

GENESYS

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Genesys Customer Experience Insights Project Guide

Chat Metrics

Chat Metrics

The Chat folder contains numerous metrics that you can use to build Chat-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.
- For detailed information about the different metric types, see Project terminology and concepts.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Chat

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

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

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

- Max Customer Wait Time
- Max First Response Agent Time
- Max Wait-time in Oueue
- Media Session
- Messages From Agent
- Messages From Agent Size
- · Messages From Bot
- Messages From Bot Size
- · Messages From Customer
- Messages From Customer Size
- Parking Queue Duration
- Session Ended Normally
- Session Inactive
- Session Missed
- Session Only with Bot
- Session Time
- Session Transferred
- · Session with Bot
- Terminated Due to Other Reasons

Chat > Agent

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

- Acceptance Rate
- Accepted
- Accepted Unique
- Alert Duration
- Avg Duration for Accepting Interactions
- Avg Focus Time
- Consult Received Engage Time
- Consult Received Engage Warm Time
- · Consult Received Hold Time
- · Consult Received Time
- Consult Received Warm Hold Time
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Engage Time
- Engagement Handle Time
- Focus Interval
- Focus Time
- Hold Time
- Interactions Less Time to Accept
- Interactions Long Time to

Accept

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

Chat > Async

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

Chat > Thread

- Average Thread Handle Time
- Average Thread Response Time
- Thread Agent Messages
- · Thread Agent Messages Size
- Thread Customer Messages
- Thread Customer Messages Size
- Thread Engagements
- · Thread Handle Time
- Thread Response Time
- Thread Sessions
- Threads

Folder: Chat

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

Source or Calculation: Calculated based on the Chat > Terminated and Chat > Media Session metrics.	d in:
Media type:	
Data type: Metric type:	hat Termination Report
>> Back to list	
Metric name: % Customer Terminated Fold	er:
Chat	
Description: The percentage of sessions that were terminated by the	e customer.
Source or Calculation: Calculated based on the Chat > Customer Terminated and Chat > Media Session metrics.	d in:
Media type:	u III.
Data type: Metric type:	hat Termination Report
>> Back to list	
Metric name: % Interactions Parked	
Fold	ler:
Introduced: 9.0.013 Chat	
Cliat	
Description: The percentage of interactions that were placed in park number of interactions that were established.	ing queue, relative to the total
Source or Calculation: Calculated based on the Chat > Media Session and Chat > Interactions Parked metrics.	d in:
Media type:	-
Data type:	netric is not used in any reports.
Metric type:	
>> Back to list	
Metric name: % Interactions with Less	
Queue Time Fold	ar.
Introduced: 9.0.013	
Description: The percentage of interactions that spent less time in the configured as the duration-threshold in the [agg-gim-thld-CHAT-PARKII	
Source or Calculation: Calculated based on the Chat > Interaction with Less Queue Time and Chat > Interactions Parked metrics. Used This n	d in: netric is not used in any reports.
Media type:	• '

Data type: Metric type:		
>> Back to list		
Metric name: % Interactions with Lo Queue Time	ng Folder:	
Introduced: 9.0.013	Chat	
Description: The percentage of interactions that sp configured as the duration-threshold in the [agg-gim		
Source or Calculation: Calculated based on the Ch Interaction with Long Queue Time and Chat > Intera Parked metrics.		
Media type:	This metric is not used in any reports.	
Data type: Metric type:		
>> Back to list		
Metric name: % Session Inactive	Folder: Chat	
Description: The percentage of sessions that were (ENDED_REASON='INACTIVE').	terminated due to inactivity	
Source or Calculation: Calculated based on the Ch Session Inactive and Chat > Media Session metrics.	uat > Used in:	
Media type:	Chat Termination Report	
Data type: Metric type:	chat lemination report	
>> Back to list		
Metric name: % Session Missed	Folder:	
	Chat	
Description: aka % Chats Missed. Percentage of chats requested by clients that were not answered by agents.		
Source or Calculation: Calculated based on the Ch Session Missed and Chat > Media Session metrics.	nat > Used in:	
Media type:	Chat Session Report	
Data type: Metric type:	Chac Session Report	
>> Back to list		

Metric name: % Session Only with Bots	Folder: Chat	
Description: The percentage of media sessions handled by bots, without agent involvement.		
Source or Calculation: Calculated based on the Chat > Session Only with Bots and Chat > Media Session metrics.	Used in:	
Media type:	Bot Dashboard	
Data type: Metric type:	Sessions Handled by Bots	
>> Back to list		
Metric name: % Session Transferred	Folder:	
ricerie namer // Session fransferrea	Chat	
Description: aka % Chats Transferred. The percentage of sessi	ons that were transferred to an agent.	
Source or Calculation: Calculated based on the Chat > Session Transferred and Chat > Media Session metrics.	Used in:	
Media type:	Chat Cassian Danast	
Data type: Metric type:	Chat Session Report	
>> Back to list		
Metric name: % Session with Bot	Folder:	
Metric name: % Session with Bot	Folder: Chat	
Metric name: % Session with Bot Description: The percentage of media sessions in which bots p	Chat	
	Chat	
Description: The percentage of media sessions in which bots particles or Calculation: Calculated based on the Chat >	Chat participated.	
Description: The percentage of media sessions in which bots particles of the Chat > Session with Bot and Chat > Media Session metrics.	Chat participated. Used in:	
Description: The percentage of media sessions in which bots procession of the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type:	Chat Darticipated. Used in: Bot Dashboard	
Description: The percentage of media sessions in which bots processions of the Chat > Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type:	Chat Darticipated. Used in: Bot Dashboard	
Description: The percentage of media sessions in which bots processions of the Chat > Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list	Chat Darticipated. Used in: Bot Dashboard Sessions Handled by Bots	
Description: The percentage of media sessions in which bots processions of the Chat > Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list	Chat Darticipated. Used in: Bot Dashboard Sessions Handled by Bots Folder: Chat	
Description: The percentage of media sessions in which bots processions of the Chat > Source or Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list Metric name: Agent	Chat Darticipated. Used in: Bot Dashboard Sessions Handled by Bots Folder: Chat	
Description: The percentage of media sessions in which bots procession of the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list Metric name: Agent Description: The number of parties that participated in the session in which bots processions in which bots procession	Chat Darticipated. Used in: Bot Dashboard Sessions Handled by Bots Folder: Chat	
Description: The percentage of media sessions in which bots processions of the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list Description: The number of parties that participated in the session of the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list	Chat Darticipated. Used in: Bot Dashboard Sessions Handled by Bots Folder: Chat Ssion as an agent.	
Description: The percentage of media sessions in which bots procession of the Chat > Session with Bot and Chat > Media Session metrics. Media type: Data type: Metric type: >> Back to list Description: The number of parties that participated in the session contains the conta	Chat Darticipated. Used in: Bot Dashboard Sessions Handled by Bots Folder: Chat Ssion as an agent. Used in:	

