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: 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
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Metric name: % Finished Overdue		**Folder:** iWD
Description: The percentage of completed tasks of this aggregate that were overdue during the reporting interval.		
Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Overdue metrics.		**Used in:**
Media type: **Data type:** **Metric type:**		• Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report
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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_ASSIGN_TIME		**Used in:**
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
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Metric name: Avg Accept Time		**Folder:** iWD
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:		• 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
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Metric name: Avg Finish Time	**Folder:** iWD
Description: The average amount of time that elapsed before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval.	
Source or Calculation: Calculated based on the iWD > 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
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Metric name: Avg Handle Time	**Folder:** iWD
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:**	• Capture Point Dashboard • Capture Point Report

Metric type:		• Capture Point Task Duration Report • Intraday Process Dashboard • Intraday Process Report • Process Volume Report • Queue Task Duration Report
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Metric name: Avg Pre Source System Time		**Folder:** iWD
Description: For completed tasks, the average amount of pre–source system time for completed tasks during the given time interval. Calculated as (source created – first created).		
Source or Calculation: Calculated based on the iWD > Finished and iWD > Pre Source System Time metrics.		**Used in:**
Media type: **Data type:** **Metric type:**		• Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Queue Task Duration Report
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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:**
Media type: **Data type:** **Metric type:**		• Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Queue Task Duration Report
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Metric name: Finish Time		**Folder:** iWD
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:** This metric is not used in any reports.
Media type: **Data type:** **Metric type:**	
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Metric name: Finished	**Folder:** iWD

Description: The total number of tasks of this classification that were completed during the reporting interval.

Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COUNT	**Used in:** • Capture Point Business Value Report • Capture Point Dashboard • 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
Media type: **Data type:** **Metric type:**	
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Metric name: Finished Overdue	**Folder:** iWD

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:** • Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report
Media type: **Data type:** **Metric type:**	
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Metric name: Handle Time	**Folder:**

	iWD
Description: Total agent work time for completed tasks during the given time interval. Calculated as (finished – assigned).	
Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
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Metric name: New	**Folder:** iWD
Description: Number of new tasks that were submitted to iWD during the given time interval. The task is counted only after it has been classified.	
Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT	**Used in:**
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
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Metric name: Pending	**Folder:** iWD
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	**Used in:**
Media type: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Report
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Metric name: Pending Overdue		Folder: iWD
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_OVERDUE_TASK_COUNT		**Used in:**
Media type: **Data type:** **Metric type:**		• Intraday Backlog Summary • Intraday Process Report
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Metric name: Pre Source System Time		Folder: iWD
Description: Total pre–source system time for completed tasks during the given time interval. Calculated as (source created – first created).		
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_PRE_SRC_TIME		**Used in:**
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
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Metric name: Source System Time		Folder: iWD
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.
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Folder: iWD > Age

There are no metrics in this folder.

Folder: iWD > Agent

Metric name: Accepted	Folder:
	iWD > Agent
Description: The total number of tasks that the agent has handled during the given time interval.	
Source or Calculation: IWD_AGG_TASK_AGENT_*.TASK_WORK_COUNT	**Used in:**
Media type: **Data type:** **Metric type:**	• Resource Performance Dashboard • Resource Performance Report
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Metric name: Avg Handle Time	Folder:
	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 >Accepted and iWD < Agent >Handle Time metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Resource Performance Dashboard • Resource Performance Report
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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: **Data type:** **Metric type:**	• Resource Performance Dashboard • Resource Performance Report
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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:**
Media type:	This metric is not used in any reports.

Data type: Metric type:		
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Metric name: Max Handle Time (Fmt)

Folder:

iWD > Agent

Description: This metric is used for internal calculations. The longest amount of time that the agent spent working on any task. (HH:MM:SS)

Source or Calculation: IWD_AGG_TASK_AGENT_*.MIN_WORK_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	• Resource Performance Dashboard • Resource Performance Report
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Metric name: Min Handle Time

Folder:

iWD > Agent

Description: The shortest amount of time that the agent spent working on any task.

