Genesys Customer Experience Insights Project Guide

Designer Metrics

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Designer Metrics

The Designer folder contains numerous metrics that you can use to build Designer-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.

Designer

- Start Date Time Key

Designer > Activity

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- % Incomplete
- Activities
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- Avg Activity Duration
- Completed

Designer > Bot

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Designer > Session > Detail

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Designer > Session Block

- Avg Block Duration
- Avg No Input Error
- Avg No Match Error
- Block Duration
- Blocks
- No Input Error
- No Match Error

- Strikeout
- Success

Designer > Session Milestone

- Session

Designer > Survey

- % Accepted

- Accepted
- Answered
- No Input Error
- No Match Error
- Not Accepted
- Offered
- Responses

Folder: Designer

Metric name: Start Date Time Key	Folder: Designer
Description: This metric is reserved for internal use to employ a key for a particular date and time from the SDR_SESSION_FACT table.	
Source or Calculation: AG2_SDR_SESS_*.DATE_TIME_KEY, AG2_SDR_SESSION_*.DATE_TIME_KEY, AG2_SDR_SESS_MILESTONE_*.DATE_TIME_KEY	**Used in:** This metric is not used in any reports.
Media type: **Data type:** **Metric type:**	
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Folder: Designer > Activity

Metric name: % Completed Introduced: 9.0.013	Folder: Designer > Activity
Description: The percentage of activities that were completed during the reporting interval.	
Source or Calculation: Calculated based on the Designer > Activity > Activities, and Designer > Activity > Completed metrics.	**Used in:** - Activity Summary Report

Media type: **Data type:** **Metric type:** Disposition		
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Metric name: % Incomplete

Introduced: 9.0.013

Folder:

Designer > Activity

Description: The percentage of activities that were incomplete at the end of the reporting interval.

Source or Calculation: Calculated based on the Designer > Activity > Activities, and Designer > Activity > Completed metrics.	**Used in:**
Media type: **Data type:** **Metric type:** Disposition	• Activity Summary Report
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Metric name: Activities

Introduced: 9.0.013

Folder:

Designer > Activity

Description: The total number of activities that began during the reporting interval.

Source or Calculation: AGT_SDR_ACTIVITY_*.ACTIVITIES	**Used in:**
Media type: **Data type:** **Metric type:** Disposition	• Activity by Final Disposition Report • Activity Summary Report
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Metric name: Activity Duration

Introduced: 9.0.013

Folder:

Designer > Activity

Description: The total amount of time attributed to the activity during the reporting interval.

Source or Calculation: AG2_SDR_ACTIVITY_*.DURATION	**Used in:**
Media type: **Data type:** **Metric type:** Disposition	This metric is not used in any reports.
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Metric name: Avg Activity Duration		Folder:
Introduced: 9.0.013		Designer > Activity
Description: The average amount of time attributed to activities during the reporting interval.		
Source or Calculation: Calculated based on the Designer > Activity > Activities and Designer > Activity > Activity Duration metrics.		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Activity Summary Report
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Metric name: Completed		Folder:
Introduced: 9.0.013		Designer > Activity
Description: The total number of activities that were completed during the reporting interval.		
Source or Calculation: Calculated as the sum of all activities during the reporting interval that had the COMPLETED_FLAG set to y.		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Activity Summary Report
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Folder: Designer > Bot

Metric name: Abandoned in Queue		Folder:
Introduced: 9.0.016		Designer > Bot
Description: The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently abandoned while waiting in queue. If more than one intent is recognized during an SDR session, this count considers only the last intent.		
Source or Calculation: AG2_SDR_BOT_*. QUEUE_ABANDONED		**Used in:** This metric is not used in any reports.
Media type:		

Data type: Metric type:		
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Metric name: Abandoned in Self Service

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total number of interactions that entered the Self-Service phase of the Designer application and were subsequently abandoned in Self-Service. If more than one intent is recognized during an SDR session, this count considers only the last intent.

Source or Calculation: AG2_SDR_BOT_*. SS_ABANDONED

Media type: Data type: Metric type:		**Used in:** This metric is not used in any reports.
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Metric name: Avg Intent Duration

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The average amount of time (in seconds) that elapsed for customer intents to be recognized.