Metric name: Agent Respon	se Time	Folder: Chat
Description: The total amount of time to	hat an agent spent resp	onding to a customer.
Source or Calculation: AG2_CHAT_STATS_*.AGENT_REPLY_TIME		Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This meane is not used in any reports.
>> Back to list		
Metric name: Agent Respon	ses	Folder: Chat
Description: The total number of times	that agents responded	to a customer.
Source or Calculation: AG2_CHAT_STATS_*.AGENT_RESPONSES		Used in:
Media type: Chat		This metric is not used in any reports.
Data type: Metric type: Disposition		This meane is not used in any reports.
>> Back to list		
>> back to list		
Metric name: Agent Termina	ated	Folder: Chat
Metric name: Agent Termina		Chat
	ons that were terminated	Chat d by the agent.
Metric name: Agent Termina Description: The total number of session Source or Calculation:	ons that were terminated	Chat d by the agent. Used in:
Metric name: Agent Termina Description: The total number of session Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_T	ons that were terminated	Chat d by the agent.
Metric name: Agent Termina Description: The total number of session Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_T Media type: Chat Data type:	ons that were terminated	Chat d by the agent. Used in:
Metric name: Agent Termina Description: The total number of session Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_T Media type: Chat Data type: Metric type:	ons that were terminated	Chat d by the agent. Used in:
Metric name: Agent Termina Description: The total number of session Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_T Media type: Chat Data type: Metric type: >> Back to list Metric name: Agent Wait	ons that were terminated	Chat d by the agent. Used in: Chat Termination Report Folder: Chat
Metric name: Agent Termina Description: The total number of session Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_T Media type: Chat Data type: Metric type: >> Back to list	ons that were terminated ERMINATED that agents waited for a	Chat d by the agent. Used in: Chat Termination Report Folder: Chat
Metric name: Agent Termina Description: The total number of session Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_T Media type: Chat Data type: Metric type: >> Back to list Metric name: Agent Wait Description: The total number of times	ons that were terminated ERMINATED that agents waited for a	Chat d by the agent. Used in: Chat Termination Report Folder: Chat
Metric name: Agent Termina Description: The total number of session Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_AGENT_T Media type: Chat Data type: Metric type: >> Back to list Metric name: Agent Wait Description: The total number of times Source or Calculation: AG2_CHAT_STA	ons that were terminated ERMINATED that agents waited for a	Chat d by the agent. Used in: Chat Termination Report Folder: Chat a reply from a customer.

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

the Chat > Media Sessions metric.		
Media type:	Chat Message Statistics Report	
Data type: Metric type:		
>> Back to list		
Metric name: Avg First Respon	ise Agent	
Time	Folder:	
	Chat	
Description: The average amount of time, time an agent responded to the customer in	including mediation duration, that elapsed before the first teraction.	
Source or Calculation: Calculated as the very First Response Agent Time metric divided		
the Chat > Media Sessions metric.	Used in:	
Media type:	This metric is not used in any reports.	
Data type: Metric type:		
Metric type.		
>> Back to list		
Metric name: Avg Messages So	ent By Agent Folder:	
	Chat	
Description: The average number of message	ages cont by agents, per chat session	
Source or Calculation: Calculated as the		
> Messages From Agent metric divided by the	ne value of the	
Chat > Media Sessions metric.	Used in:	
Media type:	Chat Message Statistics Report	
Data type: Metric type:		
>> Back to list		
>> Back to list		
Metric name: Avg Messages So Customer	ent By Folder:	
Customer	Chat	
Description: The average number of messages sent by callers / customers, per chat session.		
Source or Calculation: Calculated as the v > Messages From Customer metric divided by Chat > Media Sessions metric.		
Media type:	Chat Message Statistics Report	
Data type:	- Char Message Statistics Report	
Metric type:		

>> Back to list		
Metric name: Avg Ses	sion Time	Folder: Chat
Description: The average dura	ation of media sessions within the	e reporting period.
Source or Calculation: Calcu > Session Time metric divided Media Sessions metric. Media type: Data type: Metric type:		Used in:Chat Session ReportChat Termination Report
>> Back to list		
Metric name: Bot Ses	sion	Folder: Chat
Description: TThe total number	er of parties that participated in a	a session as bots.
Source or Calculation: AG2_0	CHAT_STATS_*.BOTS	Used in:
Media type:		Bot Dashboard
Data type: Metric type:		Sessions Handled by Bots
>> Back to list		
Metric name: Custom	er Response Time	Folder: Chat
Description: The total amount	of time a customer spent in resp	oonding to agents.
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER Media type: Data type: Metric type:	_RESPONSE_TIME	Used in: This metric is not used in any reports.
>> Back to list		
Metric name: Custom	er Responses	Folder: Chat
Description: The total number of times a customer responded to an agent.		
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER	_RESPONSES	Used in:
Media type: Data type:		This metric is not used in any reports.