Source or Calculation: IWD_AGG_TASK_AGENT_*.MAX_WORK_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
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Metric name: Min Handle Time (Fmt)

Folder:

iWD > Agent

Description: This metric is used for internal calculations. The shortest amount of time that the agent spent working on any task. (HH:MM:SS)

Source or Calculation: IWD_AGG_TASK_AGENT_*.MAX_WORK_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	• Resource Performance Dashboard • Resource Performance Report
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Folder: iWD > Capture

Metric name: % Finished	Folder: iWD > Capture
Description: The percentage of tasks of this aggregate that were completed during the reporting interval.	
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
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Metric name: % Finished Overdue	Folder: iWD > Capture
Description: The percentage of completed tasks of this aggregate that were overdue during the reporting interval.	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Overdue metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report
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Metric name: Accept Time	Folder: iWD > Capture
Description: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.	
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
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Metric name: Avg Accept Time	Folder: iWD > Capture

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

Source or Calculation: Calculated based on the iWD > 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
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Metric name: Avg Finish Time	**Folder:** iWD > Capture

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

Source or Calculation: Calculated based on the iWD > 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
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Metric name: Avg Handle Time	**Folder:** iWD > Capture

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

Calculated as (finished – assigned).	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Handle Time metrics. **Media type:** **Data type:** **Metric type:**	**Used in:** • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Intraday Process Dashboard • Intraday Process Report • Process Volume Report • Queue Task Duration Report
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Metric name: Avg Pre 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: 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
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Metric name: Avg Source 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 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:**	**Used in:** • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Queue Task Duration Report
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Metric name: Finish Time	**Folder:**

	iWD > Capture
Description: Total amount of time before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval.	
Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COMPLETE_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
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Metric name: Finished	**Folder:** iWD > Capture
Description: The total number of tasks of this classification that were completed during the reporting interval.	
Source or Calculation: 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
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Metric name: Finished 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: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report

		• Process Volume Report
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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:**
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
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Metric name: New		Folder: iWD > Capture
Description: Number of new tasks that were submitted to iWD during the given time interval. The task is counted only after it has been classified.		
Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT		**Used in:**
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
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Metric name: Pending		Folder: iWD > Capture
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		**Used in:**

Media type:		• Intraday Backlog Summary
Data type: **Metric type:**		• Intraday Process Report
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Metric name: Pending Overdue		**Folder:** iWD > Capture
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_OVERDUE_TASK_COUNT		**Used in:**
Media type: **Data type:** **Metric type:**		• Intraday Backlog Summary • Intraday Process Report
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Metric name: Pre Source System Time		**Folder:** iWD > Capture
Description: Total pre–source system time for completed tasks during the given time interval. Calculated as (source created – first created).		
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_PRE_SRC_TIME		**Used in:**
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
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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.
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Folder: iWD > Classification

Metric name: % Finished	Folder:
	iWD > Classification

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

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
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Metric name: % Finished Overdue	Folder:
	iWD > Classification

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

Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Overdue metrics.		Used in:
Media type: **Data type:** **Metric type:**		• Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report
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Metric name: Accept Time	Folder:
	iWD > Classification

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

Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME		**Used in:**
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
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Metric name: Avg Accept 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
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Metric name: Avg Finish Time	Folder: iWD > Classification

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

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
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Metric name: Avg Handle Time	Folder: iWD > Classification

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

Calculated as (finished – assigned).	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Handle Time metrics.	**Used in:** • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Intraday Process Dashboard • Intraday Process Report • Process Volume Report • Queue Task Duration Report
Media type: **Data type:** **Metric type:**	
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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: Calculated based on the iWD > Finished and iWD > Pre Source System Time metrics.	**Used in:** • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Queue Task Duration Report
Media type: **Data type:** **Metric type:**	
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Metric name: Avg Source 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 > Finished and iWD > Source System Time metrics.	**Used in:** • Capture Point Dashboard • Capture Point Report • Capture Point Task Duration Report • Queue Task Duration Report
Media type: **Data type:** **Metric type:**	
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Metric name: Finish Time	**Folder:**

	iWD > Classification
Description: Total amount of time before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval.	
Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COMPLETE_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
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Metric name: Finished	**Folder:** iWD > Classification
Description: The total number of tasks of this classification that were completed during the reporting interval.	
Source or Calculation: 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
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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: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report

		• Process Volume Report
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Metric name: Handle Time		**Folder:** iWD > Classification
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:**		
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Metric name: New		**Folder:** iWD > Classification
Description: Number of new tasks that were submitted to iWD during the given time interval. The task is counted only after it has been classified.		
Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT		**Used in:**
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
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Metric name: Pending		**Folder:** iWD > 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		**Used in:**

Media type: **Data type:** **Metric type:**		• Intraday Backlog Summary • Intraday Process Report
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Metric name: Pending Overdue	**Folder:** iWD > Classification
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_OVERDUE_TASK_COUNT		**Used in:**
Media type: **Data type:** **Metric type:**		• Intraday Backlog Summary • Intraday Process Report
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Metric name: Pre Source System Time	**Folder:** iWD > Classification
Description: Total pre–source system time for completed tasks during the given time interval. Calculated as (source created – first created).	

Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_PRE_SRC_TIME		**Used in:** This metric is not used in any reports.
Media type: **Data type:** **Metric type:**		
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Metric name: Source System Time	**Folder:** 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:** This metric is not used in any reports.
Media type: **Data type:** **Metric type:**		
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Folder: iWD > Email

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

Review	
Introduced: 9.0.019	iWD > Email
Description: The number of emails that agents replied without QA review to customer.	
Source or Calculation: "iWD\Email\Agent Reply" - "iWD\Email\Agent Reply QA Review"	**Used in:**
Media type: email **Data type:** **Metric type:**	• Outbound Email Report
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Metric name: Automated Reply	**Folder:**
Introduced: 9.0.019	iWD > Email
Description: The number of automated replies were sent to the customer.	
Source or Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundAutoResponse", "CMPL_TASK_COUNT", 0))	**Used in:**
Media type: email **Data type:** **Metric type:**	• Outbound Email Report
>> Back to list	

Metric name: Completed	**Folder:**
Introduced: 9.0.019	iWD > Email
Description: The number of email tasks that were completed or were sent to customer.	
Source or Calculation: Sum("CMPL_TASK_COUNT")	**Used in:**
Media type: email **Data type:** **Metric type:**	• Inbound Intraday Email Process Report
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Metric name: New	**Folder:**
Introduced: 9.0.019	iWD > Email

Description: Number of new tasks that were submitted from email during the given time interval.		
Source or Calculation: Sum("NEW_TASK_COUNT")		**Used in:**
Media type: email **Data type:** **Metric type:**		• Inbound Intraday Email Process Report • Outbound Email Report
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Metric name: Other **Introduced:** 9.0.019	**Folder:** iWD > Email

Description: Total number of Outbound emails not including Unsolicited, Agent Reply, Automated Reply and Acknowledgements.		
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 **Data type:** **Metric type:**		• Outbound Email Report
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Metric name: Pending **Introduced:** 9.0.019	**Folder:** iWD > Email

Description: The number of emails that are being sent at the end of the reporting interval.		
Source or Calculation: SumPendings("TOTAL_PENDING_TASK_COUNT")		**Used in:**
Media type: email **Data type:** **Metric type:**		• Inbound Intraday Email Process Report • Outbound Email Report
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Metric name: Sent **Introduced:** 9.0.019	**Folder:** iWD > Email

Description: The number of outbound emails that were sent to customer.	
Source or Calculation: Sum(IF("iWD\Agent\Interaction Type"@"Interaction Type" = "Outbound", "CMPL_TASK_COUNT", 0))	**Used in:**

Media type: email		• Outbound Email Report
Data type: **Metric type:**		
>> Back to list		

Metric name: Sent ACK

Introduced: 9.0.019

Folder:

iWD > Email

Description: The number of acknowledgements that were sent 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:**		
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Metric name: Sent QA Review

Introduced: 9.0.019

Folder:

iWD > Email

Description: The total number of outbound emails that were send with QA review to customer.		
Source or Calculation: Sum("CMPL_QA_REVIEW_COUNT")		**Used in:**
Media type: email		• Outbound Email Report
Data type: **Metric type:**		
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Metric name: Sent without ACK

Introduced: 9.0.019

Folder:

iWD > Email

Description: The number of outbound emails without Acknowledgements that were sent to customer.		
Source or Calculation: "iWD\Email\Sent" - "iWD\Email\Sent ACK"		**Used in:**
Media type: email		• Outbound Email Report
Data type: **Metric type:**		
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Metric name: Sent without QA Review

Introduced: 9.0.019

Folder:

iWD > Email

Description: The total number of outbound emails that were sent without QA review to customer.

Source or Calculation: "iWD\Email\Sent" - "iWD\Email\Sent QA Review"

Media type: email

Data type:
Metric type:

Used in:

This metric is not used in any reports.

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Metric name: Standard Response

Introduced: 9.0.019

Folder:

iWD > Email

Description: The total number of standard responses that were sent to the customer.