Source or Calculation: Intent Duration / Intent Hits

Media type: Data type: Metric type:		**Used in:** This metric is not used in any reports.
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Metric name: Avg Self Service Bot Duration

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The average duration of Self-Service SDR sessions in which bots participated

Source or Calculation: Self Service Bot Duration / Entered Bot in Self Service

Media type: Data type: Metric type:		**Used in:** This metric is not used in any reports.

Metric name: Avg Self Service No Bot Duration

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The average duration of Self-Service SDR session in which no bots participated

Source or Calculation: Self Service No Bot Duration / Entered No Bot in Self Service

Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.

Metric name: Bot Hits

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total number of bot sessions. If a bot is invoked more than once within an SDR session, it is counted more than once.

Source or Calculation: AG2_SDR_BOT_*.BOT_ENTERED

Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.

Metric name: Bots

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total number of SDR sessions in which Self-Service was used.

Source or Calculation: AG2_SDR_BOT_*.ENTERED

Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.

Metric name: Entered Bot in Self Service

Folder:

Designer > Bot

Introduced: 9.0.016	
Description: The total number of Self-Service SDR sessions in which a bot participated.	
Source or Calculation: AG2_SDR_BOT_*. SS_BOTS_ENTERED	
Media type: **Data type:** **Metric type:**	**Used in:** This metric is not used in any reports.
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Metric name: Entered in Self Service **Introduced:** 9.0.016	**Folder:** Designer > Bot
Description: The total number of SDR sessions in which Self-Service was used.	
Source or Calculation: AG2_SDR_BOT_*.SS_ENTERED	
Media type: **Data type:** **Metric type:**	**Used in:** This metric is not used in any reports.
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Metric name: Entered No Bot in Self Service **Introduced:** 9.0.016	**Folder:** Designer > Bot
Description: The total number of Self-Service SDR sessions in which no bot participated.	
Source or Calculation: SS_ENTERED - SS_BOTS_ENTERED	
Media type: **Data type:** **Metric type:**	**Used in:** This metric is not used in any reports.
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Metric name: Failed **Introduced:** 9.0.016	**Folder:** Designer > Bot
Description: The total number of failed bot sessions.	
Source or Calculation: AG2_SDR_BOT_*. BOT_FAILED	**Used in:**

Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
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Metric name: Intent Duration

Introduced: 9.0.016	**Folder:** Designer > Bot

Description: The total amount of time (in seconds) that elapsed for customer intents to be recognized.

Source or Calculation: AG2_SDR_BOT_*.INTENTS_DURATION		
Media type:		**Used in:** This metric is not used in any reports.
Data type: **Metric type:**		
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Metric name: Intent Hits

Introduced: 9.0.016	**Folder:** Designer > Bot

Description: The total number of customer intents that were recognized. In SDR sessions where more than one intent is recognized, each one is counted.

Source or Calculation: AG2_SDR_BOT_*. INTENTS		
Media type:		**Used in:** This metric is not used in any reports.
Data type: **Metric type:**		
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Metric name: Routed to Agent

Introduced: 9.0.016	**Folder:** Designer > Bot

Description: The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent. If more than one intent is recognized during an SDR session, this count considers only the last intent.

Source or Calculation: AG2_SDR_BOT_*. AGENT_ROUTED		
Media type:		**Used in:** This metric is not used in any reports.
Data type: **Metric type:**		
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Metric name: Routed to DN

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN. If more than one intent is recognized during an SDR session, this count considers only the last intent.

Source or Calculation: AG2_SDR_BOT_*. DN_ROUTED

Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.

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Metric name: Self Service Bot Duration

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total duration (in seconds) of all Self-Service SDR sessions in which bots participated.

Source or Calculation: AG2_SDR_BOT_*. SS_BOTS_DURATION

Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.

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Metric name: Self Service Duration

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total duration (in seconds) of all Self-Service SDR sessions.

Source or Calculation: AG2_SDR_BOT_*.SS_DURATION

Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.

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Metric name: Self Service No Bot Duration

Introduced: 9.0.016

Folder:

Designer > Bot

Description: The total duration (in seconds) of all Self-Service SDR sessions in which no bots participated.

Source or Calculation: SS_DURATION - SS_BOTS_DURATION	
Media type: **Data type:** **Metric type:**	**Used in:** This metric is not used in any reports.
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Metric name: Success **Introduced:** 9.0.016	**Folder:** Designer > Bot

Description: The total number of successful bot sessions.

