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Genesys Customer Experience Insights Project Guide

iWD Metrics

5/6/2025

iWD Metrics

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

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.
- For detailed information about the different metric types, see Project terminology and concepts.
- Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

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

iWD

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

iWD > Age

- There are no metrics in this folder
- iWD > Agent
 - Accepted
 - Avg Handle Time
 - Handle Time
 - Max Handle Time
 - Max Handle Time (Fmt)
 - Min Handle Time
 - Min Handle Time (Fmt)

iWD > Capture

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

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

iWD > Classification

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

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

iWD > Email

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

- Unsolicited QA Review
- Unsolicited without QA
 Review

iWD > Queue

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

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

iWD > Service Objects

- Duration
- Extracted Events Amount

iWD > Time

• There are no metrics in this folder

Folder: iWD

Metric name: % Finished	Folder:
	iWD

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

Source or Calculation: Calcu and iWD > Finished metrics.	lated based on the $iWD > New$	Used in:
Media type:		 Customer Segment Service Level Report
Data type:		 Intraday Process Report
Metric type:		Process Volume Report
>> Back to list		
Metric name: % Finisl	hed Overdue	Folder:
		iWD
Description: The percentage or reporting interval.	of completed tasks of this aggreg	ate that were overdue during the
Source or Calculation: Calcu Finished and iWD > Finished Ov		Used in:
Media type:		 Intraday Backlog Summary
Data type:		 Intraday Process Dashboard
Metric type:		Intraday Process Report
>> Back to list		
Metric name: Accept	Time	Folder:
		iWD
Description: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.		
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_A	ASSIGN_TIME	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Avg Acc	ent Time	Folder:
Fiethe numer Avg Acc		iWD
for the first time. This measure	reflects how long tasks were bac	that elapsed before a task was assigned klogged before they were assigned to an mp for completed tasks during the given
Source or Calculation: Calcu Finished and iWD > Accept Tim		Used in:
Media type:		Capture Point Business Value Report
-		

Data type: Metric type:	 Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Intraday Process Dashboard Intraday Process Report Process Volume Report Queue Priority Range Report Queue Task Duration Report
>> Back to list	
Metric name: Avg Finish Time	Folder: iWD
Description: The average amount of time that elapsed & CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed tasks during the given time interval.	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Time metrics.	Used in:
Media type: Data type: Metric type:	 Capture Point Business Value Report Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Intraday Process Dashboard Intraday Process Report Process Volume Report Queue Priority Range Report Queue Task Duration Report
>> Back to list	
Metric name: Avg Handle Time	Folder: iWD
Description: The average amount of agent work time for Calculated as (finished – assigned).	or completed tasks during the given time interval.
Source or Calculation: Calculated based on the iWD > Einished and iWD > Handle Time metrics	Used in:

Source or Calculation: Calcu Finished and iWD > Handle Tim	Used in:
Media type:	Capture Point Dashboard
Data type:	Capture Point Report

Metric type:	 Capture Point Task Duration Report Intraday Process Dashboard Intraday Process Report Process Volume Report Queue Task Duration Report
>> Back to list	

Metric name: Avg Pre Source System Time	Folder: iWD
Description: For completed tasks, the average amount of pre- during the given time interval. Calculated as (source created – f	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Pre Source System Time metrics. Media type: Data type: Metric type:	 Used in: Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Queue Task Duration Report
>> Back to list	
Metric name: Avg Source System Time	Folder: iWD

Description: For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.

Source or Calculation: Calculated based on the iWD > Finished and iWD > Source System Time metrics.	Used in:
	 Capture Point Dashboard
Media type:	Capture Point Report
Data type: Metric type:	Capture Point Task Duration Report
Heric type.	Queue Task Duration Report
>> Back to list	
Metric name: Finish Time	Folder:
	iWD
Description: Total amount of time before a task was completed	I. Similar to

Description: Total amount of time before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval.

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

		iWD
Description: Total agent work (finished – assigned).	time for completed tasks during	the given time interval. Calculated as
Source or Calculation: IWD_AGG_TASK_AGENT_*.WOR	K_TIME	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: New		Folder:
		iWD
Description: Number of new t counted only after it has been a		during the given time interval. The task is
Source or Calculation: IWD_/	AGG_TASK_*.NEW_TASK_COUNT	Used in:
		Capture Point Business Value Report
		Capture Point Dashboard
		Capture Point Report
		Capture Point Task Duration Report
Media type: Data type: Metric type:		Customer Segment Service Level Report
Metric type.		Intraday Backlog Summary
		Intraday Process Dashboard
		Intraday Process Report
		Process Volume Report
>> Back to list		
Metric name: Pending	3	Folder:
		iWD
Description: The current num or Held) at the end of the report		vhere the task status is Queued, Assigned,
Source or Calculation: IWD_AGG_TASK_*.TOTAL_PEND	ING_TASK_COUNT	Used in:
Media type:		Intraday Backlog Summary
Data type: Metric type:		Intraday Process Report
>> Back to list		

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

Folder: iWD > Age

There are no metrics in this folder.

