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Genesys Customer Experience Insights Project Guide

Business Attribute Metrics

5/12/2025

Business Attribute Metrics

The Business Attribute folder contains numerous metrics that you can use to build reports based on business attribute-related objects.

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.

Business Attribute

• There are no metrics in this folder

Business Attribute > BA Call Survey

• There are no metrics in this folder

Business Attribute > BA Consults

- Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm
 Wrap Time
- Avg Consult Received Wrap
 Time
- Consult Received Accepted

- Consult Received Accepted
 Warm
- Consult Received Engage
 Time
- Consult Received Engage
 Warm Time
- Consult Received Hold
- Consult Received Hold Time
- Consult Received Invite
- Consult Received Invite Time
- Consult Received Invite Warm
- Consult Received Invite Warm
 Time
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Hold
 Time
- Consult Received Warm Time

- Consult Received Warm Wrap
- Consult Received Warm Wrap
 Time
- Consult Received Wrap
- Consult Received Wrap Time
- Consult Responses

Business Attribute > BA Customer

- % Abandoned Inviting
- % Abandoned Waiting
- % Accept Service Level
- % Accepted
- % Accepted Agent
- % Finished Service Level
- % First Response Time Service Level
- % Short Abandoned Waiting

- % Transfer Initiated
- % Transfer Initiated Agent
- Abandoned Inviting
- Abandoned Waiting
- Abandoned Waiting Time
- Accept Time
- Accept Time Agent
- Accepted
- Accepted Agent
- Accepted in Threshold
- Accepted Others
- Accepted Thread
- Actionability Score
- ASA
- ASA (Fmt)
- Avg Abandoned Waiting Time
- Avg Accept Time
- Avg Accept Time Agent
- Avg Actionability Score
- Avg Engage Time
- Avg Finish No Response Time
- Avg Finish Response Time
- Avg Finish Time
- Avg First Response Time
- Avg Handle Time
- Avg Hold Time
- Avg Influence Score
- Avg Invite Time
- Avg Revenue
- Avg Satisfaction
- Avg Sentiment Score
- Avg Transfer Accepted Handle
 Time
- Avg Wrap Time
- Conference Initiated Agent

- Deferred
- Engage Time
- Entered
- Entered Thread
- Entered with Actionability
- Entered with Influence
- Entered with Objective
- Entered with Revenue
- Entered with Satisfaction
- Entered with Sentiment
- Finish No Response Time
- Finish Response Time
- Finish Time
- Finished
- Finished in Threshold
- Finished No Response
- Finished Response
- First Contact Resolution
 Result
- First Response in Threshold
- First ResponseTime
- Focus
- Focus Time
- Handle Time
- Hold
- Hold Time
- Influence Score
- Invite
- Invite Time
- Max Abandoned Waiting Time
- Max Abandoned Waiting Time (Fmt)
- Max Accept Time Agent
- Max Accept Time Agent (Fmt)
- Max Standard Abandoned Waiting Time

- Max Standard Abandoned Waiting Time (Fmt)
- Offered
- Responded
- Response Ratio
- Responses
- Revenue
- Satisfaction
- Sentiment Factor
- Sentiment Index
- Sentiment Influence Entered
 Diff
- Sentiment Score
- Short Abandoned Waiting
- Standard Abandoned Waiting
- Standard Abandoned Waiting
 Time
- Start Date Time Key
- Transfer Accepted
- Transfer Accepted Cold
- Transfer Accepted Time
- Transfer Accepted Warm
- Transfer Initiated Agent
- Transfer Initiated Cold
- Transfer Initiated Warm
- Transfer Rate
- Wrap
- Wrap Time

More...

Business Attribute > BA Predictive Routing

- % Error
- Active
- Agent Score
- Avg Agent Score

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- Avg Turnaround Time
- Error
- Turnaround Time
- Business Attribute > BA User Data Example
- There are no metrics in this folder

Folder: Business Attribute

There are no metrics in this folder.

Folder: Business Attribute > BA Call Survey

There are no metrics in this folder.

Folder: Business Attribute > BA Consults

Metric name: Avg Consult Received Time	Folder:
	Business Attribute > BA Consults
Description: The average amount of time that resources spent customer interactions that were assigned this business attribute	
Source or Calculation: Calculated based on the Business Attribute > Consult Received Time and Consult Received Accepted metrics.	Used in:
Media type: All	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Avg Consult Received Warm Time	Folder:
	Business Attribute > BA Consults
Description: The average amount of time that resources were engaged as recipients in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.	
Source or Calculation: Calculated based on the Business	Used in:
Attribute > Consult Received Warm Time and Consult Received Accepted Warm metrics.	This metric is not used in any reports.

Media type: Voice	
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Avg Consult Receiv Wrap Time	red Warm Folder: Business Attribute > BA Consults
Description: The average amount of time that consultations that the agent requested and rec customer interactions that were transferred to	eived, where the consultations were associated with
Source or Calculation: Calculated based on t Attribute > Consult Received Warm Wrap Time Received Warm Wrap metrics.	
Media type: Voice	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Avg Consult Receiv Time	red Wrap Folder: Business Attribute > BA Consults
	resources were in ACW (Wrap) state following simple he consultations were associated with customer calls.
Source or Calculation: Calculated based on t Attribute > Consult Received Wrap Time and Co Wrap metrics.	
Media type: Voice	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Consult Received A	Accepted Folder:
	Business Attribute > BA Consults
Description: The total number of interactions of this business attribute that included requests for collaboration or consultation where the collaborations/consultations were associated with customer interactions.	
For voice, this metric is the same as BA Consults\Consult R	esponses.
Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_ACCEPTED	Used in: This metric is not used in any reports.
Media type: All (except	

Chat)		
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult Warm	Received Accepted	Folder: Business Attribute > BA Consults
	here the collaborations/consultati	attribute that included requests for ions were transferred to or conferenced
Source or Calculation: AG2_I	D_*.CONSULT_RCV_ACC_WARM	
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Consult	Received Engage	
Time	Received Eligage	Folder:
		Business Attribute > BA Consults
consultations where the collabo	Description: The total amount of time that agents were engaged in collaborations or simple consultations where the collaborations/consultations were associated with customer interactions of this business attribute and the agents were the recipients of the collaboration/consultations requests.	
Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_	ENGAGE_TIME	
Media type: All (except Chat)		Used in: This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult Warm Time	Received Engage	Folder: Business Attribute > BA Consults
	seconds that agents were engage usiness attribute (and agents wer	ed in consultations associated with re recipients of consultations /
Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_	ENGAGE_WARM_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Number		

Metric type: Disposition			
>> Back to list			
Metric name: Consult	Received Hold	Folder: Business Attribute > BA Consults	
	Description: The total number of simple consultations that agents had on hold where the interactions were associated with customer interactions of this business attribute and the agents were the recipients of the consultation requests.		
Source or Calculation: AG2_I	D_*.CONSULT_RECEIVED_HOLD		
Media type: Voice		Used in:	
Data type: Number Metric type: Disposition		This metric is not used in any reports.	
>> Back to list			
Metric name: Consult	Received Hold Time	Folder:	
		Business Attribute > BA Consults	
		nsultations on hold where the business attributes and the agents were	
Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_	HOLD_TIME	Used in:	
Media type: Voice		This metric is not used in any reports.	
Data type: Number Metric type: Disposition			
>> Back to list			
Metric name: Consult	Received Invite	Folder:	
		Business Attribute > BA Consults	
Departmentions. The total sumba	a of simula second interactions of		
	the agents accepted the interact	f this business attribute that alerted or tions.	
Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_	INVITE		
Media type: All (except Chat)		Used in: This metric is not used in any reports.	
Data type: Number Metric type: Disposition			
>> Back to list			
Metric name: Consult	Received Invite Time	Folder:	
		Business Attribute > BA Consults	

Description: The total amount	t of time that simple consult inter	actions of this attribute alerted or rang at
Description: The total amount of time that simple consult interactions of this attribute alerted or rang at agent resources.		
Consultations do not have to be established for this metric to be incremented.		
Source or Calculation: AG2_ID_*.CONSULT_RECEIVED_	INVITE_TIME	
Media type: All (except Chat)		Used in: This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult	Received Invite	Folder:
Warm		
		Business Attribute > BA Consults
Description: The total number resources before the agents ac		this business attribute that rang at agent
Source or Calculation: AG2 ID *.CONSULT RCV WARM		
Media type: Voice		Used in:
Data type: Number		This metric is not used in any reports.
Metric type: Disposition		
>> Back to list		
Metric name: Consult	Received Invite	Folder:
Warm Time		
		Business Attribute > BA Consults
Description: The total amount alerted or rang at agents.	t of time that warm consult intera	actions of this business attribute that
Source or Calculation: AG2 ID *.CONSULT RCV WARM		
Media type: All (except		Used in:
Chat)		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult	Received Time	Folder:
		Business Attribute > BA Consults
	ctions were assigned this busines	ed as recipients in collaborations or as attribute and associated with customer

Source or Calculation: Calculated as the sum of	
AG2_ID_*.CONSULT_RECEIVED_ENGAGE_TIME plus AG2_ID_*.CONSULT_RECEIVED_HOLD_TIME.	Used in:
Media type: All (except Chat)	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Consult Received Warm Hold	Folder:
	Business Attribute > BA Consults
Description: The total number of consultations that agents ha associated with customer interactions of this business attribute consultation requests, and the interactions were transferred to	, the agents were the recipients of the
Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_HOLD	Used in:
Media type: Voice	This metric is not used in any reports.
Data type: Number Metric type: Disposition	mis metre is not used in any reports.
>> Back to list	
Metric name: Consult Received Warm Hold	
	Folder:
Time	Folder: Business Attribute > BA Consults
	Business Attribute > BA Consults ons on hold where the interactions were , the agents were the recipients of the
Time Description: The total amount time that agents had consultati associated with customer interactions of this business attribute	Business Attribute > BA Consults ons on hold where the interactions were , the agents were the recipients of the or conferenced with the agents.
Time Description: The total amount time that agents had consultati associated with customer interactions of this business attribute consultation requests, and the interactions were transferred to Source or Calculation:	Business Attribute > BA Consults ons on hold where the interactions were , the agents were the recipients of the or conferenced with the agents. Used in:
Time Description: The total amount time that agents had consultating associated with customer interactions of this business attributed consultation requests, and the interactions were transferred to source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_HOLD_TIME	Business Attribute > BA Consults ons on hold where the interactions were , the agents were the recipients of the or conferenced with the agents.
Time Description: The total amount time that agents had consultatin associated with customer interactions of this business attribute consultation requests, and the interactions were transferred to Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_HOLD_TIME Media type: Voice Data type: Number	Business Attribute > BA Consults ons on hold where the interactions were , the agents were the recipients of the or conferenced with the agents. Used in:
Time Description: The total amount time that agents had consultation associated with customer interactions of this business attribute consultation requests, and the interactions were transferred to source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_HOLD_TIME Media type: Voice Data type: Number Metric type: Disposition	Business Attribute > BA Consults ons on hold where the interactions were , the agents were the recipients of the or conferenced with the agents. Used in:
Time Description: The total amount time that agents had consultation associated with customer interactions of this business attribute consultation requests, and the interactions were transferred to source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_HOLD_TIME Media type: Voice Data type: Number Metric type: Disposition >> Back to list	Business Attribute > BA Consults ons on hold where the interactions were , the agents were the recipients of the or conferenced with the agents. Used in: This metric is not used in any reports.
Time Description: The total amount time that agents had consultation associated with customer interactions of this business attributed consultation requests, and the interactions were transferred to a source or Calculation: AG2_ID_*.CONSULT_RCV_WARM_HOLD_TIME Media type: Voice Data type: Number Metric type: Disposition >> Back to list	Business Attribute > BA Consults ons on hold where the interactions were , the agents were the recipients of the or conferenced with the agents. Used in: This metric is not used in any reports. Folder: Business Attribute > BA Consults red as a recipient in collaborations or collaborations/ consultations were