Source or Calculation: AG2_SDR_BOT_*.BOT_SUCCESS	
Media type: **Data type:** **Metric type:**	**Used in:** This metric is not used in any reports.
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Folder: Designer > Session

Metric name: Abandoned in Queue **Introduced:** 9.0.013	**Folder:** Designer > Session

Description: The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently abandoned while waiting in queue.

Source or Calculation: AG2_SDR_SESSION_*.QUEUE_ABANDONED	
Media type: **Data type:** **Metric type:**	**Used in:** • Self-Service Statistics Report
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Metric name: Assisted Service Duration	**Folder:** Designer > Session

Description: The total amount of time attributed to the Assisted-Service phase of the Designer

application.	
Source or Calculation: AG2_SDR_SESSION_*.AS_DURATION	
Media type: **Data type:** **Metric type:**	**Used in:** • Application Duration Report
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Metric name: Avg Assisted Service Duration **Introduced:** 9.0.013	**Folder:** Designer > Session
Description: The average amount of time that callers spent in the Assisted-Service phase of the Designer application.	
Source or Calculation: Calculated based on the value of the Designer > Assisted Service Duration metric.	**Used in:** • Application Duration Report
Media type: **Data type:** **Metric type:**	
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Metric name: Avg Self-Service Duration	**Folder:** Designer > Session
Description: The average amount of time that callers spent in the Self-Service phase of the Designer application.	
Source or Calculation: Calculated based on the value of the Designer > Self-Service Duration metric.	**Used in:** • Application Duration Report
Media type: **Data type:** **Metric type:**	
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Metric name: Avg Session Duration	**Folder:** Designer > Session
Description: The average amount of time attributed to either the Self-Service phase or the Assisted-Service phase of the Designer application.	
Source or Calculation: Calculated based on the value of the Designer > Session Duration metric.	**Used in:** • Application Duration Report
Media type: **Data type:**	

Metric type:		
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Metric name: Contained In Self-Service

Introduced: 9.0.013

Folder:

Designer > Session

Description: The total number of interactions that entered the Designer application in Self-Service and were concluded without entering Assisted-Service.		
Source or Calculation: AG2_SDR_SESSION_*.SS_CONTAINED		**Used in:**
Media type: **Data type:** **Metric type:**		• Self-Service Statistics Report
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Metric name: Entered in Assisted Service

Introduced: 9.0.013

Folder:

Designer > Session

Description: The total number of interactions that entered the Designer application in Assisted-Service during the reporting interval.		
Source or Calculation: AG2_SDR_SESSION_*.AS_ENTERED		**Used in:**
Media type: **Data type:** **Metric type:**		• Self-Service Statistics Report
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Metric name: Entered in Self-Service

Introduced: 9.0.013

Folder:

Designer > Session

Description: The total number of interactions that entered the Designer application in Self-Service during the reporting interval.		
Source or Calculation: AG2_SDR_SESSION_*.SS_ENTERED		**Used in:**
Media type: **Data type:** **Metric type:**		• Self-Service Statistics Report
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Metric name: Routed to Agent

Folder:

Introduced: 9.0.013	Designer > Session
Description: The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent during the reporting interval.	
Source or Calculation: AG2_SDR_SESSION_*.AGENT_ROUTED	**Used in:**
Media type: **Data type:** **Metric type:**	• Self-Service Statistics Report
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Metric name: Routed to DN **Introduced:** 9.0.013	**Folder:** Designer > Session
Description: The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN during the reporting interval.	
Source or Calculation: AG2_SDR_SESSION_*.DN_ROUTED	**Used in:**
Media type: **Data type:** **Metric type:**	• Self-Service Statistics Report
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Metric name: Self-Service Duration	**Folder:** Designer > Session
Description: The total amount of time attributed to the Self-Service phase of the Designer application.	
Source or Calculation: AG2_SDR_SESSION_*.SS_DURATION	**Used in:**
Media type: **Data type:** **Metric type:**	• Application Duration Report
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Metric name: Session	**Folder:** Designer > Session
Description: The total number of times that a caller interacted with the application.	
Source or Calculation: AG2_SDR_SESSION_*.SESSIONS	**Used in:**
Media type:	• Application Duration Report