Folder: iWD > Agent

INUD > Agent Description: The total number of tasks that the agent has handled during the given time interval. Source or Calculation: INUD_AGG_TASK_AGENT_*.TASK_WORK_COUNT Used in:	Metric name: Accepted	Folder:
Source or Calculation: IWD_AGG_TASK_AGENT_*.TASK_WORK_COUNT Used in: Resource Performance Dashboard Resource Performance Dashboard Resource Performance Report Media type: back to list Metric name: Avg Handle Time Folder: MVD > Agent Description: The average amount of time that the agent spent Source or Calculation: Calculated based on the IWD < Agent >> Accepted and IWD < Agent >> Handle Time metrics. Media type: Pata type: Agent >> Back to list Used in: Resource Performance Dashboard Resource Performance Dashboard Resource Performance Report WD > Agent Description: The total amount of time that the agent spent working on a task. Source or Calculation: WD_AGG_TASK_AGENT_*.WORK_TIME Used in: Resource Performance Dashboard Resource Performance Report Resource Performance Report Media type: >> Back to list Resource Performance Report Resource Perform		iWD > Agent
Source or Calculation: IWD_AGG_TASK_AGENT_*.TASK_WORK_COUNT Used in: Resource Performance Dashboard Resource Performance Dashboard Resource Performance Report Media type: back to list Metric name: Avg Handle Time Folder: MVD > Agent Description: The average amount of time that the agent spent Source or Calculation: Calculated based on the IWD < Agent >> Accepted and IWD < Agent >> Handle Time metrics. Media type: Pata type: Agent >> Back to list Used in: Resource Performance Dashboard Resource Performance Dashboard Resource Performance Report WD > Agent Description: The total amount of time that the agent spent working on a task. Source or Calculation: WD_AGG_TASK_AGENT_*.WORK_TIME Used in: Resource Performance Dashboard Resource Performance Report Resource Performance Report Media type: >> Back to list Resource Performance Report Resource Perform	Description: The total number of tasks that the agent has han	dled during the given time interval
IWD_AGG_TASK_AGENT_*.TASK_WORK_COUNT Used in: Media type: • Resource Performance Dashboard Data type: • Resource Performance Report Metric name: Avg Handle Time Folder: Media type: WD > Agent Description: The average amount of time that the agent spent working on a task. Source or Calculation: Calculated based on the IWD < Agent Media type: Used in: Media type: • Resource Performance Dashboard Data type: • Resource Performance Report Metric name: Handle Time Used in: Metric name: Handle Time Folder: IWD > Agent • Resource Performance Report Metric name: Handle Time Folder: IWD > Agent • Resource Performance Report Media type: • Resource Performance Report >> Back to list • Resource Performance Report Media type: • Resource Performance Report *WD > AGG_TASK_AGENT_*.WORK_TIME Used in: Media type: • Resource Performance Dashboard >> Back to list • Resource Performance Dashboard *NO_AGG_TASK_AGENT_*.WORK_TIME • Resource Performance Report *WD + Agent • Resource Performance Report *WD + Agent • Resource Performance Report *WD + Agent • Resource Pe		died during the given time interval.
Pata type: elan elan elan elan elan elan elan elan		Used in:
Metric type: Seak to list Petric name: Avg Handle Time Folder: WD > Agent WD > Agent Description: The average amount of time that the agent spent working on a task. Source or Calculation: Calculated based on the iWD < Agent > Accepted and IWD < Agent > Handle Time metrics. Used in: Media type: • Resource Performance Dashboard Data type: • Resource Performance Report Metric name: Handle Time Folder: WD > Agent WD > Agent Description: The total amount of time that the agent spent working on a task. Source or Calculation: WD > Agent Used in: Metric name: Handle Time Folder: WD > Agent Used in: Metric name: Handle Time Folder: WD > Agent Used in: Media type: • Resource Performance Dashboard WD = Agent • Resource Performance Dashboard Pata type: • Resource Performance Report Media type: • Resource Performance Dashboard Pata type: • Resource Performance Report Media type: • Resource Performance Report Pata type: • Resource Performance Report <t< th=""><th>Media type:</th><th>Resource Performance Dashboard</th></t<>	Media type:	Resource Performance Dashboard
Metric name: Avg Handle Time Folder: WD > Agent Description: The average amount of time that the agent spent working on a task. Source or Calculation: Calculated based on the iWD < Agent > Accepted and iWD < Agent > Handle Time metrics. Used in: Media type: Data type: Metric type: • Resource Performance Dashboard • Resource Performance Report >> Back to list • Resource Performance Report Metric name: Handle Time Folder: WD > Agent Description: The total amount of time that the agent spent working on a task. Source or Calculation: WD > Agent Description: The total amount of time that the agent spent working on a task. • Resource Performance Dashboard • Resource Performance Dashboard Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME Used in: WD = Agent Media type: Metric type: • Resource Performance Dashboard >> Back to list • Resource Performance Report Metric name: Max Handle Time Imagent Description: The longest amount of time that the agent spent working on any task. Source or Calculation: IWD _ Agent Description: The longest amount of time that the agent spent working on any task. Source or Calculation: IWD_AGG_TASK_AGENT_*.MIN_WORK_TIME Used in: This metric is not used in any reports.		Resource Performance Report
IWD > Agent Description: The average amount of time that the agent spent working on a task. Source or Calculation: Calculated based on the iWD < Agent > Agent > Accepted and iWD < Agent > Handle Time metrics. Used in: Media type: • Resource Performance Dashboard • Resource Performance Report Data type: • Resource Performance Report • Resource Performance Report >> Back to list Folder: • WD > Agent Description: The total amount of time that the agent spent working on a task. • WD > Agent Description: The total amount of time that the agent spent working on a task. • Resource Performance Dashboard Source or Calculation: • WD > Agent • Resource Performance Dashboard Media type: • Resource Performance Dashboard • Resource Performance Dashboard Pata type: • Resource Performance Dashboard • Resource Performance Dashboard Media type: • Resource Performance Dashboard • Resource Performance Dashboard Pata type: • Resource Performance Report • Resource Performance Report Media type: • Resource Performance Report • Resource Performance Report Pata type: • Resource Performance Report • Resource Performance Report Data type: • Resource Perf	>> Back to list	
Description: The average amount of time that the agent spent working on a task. Source or Calculation: Calculated based on the iWD < Agent >Accepted and iWD < Agent >Handle Time metrics. Used in: 	Metric name: Avg Handle Time	Folder:
Source or Calculation: Calculated based on the IWD < Agent >Accepted and IWD < Agent >Handle Time metrics. Used in: Media type: Metric type: • Resource Performance Dashboard • Resource Performance Report >> Back to list • Resource Performance Report Metric name: Handle Time Folder: IWD > Agent Description: The total amount of time that the agent spent working on a task. Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME Used in: • Resource Performance Dashboard • Resource Performance Report Metric name: Max Handle Time Folder: IWD > Agent Description: The longest amount of time that the agent spent working on any task. Source or Calculation: IWD_AGG_TASK_AGENT_*.MIN_WORK_TIME Used in: This metric is not used in any reports.		iWD > Agent
Source or Calculation: Calculated based on the IWD < Agent >Accepted and IWD < Agent >Handle Time metrics. Used in: Media type: Metric type: • Resource Performance Dashboard • Resource Performance Report >> Back to list • Resource Performance Report Metric name: Handle Time Folder: IWD > Agent Description: The total amount of time that the agent spent working on a task. Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME Used in: • Resource Performance Dashboard • Resource Performance Report Metric name: Max Handle Time Folder: IWD > Agent Description: The longest amount of time that the agent spent working on any task. Source or Calculation: IWD_AGG_TASK_AGENT_*.MIN_WORK_TIME Used in: This metric is not used in any reports.	Description: The average amount of time that the agent spen	t working on a task.
Data type: • Resource Performance Report >> Back to list • Resource Performance Report Metric name: Handle Time Folder: Metric name: Handle Time Folder: Metric or Calculation: WD > Agent IWD _ AGG_TASK_AGENT_*.WORK_TIME Used in: Media type: • Resource Performance Dashboard Data type: • Resource Performance Report Metric type: • Resource Performance Report Data type: • Resource Performance Report Pata type: • Resource Performance Report Wetric type: • Resource Performance Report Data type: • Resource Performance Report Pata type: • Resource Performance Report Wetric type: • Resource Performance Report WD > Agent • Resource Performance Report WD > Agent • Resource Perfo		Used in:
Metric type: >> Back to list Metric name: Handle Time Folder: IWD > Agent Description: The total amount of time that the agent spent working on a task. Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME Used in: Media type: Pata type: Metric type: • Resource Performance Dashboard • Resource Performance Report Data type: Metric name: Max Handle Time Folder: IWD > Agent Description: The longest amount of time that the agent spent working on any task. Source or Calculation: IWD > Agent Description: The longest amount of time that the agent spent working on any task. Used in: IWD > Agent	Media type:	Resource Performance Dashboard
Metric name: Handle Time Folder: IWD > Agent Description: The total amount of time that the agent spent working on a task. Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME Used in: Media type: IMetric type: • Resource Performance Dashboard • Resource Performance Report >> Back to list • Resource Performance Report Metric name: Max Handle Time Folder: IWD > Agent Description: The longest amount of time that the agent spent working on any task. Used in: IWD > Agent Description: The longest amount of time that the agent spent working on any task. Used in: IWD > Agent		Resource Performance Report
iWD > Agent Description: The total amount of time that the agent spent working on a task. Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME Used in: Media type: Data type: Metric type: • Resource Performance Dashboard >> Back to list • Resource Performance Report Metric name: Max Handle Time Folder: IWD > Agent Description: The longest amount of time that the agent spent working on any task. Used in: IWD > Agent Description: The longest amount of time that the agent spent working on any task. Used in: IWD > Agent	>> Back to list	
iWD > Agent Description: The total amount of time that the agent spent working on a task. Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME Used in: Media type: Data type: Metric type: • Resource Performance Dashboard >> Back to list • Resource Performance Report Metric name: Max Handle Time Folder: IWD > Agent Description: The longest amount of time that the agent spent working on any task. Used in: IWD > Agent Description: The longest amount of time that the agent spent working on any task. Used in: IWD > Agent	Metric name: Handle Time	Folder:
Description: The total amount of time that the agent spent working on a task. Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME Used in: • Resource Performance Dashboard • Resource Performance Report Data type: Metric type: • Resource Performance Report >> Back to list • Resource Performance Report Metric name: Max Handle Time Folder: IWD > Agent Description: The longest amount of time that the agent spent working on any task. Used in: IWD > Agent Source or Calculation: IWD_AGG_TASK_AGENT_*.MIN_WORK_TIME Used in: This metric is not used in any reports.		
Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME Used in: • Resource Performance Dashboard • Resource Performance Report Data type: Metric type: • Resource Performance Report >> Back to list • Resource Performance Report Description: The longest amount of time that the agent spent working on any task. • Wetric is not used in any reports. Source or Calculation: IWD_AGG_TASK_AGENT_*.MIN_WORK_TIME Used in: This metric is not used in any reports.		
IWD_AGG_TASK_AGENT_*.WORK_TIME Used in: Media type: • Resource Performance Dashboard Data type: • Resource Performance Report Metric type: • Resource Performance Report >> Back to list • Resource Performance Report Metric name: Max Handle Time Folder: IWD > Agent IWD > Agent Description: The longest amount of time that the agent spent working on any task. Used in: Source or Calculation: IWD AGG_TASK_AGENT_*.MIN_WORK_TIME		orking on a task.
Data type: Metric type: • Resource Performance Report >> Back to list • Resource Performance Report Metric name: Max Handle Time Folder: iWD > Agent Description: The longest amount of time that the agent spent working on any task. Used in: This metric is not used in any reports.		Used in:
Metric type: >> Back to list Metric name: Max Handle Time Folder: iWD > Agent iWD > Agent Description: The longest amount of time that the agent spent working on any task. Used in: Source or Calculation: Used in: IWD_AGG_TASK_AGENT_*.MIN_WORK_TIME This metric is not used in any reports.	Media type:	Resource Performance Dashboard
Metric name: Max Handle Time Folder: iWD > Agent Description: The longest amount of time that the agent spent working on any task. Source or Calculation: IWD_AGG_TASK_AGENT_*.MIN_WORK_TIME Used in: This metric is not used in any reports.		Resource Performance Report
iWD > Agent Description: The longest amount of time that the agent spent working on any task. Source or Calculation: IWD_AGG_TASK_AGENT_*.MIN_WORK_TIME This metric is not used in any reports.	>> Back to list	
Description: The longest amount of time that the agent spent working on any task. Source or Calculation: IWD_AGG_TASK_AGENT_*.MIN_WORK_TIME This metric is not used in any reports.	Metric name: Max Handle Time	Folder:
Source or Calculation: Used in: IWD_AGG_TASK_AGENT_*.MIN_WORK_TIME This metric is not used in any reports.		iWD > Agent
IWD_AGG_TASK_AGENT_*.MIN_WORK_TIME This metric is not used in any reports.	Description: The longest amount of time that the agent spent	working on any task.
Media type:		
	Media type:	This metric is not used in any reports.