Source or Calculation: Calcu AG2_ID_*.CONSULT_RCV_WARM AG2_ID_*.CONSULT_RCV_WARM	I_ENGAGE_TIME plus	Used in:
Media type: Voice		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult	Received Warm	
Wrap		Folder:
		Business Attribute > BA Consults
where the consultations were a		eived for which agents entered ACW state ions of this business attribute, and the
In common call-flow scenarios, this me	tric yields a value of zero.	
Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM		
		Used in:
Media type: Voice		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Consult	Received Warm	Folder:
	Received Warm	
Metric name: Consult	Received Warm	Folder: Business Attribute > BA Consults
Metric name: Consult Wrap Time Description: The total amount agents requested and received	t of time that agents spent in ACV , where the consultations were as	
Metric name: Consult Wrap Time Description: The total amount agents requested and received were assigned this business att	t of time that agents spent in ACV , where the consultations were as	Business Attribute > BA Consults W state following consultations that the ssociated with customer interactions that
Metric name: Consult Wrap Time Description: The total amount agents requested and received were assigned this business att agents. This metric includes: • ACW durations that were assigned	t of time that agents spent in ACN , where the consultations were as ribute and the interactions were sociated with conferences, where	Business Attribute > BA Consults N state following consultations that the ssociated with customer interactions that transferred to or conferenced with the e the customer leaves the interactions.
Metric name: Consult Wrap Time Description: The total amount agents requested and received were assigned this business att agents. This metric includes: • ACW durations that were assigned	t of time that agents spent in ACN , where the consultations were as ribute and the interactions were	Business Attribute > BA Consults N state following consultations that the ssociated with customer interactions that transferred to or conferenced with the e the customer leaves the interactions.
Metric name: Consult Wrap Time Description: The total amount agents requested and received were assigned this business att agents. This metric includes: • ACW durations that were assigned	t of time that agents spent in ACN , where the consultations were as ribute and the interactions were sociated with conferences, where ractions where interactions were	Business Attribute > BA Consults N state following consultations that the ssociated with customer interactions that transferred to or conferenced with the e the customer leaves the interactions.
Metric name: Consult Wrap Time Description: The total amount agents requested and received were assigned this business att agents. This metric includes: • ACW durations that were ass • Internal contact center inter	t of time that agents spent in ACN , where the consultations were as cribute and the interactions were sociated with conferences, where ractions where interactions were f tric yields a value of zero.	Business Attribute > BA Consults W state following consultations that the associated with customer interactions that transferred to or conferenced with the e the customer leaves the interactions. transferred to the agents.
Metric name: Consult Wrap Time Description: The total amount agents requested and received were assigned this business att agents. This metric includes: • ACW durations that were ass • Internal contact center inter In common call-flow scenarios, this metric Source or Calculation:	t of time that agents spent in ACN , where the consultations were as cribute and the interactions were sociated with conferences, where ractions where interactions were f tric yields a value of zero.	Business Attribute > BA Consults N state following consultations that the ssociated with customer interactions that transferred to or conferenced with the e the customer leaves the interactions. transferred to the agents. Used in:
Metric name: Consult Wrap Time Description: The total amount agents requested and received were assigned this business att agents. This metric includes: • ACW durations that were ass • Internal contact center inter In common call-flow scenarios, this me Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM	t of time that agents spent in ACN , where the consultations were as cribute and the interactions were sociated with conferences, where ractions where interactions were f tric yields a value of zero.	Business Attribute > BA Consults W state following consultations that the associated with customer interactions that transferred to or conferenced with the e the customer leaves the interactions. transferred to the agents.
Metric name: Consult Wrap Time Description: The total amount agents requested and received were assigned this business att agents. This metric includes: • ACW durations that were ass • Internal contact center inter In common call-flow scenarios, this me Source or Calculation: AG2_ID_*.CONSULT_RCV_WARM Media type: Voice Data type: Number	t of time that agents spent in ACN , where the consultations were as cribute and the interactions were sociated with conferences, where ractions where interactions were f tric yields a value of zero.	Business Attribute > BA Consults N state following consultations that the ssociated with customer interactions that transferred to or conferenced with the e the customer leaves the interactions. transferred to the agents. Used in:

Metric name: Consult	Received Wrap	Folder:
		Business Attribute > BA Consults
	with customer interactions of this	h agents entered ACW state where the business attribute and the agents were
Source or Calculation: AG2_I	D_*.CONSULT_RECEIVED_WRAP	
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Consult	Received Wrap Time	Folder:
		Business Attribute > BA Consults
	ent accepted, where the consulta	ACW (Wrap) state after requests for ations were associated with customer
Source or Calculation: AG2_AGENT_CAMPAIGN_*.CONS	SULT_RECEIVED_WRAP_TIME	Used in:
Media type: Voice		
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Consult	Responses	Folder:
		Business Attribute > BA Consults
Description: For e-mail, the total number of collaboration replies that were initiated within the contact center.		
For voice, this metric is the same as BA	Consults\Consult Received Accepted.	
Source or Calculation: AG2_I	D_*.CONSULT_RESPONSES	
Media type: All (except Chat)		Used in: This metric is not used in any reports.
Data type: Number Metric type: Disposition		mis metric is not used in any reports.
>> Back to list		

Folder: Business Attribute > BA Customer

Metric name: % Aban	doned Inviting	Folder:
	J	Business Attribute > BA Customer
Description: The percentage of interactions that entered the contact center, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN, relative to the total number of interactions that entered the contact center.		
This metric relies on the value of the s	nort-abandoned threshold as configure	ed in the [agg-gim-thld-ID-IXN] section.
Source or Calculation: Calcul Attribute > Abandoned Inviting		Used in:
Media type: Voice, Chat, Open (sync)		Contact Center Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: % Aban	doned Waiting	Folder: Business Attribute > BA Customer
Description: The percentage of relative to the total number of of within the contact center during	customer interactions of this busi	usiness attribute that were abandoned, iness attribute that entered or began
Source or Calculation: Calcul Attribute > Abandoned Waiting		Used in:
		Contact Center Dashboard
Media type: Voice, Chat, Open (sync)		Contact Center Report
Data type: Number Metric type: Disposition		Interaction Volume Business Attribute Report
		Pre-Agent Termination Report
>> Back to list		
Metric name: % Accept	ot Service Level	Folder:
		Business Attribute > BA Customer
Description: The service level measured as a percentage of interactions that entered this tenant and were accepted within a user-defined threshold, relative to all interactions that entered this tenant and were offered to a resource.		
Source or Calculation: Calcul Attribute > Accepted in Thresho		Used in:
Media type: All		Contact Center Report
Data type: Number Metric type: Disposition		Customer Perspective Report

>> Back to list		
Metric name: % Accep	oted	Folder:
		Business Attribute > BA Customer
Description: The percentage of customer interactions of this business attribute that were accepted, relative to the total number of interactions of this business attribute that were offered to a handling resource.		
This metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-ID-IXN] section.		
Source or Calculation: Calcul Attribute > Accepted and Offere		Used in:
	tu metrics.	Contact Center Dashboard
		Contact Center Report
Media type: All		 Interaction Volume Business Attribute Email Report
Data type: Number Metric type: Disposition		 Interaction Volume Business Attribute Report
		Task Volume Report
>> Back to list		
Metric name: % Accep	oted Agent	Folder:
		Business Attribute > BA Customer
Description: The percentage of customer interactions of this business attribute that entered or began within the contact center and were subsequently distributed and accepted by an agent to the total number of interactions that were offered.		
This metric relies on the value of the sh	ort-abandoned threshold as configur	ed in the [agg-gim-thld-ID-IXN] section.
Source or Calculation: Calcul Attribute > Accepted Agent and		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: % Finish	ned Service Level	Folder:
		Business Attribute > BA Customer
Description: The percentage of time within the interval that this agent was engaged with customers to the total duration within the interval of the agent's active session on a particular media channel.		
Source or Calculation: Calcul Attribute > Finished in Threshol		Used in:
Media type: All		Customer Perspective Report

Data type: Number Metric type: Disposition		 Interaction Volume Business Attribute Email Report
>> Back to list		
Metric name: % First Service Level	Response Time	Folder: Business Attribute > BA Customer
	e accepted within a user-defined	s attribute measured as a percentage of threshold to all customer interactions that
Source or Calculation: Calcul Attribute > First Response in Th Objective metrics. Media type: All		 Used in: Business Metrics Executive Report Contact Center Report Customer Perspective Report Interaction Volume Business Attribute
Data type: Number Metric type: Disposition		 Email Report Interaction Volume Business Attribute Report
>> Back to list		
Metric name: % Short	Abandoned Waiting	Folder:
		Business Attribute > BA Customer
Description: The percentage of customer interactions of this business attribute that entered or began within the contact center and were abandoned or dropped for any reason within a specific threshold, relative to the total number of customer interactions of this business attribute that entered or began within the contact center and were abandoned while waiting for the first handling resource.		
This metric relies on the value of the s	hort-abandoned threshold as configur	ed in the [agg-gim-thld-ID-IXN] section.
Source or Calculation: Calcul Attribute > Short Abandoned W Objective metrics.		Used in:
Media type: Voice, Chat, Open (sync)		Contact Center Report
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: % Trans	fer Initiated	Folder: Business Attribute > BA Customer
Description: The percentage of	of customer interactions of this b	usiness attribute that were transferred

(warm or blind) by agents to the total number of customer interactions of this business attribute.		
Source or Calculation: Calculated based on the Business Attribute > Transfer Initiated and Accepted metrics.	Used in:	
Media type: All		
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: % Transfer Initiated Agent	Folder:	
	Business Attribute > BA Customer	
Description: The percentage of customer interactions of this but (warm or blind) by agents to the total number of customer interactive were accepted by agents.		
Source or Calculation: Calculated based on the Business	Used in:	
Attribute > Transfer Initiated Agent and Accepted Agent metrics.	Contact Center Dashboard	
	Contact Center Report	
Media type: All	 Interaction Volume Business Attribute Email Report 	
Data type: Number Metric type: Disposition	 Interaction Volume Business Result Report 	
	Task Volume Report	
>> Back to list		
Metric name: Abandoned Inviting	Folder:	
	Business Attribute > BA Customer	
Description: The total number of customer interactions of this business attribute that were abandoned or dropped for any reason while they were alerting or ringing at the first handling resource. This count includes short-abandoned interactions.		
Source or Calculation: AG2_ID_*.ABANDONED_INVITE		
Media type: Voice, Chat,	Used in:	
Open (sync)	Contact Center Report	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Abandoned Waiting	Folder:	
5	Business Attribute > BA Customer	
Description: The total number of customer interactions of this business attribute that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource. The count includes customer interactions that were abandoned while they were ringing at the agent's desktop or		