Data type: **Metric type:**		• Application Summary Report • Milestone Summary Report
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Metric name: Session Duration	**Folder:** Designer > Session
Description: The total amount of time attributed to either the Self-Service phase or the Assisted-Service phase of the Designer application.	
Source or Calculation:	

Media type: **Data type:** AG2_SDR_SESSION_*.DURATION **Metric type:**		**Used in:** • Application Duration Report
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Metric name: Transferred to Assisted Service **Introduced:** 9.0.013	**Folder:** Designer > Session
Description: The total number of interactions that were transferred from the Self-Service phase of the Assisted-Service phase of the Designer application during the reporting interval.	
Source or Calculation: AG2_SDR_SESSION_*.AS_TRANSFERRED	**Used in:**

Media type: **Data type:** **Metric type:**		• Assisted Service Interactions by Last Milestone Report
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Folder: Designer > Session > Detail

Metric name: Call Duration	**Folder:** Designer > Session > Detail
Description: The total amount of time spent in each call.	
Source or Calculation: Calculated as the difference between SDR_SESSION_FACT.END_TS_MS and	**Used in:**

SDR_SESSION_FACT.START_TS_MS.		
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
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Metric name: Input Count		**Folder:** Designer > Session > Detail
Description: The total count of instances where the caller's input was heard or received.		
Source or Calculation: SDR_SESSION_FACT.INPUT_COUNT		
Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.
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Metric name: Menu Count		**Folder:** Designer > Session > Detail
Description: The number of menu blocks the caller encountered during the session.		
Source or Calculation: SDR_SESSION_FACT.MENU_COUNT		
Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.
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Folder: Designer > Session Block

Metric name: Avg Block Duration		**Folder:** Designer > Session Block
Description: The average amount of time spent in each block.		
Source or Calculation: Calculated based on the value of the Designer > Block Duration metric.		**Used in:**
Media type: **Data type:** **Metric type:**		• Blocks Summary Report
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Metric name: Avg No Input Error	Folder:
	Designer > Session Block
Description: The average number of No Input errors encountered in each block.	
Source or Calculation: Calculated based on the value of the Designer > No Input Error metric.	**Used in:**
Media type:	
Data type: **Metric type:**	• Blocks Summary Report
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Metric name: Avg No Match Error	Folder:
	Designer > Session Block
Description: The average number of No Match errors encountered in each block.	
Source or Calculation: Calculated based on the value of the Designer > No Match Error metric.	**Used in:**
Media type:	
Data type: **Metric type:**	• Blocks Summary Report
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Metric name: Block Duration	Folder:
	Designer > Session Block
Description: The total amount of time spent in each block.	
Source or Calculation: AG2_SDR_SESS_BLOCK_*.DURATION	**Used in:**
Media type:	This metric is not used in any reports.
Data type: **Metric type:**	
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Metric name: Blocks	Folder:
	Designer > Session Block
Description: The total number of hits to a given block. A session can hit a block more than once.	
Source or Calculation: AG2_SDR_SESS_BLOCK_*.BLOCKS	**Used in:**
Media type:	
Data type: **Metric type:**	• Blocks Summary Report
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Metric name: No Input Error	Folder:
	Designer > Session Block
Description: The total number of times that a No Input error was encountered in each block.	
Source or Calculation: AG2_SDR_SESS_BLOCK_*.NO_INPUT_ERROR	**Used in:**
Media type:	
Data type: **Metric type:**	• Blocks Summary Report
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Metric name: No Match Error	Folder:
	Designer > Session Block
Description: The total number of times that a No Match error was encountered in each block.	
Source or Calculation: AG2_SDR_SESS_BLOCK_*.NO_MATCH_ERROR	**Used in:**
Media type:	
Data type: **Metric type:**	• Blocks Summary Report
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Metric name: Strikeout	Folder:
	Designer > Session Block
Description: The total number of times that the maximum number of retries (for No Input or No Match) was reached.	
Source or Calculation: AG2_SDR_SESS_BLOCK_*.STRIKEOUT	**Used in:**
Media type:	
Data type: **Metric type:**	• Blocks Summary Report
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Metric name: Success	Folder:
	Designer > Session Block
Description: The total number of sessions, during the reporting interval, wherein the customer input matched a menu option.	
Source or Calculation: AG2_SDR_SESS_BLOCK_*.SUCCESS	**Used in:**
Media type:	
Data type: **Metric type:**	This metric is not used in any reports.