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

Folder: iWD > Capture

Metric name: % Finisl	hed	Folder:
		iWD > Capture
Description: The percentage of interval.	of tasks of this aggregate that we	ere completed during the reporting
Source or Calculation: Calculation of WD > Finished metrics.	lated based on the iWD > New	Used in:
Media type:		Customer Segment Service Level Report
Data type:		 Intraday Process Report
Metric type:		Process Volume Report
>> Back to list		
Metric name: % Finisl	ned Overdue	Folder:
		iWD > Capture
Description: The percentage or reporting interval.	of completed tasks of this aggreg	ate that were overdue during the
Source or Calculation: Calcu		Used in:
Finished and iWD > Finished O_{V}	verdue metrics.	 Intraday Backlog Summary
Media type:		Intraday Process Dashboard
Data type: Metric type:		Intraday Process Report
>> Back to list		
Metric name: Accept	Time	Folder:
		iWD > Capture
how long tasks were backlogge		d for the first time. This measure reflects n agent. Calculated as the (task-assigned n time interval.
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_A	ASSIGN_TIME	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Avg Acc	ept Time	Folder:
		iWD > Capture

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

time interval.		
Source or Calculation: Calculated based Finished and iWD > Accept Time metrics. Media type: Data type: Metric type:	on the iWD > Used in: • Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Intraday Process Dashboard • Intraday Process Report • Process Volume Report • Queue Priority Range Report • Queue Task Duration Report	
>> Back to list		
	iWD > Capture that elapsed before a task was completed. Similar to as the (task-completed – task-creation) timestamp for	
Source or Calculation: Calculated based Finished and iWD > Finished Time metrics.		
Media type: Data type: Metric type:	 Capture Point Business Value Report Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Intraday Process Dashboard Intraday Process Report Process Volume Report Queue Priority Range Report Queue Task Duration Report 	
>> Back to list		
Metric name: Avg Handle Time	e Folder: iWD > Capture	
Description: The average amount of agent work time for completed tasks during the given time interval		

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

Calculated as (finished – assigned).		
Source or Calculation: Calculat		Used in:
Finished and iWD > Handle Time metrics.		
		Capture Point Dashboard
		Capture Point Report
Media type:		Capture Point Task Duration Report
Data type:		 Intraday Process Dashboard
Metric type:		 Intraday Process Report
		Process Volume Report
		Queue Task Duration Report
>> Back to list		
Metric name: Avg Pre S	Source System Time	Folder:
		iWD > Capture
Description: For completed tasks, the average amount of pre-source system time for completed tasks during the given time interval. Calculated as (source created – first created).		
Source or Calculation: Calculat		Used in:
Finished and $iWD > Pre Source System$	ystem Time metrics.	Capture Point Dashboard
Media type:		Capture Point Report
Data type:		Capture Point Task Duration Report
Metric type:		Queue Task Duration Report
>> Back to list		
Metric name: Avg Sour	ce System Time	Folder:
		iWD > Capture
Description: For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated		
-		tasks during the given time interval.
Source or Calculation: Calculat Finished and iWD > Source Syste		Used in:
_		Capture Point Dashboard
Media type:		Capture Point Report
Data type: Metric type:		Capture Point Task Duration Report
		Queue Task Duration Report
>> Back to list		
Metric name: Finish Tir	me	Folder:
		- Children

		iWD > Capture
		I. Similar to ed – task-creation) timestamp for
Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK	_COMPLETE_TIME	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Finished	d	Folder:
		iWD > Capture
Description: The total number interval.	r of tasks of this classification tha	t were completed during the reporting
Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK	COUNT	Used in:
Media type: Data type: Metric type:		 Capture Point Business Value Report Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Customer Segment Service Level Report Intraday Backlog Summary Intraday Process Dashboard Intraday Process Report Process Volume Report
>> Back to list		
Metric name: Finished	d Overdue	Folder: iWD > Capture
Description: The total number of completed tasks of this classification that were overdue during the reporting interval.		
Source or Calculation: IWD_AGG_TASK_*.COMPLETED_	OVERDUE	Used in:
Media type:		Intraday Backlog Summary
Data type: Metric type:		Intraday Process DashboardIntraday Process Report