alerting at the handling resource as well as short-abandoned in	teractions.
Source or Calculation: AG2_ID_*.ABANDONED	Used in:
Media turner Voice Chat	Campaign Summary Report
Media type: Voice, Chat, Open (sync)	 Interaction Volume Business Result Report
Data type: Number Metric type: Disposition	
	Pre-Agent Termination Report
>> Back to list	
Metric name: Abandoned Waiting Time	Folder:
······································	Business Attribute > BA Customer
Description: The total amount of time associated with customethat were abandoned or dropped for any reason. This time incluthat were abandoned within the short-abandoned threshold.	
Source or Calculation: AG2_ID_*.ABANDONED_TIME	Used in:
Media type: Voice, Chat, Open (sync)	Contact Center Dashboard
Data type: Number	
Metric type: Disposition	Contact Center Report
>> Back to list	
Metric name: Accept Time	Folder:
Metric name: Accept Time	Folder: Business Attribute > BA Customer
Metric name: Accept Time Description: The total amount of time that customer interaction and/or alerting or ringing before the interactions were accepted first-handling resource. Duration starts when the interaction end and ends when the interaction is accepted, answered, pulled, or metric includes alert (ring) time.	Business Attribute > BA Customer ons of this business attribute were queued l, answered, pulled, or initiated by the ters or begins within the contact center
Description: The total amount of time that customer interaction and/or alerting or ringing before the interactions were accepted first-handling resource. Duration starts when the interaction ent and ends when the interaction is accepted, answered, pulled, or	Business Attribute > BA Customer ons of this business attribute were queued l, answered, pulled, or initiated by the ters or begins within the contact center r initiated by the handling resource. This
Description: The total amount of time that customer interaction and/or alerting or ringing before the interactions were accepted first-handling resource. Duration starts when the interaction end and ends when the interaction is accepted, answered, pulled, or metric includes alert (ring) time.	Business Attribute > BA Customer ons of this business attribute were queued l, answered, pulled, or initiated by the ters or begins within the contact center
Description: The total amount of time that customer interaction and/or alerting or ringing before the interactions were accepted first-handling resource. Duration starts when the interaction ent and ends when the interaction is accepted, answered, pulled, of metric includes alert (ring) time. Source or Calculation: AG2_ID_*.ACCEPT_TIME	Business Attribute > BA Customer ons of this business attribute were queued l, answered, pulled, or initiated by the ters or begins within the contact center r initiated by the handling resource. This
Description: The total amount of time that customer interaction and/or alerting or ringing before the interactions were accepted first-handling resource. Duration starts when the interaction end and ends when the interaction is accepted, answered, pulled, or metric includes alert (ring) time. Source or Calculation: AG2_ID_*.ACCEPT_TIME Media type: All Data type: Number	Business Attribute > BA Customer ons of this business attribute were queued , answered, pulled, or initiated by the ters or begins within the contact center r initiated by the handling resource. This Used in:
Description: The total amount of time that customer interaction and/or alerting or ringing before the interactions were accepted first-handling resource. Duration starts when the interaction end and ends when the interaction is accepted, answered, pulled, or metric includes alert (ring) time. Source or Calculation: AG2_ID_*.ACCEPT_TIME Media type: All Data type: Number Metric type: Disposition	Business Attribute > BA Customer ons of this business attribute were queued l, answered, pulled, or initiated by the ters or begins within the contact center r initiated by the handling resource. This Used in:
Description: The total amount of time that customer interaction and/or alerting or ringing before the interactions were accepted first-handling resource. Duration starts when the interaction end and ends when the interaction is accepted, answered, pulled, or metric includes alert (ring) time. Source or Calculation: AG2_ID_*.ACCEPT_TIME Media type: All Data type: Number Metric type: Disposition >> Back to list	Business Attribute > BA Customer ons of this business attribute were queued , answered, pulled, or initiated by the ters or begins within the contact center r initiated by the handling resource. This Used in: This metric is not used in any reports.
Description: The total amount of time that customer interaction and/or alerting or ringing before the interactions were accepted first-handling resource. Duration starts when the interaction end and ends when the interaction is accepted, answered, pulled, or metric includes alert (ring) time. Source or Calculation: AG2_ID_*.ACCEPT_TIME Media type: All Data type: Number Metric type: Disposition >> Back to list	Business Attribute > BA Customer ons of this business attribute were queued b, answered, pulled, or initiated by the ters or begins within the contact center r initiated by the handling resource. This Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer Ins of this business attribute were queued tions were accepted, answered, pulled, or teraction enters or begins within the
Description: The total amount of time that customer interaction and/or alerting or ringing before the interactions were accepted first-handling resource. Duration starts when the interaction end and ends when the interaction is accepted, answered, pulled, or metric includes alert (ring) time. Source or Calculation: AG2_ID_*.ACCEPT_TIME Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Accept Time Agent Description: The total amount of timethat customer interaction and/or alerting or ringing at agent resources before the interaction and/or alerting or ringing at agent. Duration starts when an intraction is accepted, answered and ends when the interaction is accepted, answered agent.	Business Attribute > BA Customer ons of this business attribute were queued answered, pulled, or initiated by the ters or begins within the contact center r initiated by the handling resource. This Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer ns of this business attribute were queued tions were accepted, answered, pulled, or teraction enters or begins within the

Media type: All		
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Accepted	k	Folder:
		Business Attribute > BA Customer
Description: The total number of answered, pulled, or initiated by		business attribute that were accepted,
Source or Calculation: AG2_ID	*.ACCEPTED	Used in:
		• AHT
		Contact Center Dashboard
		Contact Center Report
		Interaction Volume Business Attribute Email Report
		Interaction Volume Business Attribute Report
Media type: All		Model Efficiency
Data type: Number Metric type: Disposition		Predictive Routing - AHT & QUEUE
		Predictive Routing - Model Efficiency
		Predictive Routing AB Testing Report
		Predictive Routing AB Testing Report (Hour)
		Predictive Routing Operational Report
		Task Volume Dashboard
		Task Volume Report
>> Back to list		
Metric name: Accepted	d Agent	Folder:
-	-	Business Attribute > BA Customer
		business attribute that were accepted,
answered, pulled, or initiated by	5	
Source or Calculation: AG2_ID	_*.ACCEPTED_AGENT	
	_*.ACCEPTED_AGENT	Used in:
Source or Calculation: AG2_ID	_*.ACCEPTED_AGENT	Used in: This metric is not used in any reports.

Metric name: Accepte	ed in Threshold	Folder:
		Business Attribute > BA Customer
		ons or established warm consultations of initiated by a handling resource within
This metric relies on the value of the ad	cceptance threshold as configured in the	[agg-gim-thld-ID-IXN] section.
Source or Calculation: AG2_I	D_*.ACCEPTED_THR	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Accepte	d Others	Folder:
		Business Attribute > BA Customer
	· · · · · · · · · · · · · · · · · · ·	
answered, pulled, or initiated b calculated as the difference be	y a resource other than an agent tween the total number of interac and the total number of interactic	business attribute that were accepted, , place DN, or extension DN. This metric is ctions of this business attribute that were ons of this business attribute that were
Source or Calculation: Calculation: Calculation: Calculation Attribute > Accepted and Accepted a		Used in:
Media type: All		
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Accepte	ed Thread	Folder:
		Business Attribute > BA Customer
		that were accepted, initiated, or pulled is first participation in outbound replies to
Source or Calculation: AG2_I	D_*.ACCEPTED_THREAD	
Media type: Async		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Actiona	bility Score	Folder:
	,	Business Attribute > BA Customer
Description: The total score, a	assigned to interactions of this bu	isiness attribute, that measures the

degree to which interactions required agent attention. See Using Attached Data in the Genesys CX insights User's Guide for more information. Source or Calculation: AG2_ID_*.ACTIONABILITY Used in: This metric is not used in any reports. Metric type: Biopsoition > Back to list Metric type: Biopsoition Folder: Business Attribute > BA Customer Description: The average amount of time (seconds) it took agents to accept, answer, or pull customer Interactions assigned this business attribute. Used in: Attribute > Avg Accept Time Agent metric. Media type: All Deta type: Number Metric type: Disposition Interaction Volume Business Attribute Email Report Interaction Volume Business Attribute Email Report Netric name: ASA (Fmt) Folder: Business Attribute > BA Customer Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive souting AB Testing Report Predictive Routing AB Testing Report (Hour) Predictive Routing AB Testing Report Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Used in: Interaction Volume Business Attribute Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Interaction Volume Business Attribute Email Report Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Interaction Volume Business Attribute Email Report Interaction Volume Business Attribute > BA Cu			
Media type: All Deta type: Number Metric type: Disposition Used in: This metric is not used in any reports. Metric type: Disposition >> Back to list Metric name: ASA Folder: Business Attribute > BA Customer Description: The average amount of time (seconds) it took agents of a cocept, answer, or pull customer interactions assigned this business attribute. Used in: Interaction Volume Business Attribute Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Used in: Interaction Volume Business Attribute Predictive Routing - AHT & QUEUE Predictive Routing AB Testing Report Predictive Routing AB Testing Report Description: The average amount of time (hh:mm:ss) it took agents to accept, answer, or pull customer Interaction Volume Business Attribute Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing A			g Attached Data in the Genesys CX
Media type: All This metric is not used in any reports. Description: This metric is not used in any reports. Metric name: ASA Metric name: ASA Pescription: The average amount of time (seconds) it took agents to accept, answer, or pull customer Interactions assigned this business attribute. Source or Calculation: Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Used in: Media type: All • Interaction Volume Business Attribute Report Predictive Routing - AHT & QUEUE • Predictive Routing - AHT & QUEUE • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing a Attribute > BA Customer Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Description: The average amount of time (htmm:ss) it to accept, answer, or pull customer Bescription: Calculated based on the Business Attribute > AA Customer Bescure or Calculation: Calculated based on	Source or Calculation: AG2_ID_*	*.ACTIONABILITY	
Metric type: Number Image: Add to list Metric name: ASA Folder: Business Attribute > BA Customer Description: The average amount of time (seconds) it took agents to accept, answer, or pull customer Interactions assigned this business attribute. Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Media type: All Data type: Number Metric name: ASA (Fmt) Predictive Routing AB Testing Report Interaction Volume Business Attribute Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Media type: All Description: The average amount of time (hh:mm:ss) it took accept, answer, or pull customer Bata type: Number <t< th=""><th>Media type: All</th><th></th><th>Used in:</th></t<>	Media type: All		Used in:
Metric name: ASA Folder: Business Attribute > BA Customer Description: The average amount of time (seconds) it took agent metric. Used in: Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Used in: Media type: All Interaction Volume Business Attribute Email Report Predictive Routing - AHT & QUEUE Predictive Routing - AHT & QUEUE Predictive Routing - AHT & QUEUE Predictive Routing - AHT & QUEUE Predictive Routing - AHT & QUEUE Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report (Hour) >> Back to list Folder: Business Attribute > BA Customer Description: The average amount of time (hh:mm:ss) it took agents to accept, answer, or pull customer Interactions assigned this business attribute. Interaction Volume Business Attribute Email Report Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Used in: Media type: All Bata type: Number Metric type: Disposition Interaction Volume Business Attribute Email Report Needia type: All Data type: Number Metric type: Disposition Predictive Routing AB Testing Report Predictive Routing AB Testing Report (Hour) Predictive Routing AB Testing Report (Hour) Predictive Routing AB Testing Report (Hour) Predictive Rout			This metric is not used in any reports.
Business Attribute > BA Customer Description: The average amount of time (seconds) it took agent assigned this business attribute. Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Wedia type: All Description: The average amount of time (hermatic assigned this business attribute predictive Routing AB Testing Report Predictive Routing AB Testing Report (Hour) >> Back to list Media type: All Description: The average amount of time (hhrmm:ss) it took agents assigned this business attribute. Source or Calculation: Calculated based on the Business Metric name: ASA (Fmt) Description: The average amount of time (hhrmm:ss) it took agents assigned this business attribute. Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Media type: All Description: The average amount of time (hhrmm:ss) it took agents to accept, answer, or pull customer Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Media type: All Media type: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Media type: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Media typ	>> Back to list		
Description: The average amount of time (seconds) it took agents to accept, answer, or pull customer interactions assigned this business attribute. Used in: Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Interaction Volume Business Attribute Email Report Media type: All Interaction Volume Business Attribute Report Interaction Volume Business Attribute Report Description: The average amount of time (h:mm:ss) it took agents Attribute > Back to list Predictive Routing AB Testing Report Metric name: ASA (Fmt) Folder: Business Attribute > BA Customer Source or Calculation: Calculated based on the Business Used in: Metric name: ASA (Fmt) Folder: Business Attribute > BA Customer Source or Calculation: Calculated based on the Business Used in: Attribute > Avg Accept Time Agent metric. Used in: Media type: All Interaction Volume Business Attribute Back to list Used in: Media type: All Interaction Volume Business Attribute Media type: Iumber metric. Interaction Volume Business Attribute Media type: All Interaction Volume Business Attribute Media type: Iumber metric. Interaction Volume Business Attribute Media type: Iumber metric. Interaction Volume Business Attribute	Metric name: ASA		Folder:
Interactions assigned this business attribute.Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric.Used in: 			Business Attribute > BA Customer
Attribute > Avg Accept Time Agent metric. Interaction Volume Business Attribute Email Report Interaction Volume Business Attribute Report Interaction Volume Business Attribute Report Predictive Routing - AHT & QUEUE Predictive Routing AB Testing Report Predictive Routing AB Testing Report >> Back to list Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Business Attribute > BA Customer Description: The average amount of time (hh:mm:ss) it took accept, answer, or pull customer Interactions assigned this business attribute. Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Interaction Volume Business Attribute Report Interaction Volume Business Attribute Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Interaction Volume Business Attribute Report Predictive Routing AB Testing Rep			ents to accept, answer, or pull customer
Media type: All - Interaction Volume Business Attribute Data type: Number - Predictive Routing - AHT & QUEUE Metric type: Disposition - Predictive Routing AB Testing Report >> Back to list - Predictive Routing AB Testing Report Metric name: ASA (Fmt) Folder: Business Attribute > BA Customer Description: The average amount of time (hh:mm:ss) it took agents to accept, answer, or pull customer Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Media type: All Data type: Number Media type: All Data type: Number Media type: All Pata type: Number Media type: All Data type: Number Metric type: Disposition Predictive Routing AB Testing Report • Interaction Volume Business Attribute Email Report • Interaction Volume Business Attribute Feagont • Predictive Routing AB Testing Report • Predictive Routing AB Testing			Used in:
Media type: All Report Pata type: Number Predictive Routing - AHT & QUEUE Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Metric name: ASA (Fmt) Folder: Business Attribute > BA Customer Business Attribute > BA Customer Obscription: The average amount of time (hh:mm:ss) it toos sets to accept, answer, or pull customer Interaction Volume Business Attribute Source or Calculation: Calculated based on the Business Interaction Volume Business Attribute Media type: All Interaction Volume Business Attribute Pata type: Number Interaction Volume Business Attribute Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Pre			
Metric type: Disposition Predictive Routing AB Testing Report Business Attribute > BA Customer Description: The average amount of time (hh:mm:ss) it took agents assigned this business attribute. Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Media type: All Data type: Number Metric name: Avg Abandoned Waiting Folder: Metric name: Avg Abandoned Waiting Folder:	Media type: All		
 Predictive Routing AB Testing Report Business Attribute > BA Customer Description: The average amount of time (hh:mm:ss) it took accept, answer, or pull customer Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Media type: All Data type: Number Metric type: Disposition Source or List Metric name: Avg Abandoned Waiting 			Predictive Routing - AHT & QUEUE
Image: Assa (Fmt) Folder: Business Attribute > BA Customer Description: The average amount of time (hh:mm:ss) it took assigned this business attribute. Folder: Business Attribute > BA Customer Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Used in: • Interaction Volume Business Attribute Email Report Media type: All Data type: Number Metric type: Disposition • Interaction Volume Business Attribute • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report Metric name: Avg Abandoned Waiting Folder:	Metric type: Disposition		Predictive Routing AB Testing Report
Metric name: ASA (Fmt) Folder: Business Attribute > BA Customer Description: The average amount of time (hh:mm:ss) it took agents to accept, answer, or pull customer interactions assigned this business attribute. Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Media type: All Data type: Number Metric type: Disposition Data type: Number >> Back to list Metric name: Avg Abandoned Waiting			
Business Attribute > BA Customer Description: The average amount of time (hh:mm:ss) it took agents to accept, answer, or pull customer interactions assigned this business attribute. Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Used in: Media type: All Interaction Volume Business Attribute Email Report Data type: Number Metric type: Disposition Interaction Volume Business Attribute Predictive Routing AB Testing Report > Back to list Predictive Routing AB Testing Report (Hour) Metric name: Avg Abandoned Waiting Folder:	>> Back to list		
Description: The average amount of time (hh:mm:ss) it took agents to accept, answer, or pull customer interactions assigned this business attribute. Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Used in: Media type: All • Interaction Volume Business Attribute Email Report Data type: Number Metric type: Disposition • Predictive Routing AB Testing Report >> Back to list • Predictive Routing AB Testing Report (Hour)	Metric name: ASA (Fmt))	Folder:
interactions assigned this business attribute. Source or Calculation: Calculated based on the Business Attribute > Avg Accept Time Agent metric. Used in: Interaction Volume Business Attribute Email Report Interaction Volume Business Attribute Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report >> Back to list Folder: Metric name: Avg Abandoned Waiting Folder: Folder: Folder: Folder: Folder:			Business Attribute > BA Customer
Attribute > Avg Accept Time Agent metric. Interaction Volume Business Attribute Email Report Interaction Volume Business Attribute Report Media type: All Interaction Volume Business Attribute Report Predictive Routing AB Testing Report Data type: Disposition Predictive Routing AB Testing Report Predictive Routing AB Testing Report >> Back to list Folder:			gents to accept, answer, or pull customer
Media type: All • Interaction Volume Business Attribute Email Report Data type: Number Metric type: Disposition • Interaction Volume Business Attribute Report >> Back to list • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report			Used in:
Media type: All Report Data type: Number • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report			
Metric type: Disposition • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report <			
> Back to list Metric name: Avg Abandoned Waiting Folder:	Data type: Number		
Metric name: Avg Abandoned Waiting Folder:			Predictive Routing AB Testing Report
Metric name: Avg Abandoned Waiting			Predictive Routing AB Testing Report
	Metric type: Disposition		Predictive Routing AB Testing Report
	Metric type: Disposition > Back to list	doned Waiting	 Predictive Routing AB Testing Report (Hour)