Source or Calculation: Sum("CMPL_TASK_COUNT Standard Response")

Media type: email

Data type:
Metric type:

Used in:

This metric is not used in any reports.

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Metric name: Unsolicited

Introduced: 9.0.019

Folder:

iWD > Email

Description: The total number of unsolicited messages that were sent to customer.

Source or Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundNew", "CMPL_TASK_COUNT", 0))

Media type: email

Data type:
Metric type:

Used in:

• Outbound Email Report

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Metric name: Unsolicited QA Review

Introduced: 9.0.019

Folder:

iWD > Email

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

Metric name: % Finished	**Folder:** iWD > Queue
Description: The percentage of tasks of this aggregate that were completed during the reporting interval.	
Source or Calculation: Calculated based on the iWD > New and iWD > Finished metrics.	**Used in:**
Media type:	• Customer Segment Service Level Report
Data type: **Metric type:**	• Intraday Process Report
	• Process Volume Report
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Metric name: % Finished Overdue	Folder: iWD > Queue
Description: The percentage of completed tasks of this aggregate that were overdue during the reporting interval.	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Finished Overdue metrics.	**Used in:**
Media type: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report
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Metric name: Accept Time	Folder: iWD > Queue
Description: Total time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.	
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_ASSIGN_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
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Metric name: Avg Accept Time	Folder: iWD > Queue
Description: For completed tasks, the average amount of time that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the (task-assigned – task-creation) timestamp for completed tasks during the given time interval.	
Source or Calculation: Calculated based on the iWD > Finished and iWD > Accept Time metrics.	**Used in:**
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
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Metric name: Avg Finish Time	**Folder:** iWD > Queue
Description: The average amount of time that elapsed before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed – task-creation) timestamp for completed tasks during the given time interval.	

Source or Calculation: Calculated based on the iWD > 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
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Metric name: Avg Handle Time	**Folder:** iWD > Queue
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
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Metric name: Avg Pre Source System Time	**Folder:**

	iWD > Queue
Description: For completed tasks, the average amount of pre–source system time for completed tasks during the given time interval. Calculated as (source created – first created).	

Source or Calculation: Calculated based on the iWD > Finished and iWD > Pre Source System Time metrics.	**Used in:**
	• Capture Point Dashboard
Media type:	• Capture Point Report
Data type:	• Capture Point Task Duration Report
Metric type:	• Queue Task Duration Report
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Metric name: Avg Source System Time	**Folder:**
	iWD > Queue

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

Source or Calculation: Calculated based on the iWD > Finished and iWD > Source System Time metrics.	**Used in:**
	• Capture Point Dashboard
Media type:	• Capture Point Report
Data type:	• Capture Point Task Duration Report
Metric type:	• Queue Task Duration Report
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Metric name: Entered	**Folder:**
	iWD > Queue

Description: The total number of tasks that entered the queue or workbin during the given time interval.	

Source or Calculation: IWD_AGG_TASK_QUEUE_*.ENTERED_TASK_COUNT	**Used in:**
Media type:	• Queue Priority Range Report
Data type:	
Metric type:	
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Metric name: Exited	**Folder:**
	iWD > Queue

Description: The total number of tasks that exited the queue or workbin during the given time interval.	

Source or Calculation: IWD_AGG_TASK_QUEUE_*.EXITED_TASK_COUNT		Used in:
Media type: **Data type:** **Metric type:**		• Queue Priority Range Report
	>> Back to list	

Metric name: Finish Time	**Folder:** iWD > Queue
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.
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Metric name: Finished	**Folder:** iWD > Queue
Description: The total number of tasks of this classification that were completed during the reporting interval.	

Source or Calculation: IWD_AGG_TASK_*.COMPL_TASK_COUNT		Used in:
    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
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Metric name: Finished Overdue	**Folder:** iWD > Queue

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: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Dashboard • Intraday Process Report • Process Volume Report
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Metric name: Handle Time	**Folder:** iWD > Queue

Description: Total agent work time for completed tasks during the given time interval. Calculated as (finished – assigned).

Source or Calculation: IWD_AGG_TASK_AGENT_*.WORK_TIME	Used in:
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
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Metric name: New	**Folder:** iWD > Queue

Description: Number of new tasks that were submitted to iWD during the given time interval. The task is counted only after it has been classified.