Metric type:		
>> Back to list		
Metric name: Custom	er Terminated	Folder: Chat
Description: The number of se	essions terminated by a custome	r, per session.
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER	TERMINATED	Used in:
Media type:		Chat Termination Report
Data type: Metric type:		chat termination report
>> Back to list		
Metric name: Custom	er Wait	Folder:
		Chat
Description: The total number	r of times that a customer wait fo	r a reply from an agent.
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER	_WAIT	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		The modern to have cook in any reported.
>> Back to list		
Metric name: Custom	er Wait Time	Folder:
		Chat
Description: The total amount	t of time that a customer spent w	aiting for replies from agents.
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER	_WAIT_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: Disconn	nected	Folder: Chat
Description: The number of in (ENDED_REASON='DISCONNEC	teractions that ended with a disc (T') .	connection
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_	DISCONNECTED	Used in:

Media type:		This metric is not used in any reports.
Data type: Metric type:		This meane is not used in any reports.
>> Back to list		
Metric name: First Ag	ent Wait Time	Folder:
		Chat
Description: The amount of ti agent (visible to the customer)		er the session started before the first
Source or Calculation: AG2_CHAT_STATS_*.FIRST_AGE	NT_WAIT_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This meane is not used in any reports.
>> Back to list		
Metric name: First Bo	t Wait Time	Folder:
		Chat
Description: The amount of ti (visible to the customer) joined		er the session started before the first bot
Source or Calculation: AG2_CHAT_STATS_*.FIRST_BOT	_WAIT_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
>> Back to list Metric name: First Re	sponse Agent Time	Folder:
200100	sponse Agent Time	Folder: Chat
Metric name: First Re Description: The time that ela		Chat ning the media session, and the first
Metric name: First Re Description: The time that ela	apsed between the first agent joir customer. Does not include routir lated as the value of First	Chat ning the media session, and the first ng time.
Metric name: First Re Description: The time that ela message from an agent to the Source or Calculation: Calcu	apsed between the first agent joir customer. Does not include routir lated as the value of First	Chat ning the media session, and the first ag time. Used in:
Metric name: First Re Description: The time that ela message from an agent to the Source or Calculation: Calcu Response Wait Time minus the	apsed between the first agent joir customer. Does not include routir lated as the value of First	Chat ning the media session, and the first ng time.
Metric name: First Re Description: The time that ela message from an agent to the Source or Calculation: Calcu Response Wait Time minus the Media type: Data type:	apsed between the first agent joir customer. Does not include routir lated as the value of First	Chat ning the media session, and the first ag time. Used in:
Metric name: First Re Description: The time that ela message from an agent to the Source or Calculation: Calcu Response Wait Time minus the Media type: Data type: Metric type:	apsed between the first agent joir customer. Does not include routir lated as the value of First value of First Agent Wait Time.	Chat ning the media session, and the first ag time. Used in:

Description: The time that elapsed between the beginning of the media session and the first message from an agent to the customer.		
Source or Calculation: AG2_CHAT_STATS_*.FIRST_RESPONSE_WAIT_TIME	Used in:	
Media type:		
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: First Touch Resolution	Folder:	
	Chat	
Description: The number of advanced chat sessions that were is, without being placed in a dormant state, or woken from a do		
This metric includes sessions that were ended by the agent, customer, or time	out.	
Source or Calculation: AG2_CHAT_STATS_*.FIRST_TOUCH_RESOLUTION	Used in:	
Media type:	Async Chat Dashboard	
Data type: Metric type:	Chat Interaction Stats	
>> Back to list		
Metric name: Handle Interval	Folder:	
Metric name: Handle Interval	Folder: Chat	
Metric name: Handle Interval Description: The number of times a session was in the active	Chat	
	Chat	
Description: The number of times a session was in the active Source or Calculation:	Chat state (as opposed to a dormant state).	
Description: The number of times a session was in the active Source or Calculation: AG2_CHAT_STATS_*.HANDLE_INTERVAL	Chat state (as opposed to a dormant state). Used in:	
Description: The number of times a session was in the active Source or Calculation: AG2_CHAT_STATS_*.HANDLE_INTERVAL Media type: Data type:	chat state (as opposed to a dormant state). Used in: Async Chat Dashboard	
Description: The number of times a session was in the active Source or Calculation: AG2_CHAT_STATS_*.HANDLE_INTERVAL Media type: Data type: Metric type: >> Back to list	state (as opposed to a dormant state). Used in: Async Chat Dashboard Chat Interaction Stats	
Description: The number of times a session was in the active Source or Calculation: AG2_CHAT_STATS_*.HANDLE_INTERVAL Media type: Data type: Metric type:	chat state (as opposed to a dormant state). Used in: Async Chat Dashboard Chat Interaction Stats Folder:	
Description: The number of times a session was in the active Source or Calculation: AG2_CHAT_STATS_*.HANDLE_INTERVAL Media type: Data type: Metric type: >> Back to list	state (as opposed to a dormant state). Used in: Async Chat Dashboard Chat Interaction Stats	
Description: The number of times a session was in the active Source or Calculation: AG2_CHAT_STATS_*.HANDLE_INTERVAL Media type: Data type: Metric type: >> Back to list	chat state (as opposed to a dormant state). Used in: Async Chat Dashboard Chat Interaction Stats Folder:	
Description: The number of times a session was in the active Source or Calculation: AG2_CHAT_STATS_*.HANDLE_INTERVAL Media type: Data type: Metric type: >> Back to list Metric name: Handle Time	chat state (as opposed to a dormant state). Used in: Async Chat Dashboard Chat Interaction Stats Folder:	
Description: The number of times a session was in the active Source or Calculation: AG2_CHAT_STATS_*.HANDLE_INTERVAL Media type: Data type: Metric type: >> Back to list Metric name: Handle Time Description: The total duration of the media session.	state (as opposed to a dormant state). Used in: Async Chat Dashboard Chat Interaction Stats Folder: Chat Used in:	
Description: The number of times a session was in the active Source or Calculation: AG2_CHAT_STATS_*.HANDLE_INTERVAL Media type: Data type: Metric type: >> Back to list Metric name: Handle Time Description: The total duration of the media session. Source or Calculation: AG2_CHAT_STATS_*.HANDLE_TIME	chat state (as opposed to a dormant state). Used in: Async Chat Dashboard Chat Interaction Stats Folder: Chat	