contact center before customer This average includes interaction	rs abandoned the interactions or ons that were abandoned or drop	his business attribute waited within the before they were dropped for any reason. ped within the short-abandoned threshold e they were alerting (ringing) at an
Source or Calculation: Calcul Attribute > Abandoned Waiting metrics.		Used in:Contact Center Dashboard
Media type: Voice, Chat, Open (sync)		Contact Center ReportInteraction Volume Business Attribute
Data type: Number Metric type: Disposition		ReportPre-Agent Termination Report
>> Back to list		
Metric name: Avg Acc	ept Time	Folder: Business Attribute > BA Customer
		ctions of this business attribute were ccepted by the first-handling resource.
Source or Calculation: Calcul Attribute > Accept Time and Ac		Used in:
Media type: All		Predictive Routing - Model Efficiency
Data type: Number Metric type: Disposition		Predictive Routing Operational Report
>> Back to list		
Metric name: Avg Acc	ept Time Agent	Folder:
		Business Attribute > BA Customer
Description: The average amo attribute. This metric is identica		ept customer interactions of this business
Source or Calculation: Calcul Attribute > Accept Time Agent	ated based on the Business and Accepted Agent metrics.	
Media type: All		Contact Center Dashboard
Data type: Number Metric type: Disposition		Contact Center ReportCustomer Perspective Report
>> Back to list		
Metric name: Avg Act	ionability Score	Folder: Business Attribute > BA Customer

Description: The average actionability score, assigned to interactions that entered or began within the contact center and were handled by this agent, measuring the degree to which interactions required agent attention. The average considers only those interactions for which an actionability score was assigned.		
Source or Calculation: Calculated as AG2_ID_*.ACTIONABILITY divided by AG2_ID_*.ACTIONABILITY_ENTERED.	Used in:	
Media type: All Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: Avg Engage Time	Folder: Business Attribute > BA Customer	
Description: The average amount of time that agents were en assigned this business attribute.	gaged with customers on interactions	
Source or Calculation: Calculated based on the Business Attribute > Engage Time and Accepted Agent metrics. Media type: All Data type: Number Metric type: Disposition	 Used in: Contact Center Dashboard Contact Center Report Interaction Volume Business Attribute Report Predictive Routing - AHT & QUEUE Predictive Routing AB Testing Report Predictive Routing AB Testing Report (Hour) Task Volume Dashboard Task Volume Report 	
>> Back to list		
Metric name: Avg Finish No Response Time	Folder: Business Attribute > BA Customer	
Description: The average amount of time of completed custon business attribute for which no response (excluding acknowledge		
Source or Calculation: Calculated based on the Business Attribute > Finish No Response Time and Finished No Response metrics.	Used in: • Contact Center Dashboard	
Media type: All Data type: Number	Contact Center Report	

Metric type: Disposition		
>> Back to list		
Metric name: Avg Fin	ish Response Time	Folder:
_	-	Business Attribute > BA Customer
	signed this business attribute. Th	eractions that both had a response by a is duration includes the entire lifespan of
Source or Calculation: Calcu Attribute > Finish Response Tim		Used in:
metrics.	le una misilea Response	Contact Center Dashboard
		Contact Center Report
Media type: All		Customer Perspective Report
Data type: Number Metric type: Disposition		 Interaction Volume Business Attribute Email Report
		Interaction Volume Business Attribute Report
>> Back to list		
Metric name: Avg Fin	ish Time	Folder:
		Business Attribute > BA Customer
Description: The average amo assigned this business attribute		ete customer interactions that were
Source or Calculation: Calcu Attribute > Finish Time and Fini		
Media type: All	shed methes.	Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Avg Firs	st Response Time	Folder:
		Business Attribute > BA Customer
Description: The average dura handling resource and were as		ractions that both had a response by a
Source or Calculation: Calcu Attribute > Responded and Fini > First Response Time metrics.	sh Time and Business Attribute	Used in:Contact Center Dashboard
Media type: All		Contact Center Report
Data type: Number Metric type: Disposition		Customer Perspective Report

>> Back to list		
Metric name: Avg Handle Tim	e Fold	der:
	Busin	ness Attribute > BA Customer
Description: The average amount of time attribute.	that agents spent handling	g interactions assigned this business
Source or Calculation: Calculated based Attribute > Handle Time and Accepted Age		d in:
Attribute > Handle Time and Accepted Age	• A	AHT
	• (Contact Center Dashboard
	• (Contact Center Report
		nteraction Volume Business Attribute Email Report
Media type: All		nteraction Volume Business Attribute Report
Data type: Number Metric type: Disposition	• P	Predictive Routing - AHT & QUEUE
	• P	Predictive Routing AB Testing Report
		Predictive Routing AB Testing Report (Hour)
	• 1	āsk Volume Dashboard
	• T	āsk Volume Report
>> Back to list		

Metric name: Avg Hold Time	Folder: Business Attribute > BA Customer
Description: The average amount of time that customers spe business attribute. This metric is attributed to the interval in w resource.	
Source or Calculation: Calculated based on the Business Attribute > Hold Time and Hold metrics.	Used in:
	 Contact Center Dashboard Contact Center Report Interaction Volume Business Attribute
Media type: Voice Data type: Number Metric type: Disposition	ReportPredictive Routing - AHT & QUEUEPredictive Routing AB Testing Report
	 Predictive Routing AB Testing Report (Hour)
>> Back to list	

Matria names Ave Influen		Folder
Metric name: Avg Influence	ce Score	Folder:
		Business Attribute > BA Customer
Description: The average score repr moment when interactions entered o		out amassed on social networks at the center.
Source or Calculation: Calculated a divided by AG2_ID_*.INFLUENCE_ENT		Used in:
Media type: All		
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Avg Invite T	ime	Folder:
_		Business Attribute > BA Customer
B		
before the interactions were accepted	d plus the average duratior d. This metric is attributed	ctions alerted or rang at agent resources of dialing that agents performed, where to the interval in which the interactions edia only.
Source or Calculation: Calculated & Attribute > Invite Time and Invite me		Used in:
Media type: All		Contact Center Dashboard
Data type: Number Metric type: Disposition		Contact Center Report
>> Back to list		
Metric name: Avg Revenu	е	Folder:
-		Business Attribute > BA Customer
Description: The average amount or attribute. The average considers only		for interactions assigned this business ch revenue was generated.
Source or Calculation: Calculated & Attribute > Revenue and Entered with		
		Used in:
Media type: All		
Media type: All Data type: Number Metric type: Disposition		Used in: • Customer Perspective Report
Data type: Number		
Data type: Number Metric type: Disposition >> Back to list		
Data type: Number Metric type: Disposition		Customer Perspective Report
Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Satisfac	ction •satisfaction score of intera	 Customer Perspective Report Folder: Business Attribute > BA Customer ctions assigned this business attribute.
Data type: Number Metric type: Disposition >> Back to list Metric name: Avg Satisfac Description: The average customer-	ction -satisfaction score of intera eractions for which custom	 Customer Perspective Report Folder: Business Attribute > BA Customer ctions assigned this business attribute.