Intraday Process Report

counted only after it has been classified. Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT Used in:			
Metric name: Handle Time Folder: IWD > Capture Description: Total agent work time for completed tasks during the given time interval. Calculated as (finished - assigned). Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME Used in: This metric is not used in any reports. Media type: Data type: Metric type: >> Back to list Metric name: New Folder: IWD > Capture Description: Number of new tasks that were submitted to IWD during the given time interval. The task counted only after it has been classified. Used in: Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT Used in: Media type: Data type: Pata type: Pata type: Metric type: Description: Number of new tasks that were submitted to IWD during the given time interval. The task counted only after it has been classified. Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT Used in: • Capture Point Business Value Report • Capture Point Dashboard • Capture Point Task Duration Report • Capture Point Task Duration Report • Customer Segment Service Level Report • Intraday Process Dashboard • Intraday Process Dashboard • Intraday Process Dashboard • Intraday Process Report • Process Volume Report			Process Volume Report
IWD > Capture Description: Total agent work time for completed tasks during the given time interval. Calculated as iffnished - assigned). Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME Used in: This metric is not used in any reports. Media type: Pata type: Media type: Description: Number of new tasks that were submitted to iWD during the given time interval. The task counted only after it has been classified. Folder: IWD > Capture Description: Number of new tasks that were submitted to iWD during the given time interval. The task counted only after it has been classified. Used in: Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT Used in: IWD > Capture Point Business Value Report - Capture Point Business Value Report - Capture Point Business Value Report - Capture Point Report ask Duration Report - Capture Point Task Duration Report - Capture Point Task Duration Report - Capture Point Task Duration Report - Customer Segment Service Level Report - Intraday Process Dashboard - Intraday Process Dashboard - Intraday Process Report - Process Volume Report > Back to list > Back to list	>> Back to list		
Media type: Data type: Metric type:Image: Comparison of the type: Data type: Data type:Image: Comparison of type: Data type: <br< th=""><th>Metric name: Handle</th><th>Time</th><th></th></br<>	Metric name: Handle	Time	
IWD_AGG_TASK_AGENT_*.WORL_TIME Used in: Media type: This metric is not used in any reports. Data type: >> Back to list Image: Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT Media type: Used in: Data type: Osed in: Media type: Image: Media type: Image: Media type: Image: Media type: Image: Image: Image: <th></th> <td>time for completed tasks during</td> <td>the given time interval. Calculated as</td>		time for completed tasks during	the given time interval. Calculated as
Media type: Data type: This metric is not used in any reports. Data type: >> Back to list This metric is not used in any reports. Metric name: New Folder: WD > Capture Description: Number of new tasks that were submitted to iWD - Capture WD > Capture Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT Used in: Media type: - Capture Point Business Value Report Capture Point Dashboard - Capture Point Task Duration Report Capture Point Task Duration Report - Capture Point Report Data type: - Capture Point Task Duration Report Data type: - Capture Point Task Duration Report Data type: - Intraday Backlog Summary Pata type: - Intraday Process Report Pata type: - Process Volume Report		<_TIME	Used in:
Metric name: New Folder: WD > Capture Description: Number of new tasks that were submitted to iWD during the given time interval. The task counted only after it has been classified. Used in: Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT Used in: Media type: • Capture Point Business Value Report • Capture Point Dashboard • Capture Point Report • Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report >> Back to list	Data type:		
IWD > Capture Description: Number of new tasks that were submitted to iWD during the given time interval. The task counted only after it has been classified. Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT Used in: Media type: • Capture Point Business Value Report Data type: • Capture Point Task Duration Report Metric type: • Intraday Backlog Summary • Intraday Process Report • Intraday Process Report • Intraday Process Report • Process Volume Report	>> Back to list		
counted only after it has been classified. Used in: Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT Used in: Media type: • Capture Point Business Value Report Data type: • Capture Point Dashboard Metric type: • Capture Point Task Duration Report • Customer Segment Service Level Report • Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report • Process Volume Report	Metric name: New		
Media type: • Capture Point Business Value Report Data type: • Capture Point Report Metric type: • Capture Point Task Duration Report • Capture Point Task Duration Report • Capture Point Task Duration Report • Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report	Description: Number of new tasks that were submitted to iWD during the given time interval. The task is counted only after it has been classified.		
Media type: • Capture Point Dashboard Data type: • Capture Point Report Metric type: • Customer Segment Service Level Report • Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report	Source or Calculation: IWD_A	AGG_TASK_*.NEW_TASK_COUNT	Used in:
	Data type:		 Capture Point Report Capture Point Task Duration Report Customer Segment Service Level Report Intraday Backlog Summary Intraday Process Dashboard Intraday Process Report
Metric name: Pending Folder:	>> Back to list		
iWD > Capture	Metric name: Pending		
Description: The current number of tasks that were pending (where the task status is Queued, Assigne or Held) at the end of the reporting interval.			
Source or Calculation: IWD_AGG_TASK_*.TOTAL_PENDING_TASK_COUNT Used in:		NG_TASK_COUNT	Used in:

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

Folder: iWD > Classification

Metric name: % Finish	ned	Folder:
		iWD > Classification
Description: The percentage of interval.	of tasks of this aggregate that we	ere completed during the reporting
Source or Calculation: Calculand iWD > Finished metrics.	ated based on the iWD > New	Used in:
Media type:		 Customer Segment Service Level Report
Data type: Metric type:		Intraday Process Report
		Process Volume Report
>> Back to list		
Metric name: % Finish	ned Overdue	Folder:
		iWD > Classification
Description: The percentage of reporting interval.	of completed tasks of this aggreg	ate that were overdue during the
Source or Calculation: Calcul Finished and iWD > Finished Ov		Used in:
Media type:		Intraday Backlog SummaryIntraday Process Dashboard
Data type: Metric type:		Intraday Process Report
>> Back to list		
Metric name: Accept	Time	Folder:
		iWD > Classification
how long tasks were backlogge		d for the first time. This measure reflects n agent. Calculated as the (task-assigned n time interval.
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_A	ASSIGN_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: Avg Acc	ept Time	Folder:
		iWD > Classification

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

Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.	Used in:	
Media type: Data type: Metric type:	 Capture Point Business Value Report Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Intraday Process Dashboard Intraday Process Report Process Volume Report Queue Priority Range Report Queue Task Duration Report 	
>> Back to list		
Metric name: Avg Finish Time Description: The average amount of time that elapsed		
CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval.		
Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Time metrics.		
Media type: Data type: Metric type:	 Capture Point Business Value Report Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Intraday Process Dashboard Intraday Process Report Process Volume Report Queue Priority Range Report Queue Task Duration Report 	
>> Back to list		
Metric name: Avg Handle Time	Folder: iWD > Classification	
Description: The average amount of agent work time for	ar completed tasks during the given time interval	

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

Calculated as (finished – assigned).		
Source or Calculation: Calculated based on the iWD > Finished and iWD > Handle Time metrics.		Used in:
Media type: Data type: Metric type:		 Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Intraday Process Dashboard Intraday Process Report Process Volume Report Queue Task Duration Report
>> Back to list		
Metric name: Avg Pre	Source System Time	Folder: iWD > Classification
Description: For completed tasks, the average amount of pre-source system time for completed tasks during the given time interval. Calculated as (source created – first created).		
Source or Calculation: Calcul Finished and iWD > Pre Source		Used in:Capture Point Dashboard
Media type: Data type: Metric type:		 Capture Point Report Capture Point Task Duration Report Queue Task Duration Report
>> Back to list		
Metric name: Avg Sou	Irce System Time	Folder: iWD > Classification
Description: For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval. Source or Calculation: Calculated based on the iWD > Used in:		
Finished and iWD > Source Sys		Capture Point Dashboard
Media type:		Capture Point Report
Data type: Metric type:		Capture Point Task Duration ReportQueue Task Duration Report
>> Back to list		
Metric name: Finish T	ime	Folder:

		iWD > Classification
	ime before a task was completed . Calculated as the (task-complet en time interval.	l. Similar to ed – task-creation) timestamp for
Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK	_COMPLETE_TIME	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Finishee	d	Folder:
		iWD > Classification
Description: The total number interval.	r of tasks of this classification tha	at were completed during the reporting
Source or Calculation:		Used in:
IWD_AGG_TASK_*.COMPL_TASK	_COUNT	Capture Point Business Value Report
		Capture Point Dashboard
		Capture Point Report
Media type:		Capture Point Task Duration Report
Data type:		 Customer Segment Service Level Report
Metric type:		Intraday Backlog Summary
		Intraday Process Dashboard
		Intraday Process Report
		Process Volume Report
>> Back to list		
Metric name: Finished Overdue		Folder:
		iWD > Classification
Description: The total number of completed tasks of this classification that were overdue during the		
reporting interval.		
Source or Calculation: IWD_AGG_TASK_*.COMPLETED_	OVERDUE	Used in:
Media type:		Intraday Backlog Summary
Data type:		Intraday Process Dashboard
Metric type:		 Intraday Process Report

Intraday Process Report

>> Back to list Metric name: Handle Time Foll iwD Description: Total agent work time for completed tasks during the graph of the series	Process Volume Report Ider: D > Classification given time interval. Calculated as sed in: is metric is not used in any reports.	
Metric name: Handle Time Follow Description: Total agent work time for completed tasks during the gradient of the second seco	D > Classification given time interval. Calculated as sed in: is metric is not used in any reports.	
Image: Source or Calculation: Image: Source or Calculation: Image: Source or Calculation: Image: S	D > Classification given time interval. Calculated as sed in: is metric is not used in any reports.	
Description: Total agent work time for completed tasks during the for (finished – assigned). Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME Media type: Data type: Metric type: Data type: Metric type: >> Back to list	given time interval. Calculated as sed in: is metric is not used in any reports.	
(finished - assigned). Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME Us Media type: Data type: Metric type: This >> Back to list Source or Calculation:	sed in: is metric is not used in any reports.	
IWD_AGG_TASK_AGENT_*.WORK_TIME Use Media type: This Data type: >> Back to list	is metric is not used in any reports.	
Media type: This Data type: This Metric type: >> Back to list	is metric is not used in any reports.	
Data type: Metric type: >> Back to list		
	older:	
Metric name: New Fol	older:	
iWD	D > Classification	
Description: Number of new tasks that were submitted to iWD duri counted only after it has been classified.	ing the given time interval. The task is	
Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT	sed in:	
•	Capture Point Business Value Report	
•	Capture Point Dashboard	
•	Capture Point Report	
Media type:	Capture Point Task Duration Report	
Data type: Metric type:	Customer Segment Service Level Report	
	Intraday Backlog Summary	
•	Intraday Process Dashboard	
•	Intraday Process Report	
•	Process Volume Report	
>> Back to list		
Metric name: Pending Fol	older:	
iWD	D > Classification	
Description: The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.		
Source or Calculation: IWD_AGG_TASK_*.TOTAL_PENDING_TASK_COUNT	sed in:	