Source or Calculation: IWD_AGG_TASK_*.NEW_TASK_COUNT	Used in:
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
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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_PENDING_TASK_COUNT	**Used in:**
Media type: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Report
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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_OVERDUE_TASK_COUNT	**Used in:**
Media type: **Data type:** **Metric type:**	• Intraday Backlog Summary • Intraday Process Report
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Metric name: Pre Source System Time	Folder:
	iWD > Queue
Description: Total pre–source system time for completed tasks during the given time interval. Calculated as (source created – first created).	
Source or Calculation: IWD_AGG_TASK_*.CMPL_TASK_PRE_SRC_TIME	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.
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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.	
Source or Calculation:	**Used in:**

IWD_AGG_TASK_*.CMPL_TASK_SRC_TIME		
Media type: **Data type:** **Metric type:**		This metric is not used in any reports.
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Metric name: Tasks on Cancel Queue		**Folder:** iWD > Queue
Description: The total number of tasks on Cancel Queue.		
Source or Calculation:		
Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.
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Metric name: Tasks on Captured Queue		**Folder:** iWD > Queue
Description: The total number of tasks on Captured Queue.		
Source or Calculation:		
Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.
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Metric name: Tasks on Completed Queue		**Folder:** iWD > Queue
Description: The total number of tasks on Completed Queue.		
Source or Calculation:		
Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.
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Metric name: Tasks on Delivery Attempt Hold Queue		**Folder:** iWD > Queue
Description: The total number of tasks on Delivery Attempt Hold Queue.		
Source or Calculation:		**Used in:**

Media type:		This metric is not used in any reports.
Data type: **Metric type:**		
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Metric name: Tasks on Delivery Window Hold Queue	**Folder:** iWD > Queue

Description: The total number of tasks on Delivery Window Hold Queue.	
Source or Calculation:	

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

Metric name: Tasks on Error Held Queue	**Folder:** iWD > Queue

Description: The total number of tasks on Error Held Queue.	
Source or Calculation:	

Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
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Metric name: Tasks on Force Route Hold Queue	**Folder:** iWD > Queue

Description: The total number of tasks on Force Route Hold Queue.	
Source or Calculation:	

Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
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Metric name: Tasks on Force Route Queued Hold	**Folder:** iWD > Queue

Description: The total number of tasks on Force Route Queued Hold.

Source or Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
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Metric name: Tasks on Hold Queue	**Folder:**
	iWD > Queue

Description: The total number of tasks on Hold Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
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Metric name: Tasks on New Queue	**Folder:**
	iWD > Queue

Description: The total number of tasks on New Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
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Metric name: Tasks on Non Routable Queue	**Folder:**
	iWD > Queue

Description: The total number of tasks on Non Routable Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
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Metric name: Tasks on Post Processing Queue	**Folder:**
	iWD > Queue

Description: The total number of tasks on Post Processing Queue.

Source or Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
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Metric name: Tasks on Queued Queue		**Folder:** iWD > Queue
Description: The total number of tasks on Queued Queue.		
Source or Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
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Metric name: Tasks on Rejected Queue		**Folder:** 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.
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Metric name: Tasks on Restricted Delivery Queue		**Folder:** iWD > Queue
Description: The total number of tasks on Restricted Delivery Queue.		
Source or Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		This metric is not used in any reports.
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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:		This metric is not used in any reports.
Data type: **Metric type:**		
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Metric name: Tasks on Transfer Queue	**Folder:** iWD > Queue
Description: The total number of tasks on Transfer Queue.	

Source or Calculation:		
Media type:		**Used in:** This metric is not used in any reports.
Data type: **Metric type:**		
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Folder: iWD > Service Objects

Metric name: Duration	**Folder:** iWD > Service Objects
Description: Total amount of time that elapsed during job execution.	

Source or Calculation: Calculated based on the creation timestamp for the job during the given time interval (ETL_AUDIT_START_TIME) , and the finish time (ETL_AUDIT_FINISH_TIME).		**Used in:** This metric is not used in any reports.
Media type:		
Data type: **Metric type:**		
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Metric name: Extracted Events Amount	**Folder:** iWD > Service Objects
Description: The total number of loaded events during job or batch run.	

Source or Calculation: ETL_AUDIT.EXTRACTED_EVENTS_AMOUNT		**Used in:** This metric is not used in any reports.
Media type:		
Data type: **Metric type:**		

Folder: iWD > Time

There are no metrics in this folder.