Attribute > Satisfaction and Ent	tered with Satisfaction metrics.		
Media type: All			
Data type: Number Metric type: Disposition		Customer Perspective Report	
>> Back to list			
Metric name: Avg Ser	ntiment Score	Folder:	
		Business Attribute > BA Customer	
Description: The average score entered or began within the core	Description: The average score reflecting the attitude expressed by customers for interactions that entered or began within the contact center		
Source or Calculation: Calcul divided by AG2_ID_*.SENTIMEN			
Media type: All		Used in:	
Data type: Number Metric type: Disposition		This metric is not used in any reports.	
>> Back to list			
Matric name Ave Tra	ncfor Accopted		
Metric name: Avg Tra Handle Time	ister Accepted		
fiancie finie		Folder:	
Introduced: 100.0.027.0001		Business Attribute > BA Customer	
Description: The average amount of time, in seconds, that agents spent handling interactions assigned this business attribute, that arrived by transfer and were accepted by the agent during the reporting interval.			
Source or Calculation: Calcul Accepted and Transfer Accepted Transfer Accepted Time / Transf	d Time metrics, as follows:	Used in:	
Media type: Voice		Daily Transfer Summary Report	
Data type: Number Metric type: Disposition		Transfer Dashboard	
>> Back to list			
Metric name: Avg Wra	ap Time	Folder:	
		Business Attribute > BA Customer	
Description: The average amo interactions that were assigned		erforming after call work for customer	
Source or Calculation: Calcul Attribute > Wrap Time and Wra		Used in:	
Media type: Voice		Contact Center DashboardContact Center Report	

Data type: Number Metric type: Disposition		 Interaction Volume Business Attribute Report Predictive Routing - AHT & QUEUE Predictive Routing AB Testing Report Predictive Routing AB Testing Report (Hour)
>> Back to list		
Matric names Confere	nco Initiatod Agont	Folder:
Metric name: Confere	ance initiated Agent	
		Business Attribute > BA Customer
		onferences for customer interactions that d were of this business attribute.
Source or Calculation: AG2_I	D_*.CONFERENCE_INIT_AGENT	
Media type: All (except		Used in:
Email)		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Matric nomal Deferre	ما	Felder
Metric name: Deferre	d	Folder:
Metric name: Deferre	d	Folder: Business Attribute > BA Customer
	r of customer interactions that er	
Description: The total number	r of customer interactions that er ted a Callback offer.	Business Attribute > BA Customer
Description: The total number and where the customer accept	r of customer interactions that er ted a Callback offer.	Business Attribute > BA Customer
Description: The total number and where the customer accept Source or Calculation: AG2_I	r of customer interactions that er ted a Callback offer.	Business Attribute > BA Customer
Description: The total number and where the customer accept Source or Calculation: AG2_I Media type: Voice, Chat	r of customer interactions that er ted a Callback offer.	Business Attribute > BA Customer ntered or began within the contact center, Used in:
Description: The total number and where the customer accept Source or Calculation: AG2_I Media type: Voice, Chat Data type: Number	r of customer interactions that er ted a Callback offer.	Business Attribute > BA Customer ntered or began within the contact center, Used in:
Description: The total number and where the customer accept Source or Calculation: AG2_I Media type: Voice, Chat Data type: Number Metric type: Disposition	r of customer interactions that en ted a Callback offer. D_*.DEFERRED	Business Attribute > BA Customer ntered or began within the contact center, Used in:
Description: The total number and where the customer accept Source or Calculation: AG2_I Media type: Voice, Chat Data type: Number Metric type: Disposition >> Back to list	r of customer interactions that en ted a Callback offer. D_*.DEFERRED	Business Attribute > BA Customer Intered or began within the contact center, Used in: • Pre-Agent Termination Report
Description: The total number and where the customer accept Source or Calculation: AG2_I Media type: Voice, Chat Data type: Number Metric type: Disposition >> Back to list Metric name: Engage	r of customer interactions that en ted a Callback offer. D_*.DEFERRED	Business Attribute > BA Customer Attribute > BA Customer Used in: • Pre-Agent Termination Report Folder: Business Attribute > BA Customer
Description: The total number and where the customer accept Source or Calculation: AG2_I Media type: Voice, Chat Data type: Number Metric type: Disposition >> Back to list Metric name: Engage Description: The total amount were assigned this business att	r of customer interactions that ented a Callback offer. D_*.DEFERRED Time t of time that agents were engageribute. This metric excludes engitions, and other interaction-relation	Business Attribute > BA Customer Intered or began within the contact center, Used in: • Pre-Agent Termination Report Folder:
Description: The total number and where the customer accept Source or Calculation: AG2_I Media type: Voice, Chat Data type: Number Metric type: Disposition >> Back to list Metric name: Engage Description: The total amount were assigned this business att collaborations, simple consultat	r of customer interactions that ented a Callback offer. D_*.DEFERRED Time t of time that agents were engag tribute. This metric excludes eng- tions, and other interaction-relationer.	Business Attribute > BA Customer Intered or began within the contact center, Used in: • Pre-Agent Termination Report Folder: Business Attribute > BA Customer ed with customers for interactions that agement time that is associated with ed durations, such as hold time, ACW
Description: The total number and where the customer accept Source or Calculation: AG2_I Media type: Voice, Chat Data type: Number Metric type: Disposition >> Back to list Metric name: Engage Description: The total amount were assigned this business att collaborations, simple consultat (Wrap) time, and alert (ring) time	r of customer interactions that ented a Callback offer. D_*.DEFERRED Time t of time that agents were engag tribute. This metric excludes eng- tions, and other interaction-relationer.	Business Attribute > BA Customer Attered or began within the contact center, Used in: • Pre-Agent Termination Report Folder: Business Attribute > BA Customer ed with customers for interactions that agement time that is associated with

>> Back to list	
	F-11-11
Metric name: Entered	Folder:
	Business Attribute > BA Customer
Description: The total number of customer interactions that and were assigned this business attribute. This count includes	
Source or Calculation: AG2_ID_*.ENTERED	Used in:
	Customer Perspective Report
Media type: All	Interaction Volume Business Attribute Email Report
Data type: Number Metric type: Disposition	Pre-Agent Termination Report
	Task Volume Dashboard
	Task Volume Report
>> Back to list	
Metric name: Entered Thread	Folder:
Metric name. Entered finead	Business Attribute > BA Customer
Description: The total number of unique threads of customer entered or began within the contact center. This metric is attri	
Source or Calculation: AG2_ID_*.ENTERED_THREAD	Used in:
Media type: All	
Data type: Number Metric type: Disposition	Interaction Volume Summary Report
>> Back to list	
Metric name: Entered with Actionability	Folder:
	Business Attribute > BA Customer
Description: The total score, assigned to interactions of this business attribute, that measures the degree to which interactions required agent attention.	
See Using Attached Data in the Genesys CX Insights User's Guide for more inf	ormation.
Source or Calculation: AG2_ID_*.ACTIONABILITY_ENTERED	
Media type: All	Used in:
Data type: Number Metric type: Disposition	This metric is not used in any reports.
>> Back to list	
Metric name: Entered with Influence	Folder:

	Business Attribute > BA Customer	
Description: The total number of times that influence scores were recorded for customer interactions of this business attribute.		
See Using Attached Data in the Genesys CX Insights User's Guide for	r more information.	
Source or Calculation: AG2_ID_*.INFLUENCE_ENTERE	ED	
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: Entered with Objective	Folder:	
	Business Attribute > BA Customer	
Description: The total number of customer interaction were assigned this business attribute, and either had a (defined in the [agg-gim-thld-QUEUE-IXN] section) of	a baseline service objective or a response threshold	
Source or Calculation: AG2_ID_*.ENTERED_OBJ_RES	Used in:	
Media type: All	Business Metrics Executive Report	
Data type: Number Metric type: Disposition	Interaction Volume Business Attribute Report	
>> Back to list		
Metric name: Entered with Revenue	Folder:	
	Business Attribute > BA Customer	
Description: The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and had associated revenue.		
Unlike Entered with Satisfaction, this metric never yields results that are greater than the total number of interactions that entered or began within the contact center. If more than one agent handled the same interaction, revenue is attributed to the first-handling agent only.		
Source or Calculation: AG2_ID_*.SATISFACTION_ENTE		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
P P Buck to list		
Metric name: Entered with Satisfactio	on Folder:	
	Business Attribute > BA Customer	
	Business Attribute > BA Customer	

This metric might yield results that are greater than the total number of interactions that entered or began within the contact center if customer satisfaction scores were attributed more than once to the same interaction.		
Source or Calculation: AG2_ID_*.SATISFACTION_ENTERED		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: Entered with Sentiment	Folder:	
	Business Attribute > BA Customer	
Description: The total number of times that sentiment scores we this business attribute.	were recorded for customer interactions of	
This metric might yield results that are greater than the total number of interact if sentiment scores were attributed more than once to the same interaction. See <i>User's Guide</i> for more information.		
Source or Calculation: AG2_ID_*.SENTIMENT_ENTERED		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: Finish No Response Time	Folder:	
	Business Attribute > BA Customer	
Description: The total duration of completed customer interactions that were assigned this business attribute for which no response (excluding acknowledgements) was sent to the customer. This duration starts from the moment at which the interaction enters or begins within the contact center and ends when all legs of the interaction (for example, collaborations/consultations, transfers, and conferences) have ended.		
Source or Calculation: Calculated based on the Business Attribute > Finish Time and Finish Response Time metrics.	Used in:	
Media type: All	This metric is not used in any reports.	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Finish Response Time	Folder:	
	Business Attribute > BA Customer	
Description: The total duration of completed customer interactions that were assigned this business attribute and for which non-acknowledgement responses were sent by the system. The responses can be auto-responses that are generated by system handling resources or responses that are generated by agents. (For synchronous media, a response is counted upon acceptance of the interaction.) This duration		

includes the entire lifespan of the interaction: processing, queueing, and handling.			
Source or Calculation: AG2_I	D_*.FINISH_RESPONSE_TIME		
Media type: All		Used in:	
Data type: Number Metric type: Disposition		This metric is not used in any reports.	
>> Back to list			
Metric name: Finish T	ime	Folder:	
		Business Attribute > BA Customer	
	n is measured as the end time of	customer interactions that were assigned a completed interaction minus its start	
Source or Calculation: AG2_I	D_*.FINISH_TIME		
Media type: All		Used in:	
Data type: Number Metric type: Disposition		This metric is not used in any reports.	
>> Back to list			
Metric name: Finished	d	Folder:	
		Business Attribute > BA Customer	
		ions that were assigned this business ing the interval, this metric is equivalent	
Source or Calculation: AG2_I	D_*.FINISHED	Used in:	
Media type: All		 Interaction Volume Business Attribute Email Report 	
Data type: Number Metric type: Disposition		Task Volume Dashboard	
Metric type. Disposition		Task Volume Report	
>> Back to list			
Metric name: Finishee	d in Threshold	Folder:	
		Business Attribute > BA Customer	
		busiliess Attribute > bA customer	
Description: The total number of customer interactions of this business attribute that were completed within the finish threshold. This metric relies on the value of the finish threshold as configured in the [agg-gim-thld-ID-IXN] section.			
Source or Calculation: AG2_I	D_*.FINISHED_THR		
Media type: All		Used in:	
Data type: Number Metric type: Disposition		This metric is not used in any reports.	