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Folder: Designer > Session Milestone

Metric name: Session	Folder:
	Designer > Session Milestone
Description: The total number of times that a caller interacted with the application.	
Source or Calculation: AG2_SDR_SESSION_*.SESSIONS	**Used in:**
Media type: **Data type:** **Metric type:**	• Application Duration Report • Application Summary Report • Milestone Summary Report
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Folder: Designer > Survey

Metric name: % Accepted	Folder:
	Designer > Survey
Description: The percentage of customers who were offered the opportunity to complete a survey, who subsequently accepted the offer.	
Source or Calculation: Calculated based on the value of the Designer > Accepted (Agent > Activity > Accepted) metric.	**Used in:**
Media type: **Data type:** **Metric type:**	• Survey Statistics Report
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Metric name: Accepted	Folder:
	Designer > Survey
Description: The description of this metric varies depending on attributes and filters in the report query: • Agent Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.	

- Agent Group Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group.

For voice media, this metric is identical to Activity\Responses.

Source or Calculation: AG2_AGENT_[*].ACCEPTED, AG2_AGENT_GRP_[*].ACCEPTED	Used in:
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Activity • Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction handling Report • Agent Interval Based Report • Agent Performance Dashboard • Agent Report • Agent Social Engagement Report • Agent Task Dashboard • Agent Utilization Email Report • Agent Utilization Report • Predictive Routing Agent Dashboard • Predictive Routing Agent Occupancy Report (Active Time & Predictive) • Survey Statistics Report • Task Routing Agent Activity • Task Routing Agent Group Activity
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Metric name: Answered	Folder: Designer > Survey
Description: The total number of customer interactions that were answered by a handling resource.	
Source or Calculation: AG2_SDR_SURVEY_*.ANSWERED	
Media type: **Data type:** **Metric type:**	Used in: This metric is not used in any reports.
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Metric name: No Input Error	Folder: Designer > Survey

Description: No Input (NI). The total number of times that the application expected a response from a customer, but did not receive one within the configured timeout period (if a timeout period is configured).

Source or Calculation: AG2_SDR_SURVEY_*.NO_INPUT_ERROR	**Used in:**
Media type: **Data type:** **Metric type:**	• Survey Statistics Report
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Metric name: No Match Error	**Folder:** Designer > Survey

Description: No Match (NM). The total number of times that the customer entered an unexpected response to a survey.

For example, if the application expects an answers in the range of 1 to 4, and the customer selects 6, the event is recorded as an NM error.

Source or Calculation:	**Used in:**
Media type: **Data type:** AG2_SDR_SURVEY_*.NO_MATCH_ERROR **Metric type:**	• Survey Statistics Report
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Metric name: Not Accepted	**Folder:** Designer > Survey

Description: The number of times, within the reporting interval, that customers were offered the opportunity to complete a survey, and subsequently declined the offer. Calculated as Survey Offered minus Survey Accepted.

Source or Calculation: Calculated as the difference between the values of the Designer > Offered and Designer > Accepted metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Survey Statistics Report
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Metric name: Offered	**Folder:** Designer > Survey

Description: The total number of times that interactions were received or initiated by this agent (for Agent reporting), or agents who belong to this agent group (for Agent Group reporting).

The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AGT_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Source or Calculation: AG2_AGENT_[*].OFFERED, AG2_AGENT_GRP_[*].OFFERED	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Activity • Agent Interaction Hierarchy Report • Agent Performance Dashboard • Agent Report • Agent Task Dashboard • Agent Utilization Email Report • Agent Utilization Report • Predictive Routing Agent Dashboard • Predictive Routing Agent Occupancy Report (Active Time and Predictive) • Supervisor Dashboard • Task Routing Agent Activity • Task Routing Agent Group Activity
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Metric name: Responses	**Folder:** Designer > Survey

Description: The definition of this metric depends on the media type:

• For voice and chat media, the total number of customer interactions that were accepted by handling resources.

• For email, the total number times that handling resources (agents) created outbound replies that might or might not have been sent. One handling resource can create multiple replies; this metric's value reflects each reply.

Source or Calculation: AG2_SDR_SURVEY_*.SURVEY_COUNT	**Used in:**
Media type: **Data type:** **Metric type:**	• Survey Answer Report
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