Metric name: Idle (Agent Present)	Folder:	
	Chat	
Description: The total number of times that a customer interactives in the active state and at least one agent was participating		
This metric counts only the time that exceeds the configured threshold.		
Source or Calculation: AG2_CHAT_STATS_*.ACTIVE_IDLE		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Idle Time (Agent Present)	Folder:	
, and the same transfer of the	Chat	
Description: The total amount of time, with no activity, when i least one agent was participating in the chat.	nteraction was in the active state and at	
This metric counts only the time that exceeds the configured threshold.		
Source or Calculation: AG2_CHAT_STATS_*.ACTIVE_IDLE_TIME	Used in:	
Media type:	Async Chat Dashboard	
Data type: Metric type:	Chat Interaction Stats	
>> Back to list		
Metric name: Interactions Parked		
	Folder:	
Introduced: 9.0.013.01	Chat	
Description: The number of interactions that were placed in the parking queue and routed during business hours.		
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_PARKED	Used in:	
Media type:		
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Folder:		
Metric name: Interactions with Less Queue Time	Chat	

Introduced: 9.0.013.01		
Description: The number of interactions to configured as the duration-threshold in the		
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_PARKED_SH Media type: Data type: Metric type:	ORT	Used in: This metric is not used in any reports.
>> Back to list		
Metric name: Interactions wit Queue Time Introduced: 9.0.013.01	:h Long	Folder: Chat
Description: The number of interactions to configured as the duration-threshold in the		
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_PARKED_LO Media type: Data type: Metric type:	NG	Used in: This metric is not used in any reports.
>> Back to list		
Metric name: Max Agent Resp	oonse Time	Folder: Chat
Description: The longest amount of time that an agent spent in replying to a customer.		
Source or Calculation: AG2_CHAT_STATS_*.AGENT_RESPONSE_TIM Media type: Data type: Metric type:	IE_MAX	Used in: This metric is not used in any reports.
>> Back to list		
Metric name: Max Agent Wait	Time	Folder: Chat
Description: The longest amount of time, during the reporting interval, that an agent waited for a customer response.		

Source or Calculation: AG2_CHAT_STATS_*.AGENT_WAIT_TIME_MA	Used in:
Media type:	
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Max Customer	Pasnansa
Time	Folder:
Time	Chat
Description: The longest amount of time spent in responding to an agent.	that elapsed, during the reporting interval, that a customer
Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_RESPONS	E TIME MAX
Media type:	Used in:
	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Max Customer	Wait Time Folder:
	Chat
	Chat
Description: The longest amount of time message.	that any customer waited for an agent to reply to a chat
message. Source or Calculation:	that any customer waited for an agent to reply to a chat
message. Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIM	that any customer waited for an agent to reply to a chat
message. Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIM Media type:	that any customer waited for an agent to reply to a chat
message. Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIM	that any customer waited for an agent to reply to a chat E_MAX Used in:
message. Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIM Media type: Data type: Metric type:	that any customer waited for an agent to reply to a chat E_MAX Used in:
message. Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIM Media type: Data type:	that any customer waited for an agent to reply to a chat E_MAX Used in:
message. Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIM Media type: Data type: Metric type: >> Back to list	that any customer waited for an agent to reply to a chat Used in: This metric is not used in any reports.
message. Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIM Media type: Data type: Metric type:	that any customer waited for an agent to reply to a chat Used in: This metric is not used in any reports.
message. Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIME Media type: Data type: Metric type: >> Back to list Metric name: Max First Respective.	that any customer waited for an agent to reply to a chat Used in: This metric is not used in any reports.
message. Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIME Media type: Data type: Metric type: >> Back to list Metric name: Max First Respective.	that any customer waited for an agent to reply to a chat Used in: This metric is not used in any reports. Ponse Agent Folder:
message. Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIM Media type: Data type: Metric type: >> Back to list Metric name: Max First Response	that any customer waited for an agent to reply to a chat Used in: This metric is not used in any reports. Ponse Agent Folder:
message. Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIM Media type: Data type: Metric type: >> Back to list Metric name: Max First Response Time Description: The longest amount of time	that any customer waited for an agent to reply to a chat Used in: This metric is not used in any reports. Ponse Agent Folder: Chat that elapsed before the first agent response to a customer in a executed in
message. Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIME Media type: Data type: Metric type: >> Back to list Metric name: Max First Respective Time Description: The longest amount of time chat session. Source or Calculation: The largest value AG2_CHAT_STATS.FIRST_RESPONSE_AGENTED	that any customer waited for an agent to reply to a chat Used in: This metric is not used in any reports. Polder: Chat that elapsed before the first agent response to a customer in a erecorded in T_TIME during the
message. Source or Calculation: AG2_CHAT_STATS_*.CUSTOMER_WAIT_TIM Media type: Data type: Metric type: >> Back to list Metric name: Max First Response Time Description: The longest amount of time chat session. Source or Calculation: The largest value AG2_CHAT_STATS.FIRST_RESPONSE_AGEN reporting period.	that any customer waited for an agent to reply to a chat Used in: This metric is not used in any reports. Folder: Chat that elapsed before the first agent response to a customer in a grecorded in T_TIME during the Used in: Used in:

>> Back to list		
Metric name: Max Wait-time in Queue	Folder:	
Description: The longest amount of time (HH:MM:SS) that any	interaction spent in the parking queue.	
Source or Calculation: AG2_CHAT_STATS_*.PARKING_DURATION_MAX Media type: Data type: Metric type:	Used in: This metric is not used in any reports.	
>> Back to list		
Metric name: Media Session	Folder: Chat	
Description: The total number of media sessions.		
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS	Used in:	
Media type: Data type: Metric type:	 Async Chat Dashboard Bot Dashboard Chat Interaction Stats Chat Session Report Chat Termination Report Sessions Handled by Bots 	
>> Back to list		
Metric name: Messages From Agent	Folder: Chat	
Description: Total number of agent messages in all chat sessions within the reporting period.		
Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_AGENTS Media type: Data type: Metric type:	Used in: • Chat Session Report	
>> Back to list		
Metric name: Messages From Agent Size Description: Total size of agent messages in all chat sessions w	Folder: Chat within the reporting period.	

Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_AGENTS_SIZE	Used in:	
Media type:		
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Matric varies Massacras From Dat	Falden.	
Metric name: Messages From Bot	Folder: Chat	
Description: Total number of bot messages in all chat sessions	within the reporting period.	
Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_BOT		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Messages From Bot Size	Folder:	
	Chat	
	Criat	
Description: Total size of bot messages in all chat sessions with	nin the reporting period.	
Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_BOT_SIZE	Used in:	
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Messages From Customer	Folder:	
	Chat	
Description: Total number of customer messages in all chat sessions within the reporting period.		
Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_CUSTOMERS	Used in:	
Media type:		
Data type: Metric type:	Chat Session Report	
>> Back to list		
Metric name: Messages From Customer Size	Folder: Chat	

Description: Total size of all customer messages in all chat sessions within the reporting period.		
Source or Calculation: AG2_CHAT_STATS_*.MSG_FROM_CUSTOMERS_SIZE	Used in:	
Media type:	This metric is not used in any reports.	
Data type: Metric type:		
>> Back to list		
Metric name: Parking Queue Duration	Folder:	
Introduced: 9.0.013	Chat	
Description: The total amount of time that the interaction spen	nt in the parking queue.	
Source or Calculation: AG2_CHAT_STATS_*.PARKING_DURATION	Used in:	
Media type:	This metric is not used in any reports.	
Data type: Metric type:	This meane is not used in any reports.	
>> Back to list		
Metric name: Session Ended Normally	Folder:	
	Chat	
Description: The number of interaction that ended normally (E	NDED_REASON in ['QUIT', 'FORCE']).	
Source or Calculation: AG2_CHAT_STATS_*.SESSION_ENDED_NORMALLY		
	Used in:	
Media type:		
Data type: Metric type:	This metric is not used in any reports.	
Data type:	This metric is not used in any reports.	
Data type: Metric type:	This metric is not used in any reports. Folder:	
Data type: Metric type: >> Back to list		
Data type: Metric type: >> Back to list	Folder: Chat	
Data type: Metric type: >> Back to list Metric name: Session Inactive	Folder: Chat tive during the reporting period. Used in:	
Data type: Metric type: >> Back to list Metric name: Session Inactive Description: The total number of times that sessions were inactive source or Calculation:	Folder: Chat Ctive during the reporting period. Used in: Async Chat Dashboard	
Data type: Metric type: >> Back to list Metric name: Session Inactive Description: The total number of times that sessions were inactive source or Calculation: AG2_CHAT_STATS_*.SESSIONS_INACTIVE	Folder: Chat tive during the reporting period. Used in:	
Data type: Metric type: >> Back to list Metric name: Session Inactive Description: The total number of times that sessions were inactive source or Calculation: AG2_CHAT_STATS_*.SESSIONS_INACTIVE Media type: Data type:	Folder: Chat Chat Cive during the reporting period. Used in: Async Chat Dashboard Chat Interaction Stats	

Metric name: Session	Missed	Folder:
Introduced: 9.0.011.xx		Chat
Description: Total number of creporting period. aka Chats Mis		ere not answered by agents during the
Source or Calculation: AG2_0	CHAT_STATS.SESSIONS_MISSED	
Media type:		Used in:
Data type: Metric type:		Chat Session Report
>> Back to list		
Metric name: Session	Only with Bot	Folder:
	•	Chat
Description: The total number	r of media sessions handled by be	ots, without agent involvement.
Source or Calculation: AG2_CHAT_STATS_*.SESSION_O	NLY_WITH_BOT	Used in:
Media type:		 Bot Dashboard
Data type: Metric type:		Sessions Handled by Bots
>> Back to list		
Metric name: Session	Time	Folder:
		Chat
•	n of chat sessions within the repo	orting period.
_	CHAT_SESSION_*.SESSION_TIME	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Session	Transferred	Folder:
		Chat
Description: aka Chats Transfethe reporting period.	erred. The total number of chats	that were transferred to an agent during
Source or Calculation:		Used in:
AG2_CHAT_STATS_*.SESSIONS_ (SESSIONS_TRANSFERRED = su sf.AGENTS_COUNT> 1 then 1 e	ım(case when	Chat Session Report