>> Back to list		
Metric name: Finished	d No Response	Folder:
		Business Attribute > BA Customer
	of completed interactions for whe abandoned or otherwise stopped	nich no response was created. This count I for any reason.
Source or Calculation: Calcul Business Attribute > Finished an		Used in:
Media type: Async		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Finished	d Response	Folder:
		Business Attribute > BA Customer
Description: For synchronous	media, the total number of comm	leted customer interactions that were
	ce IVR port resources and assigned	
For email, the total number of interaction	ons of this business attribute that had a r	response.
Source or Calculation: AG2_I	D_*.FINISHED_RESPONSE	Used in:
Media type: All		Interaction Volume Business Attribute
Data type: Number Metric type: Disposition		Email Report
>> Back to list		
Metric name: First Co	ntact Resolution	Folder:
Result		Business Attribute > BA Customer
		business Attribute > bA Customer
		issues were resolved during the first ised the same issue again within 7 days.
Source or Calculation: AG2_I	D_FCR_*.ACCEPTED_FCR	Used in:
Media type: All		Predictive Routing AB Testing Report
Data type: Number Metric type: Disposition		Predictive Routing AB Testing Report
Herre type. Disposition		(Hour)
>> Back to list		
Metric name: First Re	sponse in Threshold	Folder:
		Business Attribute > BA Customer
Description: The total number	of customer interactions of this	business attribute for which a response

was created within the service time threshold configured by service-related key-value pairs in the attached user-data mapping.		
For online media, a response is considered to have been created when the interaction was accepted. For offline media, the first reply to a given interaction must be sent out in order to increment this metric. This metric excludes interactions that were routed to and accepted by unmonitored resources. This metric relies on the value of the response threshold as configured in the [agg-gim-thid-ID-IXN] section.		
Source or Calculation: AG2_ID_*.RESPONDED_THR		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: First ResponseTime	Folder:	
	Business Attribute > BA Customer	
Description: The total amount of time including mediation durate to a customer interaction, that was assigned this business attributed at the second secon		
For online media, a response is considered to have been created when the interaction was accepted by a handling resource. For offline media, the first reply to a given interaction must be sent in order to increment this metric. The business-attribute assignment can occur at any moment during the interaction's lifetime for this metric to be tallied.		
Source or Calculation: AG2_ID_*.FIRST_RESPONSE_TIME		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: Focus	Folder:	
	Business Attribute > BA Customer	
Description: Total number of times that the agent was in the focus state while working on media sessions. Includes only cases where the agent was actively working on the interaction that is the subject of the IRF, and requires WDE is configured to report focus time.		
Source or Calculation: AG2_ID_*.FOCUS		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: Focus Time	Folder:	
	Business Attribute > BA Customer	
Description: The total time that the agent spent in the focus state while working on media sessions. Includes only time that the agent spent actively processing the interaction, as reported by the agent desktop.		

Source or Calculation: AG2_ID_*.FOCUS_TIME	
Media type: All	Used in:
	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Metric name: Handle Time	Folder:
	Business Attribute > BA Customer
Description: The total amount of time that agents spent handl business attribute. This duration is calculated as the sum of eng that is associated with interactions, consult time for interactions consultations that agents received.	age time, hold time, ACW (wrap) time
This duration excludes alert time.	
Source or Calculation: Calculated based on the Business Attribute > Engage Time, Wrap Time, Hold Time, Consult Received Time, and Consult Received Wrap Time metrics.	Used in:
Media type: All	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
>> Back to list	
Matric name, Hold	Feldory
Metric name: Hold	Folder:
Metric name: Hold	Folder: Business Attribute > BA Customer
Metric name: Hold Description: The total number of customer interactions of this hold.	Business Attribute > BA Customer
Description: The total number of customer interactions of this	Business Attribute > BA Customer
Description: The total number of customer interactions of this hold.	Business Attribute > BA Customer
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD	Business Attribute > BA Customer business attribute that agents had on
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number	Business Attribute > BA Customer business attribute that agents had on Used in:
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number Metric type: Disposition	Business Attribute > BA Customer business attribute that agents had on Used in:
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number Metric type: Disposition >> Back to list	Business Attribute > BA Customer business attribute that agents had on Used in: This metric is not used in any reports.
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number Metric type: Disposition >> Back to list	Business Attribute > BA Customer business attribute that agents had on Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number Metric type: Disposition >> Back to list Metric name: Hold Time Description: The total amount of time that agents had custom	Business Attribute > BA Customer business attribute that agents had on Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer ers on hold for interactions assigned this
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number Metric type: Disposition >> Back to list Metric name: Hold Time Description: The total amount of time that agents had custom business attribute.	Business Attribute > BA Customer business attribute that agents had on Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number Metric type: Disposition >> Back to list Metric name: Hold Time Description: The total amount of time that agents had custom business attribute. Source or Calculation: AG2_ID_*.HOLD_TIME	Business Attribute > BA Customer business attribute that agents had on Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer ers on hold for interactions assigned this
Description: The total number of customer interactions of this hold. Source or Calculation: AG2_ID_*.HOLD Media type: Voice Data type: Number Metric type: Disposition >> Back to list Metric name: Hold Time Description: The total amount of time that agents had custom business attribute. Source or Calculation: AG2_ID_*.HOLD_TIME Media type: Voice Data type: Number	Business Attribute > BA Customer business attribute that agents had on Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer ers on hold for interactions assigned this Used in:

Metric name: Influenc	e Score	Folder:
		Business Attribute > BA Customer
Description: The total score the for customer interactions of this	nat represents the customer's clo s business attribute.	ut that has amassed on social networks
Source or Calculation: AG2_I	D_*.INFLUENCE	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Invite		Folder:
		Business Attribute > BA Customer
	were accepted plus the total num	business attribute that alerted or rang at ber of dials that agents performed, where
This metric is attributed to the interval voice media only.	in which the alerting/dialing first occurred	d. The dialing component of this metric applies to
Source or Calculation: AG2_I	D_*.INVITE	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Invite T	ime	Folder:
		Business Attribute > BA Customer
Description: The total amount of time that customer interactions of this business attribute alerted at agents plus the total duration of dialing performed by agents.		
	asured for established interactions only a	shed for this metric to be incremented. For the nd is applicable only to voice media. This metric is
Source or Calculation: AG2_I	D_*.INVITE_TIME	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Max Aba	andoned Waiting	Folder:
Time		Folder: Business Attribute > BA Customer

Description: The maximum amount of time (seconds) that customer interactions that entered or began within the contact center and were assigned this business attribute spent in a queue and/or alerting/ ringing at the first target before the interactions were abandoned or stopped for any reason.		
Source or Calculation: AG2_I	D_*.ABANDONED_TIME_MAX	Used in:
Media type: Voice, Chat, Open (sync)		 Interaction Volume Business Attribute Report
Data type: Number Metric type: Disposition		Pre-Agent Termination Report
>> Back to list		
Metric name: Max Aba	andoned Waiting	
Time (Fmt)	andoned waiting	Folder:
		Business Attribute > BA Customer
began within the contact center	r and were assigned this busines	ustomer interactions that entered or s attribute spent in a queue and/or bandoned or stopped for any reason.
Source or Calculation: AG2_I	D_*.ABANDONED_TIME_MAX	Used in:
Media type: Voice, Chat, Open (sync)		 Interaction Volume Business Attribute Report
Data type: Number Metric type: Disposition		Pre-Agent Termination Report
>> Back to list		
Metric name: Max Acc	cept Time Agent	Folder:
Metric name: Max Acc	cept Time Agent	Folder: Business Attribute > BA Customer
Description: The longest amou spent in a queue before the interview of the spent in the spent	unt of time (seconds) that custor eractions were accepted by the f pegins within the contact center	
Description: The longest amou spent in a queue before the inter when the interaction enters or b	unt of time (seconds) that custor eractions were accepted by the f begins within the contact center alert (ring) time.	Business Attribute > BA Customer ner interactions of this business attribute irst handling resource. The duration starts
Description: The longest amou spent in a queue before the inter when the interaction enters or b accepted. This metric includes a	unt of time (seconds) that custor eractions were accepted by the f begins within the contact center alert (ring) time.	Business Attribute > BA Customer ner interactions of this business attribute irst handling resource. The duration starts and ends when the interaction is
Description: The longest amou spent in a queue before the inter when the interaction enters or b accepted. This metric includes a Source or Calculation: AG2_I	unt of time (seconds) that custor eractions were accepted by the f begins within the contact center alert (ring) time.	Business Attribute > BA Customer mer interactions of this business attribute irst handling resource. The duration starts and ends when the interaction is Used in: • Interaction Volume Business Attribute
Description: The longest amou spent in a queue before the inter when the interaction enters or b accepted. This metric includes a Source or Calculation: AG2_II Media type: All Data type: Number	unt of time (seconds) that custor eractions were accepted by the f begins within the contact center alert (ring) time.	Business Attribute > BA Customer mer interactions of this business attribute irst handling resource. The duration starts and ends when the interaction is Used in: Interaction Volume Business Attribute Email Report Interaction Volume Business Attribute
Description: The longest amound spent in a queue before the interaction enters or be accepted. This metric includes a Source or Calculation: AG2_III Media type: All Data type: Number Metric type: Disposition >> Back to list	unt of time (seconds) that custor eractions were accepted by the f begins within the contact center alert (ring) time. D_*.ACCEPT_TIME_AGENT_MAX	Business Attribute > BA Customer mer interactions of this business attribute irst handling resource. The duration starts and ends when the interaction is Used in: • Interaction Volume Business Attribute Email Report • Interaction Volume Business Attribute Report
Description: The longest amou spent in a queue before the inter when the interaction enters or b accepted. This metric includes a Source or Calculation: AG2_II Media type: All Data type: Number Metric type: Disposition	unt of time (seconds) that custor eractions were accepted by the f begins within the contact center alert (ring) time. D_*.ACCEPT_TIME_AGENT_MAX	Business Attribute > BA Customer mer interactions of this business attribute irst handling resource. The duration starts and ends when the interaction is Used in: Interaction Volume Business Attribute Email Report Interaction Volume Business Attribute
Description: The longest amou spent in a queue before the inter- when the interaction enters or b accepted. This metric includes a Source or Calculation: AG2_II Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Max Acc	unt of time (seconds) that custor eractions were accepted by the f begins within the contact center alert (ring) time. D_*.ACCEPT_TIME_AGENT_MAX	Business Attribute > BA Customer mer interactions of this business attribute irst handling resource. The duration starts and ends when the interaction is Used in: • Interaction Volume Business Attribute Email Report • Interaction Volume Business Attribute Report
Description: The longest amound spent in a queue before the interaction enters or the accepted. This metric includes a Source or Calculation: AG2_III Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Max Accord(Fmt) Description: The longest amound attribute spent in a queue before	unt of time (seconds) that custor eractions were accepted by the f begins within the contact center alert (ring) time. D_*.ACCEPT_TIME_AGENT_MAX Cept Time Agent unt of time (HH:MM:SS) that cust re the interactions were accepted	Business Attribute > BA Customer mer interactions of this business attribute irst handling resource. The duration starts and ends when the interaction is Used in: • Interaction Volume Business Attribute Email Report • Interaction Volume Business Attribute Report Folder:

interaction is accepted. This metric includes alert (ring) time.		
Source or Calculation: AG2_ID_*.ACCEPT_TIME_AGENT_MAX	Used in:	
Media type: All	Interaction Volume Business Attribute	
Data type: Number	Email Report	
Metric type: Disposition	Interaction Volume Business Attribute Report	
>> Back to list		
Metric name: Max Standard Abandoned	Folder:	
Waiting Time	Business Attribute > BA Customer	
Description: The longest time (seconds) beyond the short-aba interactions of this business attribute spent in a queue or alerti before the interactions were abandoned or stopped for any rea	ng/ringing at the first handling resource	
This metric relies on the value of the short-abandoned threshold as configu	red in the [agg-gim-thld-ID-IXN] section.	
Source or Calculation: Calculated based on the (BA		
Customer >) Max Abandoned Waiting Time and Standard Abandoned Waiting metrics.	Used in:	
Media type: Voice, Chat, Open (sync)	This metric is not used in any reports.	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Max Standard Abandoned	Folder:	
Waiting Time (Fmt)	Business Attribute > BA Customer	
Description: The longest time (HH:MM:SS) beyond the short-abandoned threshold that customer interactions of this business attribute spent in a queue or alerting/ringing at the first handling resource before the interactions were abandoned or stopped for any reason.		
This metric relies on the value of the short-abandoned threshold as configu	red in the [agg-gim-thld-ID-IXN] section.	
Source or Calculation: Calculated based on the (BA Customer >) Max Abandoned Waiting Time and Standard Abandoned Waiting metrics.		
Media type: Voice, Chat, Open (sync)	Used in: This metric is not used in any reports.	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Offered	Folder:	