Media type: Data type: Metric type:		Intraday Backlog SummaryIntraday Process Report
>> Back to list	:	
Metric name: Pendin	g Overdue	Folder: iWD > Classification
	of pending tasks that are overduced on the SLA due date and time has	e at the end of the given time interval. A s been missed.
Source or Calculation: IWD_AGG_TASK_*.TOTAL_OVE	RDUE_TASK_COUNT	Used in:
Media type:		 Intraday Backlog Summary
Data type: Metric type:		Intraday Process Report
>> Back to list		
Metric name: Pre So	urce System Time	Folder:
	arce System Time	iWD > Classification
Description: Total pre-source as (source created – first cre		during the given time interval. Calculated
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK	PRE_SRC_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This metric is not used in any reports.
>> Back to list	:	
Metric name: Source	System Time	Folder:
	System Time	iWD > Classification
Description: Total amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.		
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_	_SRC_TIME	Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		

Folder: iWD > Email

Metric name: % Sent QA Review	Folder:
Introduced: 9.0.019	iWD > Email
Description: The percentage of sent emails that were send wi	th QA review to customer.
Source or Calculation: "iWD\Email\Sent QA Review"/"iWD\ Email\Sent without ACK"	Used in:
Media type: email	Outbound Email Report
Data type: Metric type:	
>> Back to list	
Metric name: Agent Reply	
	Folder:
Introduced: 9.0.019	iWD > Email
Description: The number of emails that agents replied to cust	omer.
Source or Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundReply", "CMPL_TASK_COUNT", 0))	Used in:
Media type: email	Outbound Email Report
Data type: Metric type:	
>> Back to list	
Metric name: Agent Reply QA Review	
	Folder:
Introduced: 9.0.019	iWD > Email
Description: The number of emails that agents replied with Q.	A review to customer.
Source or Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundReply", "CMPL_QA_REVIEW_COUNT", 0))	Used in:
Media type: email	Outbound Email Report
Data type: Metric type:	
>> Back to list	
Metric name: Agent Reply without QA	Folder:

Review		
Introduced: 9.0.019		iWD > Email
Description: The number of email	s that agents replied without	QA review to customer.
Source or Calculation: "iWD\Ema Email\Agent Reply QA Review"	ail\Agent Reply" - "iWD\	Used in:
Media type: email		Outbound Email Report
Data type: Metric type:		
>> Back to list		
Metric name: Automated	d Reply	
		Folder:
Introduced: 9.0.019		iWD > Email
Description: The number of auton	nated replies were sent to the	e customer.
Source or Calculation: Sum(IF("in Subtype"@"Interaction Subtype" = "CMPL_TASK_COUNT", 0))		Used in:
Media type: email		Outbound Email Report
Data type: Metric type:		
>> Back to list		
Metric name: Completed	ł	
-		Folder:
Introduced: 9.0.019		iWD > Email
Description: The number of email	·	r were sent to customer.
Source or Calculation: Sum("CMI	PL_TASK_COUNT")	Used in:
Media type: email		Inbound Intraday Email Process
Data type: Metric type:		Report
>> Back to list		
Metric name: New		
metric name. New		Folder:
Introduced: 9.0.019		iWD > Email

Description: Number of new tasks that were submitted from e	mail during the given time interval.
Source or Calculation: Sum("NEW_TASK_COUNT")	Used in:
Media type: email	 Inbound Intraday Email Process Report
Data type: Metric type:	Outbound Email Report
>> Back to list	
Metric name: Other	
Metric name. Other	Folder:
Introduced: 9.0.019	iWD > Email
Description: Total number of Outbound emails not including Ur and Acknowledgements.	nsolicited, Agent Reply, Automated Reply
Source or Calculation: "iWD\Email\Sent" - "iWD\Email\ Unsolicited" - "iWD\Email\Agent Reply" - "iWD\Email\ Automated Reply" - "iWD\Email\Sent ACK"	Used in:
Media type: email	Outbound Email Report
Data type: Metric type:	
>> Back to list	
Metric name: Pending	Folder:
Metric name: Pending	Folder: iWD > Email
-	iWD > Email
Introduced: 9.0.019	iWD > Email
Introduced: 9.0.019 Description: The number of emails that are being sent at the e	iWD > Email end of the reporting interval. Used in: • Inbound Intraday Email Process
Introduced: 9.0.019 Description: The number of emails that are being sent at the e Source or Calculation: SumPendings("TOTAL_PENDING_TASK_COUNT")	iWD > Email end of the reporting interval. Used in:
Introduced: 9.0.019 Description: The number of emails that are being sent at the e Source or Calculation: SumPendings("TOTAL_PENDING_TASK_COUNT") Media type: email Data type:	iWD > Email end of the reporting interval. Used in: • Inbound Intraday Email Process Report
Introduced: 9.0.019 Description: The number of emails that are being sent at the effective or Calculation: SumPendings("TOTAL_PENDING_TASK_COUNT") Media type: email Data type: Metric type: >> Back to list	iWD > Email end of the reporting interval. Used in: • Inbound Intraday Email Process Report
Introduced: 9.0.019 Description: The number of emails that are being sent at the estimate of Calculation: SumPendings("TOTAL_PENDING_TASK_COUNT") Media type: email Data type: Metric type:	iWD > Email end of the reporting interval. Used in: • Inbound Intraday Email Process Report
Introduced: 9.0.019 Description: The number of emails that are being sent at the effective or Calculation: SumPendings("TOTAL_PENDING_TASK_COUNT") Media type: email Data type: Metric type: >> Back to list	iWD > Email end of the reporting interval. Used in: • Inbound Intraday Email Process Report • Outbound Email Report
Introduced: 9.0.019 Description: The number of emails that are being sent at the end of the second	iWD > Email end of the reporting interval. Used in: • Inbound Intraday Email Process Report • Outbound Email Report • Outbound Email Report
Introduced: 9.0.019 Description: The number of emails that are being sent at the effective of Calculation: SumPendings("TOTAL_PENDING_TASK_COUNT") Media type: email Data type: Metric type: >> Back to list Metric name: Sent Introduced: 9.0.019	iWD > Email end of the reporting interval. Used in: • Inbound Intraday Email Process Report • Outbound Email Report • Outbound Email Report

Media type: email	
Data type: Metric type:	Outbound Email Report
>> Back to list	
Metric name: Sent ACK	Folder:
Introduced: 9.0.019	iWD > Email
Description: The number of acknowledgements that were sent	t to the customer.
Source or Calculation: Sum(IF("iWD\Agent\Interaction	
Subtype"@"Interaction Subtype" = "OutboundAcknowledgement", "CMPL_TASK_COUNT", 0))	Used in:
Media type: email	Outbound Email Report
Data type: Metric type:	
>> Back to list	
Metric name: Sent QA Review	Folder:
Introduced: 9.0.019	
introduceu. 5.0.019	iWD > Email
Description: The total number of outbound emails that were se	end with QA review to customer.
Source or Calculation: Sum("CMPL_QA_REVIEW_COUNT")	
Media type: email	Used in:
Data type: Metric type:	Outbound Email Report
>> Back to list	
Metric name: Sent without ACK	Folder.
	Folder:
Introduced: 9.0.019	iWD > Email
Description: The number of outbound emails without Acknowle	adapments that were cant to sustamen
Source or Calculation: "iWD\Email\Sent" - "iWD\Email\Sent	Eugements that were sent to customer.
ACK"	Used in:
Media type: email	Outbound Email Report
Data type: Metric type:	
>> Back to list	