Media type:		
Data type: Metric type:		
>> Back to list		
Metric name: Session	with Bot	Folder:
		Chat
Description: The total number	of media sessions in which bots	participated.
Source or Calculation: AG2_CHAT_STATS_*.SESSIONS_	WITH_BOT	Used in:
Media type:		Bot Dashboard
Data type: Metric type:		Sessions Handled by Bots
>> Back to list		
Metric name: Terminated Due to Other Folder:		
Reasons		Chat
Description: The total number of sessions that terminated for any reason other than interruption by the agent, abandonment or interruption by the caller, or inactivity.		
Source or Calculation: Calculated as ([Media Session] -		
[Customer Terminated]) - [Ager Inactive])	it Terminated]) - [Session	Used in:
Media type:		Chat Termination Report
Data type: Metric type:		
>> Back to list		

Folder: Chat > Agent

Metric name: % Interactions Less Time to	
Accept	Folder:
Introduced: 9.0.012	Chat > Agent
Description: The percentage of interactions that were accepted by an agent before the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.	

Source or Calculation: Calculated as the value of the Chat > Agent > Interactions Less Time to Accept metric divided by the value of the Chat > Agent > Accepted metric.	Used in:
Media type:	Interactions Acceptance Report
Data type: number Metric type:	mediations receptance report
>> Back to list	
Metric name: % Interactions Long Time to Accept	
	Folder:
Introduced: 9.0.012	Chat > Agent
Description: The percentage of interactions that were accepted configured as the value of the option accepted-duration-thresh	
Source or Calculation: Calculated as the value of the Chat > Agent > Interactions LongTime to Accept metric divided by the value of the Chat > Agent > Accepted metric.	Used in:
Media type:	Interactions Acceptance Report
Data type: number Metric type:	· ·
rictie type:	
>> Back to list	
>> Back to list	Folder:
	Folder: Chat > Agent
>> Back to list	Chat > Agent
>> Back to list Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent was a spent of the customers.	Chat > Agent vaiting for a response in sessions that they
>> Back to list Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent. Source or Calculation:	Chat > Agent vaiting for a response in sessions that they Used in:
>> Back to list Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME	Chat > Agent vaiting for a response in sessions that they
>> Back to list Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type: Data type:	Chat > Agent vaiting for a response in sessions that they Used in:
>> Back to list Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type: Data type: Metric type: >> Back to list	Chat > Agent vaiting for a response in sessions that they Used in:
>> Back to list Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type: Data type: Metric type:	Chat > Agent vaiting for a response in sessions that they Used in: This metric is not used in any reports.
>> Back to list Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type: Data type: Metric type: >> Back to list	Chat > Agent Vaiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent
>>> Back to list Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent. Source or Calculation: AG2_CHAT_STATS_*.ABANDONED_WAITING_TIME Media type: Data type: Metric type: >>> Back to list Metric name: Acceptance Rate	Chat > Agent Vaiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent

Data type: Metric type:		
>> Back to list		
Metric name: Accepte	ed	Folder:
•		Chat > Agent
Description: Total number of a	assigned engagements that were	accepted by the agents.
Source or Calculation: AG2_CHAT_AGENT_GRP.ACCEPT		Used in:
Media type:		Chat Engagement Report
Data type: Metric type:		Interactions Acceptance Report
>> Back to list		
Metric name: Accepte	ed Unique	Folder:
		Chat > Agent
		accepted, initiated, or pulled by this pund replies to inbound interactions.
Source or Calculation: AG2_CHAT_AGENT_*.ACCEPTED	_UNIQUE	Used in:
Media type:		Async Chat Dashboard
Data type: Metric type:		Chat Agent Stats
>> Back to list		
Metric name: Alert Du	uration	
		Folder:
Introduced: 9.0.012		Chat > Agent
Description: The number of seconds that an interaction alerted at the agent's DN before being accepted.		
Source or Calculation: AG2_0 AG2_CHAT_AGENT_GRP.INVITE_	CHAT_AGENT.INVITE_ACC_TIME, ACC_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: number Metric type:		This metric is not used in any reports.
>> Back to list		
Moteia nama: Ava D	ention for Accounting	Folder:
Metric name: Avg Dui Interactions	ation for Accepting	Chat > Agent

Introduced: 9.0.012		
Description: The average amount of time (([h]:mm:ss) that interactions alerted at the agent's DN before being accepted.		
Source or Calculation: Calculation: Agent > Alert Duration metric Chat > Agent > Accepted metrons	c divided by the value of the	Used in:
Media type:		Interactions Acceptance Report
Data type: number Metric type:		
>> Back to list		
Metric name: Avg Foo	cus Time	Folder:
		Chat > Agent
Description: The average amosessions within the reporting in		orking directly or indirectly on media
Source or Calculation: Calculation Calcu		Used in:
Media type:		 Asynchronous Chat Dashboard
Data type: Metric type:		Chat Agent Stats
>> Back to list		
Metric name: Consult Time	Received Engage	Folder:
		Chat > Agent
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_CHAT_AGENT_*.CONSULT_	RECEIVED_ENGAGE_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This meane is not used in any reports.
>> Back to list		
Metric name: Consult Warm Time	Received Engage	Folder: Chat > Agent