Description: The total number of customer interactions that entered or began within the contact center during the interval, were assigned this business attribute, and were offered to a resource excluding interactions that were abandoned threshold. This metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thid-ID-IXN] section. Used in: Source or Calculation: Calculated based on the (BA Customer >) Entered and Short Abandoned Waiting metrics. Used in: • Contact Center Dashboard Media type: All Description: The total number of customer previous description in the short-abandoned threshold. Used in: • Contact Center Dashboard Netric type: Disposition Predictive Routing AB Testing Report (Horn) • Predictive Routing Operational Report • Task Volume Dashboard Description: For voice and chat media, the total number of customer interactions of this business attribute that had been accepted by a handling resource. Folder: Business Attribute > BA Customer Pre-sque or all, this metric regresents the total number interactions that had responses. Source or Calculation: AG2_ID_*, *RESPONDED Used In: Media type: All Description: The ratio of interactions of this business attribute is not used in any reports. This metric is not used in any reports. Source or Calculation: AG2_ID_*, *RESPONDED Used In: Business Attribute > BA Customer Description: The ratio of interactions of this business attribute or which an o		Business Attribute > BA Customer	
Source or Calculation: Calculated based on the (BA Customer >) Entered and Short Abandoned Walting metrics. Used in: Media type: All Pre-Agent Termination Report Pre-Agent Termination Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing Operational Report Predictive Routing Operational Report Task Volume Dashboard >> Back to list Task Volume Report Metric name: Responded Folder: Business Attribute > BA Customer Description: For voice and chat media, the total number of customer interactions of this business attribute that had been accepted by a handling resource. Tore each interaction. The value of this metric is less that not been sent to a customer. One handling resource or Calculation: AG2_ID_*.RESPONDED Media type: All Source or Calculation: AG2_ID_*.RESPONDED Metric name: Response Ratio Folder: Business Attribute > BA Customer Description: The ratio of interactions of this business attribute for which an outbound reply was created to customers to all accepted interactions of this business attribute. Folder: Business Attribute > BA Customer Cestoription: The ratio of interactions of this business attribute. Folder: Business Attribute > BA Customer Cordict or Calculation: Calculated based on the (BA Customer >) Responses and Responded	during the interval, were assigned this business attribute, and were offered to a resource excluding		
Customer >) Entered and Short Abandoned Waiting metrics. Contact Center Dashboard Pre-Agent Termination Report Predictive Routing AB Testing Report (Hour) Predictive Routing Operational Report Task Volume Dashboard Predictive Routing Operational Report Task Volume Dashboard Task Volume Dashboard	This metric relies on the value of the short-abandoned thresh	nold as configured in the [agg-gim-thld-ID-IXN] section.	
Media type: All Predictive Routing AB Testing Report Predictive Routing AB Testing Report Predictive Routing Operational Report Task Volume Dashboard Task Volume Dashboard Task Volume Report >> Back to list Metric name: Responded Business Attribute > BA Customer Description: For voice and chat media, the total number of customer interactions of this business attribute that had been accepted by a handling resource. Bolder: Business Attribute > BA Customer Description: For voice and chat media, the total number interactions of this business Business Attribute > BA Customer Bescription: For voice and chat media, the total number interactions of this business Business Attribute > BA Customer Bescription: For voice and chat media, the total number interaction. The value of this metric's value is either 0 or 1 or each interaction. The value of this metric's is less metric is neat used in any reports. Bescription: The ratio of interactions of this business attribute > BA Customer Business Attribute > BA Customer Business Attribute > BA Customer Customers to all accepted interactions of this business attribute Source or Calculation: Calculated based on the (BA Customer Perspective Report Supponded metrics. Supponded metrics. Suponded in the customer Perspective Report		g metrics.	
Media type: All Predictive Routing AB Testing Report (Hour) Predictive Routing Operational Report Task Volume Dashboard Task Volume Report Task		Pre-Agent Termination Report	
Data type: Number If Guiders' If Guiders' Metric type: Disposition Predictive Routing Ab reaching report >> Back to list - Task Volume Dashboard Metric name: Responded Folder: Business Attribute > BA Customer Description: For voice and chat media, the total number of customer interactions of this business attribute that had been accepted by a handling resource. Folder: Business Attribute > BA Customer For email, this metric represents the total number interactions that had a responses that had been sent to a customer. One handling resource can send multiple replies; however, this metric's value is either 0 or 1 for each interaction. The value of this metric is less than or equal to Responses. Source or Calculation: AG2_ID_*.RESPONDED Used in: This metric is not used in any reports. Metric name: Response Ratio Folder: Business Attribute > BA Customer Description: The ratio of interactions of this business attribute to customers to all accepted interactions of this business attribute. Folder: Business Attribute > BA Customer Description: The ratio of interactions of this business attribute. Folder: Business Attribute > BA Customer Customer so calculation: Calculated based on the (BA Customer s) Responses and Responded metrics. Used in: Customer perspective Report		Predictive Routing AB Testing Report	
 Predictive Routing Operational Report Task Volume Dashboard Task Volume Report Task Volume Report Metric name: Responded Folder: Business Attribute > BA Customer Description: For voice and chat media, the total number of customer interactions of this business attribute that had been accepted by a handling resource. For e mail, this metric represents the total number interactions that had a response that had been sent to a customer. One handling resource. For e mail, this metric represents the total number interactions that had a response that had been sent to a customer. One handling resource on send multiple replies; however, this metric's value is either 0 or the value of this metric is less than or equal to Responses. Source or Calculation: AG2_ID_*.RESPONDED Media type: All Data type: Number Metric type: Disposition Source or Calculation: AG2_ID_*.RESPONDED Media type: Number Metric type: Disposition Source or Calculation: AG2_ID_*.RESPONDED Metric type: Disposition Source or Calculation: AG2_ID_*.RESPONDED Metric type: Disposition Folder: Back to list Description: The ratio of interactions of this business attribute is not used in any reports. For all media types, this ratio could be greater than 1:1. Source or Calculation: Calculated based on the (BA Customer >) Responses and Responded metrics. Customer Perspective Report	Data type: Number		
Image: Search to list Metric name: Responded Folder: Business Attribute > BA Customer Description: For voice and chat media, the total number of customer interactions of this business attribute that had been accepted by a handling resource. For e mail, this metric represents the total number interactions that had a response that had been sent to a customer. One handling resource are and on the replies; however, this metric's value is either 0 or 1 for each interaction. The value of this metric is less is the total number interactions that had a response that had been sent to a customer. One handling resource or Calculation: AG2_ID_*.RESPONDED Media type: All Data type: Number Metric name: Response Ratio Source or Calculation: The ratio of interactions of this business attribute for which an outbound reply was created to customers to all accepted interactions of this business attribute. For all media types, this ratio could be greater than 1:1. Source or Calculation: Calculated based on the (BA Customer >) Responses and Responded metrics.	Metric type: Disposition	Predictive Routing Operational Report	
>> Back to list Metric name: Responded Folder: Business Attribute > BA Customer Description: For voice and chat media, the total number of customer interactions of this business attribute that had been accepted by a handling resource. For e mail, this metric represents the total number interactions that had a responses that had been sent to a customer. One handling resource can send multiple replies; however, this metric's value is either 0 or 1 for each interaction. The value of this metric is less than or equal to Responses. Source or Calculation: AG2_ID_*.RESPONDED Media type: All Data type: Number Metric name: Response Ratio Folder: Business Attribute > BA Customer Metric name: Response Ratio Folder: Business Attribute > BA Customer Description: The ratio of interactions of this business attribute. For all media types, this ratio could be greater than 11. Source or Calculation: Calculated based on the (BA Customer >) Responses and Responded metrics.		Task Volume Dashboard	
Metric name: Responded Folder: Business Attribute > BA Customer Description: For voice and chat media, the total number of customer interactions of this business attribute that had been accepted by a handling resource. For email, this metric represents the total number interactions that had a response that had been sent to a customer. One handling resource can send multiple replies; however, this metric's value is either 0 or 1 for each interaction. The value of this metric is less than or equal to Responses. Source or Calculation: AG2_ID_*.RESPONDED Used in: This metric is not used in any reports. Metric type: Disposition Vest in: This metric is not used in any reports. Source or Calculation: AG2_ID_*.RESPONDED This metric is not used in any reports. Metric name: Response Ratio Folder: Business Attribute > BA Customer Description: The ratio of interactions of this business attribute for which an outbound reply was created to customers to all accepted interactions of this business attribute. Folder: Business Attribute > BA Customer For all media types, this ratio could be greater than 1:1. Used in: Customer >) Responses and Responded metrics. Vest in: Customer Perspective Report		Task Volume Report	
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attribute that had been accepted by a handling resource. For e mail, this metric represents the total number interactions that had a responses that had been sent to a customer. One handling resource can send multiple replies; however, this metric's value is either 0 or 1 for each interaction. The value of this metric is less than or equal to Responses. Source or Calculation: AG2_ID_*.RESPONDED Used in: Media type: All This metric is not used in any reports. Data type: Number This metric is not used in any reports. Metric type: Disposition Folder: Back to list This metric be concerned to a customer. Description: The ratio of interactions of this business attribute for which an outbound reply was created to customers to all accepted interactions of this business attribute. For all media types, this ratio could be greater than 1:1. Source or Calculation: Calculated based on the (BA Customer >) Response and Responded metrics. Used in: • Customer perspective Report • Customer Perspective Report		Business Attribute > BA Customer	
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Metric type: Disposition >> Back to list Metric name: Response Ratio Folder: Business Attribute > BA Customer Description: The ratio of interactions of this business attribute for which an outbound reply was created to customers to all accepted interactions of this business attribute. For all media types, this ratio could be greater than 1:1. Source or Calculation: Calculated based on the (BA Customer >) Responses and Responded metrics. Used in: • Customer Perspective Report	For e mail, this metric represents the total number interactions resource can send multiple replies; however, this metric's value than or equal to Responses.	that had a responss that had been sent to a customer. One handling	
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Source or Calculation: Calculated based on the (BA Customer >) Responses and Responded metrics. Used in: • Customer Perspective Report	For e mail, this metric represents the total number interactions to resource can send multiple replies; however, this metric's value than or equal to Responses. Source or Calculation: AG2_ID_*.RESPONDED Media type: All Data type: Number Metric type: Disposition >> Back to list	that had a responss that had been sent to a customer. One handling is either 0 or 1 for each interaction. The value of this metric is less Used in: This metric is not used in any reports. Folder:	
Customer >) Responses and Responded metrics. • Customer Perspective Report	For e mail, this metric represents the total number interactions to resource can send multiple replies; however, this metric's value than or equal to Responses. Source or Calculation: AG2_ID_*.RESPONDED Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Response Ratio Description: The ratio of interactions of this busin	that had a responss that had been sent to a customer. One handling is either 0 or 1 for each interaction. The value of this metric is less Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer ess attribute for which an outbound reply was created	
Media type: All	For e mail, this metric represents the total number interactions to resource can send multiple replies; however, this metric's value than or equal to Responses. Source or Calculation: AG2_ID_*.RESPONDED Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Response Ratio Description: The ratio of interactions of this busin to customers to all accepted interactions of this busin	that had a responss that had been sent to a customer. One handling is either 0 or 1 for each interaction. The value of this metric is less Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer ess attribute for which an outbound reply was created	
	For e mail, this metric represents the total number interactions is resource can send multiple replies; however, this metric's value than or equal to Responses. Source or Calculation: AG2_ID_*.RESPONDED Media type: All Data type: Number Metric type: Disposition >> Back to list Metric name: Response Ratio Description: The ratio of interactions of this busin to customers to all accepted interactions of this busin for all media types, this ratio could be greater than 1:1. Source or Calculation: Calculated based on the (that had a response that had been sent to a customer. One handling is either 0 or 1 for each interaction. The value of this metric is less Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer BA Used in: Used in:	

Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Respon	ses	Folder:
		Business Attribute > BA Customer
Description: For voice and chi	at modia, the total number of cur	tomer interactions of this business
attribute that were accepted by		
	g resource can create multiple replies; th	s agents) created outbound replies that might or is metric's value reflects each reply. The value of
Source or Calculation: AG2_	D_*.RESPONSES	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Revenu	e	Folder:
		Business Attribute > BA Customer
Description: The total revenue business attribute.	e generated during the interval b	y customer interactions assigned this
Source or Calculation: AG2_	D_*.REVENUE	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Satisfac	tion	Folder:
		Business Attribute > BA Customer
Description: The sum of num	vicel ecores of suctomer esticites	tion that were attributed to suctomer
interactions assigned this busin		tion that were attributed to customer
Source or Calculation: AG2_	D_*.SATISFACTION	
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Sentime	ent Factor	Folder:
		Business Attribute > BA Customer