Metric name: Sent without QA Review	
	Folder:
Introduced: 9.0.019	iWD > Email
Description: The total number of outbound emails that were set	ent without QA review to customer.
Source or Calculation: "iWD\Email\Sent" - "iWD\Email\Sent QA Review"	Used in:
Media type: email	
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Standard Response	
	Folder:
Introduced: 9.0.019	iWD > Email
Description: The total number of standard responses that were	e sent to the customer
Source or Calculation: Sum("CMPL_TASK_COUNT Standard	
Response")	Used in:
Media type: email	
Data type:	This metric is not used in any reports.
Metric type:	
>> Back to list	
Metric name: Unsolicited	
	Folder:
Introduced: 9.0.019	iWD > Email
Description: The total number of unsolicited messages that we	ere sent to customer
Source or Calculation: Sum(IF("iWD\Agent\Interaction	
Subtype"@"Interaction Subtype" = "OutboundNew", "CMPL_TASK_COUNT", 0))	Used in:
Media type: email	Outbound Email Report
Data type:	
Metric type:	
>> Back to list	
Metric name: Unsolicited QA Review	Folder:
Introduced: 9.0.019	iWD > Email

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

Folder: iWD > Queue

Metric name: % Finished	Folder: iWD > Queue
Description: The percentage of tasks of this aggregate that w interval.	vere completed during the reporting
Source or Calculation: Calculated based on the iWD > New and iWD > Finished metrics.	Used in:
Media type: Data type: Metric type:	 Customer Segment Service Level Report Intraday Process Report Process Volume Report
>> Back to list	

Metric name: % Finish	ned Overdue	Folder:
		iWD > Queue
Description: The percentage or reporting interval.	of completed tasks of this aggreg	ate that were overdue during the
Source or Calculation: Calcul Finished and iWD > Finished Ov		Used in:
Media type:		 Intraday Backlog Summary
Data type:		 Intraday Process Dashboard
Metric type:		Intraday Process Report
>> Back to list		
Metric name: Accept	Time	Folder:
		iWD > Queue
how long tasks were backlogge		d for the first time. This measure reflects n agent. Calculated as the (task-assigned time interval.
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_A	ASSIGN TIME	
Media type:	_	Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Avg Acc	ept Time	Folder:
		iWD > Queue
Descriptions For conceleted to	also the assessment of time	
Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.		
Source or Calculation: Calcul Finished and iWD > Accept Tim		Used in:
	e metrics.	Capture Point Business Value Report
		Capture Point Dashboard
		Capture Point Report
Media type:		Capture Point Task Duration Report
Data type: Metric type:		Intraday Process Dashboard
netic type.		Intraday Process Report
		Process Volume Report
		Queue Priority Range Report

>> Back to list		Queue Task Duration Report
>> back to list		
Metric name: Avg Finis	sh Time	Folder:
		iWD > Queue
	Calculated as the (task-complet	a task was completed. Similar to ed – task-creation) timestamp for
Source or Calculation: Calcula Finished and iWD > Finished Tim		Used in:
		Capture Point Business Value Report
		Capture Point Dashboard
		Capture Point Report
Media type:		Capture Point Task Duration Report
Data type:		Intraday Process Dashboard
Metric type:		Intraday Process Report
		Process Volume Report
		Queue Priority Range Report
		Queue Task Duration Report
>> Back to list		
Metric name: Avg Han	dle Time	Folder:
5		iWD > Queue
Description: The everage energy	int of a post work, time for some	lated tools during the given time interval
Calculated as (finished – assigned		pleted tasks during the given time interval.
Source or Calculation: Calcula Finished and iWD > Handle Time		Used in:
	methes.	Capture Point Dashboard
		Capture Point Report
Media type:		Capture Point Task Duration Report
Data type:		Intraday Process Dashboard
Metric type:		Intraday Process Report
		Process Volume Report
		Queue Task Duration Report
>> Back to list		
>> Back to list Metric name: Avg Pre	Source System Time	Folder:

WD > Queue Description: For completed tasks, the average amount of pre-source system time for completed tasks Source or Calculation: Calculated based on the IWD > Pinished and IWD > Pre Source System Time metrics. Media type: Description: For completed tasks, the average amount of pre-source Task Duration Report Capture Point Task Duration Report Description: For completed tasks, the average amount of time tasks spent in the preceding system Time before they were submitted to and created within IWD. The creation timestamp from the source system Creation timestamp for the given time interval. Source or Calculation: Calculated based on the IWD > Pinished and IWD > Source System Time metrics. Before they were submitted to and created within IWD. The creation timestamp from the source system Creation timestamp for the given time interval. Source or Calculation: Calculated based on the IWD > Pinished and IWD > Source System Time metrics. Media type: Description: The total number of tasks that entered the queue Source or Calculation: Description: The total number of tasks that entered the queue or workbin during the given time interval. Source or Calculation: Source or Calculation: Pinished and IWD > Source System Time metrics. Pinished and IWD > Source System Time metrics. Media type:<			
during the given time interval. Calculated as (source created - first created). Source or Calculation: Calculated based on the iWD > Finished and iWD > Pre Source System Time metrics. Media type: Pate type: Metric type: Metric name: Avg Source System Time Folder: MD > Queue Task Duration Report Description: For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within IWD. The creation timestamp from the source system. Sain extended attribute (sourceCreatedDetTime) that musb te provided by the source system. Sain extended attribute (sourceCreatedDetTime) that musb te provided by the source system. Sain extended attribute (sourceCreatedDetTime) that musb te provided by the source system. Sain extended attribute (sourceCreatedDetTime) that musb te provided by the source system. Sain extended attribute (sourceCreatedDetTime) that musb te provided by the source system. Sain extended attribute (sourceCreatedDetTime) that musb te provided by the source system. Calculated as the (IWD > Source System Time metrics. Media type: Description: For total number of tasks that entered the queue Task Duration Report Calculation: Media type: Metric type: Metr			iWD > Queue
Finished and iWD > Pre Source System Time metrics. Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Queue Task Duration Report Queue Task Duration Report Queue Task Duration Report WD > Queue Description: For completed tasks, the average amount of time that tasks spent in the preceding system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD > source system) created within iNUD. The creation timestamp from the source system. Calculated as the (iWD > Source System Time metrics. Source or Calculation: Calculated based on the iWD > Finished and iWD > Source System Time metrics. Source or Calculation: Calculated based on the iWD > Folder: Capture Point Dashboard Capture Point Report Capture Point Report Capture Point Report Queue Task Duration Report Queue Task Duration Report Queue Task Duration Report Capture Point Cashboard Capture Point Report Queue Task Duration Report Queue Task Duration Report Queue Task Duration Report Queue Task Duration			
Media type: • Capture Point Report Data type: • Queue Task Duration Report >> Back to list • Capture Point Task Duration Report Metric name: Avg Source System Time Folder: Metric name: Source System Time Folder: Description: For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within IWD. The creation timestamp from the source system is an extended activitue (SourceCreatedDateTime) for completed tasks during the given time interval. Source or Calculation: Calculated based on the iWD > • Capture Point Dashboard Finished and IWD > Source System Time metrics. • Capture Point Report • Capture Point Report • Capture Point Report • Oueue Task Duration Report • Queue Task Duration Report • Source or Calculation: • Capture Point Report • Oueue • Queue Task Duration Report • Data type: • Oueue • Metric name: Entered Folder: • Media type: • Queue Task Count </td <td></td> <td></td> <td></td>			
Pata Arge: elected electedelected elected elected elected elected elected electe			
Metric type: • Queue Task Duration Report • > Back to list • Queue Task Duration Report Metric name: Avg Source System Time Folder: WD > Queue Description: For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (WD - source system) creation timestamp for completed tasks during the given time interval. Source or Calculation: Calculated based on the iWD > Finished and iWD > Source System Time metrics. Used in: • Capture Point Dashboard • Capture Point Report • Capture Point Report • Capture Point Report • Capture Point Task Duration Report • Queue Description: The total number of tasks that entered the queuer workbin during the given time interval. Used in: • Queue Priority Range Report NDS-AGG_TASK_QUEUE_*.ENTERED_TASK_COUNT Media type: Pata type: Pa			
Add the second of the secon	21		
Metric name: Avg Source System Time Folder: WD > Queue Description: For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within IWD. The creation timestamp from the source system. Calculated as the (IWD - source system) creation timestamp for completed tasks during the given time interval. Source or Calculation: Calculated based on the IWD > Finished and IWD > Source System Time metrics. Used in: • Capture Point Dashboard • Capture Point Dashboard • Capture Point Task Duration Report • Queue Task Duration Report • Queue Task Duration Report • Queue Task Duration Report • Queue Task Duration Report >> Back to list Folder: IWD > Queue Description: The total number of tasks that entered the queue source or Calculation: IWD_AGG_TASK_QUEUE_*.ENTERED_TASK_COUNT Used in: • Queue Priority Range Report Media type: Pata type: Retric type: Image State Count Used in: • Queue Priority Range Report Source or Calculation: IWD_AGG_TASK_QUEUE_*.ENTERED_TASK_COUNT Used in: • Queue Priority Range Report Pata type: Retric type: Image State State Intered Image State State Intered Metric name: Exited Folder: IWD > Queue • Queue Priority Range Report			Queue Task Duration Report
Imp > Queue Description: For completed tasks, the average amount of time that tasks spent in the preceding system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (IWD - source system) creation timestamp for completed tasks during the given time interval. Source or Calculation: Calculated based on the iWD > Finished and iWD > Source System Time metrics. Used in: Capture Point Dashboard Capture Point Dashboard Capture Point Report Queue Task Duration Report Queue Priority Range Report Queue Priority Range Report Queue Priority Range Report Seat to list 	>> Back to list		
Note Note Description: For completed tasks, the average amount of time that tasks spent in the preceding system is an extended attribute (sourceCreated DateTime) that must be provided by the source system. Calculated as the (iWD - source system) creation timestamp for completed tasks during the given time interval. Source or Calculation: Calculated based on the iWD > finished and iWD > Source System Time metrics. Used in: - Capture Point Dashboard - Capture Point Report - Capture Point Task Duration Report - Capture Point Task Duration Report - Capture Point Task Duration Report - Queue Task Duration Report - Queue Task Duration Report - Capture Point Task Duration Report - Queue Task Duration Report - Capture Point Task Duration Report - Capture Point Capture Point Report - Queue Task Duration Report - Queue - Description: The total number of tasks that entered the queue	Metric name: Avg Sou	urce System Time	Folder:
before they were submitted to and created within iWD. The creation timestamp from the source system. Calculated as the (iWD - source system) creation timestamp for completed tasks during the given time interval. Source or Calculation: Calculated based on the iWD > Finished and iWD > Source System Time metrics. Media type: Data type: Metric type: Metric name: Entered Description: The total number of tasks that entered the queue Description: The total number			iWD > Queue
Finished and iWD > Source System Time metrics. • Capture Point Dashboard Media type: • Capture Point Report Pata type: • Capture Point Task Duration Report Metric type: • Capture Point Task Duration Report *> Back to list • Capture Point Task Duration Report Metric name: Entered Folder: Media type: · WD > Queue Media type: · Capture Point Task Duration Report Media type: · Capture Point Task Duration Report Media type: · Capture Point Task Duration Report Media type: · Source or Calculation: IWD > AGG_TASK_QUEUE_*.ENTERED_TASK_COUNT Used in: Media type: · Queue Priority Range Report Pata type: · Queue Priority Range Report *> Back to list Folder: Wetric name: Exited Folder: Metric name: Exited Folder:	before they were submitted to an extended attribute (source)	and created within iWD. The crea CreatedDateTime) that must be pr	tion timestamp from the source system is ovided by the source system. Calculated
Media type: Data type: Metric type:• Capture Point Dashboard • Capture Point Report • Queue Task Duration Report • Queue Task Duration ReportMetric name: EnteredFolder: IWD > QueueDescription: The total number of tasks that entered the queue or workbin during the given time interval. Source or Calculation: IWD_AGG_TASK_QUEUE_*.ENTERED_TASK_COUNTUsed in: • Queue Priority Range ReportMedia type: Data type: Media type: Pata type: Metric type:Folder: IWD_AGG_TASK_QUEUE_*.ENTERED_TASK_COUNTMedia type: Data type: Metric type:IWD > QueueMetric type:IWD > QueueMetric type:IWD > Queue			Used in:
Data type: • Capture Point Task Duration Report • Queue Task Duration Report • Queue Task Duration Report • Pack to list Folder: Metric name: Entered Folder: WD > Queue • Workbin during the given time interval. Source or Calculation: • Workbin during the given time interval. WD > AGG_TASK_QUEUE_*.ENTERED_TASK_COUNT Used in: Media type: • Queue Priority Range Report Pata type: • Queue Priority Range Report Metric name: Exited Folder: Wetric name: Exited Folder:		tem nine metrics.	Capture Point Dashboard
Metric type: • Queue Task Duration Report >> Back to list Folder: Metric name: Entered Folder: \wD > Queue \wD > Queue Description: The total number of tasks that entered the queue or workbin during the given time interval. Source or Calculation: \WD_AGG_TASK_QUEUE_*.ENTERED_TASK_COUNT Used in: • Queue Priority Range Report Media type: Data type: Metric type: • Queue Priority Range Report Metric name: Exited Folder: \WD > Queue	Media type:		Capture Point Report
A Queue Task Duration Report >> Back to list Metric name: Entered Folder: iwD > Queue Description: The total number of tasks that entered the queue or workbin during the given time interval. Source or Calculation: IWD_AGG_TASK_QUEUE_*.ENTERED_TASK_COUNT Media type: Data type:			Capture Point Task Duration Report
Metric name: Entered Folder: WD > Queue Description: The total number of tasks that entered the queue or workbin during the given time interval. Source or Calculation: IWD_AGG_TASK_QUEUE_*.ENTERED_TASK_COUNT Media type: Data type: Metric type: >> Back to list Folder: iWD > Queue	Metric type:		Queue Task Duration Report
iWD > QueueDescription: The total number of tasks that entered the queue or workbin during the given time interval.Source or Calculation: IWD_AGG_TASK_QUEUE_*.ENTERED_TASK_COUNTUsed in: • Queue Priority Range ReportMedia type: Pata type: Metric type:Image: Counce of Calculation (Counce)>> Back to listSource of Calculation (Counce)Metric name: ExitedFolder: IWD > Queue	>> Back to list		
iWD > QueueDescription: The total number of tasks that entered the queue or workbin during the given time interval.Source or Calculation: IWD_AGG_TASK_QUEUE_*.ENTERED_TASK_COUNTUsed in: • Queue Priority Range ReportMedia type: Pata type: Metric type:Image: Counce of Calculation (Counce)>> Back to listSource of Calculation (Counce)Metric name: ExitedFolder: IWD > Queue	Metric name: Entered	1	Folder:
Source or Calculation: IWD_AGG_TASK_QUEUE_*.ENTERED_TASK_COUNT Used in: Media type: Oueue Priority Range Report • Queue Priority Range Report Data type: >> Back to list • Folder: Metric name: Exited Folder: IWD > Queue		-	iWD > Queue
Source or Calculation: IWD_AGG_TASK_QUEUE_*.ENTERED_TASK_COUNT Used in: Media type: Oueue Priority Range Report • Queue Priority Range Report Data type: >> Back to list • Folder: Metric name: Exited Folder: IWD > Queue			
IWD_AGG_TASK_QUEUE_*.ENTERED_TASK_COUNT Media type: Data type: Metric type: Sack to list Metric name: Exited Folder: WD > Queue	-	r of tasks that entered the queue	or workbin during the given time interval.
Media type: Queue Priority Range Report Data type: • Queue Priority Range Report >> Back to list • Folder: Metric name: Exited Folder: iwD > Queue • Priority Range Report		RED_TASK_COUNT	lised in:
Data type: Metric type: Image: Construction of the second of the secon	Media type:		
>> Back to list Metric name: Exited Folder: iWD > Queue			Queue Priority Range Report
Metric name: Exited Folder: iWD > Queue	Metric type:		
iWD > Queue	>> Back to list		
	Metric name: Exited		Folder:
Description: The total number of tasks that exited the queue or workbin during the given time interval.			iWD > Queue
Description: The total number of tasks that exited the queue or workbin during the given time interval.	Description. The total accels		
	Description: The total numbe	r of lasks that exited the queue o	ir workbin during the given time interval.