Description: The total amount of time that agents were engaged in consultations that were distributed or pulled from this chat and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with agents. Source or Calculation: AG2 CHAT AGENT *.CONSULT RCV WARM ENGAGE TIME Used in: This metric is not used in any reports. Data type: Metric type: >> Back to list Metric name: Consult Received Hold Time Folder: Chat > Agent **Description:** Total amount of time that agents had simple consultations on hold, where consultations were distributed or pulled from this chat and associated with customer interactions, and agents were consultation recipients. **Source or Calculation:** AG2 CHAT AGENT *.CONSULT RECEIVED HOLD TIME Used in: Media type: This metric is not used in any reports. Data type: Metric type: >> Back to list **Metric name: Consult Received Time** Folder: Chat > Agent **Description:** The total amount of time that this agent was engaged as a recipient in collaborations or simple consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions. **Source or Calculation:** Calculated as the sum of Chat > Agent > Consult Received Engage Time plus Chat > Agent > Consult Received Hold Time. Used in: Media type: This metric is not used in any reports. Data type: Metric type: >> Back to list **Metric name: Consult Received Warm Hold** Folder: **Time** Chat > Agent **Description:** The total amount time that agents had consultations on hold where the interactions were distributed or pulled from this chat and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Source or Calculation: AG2 CHAT AGENT *.CONSULT RCV WARM HOLD TIME	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Consult Received Warm Time	Folder:
Pictric name: consult received warm Time	Chat > Agent
Description: The total amount of time that this agent was eng consultations, including related hold durations, where the collab with customer interactions.	
Source or Calculation: Calculated as the sum of Chat > Agent > Consult Received Warm Engage Time plus Chat > Agent > Consult Received Warm Hold Time.	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Consult Received Warm Wrap	Folder:
·	Chat > Agent
Description: Total number of times consultations that agents r state, and interactions were transferred/conferenced with agent	
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP	Hand be
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Consult Received Warm	Faldoni
Wrap Time	Folder:
	Chat > Agent
Description: Total amount of time that agents spent in ACW st from this queue) that the agents requested and received, and the conferenced with the agents.	
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RCV_WARM_WRAP_TIME	Used in:
Media type:	This metric is not used in any reports.

Data type: Metric type:		
>> Back to list		
Metric name: Consult Received Wrap	Folder:	
·	Chat > Agent	
Description: Total number of times entered ACW (Wrap) state	following accepted simple consultations.	
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RECEIVED_WRAP	Used in:	
Media type:		
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Consult Received Wrap Time	Folder:	
·	Chat > Agent	
Description: The total amount of time spent in ACW (Wrap) statement consultations.	ite following accepted simple	
Source or Calculation: AG2_CHAT_AGENT_*.CONSULT_RECEIVED_WRAP_TIME	Used in:	
Media type:	This metric is not used in any reports.	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Engage Time	Folder:	
	Chat > Agent	
Description: Total duration of engagement since an agent joining a chat till agent leaves the chat or chat ends.		
Source or Calculation: AG2_CHAT_AGENT_*.ENGAGE_TIME		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Engagement Handle Time	Folder:	
	Chat > Agent	
Beautistics Table by C. C.		
Description: Total duration of the agent engagement.		
Source or Calculation: Calculated as the difference between	Used in:	

the time when the agent joins t agent leaves the chat (or the ti			
Media type:		Chat Engagement Report	
Data type: Metric type:		Char Engagement Report	
>> Back to list			
Metric name: Focus Ir	ete week	Folder:	
Metric name: Focus ii	itervai	roider:	
		Chat > Agent	
Description: The number of time	mes the agent (or agents) was in	focus state on this media session.	
Source or Calculation: AG2_0	CHAT_AGENT_*.FOCUS		
Media type:		Used in:	
Data type:		Chat Agents Stats	
Metric type:			
>> Back to list			
Metric name: Focus T	ime	Folder:	
		Chat > Agent	
	Description: The total amount of time the agent (or agents) spent working directly or indirectly on this media session. This metric excludes dormant time.		
Source or Calculation: AG2_0	CHAT_AGENT_*.FOCUS_TIME	Used in:	
Media type:		Async Chat Dashboard	
		Chat Agent Stats	
Data type: Metric type:			
		Chat Engagement Report	
>> Back to list			
Metric name: Hold Tir	ne	Folder:	
		Chat > Agent	
		Charle rigoria	
Description: The total amount of time within the interval that this agent had customer interactions on hold.			
Source or Calculation: AG2_0	CHAT_AGENT_*.HOLD_TIME		
Media type:		Used in:	
Data type:		This metric is not used in any reports.	
Metric type:			
>> Back to list			
		Folder:	
Metric name: Interact	tions Less Time to		
Accept		Chat > Agent	

Introduced: 9.0.012	
Description: The number of interactions that were accepted by configured as the value of the option accepted-duration-threshold	
Source or Calculation: AG2_CHAT_AGENT.ACCEPTED_SHORT, AG2_CHAT_AGENT_GRP.ACCEPTED_SHORT	Used in:
Media type:	This metric is not used in any reports.
Data type: number Metric type:	
>> Back to list	
Metric name: Interactions Long Time to	
Accept	Folder:
Introduced: 9.0.012	Chat > Agent
Description: The number of interactions that were accepted by configured as the value of the option accepted-duration-threshold	
Source or Calculation: AG2_CHAT_AGENT.ACCEPTED_LONG,	
AG2_CHAT_AGENT_GRP.ACCEPTED_LONG	Used in:
Media type:	This metric is not used in any reports.
Data type: number Metric type:	
>> Back to list	
Metric name: Max Duration for Accepting	
Interactions	Folder:
	Chat > Agent
Introduced: 9.0.012	
Description: The longest amount of time (([h]:mm:ss) that any before being accepted.	interaction alerted at the agent's DN
Source or Calculation: AG2_CHAT_AGENT.INVITE_ACC_TIME_MAX, AG2_CHAT_AGENT_GRP.INVITE_ACC_TIME_MAX	Used in:
Media type:	Interactions Acceptance Report
Data type: number Metric type:	
>> Back to list	

