. Calculated as (source created - first created).			
Source or Calculation: IWD_AGG_TASK *.CMPL_TASK_I	PRE SRC TIME		
Media type:		Used in:	
Data type: Metric type:		This metric is not used in any reports.	
>> Back to list			
<b>Metric name: Source</b>	System Time	Folder:	
		iWD > Queue	
<b>Description:</b> Total amount of time that tasks spent in the preceding system before they were submitted			
to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD - source system) creation timestamp for completed tasks during the given time interval.			
Source or Calculation:		Used in:	

IWD_AGG_TASK_*.CMPL_TASK_SRC_TIME		
Media type:	This metric is not used in any reports.	
Data type: Metric type:	This metric is not used in any reports.	
Metric type.		
>> Back to list		
Metric name: Tasks on Cancel Queue	Folder:	
•	iWD > Queue	
<b>Description:</b> The total number of tasks on Cancel Queue.		
Source or Calculation:	Used in:	
Media type:		
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Tasks on Captured Queue	Folder:	
	iWD > Queue	
Description. The total number of tacks on Cantured Queue		
<b>Description:</b> The total number of tasks on Captured Queue. <b>Source or Calculation:</b>		
Media type:	Used in:	
	This metric is not used in any reports.	
Data type: Metric type:	,	
>> Back to list		
Metric name: Tasks on Completed Queue	Folder:	
	iWD > Queue	
<b>Description:</b> The total number of tasks on Completed Queue	2,	
Source or Calculation:		
Media type:	Used in:	
Data type:	This metric is not used in any reports.	
Metric type:		
>> Back to list		
Metric name: Tasks on Delivery Attempt		
Hold Queue	Folder:	
4.00.00	iWD > Queue	
<b>Description:</b> The total number of tasks on Delivery Attempt		
Source or Calculation:	Used in:	

Media type:  Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Tasks or Hold Queue	n Delivery Window	Folder: iWD > Queue
<b>Description:</b> The total number	of tasks on Delivery Window Ho	ld Queue.
Source or Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Tasks or	n Error Held Oueue	Folder:
		iWD > Queue
<b>Description:</b> The total number	of tasks on Error Held Queue.	
Source or Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Tasks or	n Force Route Hold	
Queue		Folder:
		iWD > Queue
Description: The total number	r of tasks on Force Route Hold Qu	
Source or Calculation:	of tasks of Force Route Floid Qu	leue.
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Tasks on Force Route		
Queued Hold		Folder:
		iWD > Queue
<b>Description:</b> The total number of tasks on Force Route Queued Hold.		

Media type:  Data type: Metric type:  >> Back to list		
Metric type:		
>> Pack to list		
>> bdck to list		
Metric name: Tasks on Hold Queue Folder:		
iWD > Queue		
<b>Description:</b> The total number of tasks on Hold Queue.		
Source or Calculation:		
Media type: Used in:		
Data type: Metric type:  This metric is not used in any reports.		
>> Back to list		
Metric name: Tasks on New Queue Folder:		
iWD > Queue		
<b>Description:</b> The total number of tasks on New Queue.		
Source or Calculation:		
Media type: Used in:		
Data type: Metric type:  This metric is not used in any reports.		
>> Back to list		
Metric name: Tasks on Non Routable  Folder:		
Queue		
iWD > Queue		
<b>Description:</b> The total number of tasks on Non Routable Queue.		
Source or Calculation:		
Ugodini		
Media type:  This metric is not used in any reports.		
Data type: Metric type:		
>> Back to list		
>> Dack to list		
Metric name: Tasks on Post Processing Folder:		
Queue iWD > Queue		
<b>Description:</b> The total number of tasks on Post Processing Queue.		

Source or Calculation:		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Tasks on Queued Queue	Folder:	
	iWD > Queue	
<b>Description:</b> The total number of tasks on Queued Queue.		
Source or Calculation:		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Tasks on Rejected Queue	Folder:	
Treate name rapid on nejected queue	iWD > Queue	
	mb / queue	
<b>Description:</b> The total number of tasks on Rejected Queue.		
Source or Calculation:		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Tasks on Restricted Delivery		
Queue	Folder:	
	iWD > Queue	
<b>Description:</b> The total number of tasks on Restricted Delivery	Ougue	
Source or Calculation:	Queue.	
Media type:	Used in:	
	This metric is not used in any reports.	
Data type: Metric type:	, ,	
>> Back to list		
Metric name: Tasks on Submitted Queue	Folder:	
	iWD > Queue	
<b>Description:</b> The total number of tasks on Submitted Queue.		
Description. The total number of tasks on Submitted Queue.		

Media type:  Data type:  Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Tasks or	n Transfer Queue	Folder: iWD > Queue
<b>Description:</b> The total number	of tasks on Transfer Queue.	
Source or Calculation:		
Media type:  Data type:  Metric type:		<b>Used in:</b> This metric is not used in any reports.
>> Back to list		

### Folder: iWD > Service Objects

Metric name: Duration		<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Total amount of time that elapsed during job execution.		
<b>Source or Calculation:</b> Calculations the job during the (ETL_AUDIT_START_TIME), and (ETL_AUDIT_FINISH_TIME).	e given time interval	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: Extracted Events Amount		Folder:
		iWD > Service Objects
<b>Description:</b> The total number of loaded events during job or batch run.		
Source or Calculation: ETL_AUDIT.EXTRACTED_EVENTS	S_AMOUNT	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This medic is not used in any reports.

>> Back to list

Folder: iWD > Time

There are no metrics in this folder.