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

Description: The total number reporting interval.	r of completed tasks of this class	ification that were overdue during the
Source or Calculation: IWD_AGG_TASK_*.COMPLETED_	OVERDUE	Used in:
Media type: Data type: Metric type:		 Intraday Backlog Summary Intraday Process Dashboard Intraday Process Report Process Volume Report
>> Back to list		
Metric name: Handle	Time	Folder: iWD > Queue
Description: Total agent work (finished – assigned).	time for completed tasks during	the given time interval. Calculated as
Source or Calculation: IWD_AGG_TASK_AGENT_*.WOR	K_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: New		Folder:
Metric name: New		Folder: iWD > Queue
Description: Number of new t counted only after it has been of		iWD > Queue
Description: Number of new t counted only after it has been of	classified.	iWD > Queue during the given time interval. The task is
Description: Number of new t counted only after it has been of	classified.	iWD > Queue during the given time interval. The task is Used in:
Description: Number of new t counted only after it has been of	classified.	 iWD > Queue during the given time interval. The task is Used in: Capture Point Business Value Report
Description: Number of new to counted only after it has been of Source or Calculation: IWD_/	classified.	 iWD > Queue during the given time interval. The task is Used in: Capture Point Business Value Report Capture Point Dashboard
Description: Number of new t counted only after it has been of	classified.	 iWD > Queue during the given time interval. The task is Used in: Capture Point Business Value Report Capture Point Dashboard Capture Point Report
Description: Number of new to counted only after it has been of Source or Calculation: IWD_/ Media type: Data type:	classified.	 iWD > Queue during the given time interval. The task is Used in: Capture Point Business Value Report Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Customer Segment Service Level
Description: Number of new to counted only after it has been of Source or Calculation: IWD_/ Media type: Data type:	classified.	 iWD > Queue during the given time interval. The task is Used in: Capture Point Business Value Report Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Customer Segment Service Level Report
Description: Number of new to counted only after it has been of Source or Calculation: IWD_/ Media type: Data type:	classified.	 iWD > Queue during the given time interval. The task is Used in: Capture Point Business Value Report Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Customer Segment Service Level Report Intraday Backlog Summary
Description: Number of new to counted only after it has been of Source or Calculation: IWD_/ Media type: Data type:	classified.	 iWD > Queue during the given time interval. The task is Used in: Capture Point Business Value Report Capture Point Dashboard Capture Point Report Capture Point Task Duration Report Customer Segment Service Level Report Intraday Backlog Summary Intraday Process Dashboard

Metric name: Pending)	Folder:
		iWD > Queue
Description: The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.		
Source or Calculation: IWD_AGG_TASK_*.TOTAL_PEND	ING_TASK_COUNT	Used in:
Media type:		 Intraday Backlog Summary
Data type: Metric type:		Intraday Process Report
>> Back to list		
Metric name: Pending Overdue		Folder:
		iWD > Queue
Description: Current number of pending tasks that are overdue at the end of the given time interval. A task is considered overdue when the SLA due date and time has been missed.		
Source or Calculation: IWD_AGG_TASK_*.TOTAL_OVER	DUE_TASK_COUNT	Used in:
Media type:		Intraday Backlog Summary
Data type: Metric type:		Intraday Process Report
>> Back to list		
Metric name: Pre Sou	rce System Time	Folder:
	-	iWD > Queue
Description: Total pre-source as (source created – first created		during the given time interval. Calculated
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_F	PRE_SRC_TIME	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: Source System Time		Folder:
		iWD > Queue
Description: Total amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the (iWD – source system) creation timestamp for completed tasks during the given time interval.		
to and created within iWD. The (sourceCreatedDateTime) that	must be provided by the source s	system. Calculated as the (iWD – source

IWD_AGG_TASK_*.CMPL_TASK_SRC_T	IME	
Media type:		This metric is not used in any reports.
Data type: Metric type:		This methe is not used in any reports.
>> Back to list		
Metric name: Tasks on Ca	ncel Queue	Folder:
		iWD > Queue
Description: The total number of ta	sks on Cancel Queue.	
Source or Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Tasks on Ca	ptured Oueue	Folder:
		iWD > Queue
Description: The total number of ta	sks on Captured Queue.	
Source or Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Tasks on Co	mpleted Queue	Folder:
		iWD > Queue
Description: The total number of ta	sks on Completed Queue.	
Source or Calculation:		Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Tasks on Delivery Attempt		
Hold Queue		Folder:
		iWD > Queue
Description: The total number of to	ake on Dolivory Attendet Us	ld Queue
Description: The total number of ta Source or Calculation:	sks on Denvery Attempt Ho	Used in:
Source or Calculation:		useu In:

Media type:		
Data type: Metric type:		This metric is not used in any reports.
s s. Dools to list		
>> Back to list		
Metric name: Tasks o Hold Queue	n Delivery Window	Folder: iWD > Queue
Description: The total number	r of tasks on Delivery Window Ho	d Queue
Source or Calculation:	Tor tasks on Derivery window no	
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Tasks o	n Error Held Queue	Folder:
		iWD > Queue
Description: The total number	r of tasks on Error Held Queue.	
Source or Calculation:	Tor tasks on Error field Queue.	
		Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This metre is not used in any reports.
De els tes liet		
>> Back to list		
Metric name: Tasks o Queue	n Force Route Hold	Folder: iWD > Queue
Description: The total numbe	r of tasks on Force Route Hold Qu	ieue.
Source or Calculation:		
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
>> Back to list		
Metric name: Tasks o	n Force Route	
Queued Hold		Folder:
		iWD > Queue
Description: The total numbe	r of tasks on Force Route Queued	Hold.

Source or Calculation:	Hand Inc.
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Tasks on Hold Queue	Folder:
	iWD > Queue
	ind - queue
Description: The total number of tasks on Hold Queue.	
Source or Calculation:	
Media type:	Used in:
Data type:	This metric is not used in any reports.
Metric type:	
>> Back to list	
Metric name: Tasks on New Queue	Folder:
Metric name. Tasks on New Queue	
	iWD > Queue
Description: The total number of tasks on New Queue.	
Source or Calculation:	
Media type:	Used in:
Data type:	This metric is not used in any reports.
Metric type:	
>> Back to list	
Metric name: Tasks on Non Routable	
Queue	Folder:
	iWD > Queue
Description: The total number of tasks on Non Routable Queu	e.
Source or Calculation:	Used in:
Media type:	
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Tasks on Post Processing	Tables
Queue	Folder:
	iWD > Queue
Description: The total number of tasks on Post Processing Que	eue.

Source or Calculation:	Used in:
Media type:	osed in:
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Tasks on Queued Queue	Folder:
	iWD > Queue
Description: The total number of tasks on Queued Queue.	
Source or Calculation:	
	Used in:
Media type:	
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Matric name: Tacks on Poinsted Queue	Folder:
Metric name: Tasks on Rejected Queue	
	iWD > Queue
Description: The total number of tasks on Rejected Queue.	
Source or Calculation:	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Tasks on Restricted Delivery	F -14.
Queue	Folder:
	iWD > Queue
Descriptions. The total number of teals on Destricted Delivery (
Description: The total number of tasks on Restricted Delivery (Queue.
Source or Calculation:	Used in:
Media type:	
Data type: Metric type:	This metric is not used in any reports.
>> Back to list	
Metric name: Tasks on Submitted Queue	Folder:
	iWD > Queue
Description: The total number of tasks on Submitted Queue.	
Source or Calculation:	Used in:

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

Folder: iWD > Service Objects

Metric name: Duratio	n	Folder: iWD > Service Objects
Description: Total amount of t	ime that elapsed during job exec	ution.
Source or Calculation: Calcul timestamp for the job during th (ETL_AUDIT_START_TIME) , and (ETL_AUDIT_FINISH_TIME).	e given time interval	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
>> Back to list		
Metric name: Extracte	ed Events Amount	Folder: iWD > Service Objects
Description: The total number	of loaded events during job or b	atch run.
Source or Calculation: ETL_AUDIT.EXTRACTED_EVENTS	S_AMOUNT	Used in:
Media type: Data type: Metric type:		This metric is not used in any reports.

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Folder: iWD > Time

There are no metrics in this folder.