Metric name: Offered	Folder:	
	Chat > Agent	
Description: Total number of engagements that were offered	to agents.	
Source or Calculation: AG2_CHAT_AGENT_*.OFFERED	Used in:	
Media type:		
Data type: Metric type:	Chat Engagement Report	
>> Back to list		
Metric name: Rejected	Folder:	
	Chat > Agent	
Description: Total number of engagements that were rejected by agents.		
Source or Calculation: AG2_CHAT_AGENT_*.REJECTED		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Wrap Time	Folder:	
	Chat > Agent	
Description: The total amount of time that agents spent performing after-call work for customer interactions that were distributed from this chat.		
Source or Calculation: AG2_CHAT_AGENT_*.WRAP_TIME		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		

Folder: Chat > Async

Metric name: Dormant Interval	Folder:
	Chat > Async
Description: The number of times a session entered the dormant state.	
Source or Calculation: AG2_CHAT_STATS_*.DORMANT	Used in:

Media type: Data type: Metric type:		Async Chat DashboardChat Interaction Stats
>> Back to list		
Metric name: Dorman	t Time	Folder: Chat > Async
Description: The total amount of time that a customer interaction was in the dormant state or on hold (with no Agent participant). Routing time is excluded from dormant time.		
Source or Calculation: AG2_0	CHAT_STATS_*.DORMANT_TIME	Used in:
Media type: Data type: Metric type:		Async Chat DashboardChat Interaction Stats
>> Back to list		
Metric name: Idle (No	Agent)	Folder: Chat > Async
Description: The number of times that customer interactions had no activity when the interaction was in the active state and no agents were participating in the chat.		
Source or Calculation: AG2_0	CHAT_STATS_*.ASYNC_IDLE	Used in:
Media type: Data type: Metric type:		Chat Interaction Stats
>> Back to list		
Metric name: Idle Tim	ne (No Agent)	Folder: Chat > Async
Description: The total amount of time that customer interactions had no activity when the interaction was in the active state and no agents were participating in the chat.		
Source or Calculation: AG2_CHAT_STATS_*.ASYNC_IDL	E_TIME	Used in:
Media type: Data type: Metric type:		Async Chat DashboardChat Interaction Stats
>> Back to list		

Folder: Chat > Thread

Metric name: Average Thread Handl	e Time Folder:
Introduced: 9.0.012.01	Chat > Thread
Description: Average handle duration of all chats in	all threads.
Source or Calculation: Calculated as AG2_CHAT_THREAD_STATS.HANDLE_DURATION divide AG2_CHAT_THREAD_STATS.THREADS	ed by Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Average Thread Responsible Time	onse Folder:
Introduced: 9.0.012.01	Chat > Thread
Description: For served threads, the average amou subsequent agents' messages.	nt of time between clients' messages and the
Source or Calculation: Calculated as AG2_CHAT_THREAD_STATS.AGENT_REPLY_DURATION by AG2_CHAT_THREAD_STATS.THREADS	divided Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Thread Agent Message	es Folder:
Introduced: 9.0.012.01	Chat > Thread
Description: Total number of agent messages in all	threads.
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_AGENTS	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	This means is not used in any reports.
>> Back to list	

Metric name: Thread Agent Messages Size	Folder:
Introduced: 9.0.012.01	Chat > Thread
Description: Total size of all agent messages in the thread.	
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_AGENTS_SIZE Media type: Data type: Metric type:	Used in: This metric is not used in any reports.
>> Back to list	
Metric name: Thread Customer Messages Introduced: 9.0.012.01	Folder: Chat > Thread
Description: Total number of customer messages in all threads	5.
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_CUSTOMERS	Used in:
Media type: Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Thread Customer Messages Size Introduced: 9.0.012.01	Folder: Chat > Thread
Description: Total size of all customer messages in the thread.	
Source or Calculation: AG2_CHAT_THREAD_STATS.MSG_FROM_CUSTOMERS_SIZE ???	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	······································
>> Back to list	
Metric name: Thread Engagements	Folder:
Introduced: 9.0.012.01	Chat > Thread

Description: Total number of engagements in all threads.	
Source or Calculation: AG2_CHAT_THREAD_STATS.ENGAGEMENTS	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Thread Handle Time	
	Folder:
Introduced: 9.0.012.01	Chat > Thread
Description: Total handle duration of all chats in all threads.	
Source or Calculation:	
AG2_CHAT_THREAD_STATS.HANDLE_DURATION Media type:	Used in:
	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Thread Response Time	
Metric name. Thread Response Time	Folder:
Introduced: 9.0.012.01	Chat > Thread
Description: The total amount of time between clients' messages and the subsequent agents' messages throughout the thread.	
Source or Calculation:	
AG2_CHAT_THREAD_STATS.AGENT_REPLY_DURATION	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
>> Back to list	
Metric name: Thread Sessions	
Metric name: Thread Sessions	Folder:
Introduced: 9.0.012.01	Chat > Thread
Description: Total number of sessions in all threads.	
Source or Calculation: AG2_CHAT_THREAD_STATS.SESSIONS	Used in:

Media type: Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Threads Introduced: 9.0.012.01	Folder: Chat > Thread
Description: Total number of threads started by clients.	
Source or Calculation: AG2_CHAT_THREAD_STATS.THREADS Media type: Data type: Metric type:	Used in: This metric is not used in any reports.
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