Description: This metric is used for internal purposes to assign a factor to the Classify Sentiment Category dimension.		
This factor takes on one of four values:		
 -1, when Classify Sentiment 	Category is Negative.	
• 0.25, when Classify Sentime	nt Category is Neutral.	
• 1, when Classify Sentiment	Category is Positive.	
• 0, otherwise.		
Source or Calculation: Calcul Customer >) Classify Sentimen		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Sentime	ent Index	Folder:
		Business Attribute > BA Customer
Description: Customer sentiment in accordance with their ability to influence. A weighted consolidated sentiment and influence (-10,000 to 10,000 per interaction), with the largest values assigned to customers with the highest influence score.		
Source or Calculation: Calculated based on the following Business Attribute > BA Customer metrics: Influence Score, Sentiment Influence Entered Diff, Sentiment Score, Sentiment Factor, Entered with Sentiment.		Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: Sentime	ent Influence Entered	
Diff		Folder:
		Business Attribute > BA Customer
Description: The difference between the number of interactions that entered/began within the contact center for which a sentiment score was attached and the number for which an influence score was attached.		
Source or Calculation: Calculated based on the following metrics from the Business Attribute > BA Customer folder: Entered with Sentiment, Entered with Influence, Entered with Sentiment, Entered with Influence.		Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type: Disposition		

>> Back to list		
Metric name: Sentiment Score	Folder:	
	Business Attribute > BA Customer	
Description: This metric is used for internal purposes to rep expressed by customers for interactions that entered or bega Attached Data in the <i>Genesys CX Insights User's Guide</i> for me	an within the contact center. See Using	
Source or Calculation: AG2_ID_*.SENTIMENT		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: Short Abandoned Waiting	Folder:	
	Business Attribute > BA Customer	
Description: The total number of customer interactions of the or dropped for any reason within the threshold while they we		
Source or Calculation: AG2_ID_*.SHORT_ABANDONED		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: Standard Abandoned	Folder:	
Waiting	Business Attribute > BA Customer	
Description: The total number of customer interactions that entered or began within the contact center and were abandoned or dropped for any reason. Excludes short-abandoned interactions and abandoned-while-alerting interactions.		
Source or Calculation: Calculated as the value of Business Attribute > BA Customer > Abandoned Waiting minus the value of Business Attribute > BA Customer > Short Abandoned Waiting.	Used in:	
Media type: All	This metric is not used in any reports.	
Data type: Number Metric type: Disposition		
>> Back to list		
Metric name: Standard Abandoned Waiting Time	Folder: Business Attribute > BA Customer	

Description: The total amount of time that is associated with interactions of this business attribute that were abandoned by the customer or dropped for any reason before the interactions could be established.			
Source or Calculation: AG2_ID_*.ABANDONED_STANDARD_TIME	Used in:		
Media type: All			
Data type: Number Metric type: Disposition	This metric is not used in any reports.		
>> Back to list			
Metric name: Start Date Time Key	Folder:		
	Business Attribute > BA Customer		
Description: This metric is reserved for internal use to employ the AG2_ID hierarchy.	a key for a particular date and time from		
Source or Calculation: AG2_ID_*.DATE_TIME_KEY			
Media type: All	Used in:		
Data type: Number Metric type: Disposition	This metric is not used in any reports.		
>> Back to list			
Metric name: Transfer Accepted			
	Folder:		
Introduced: 100.0.027.0001	Business Attribute > BA Customer		
Description: Total number of interactions, assigned this busine were accepted by the agent during the reporting interval.	ss attribute, that arrived by transfer and		
Source or Calculation: AG2_ID_*. XFER_ACCEPTED	Used in:		
	Agent Transfer Summary Report		
Media type:			
Data type: Metric type: Disposition	Daily Transfer Summary Report		
	Transfer Dashboard		
>> Back to list			
Metric name: Transfer Accepted Cold			
	Folder:		
Introduced: 100.0.027.0001	Business Attribute > BA Customer		
Description: The total number of times that customer interactions were successfully cold transferred and accepted by the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.			
Source or Calculation: Calculated as the difference between the Transfer Accepted and Transfer Accepted Warm metrics.	Used in:		

Media type: Data type: Metric type: Disposition	Agent Transfer Summary ReportDaily Transfer Summary ReportTransfer Dashboard	
>> Back to list		
Metric name: Transfer Accepted Time	Folder:	
Introduced: 100.0.027.0001	Business Attribute > BA Customer	
Description: The amount of time, in seconds, that the agent spent handling interactions assigned this business attribute, that arrived by transfer and were accepted by the agent during the reporting interval Used for calculating Avg Transfer Accepted Handle Time.		
Source or Calculation: AG2_ID_*.XFER_ ACCEPTED_HOLD_TIME + AG2_ID_*.XFER_ ACCEPTED_ENGAGE_TIME	Used in:	
Media type:	This metric is not used in any reports.	
Data type: Metric type: Disposition		
>> Back to list		
Metric name: Transfer Accepted Warm		
Methe hand, hansler Accepted Warm	Folder:	
Introduced: 100.0.027.0001	Business Attribute > BA Customer	
Description: Total number of interactions, assigned this business attribute, that arrived by warm transfer and were offered to the agent during the reporting interval.		
Source or Calculation: AG2_ID_*. XFER_ACCEPTED_WARM	Used in:	
Media type:	Agent Transfer Summary Report	
	Daily Transfer Summary Report	
Data type: Metric type: Disposition		
	Transfer Dashboard	
>> Back to list	Transfer Dashboard	
>> Back to list		
	Transfer Dashboard Folder: Business Attribute > BA Customer	
>> Back to list	Folder: Business Attribute > BA Customer this business attribute that agents	
>> Back to list Metric name: Transfer Initiated Agent Description: The total number of customer interactions of	Folder: Business Attribute > BA Customer this business attribute that agents his metric.	
>> Back to list Metric name: Transfer Initiated Agent Description: The total number of customer interactions of transferred. Both warm and blind transfers are reflected in the second secon	Folder: Business Attribute > BA Customer this business attribute that agents	

Data type: Metric type: Disposition		 Agent Transfer Summary Report Daily Transfer Summary Report Interaction Volume Business Attribute Email Report Interaction Volume Business Attribute Report Task Volume Report Transfer Dashboard
>> Back to list		
Metric name: Transfe		Folder: Business Attribute > BA Customer
Description: Total number of a initiated by the agent during th		gned this business attribute, that were
Source or Calculation: Calcu the Transfer Initiated Agent and metrics. Media type: Data type: Metric type: Disposition	lated as the difference between d Transfer Initiated Warm	Used in: • Daily Transfer Summary Report • Transfer Dashboard
>> Back to list		
Metric name: Transfe	r Initiated Warm	Folder: Business Attribute > BA Customer
Description: Total number of warm transfers of interactions assigned this business attribute, that were initiated by the agent during the reporting interval.		
Source or Calculation: AG2_ Media type: Data type: Metric type: Disposition	D_*.XFER_ INIT_AGENT_WARM	Used in:Daily Transfer Summary ReportTransfer Dashboard
>> Back to list		
Metric name: Transfe		Folder: Business Attribute > BA Customer
Description: The percentage	or interactions that were transfer	red. Calculated as the total number of

transferred interactions divided by the total number of interactions.		
Source or Calculation: Calculated based on the Business Attribute > BA Customer > Transfer Initiated Agent and Business Attribute > BA Customer > Offered metrics.		Used in:
		Contact Center Report
Media type:		Predictive Routing AB Testing Report
Data type: Metric type: Disposition		 Predictive Routing AB Testing Report (Hour)
>> Back to list		
Metric name: Wrap		Folder:
		Business Attribute > BA Customer
Description: The total number of times that agents entered ACW (Wrap) state for customer interactions that the agents received of this business attribute.		
Source or Calculation: AG2_I	D_*.WRAP	
Media type:		Used in:
Data type: Metric type: Disposition		This metric is not used in any reports.
>> Back to list		
Metric name: Wrap Ti		
ridtife flamer filap fi	me	Folder:
	me	Folder: Business Attribute > BA Customer
-	t of time that resources spent in <i>i</i>	Business Attribute > BA Customer
Description: The total amount	t of time that resources spent in a of this business attribute.	Business Attribute > BA Customer ACW (Wrap) state for customer
Description: The total amount interactions that were received	t of time that resources spent in a of this business attribute.	Business Attribute > BA Customer
Description: The total amount interactions that were received Source or Calculation: AG2_I	t of time that resources spent in a of this business attribute.	Business Attribute > BA Customer ACW (Wrap) state for customer

Folder: Business Attribute > BA Predictive Routing

Metric name: % Error	Folder: Business Attribute > BA Predictive Routing	
Description: Percentage of active interactions that received a predictive routing error score.		
Source or Calculation: Calculated based on the value of the Business Attribute > BA Predictive Routing > Error and the	Used in:	

value of Business Attribute > BA Predictive Routing > Active metrics. Media type: All	Model EfficiencyPredictive Routing - Model Efficiency	
Data type: Number Metric type: Disposition	Predictive Routing Operational Report	
>> Back to list		
Metric name: Active	Folder:	
	Business Attribute > BA Predictive Routing	
Description: The total amount of time attributable to the inter agent's login session(s) on a particular media channel.	val between the beginning and end of this	
Source or Calculation: AG2_ID_*.GPM_ACTIVE		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: Agent Score	Folder:	
	Business Attribute > BA Predictive Routing	
	business Attribute > bA fredictive houting	
Description: The sum of all agent scores for agents who hand	led interactions routed by GPR.	
Source or Calculation: IF_IRF_GPM_FACT_GI2.AGENT_SCORE		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
>> Back to list		
Metric name: Avg Agent Score	Folder:	
	Business Attribute > BA Predictive Routing	
Description: The average score for all agents who handled interactions routed by GPR.		
Source or Calculation: Calculated as the sum of all agent scores for agents who handled an interaction routed by GPR,	Used in:	
divided by the total number of interactions.	Model Efficiency	
Media type: All	Predictive Routing - Model Efficiency	
Data type: Number Metric type: Disposition	Predictive Routing Operational Report	
>> Back to list		
Metric name: Avg Turnaround Time	Folder:	
	Business Attribute > BA Predictive Routing	
	Entropy in the state of the intervention of the state of	

Description: The average amount of time that interactions waited for predictive routing scoring to be completed. This calculation considers all calls, within the reporting period, that used a given Predictor and Model. Calculated as the sum of all agent scores for agents who handled an interaction routed by GPR, divided by the total number of interactions.

Source or Calculation: Calculated based on the Business Attribute > BA Customer > Accepted and Business Attribute > BA Predictive Routing > Turnaround Time metrics.		Used in:	
Media type:			Predictive Routing - Model Efficiency
Data type: Metric type:			 Predictive Routing Operational Report
>> Back to list			
Metric name: Error			Folder:
			Business Attribute > BA 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, or an integer between 1 and 10 to identify the error as one of the following strings:			
• 1 — Ok		• 9 — In	teraction log not found in global map
• 2 — Authentication to scoring engine failed		• 10 —- Unknown error	
• 3 — Scoring request failed		 11 — Channel is not supported 	
• 4 — Agent list is empty		• 12 — Reserved for future use	
 5 — URS overload, interaction skipped 		• 13 — Call Abandoned	
• 6 — Predictor not found		• 14 — Call Routing Failed	
• 7 — Failed to build scoring request		 15 — Predictive Routing is turned off or not used for this interaction 	
 8 — SetIdealAgent or SetRea execution error 	adyCondition		
Source or Calculation: AG2_0	QUEUE_*.GPM_ERROR		
Media type: All			Used in:
Data type: Number Metric type: Disposition			This metric is not used in any reports.
>> Back to list			
Metric name: Turnaround Time		Folder:	
			Business Attribute > BA Predictive Routing
Description: Amount of time t to be completed.	he interaction spent in	n queue wh	ile waiting for predictive routing scoring
Source or Calculation: IF_IRF_GPM_FACT_GI2.WAIT_TIME		Used in:	
Media type: All			
Data type: Number Metric type: Disposition			Model Efficiency

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Folder: Business Attribute > BA User Data Example

There are no metrics in this folder.