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Genesys Interactive Insights User's Guide

Customizing Measure Definitions

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Customizing Measure Definitions

Genesys supports limited customization of the following measures in GI2_Universe:

Activity Class Avg Handle Time Handle Time	Queue Class % Accepted % Accepted 80 Avg Handle Time Handle Time
BA Customer Class % First Response Time Service Level	Summarized State Class % Occupancy

[+] More Information



Alternate Definition of the Activity\Avg Handle Time Measure

The supported alternate definitions for each measure are provided only in the measure's Source Information properties in Designer, as shown in the figure *Alternate Definition of the Activity\Avg Handle Time Measure*. Alternate definitions are not provided within the documentation.

Composite measures are based on the definitions of their supporting measures, which have definitions that might also be customizable. So, if you customize one definition, be sure to consider customizing the supported definitions for the entire family of measures that is affected by your change. Also consider the full ramifications of your changes, as some of the measures are used by more than one report. The Activity\Avg Handle Time measure, for instance, is used by the following seven reports:

- Agent Conduct Report
- Agent Group Business Result Report
- Agent Group Customer Segment Report
- Agent Group Interaction Handling Report
- Agent Group Service Type Report

- Agent Queue Report
- Agent Utilization Report

Doc # Type Number	INTERNAL METRIC ID	USED IN REPORT (Y)
ALTERNATE?	A_HANDLE_TIME_AVO	Agent Conduit Report Agent Group Business Result Report Agent Group Customer Segment Report Agent Group Interaction Handling Report Agent Group Service Type Report Agent Queue Report Agent Utilization Report
YES	De-delegated	
NO	DISCONTINUED IN	
7.6.0	N/A	

Alternate Field, Showing Whether Customization Is Supported

Changing a measure's definition in Designer affects all of the reports in which the measure is used. Refer to each measure's description in the *Genesys Interactive Insights Universe Guide* for a listing of GI2 reports that employ a measure. The *Genesys Interactive Insights Universe Guide* also lists whether customization for a particular measure is supported under the ALternate? field of the measure's form—a portion of which is shown in the figure *Alternate Field, Showing Whether Customization Is Supported* for the Activity\Avg Handle Time measure.

To change a measure's definition:

[+] Show Steps

1. Within Designer, open the measure's properties.
2. On the Source Information tab, copy the appropriate alternate definition from the Technical Information frame. There might be more than one definition from which you can choose.
3. On the Definition tab, replace the definition that is listed in the Select frame with the alternate definition that you copied.
4. On the Properties tab, verify that the correct aggregation function is assigned. (Designer might reset this value to Sum when you make certain changes to measures.)
5. In the Description frame, edit the measure's description to match the definition that you chose.
6. Click OK to save and close the measure's properties.
7. Export the universe back to the repository so that the changes that you make are available to all users.

Agent Group Service Type Report		
Report Description The Main tab of this report summarizes agent-group performance by service type with respect to interactions that are received within the contact center during a range of days that you specify. The Summary tab charts two values that report (1) the total number of interactions that are received by service type and day and (2) the total number of interactions that are received by agent group and day. Measures include interactions that are routed from a routing strategy or mediation (CH), routed directly from the switch, or transferred – provided that the agent receives the interaction.		
Measure Name	Measure or Measure Name	Description
Accepted	Activity\Accepted	The total number of times that interactions, that were assigned a business attribute, were accepted, screened, or pulled by agents belonging to this agent group, including warm consult interactions that the agents accept.
Responses	Activity\Responses	For voice and chat media, this measure represents the total number of times that interactions, that were assigned a business attribute, were answered or accepted by agents who belong to this agent group. For e-mail, this measure represents the total number of times that agents belonging to this agent group prepared an outbound reply.
Handle Time Total	Activity\Handle Time	The total amount of time, in seconds, that agents who belong to this agent group spent handling interactions that the agents received.
Avg Handle Time	Activity\Avg Handle Time	The average amount of time, in seconds, that agents who belong to this agent group spent handling interactions that the agents received.
Engage Time Total	Activity\Engage Time	The total amount of time, in seconds, that agents who belong to this agent group were engaged with customers on interactions that the agents received and that were assigned a business attribute.
Avg Engage Time	Activity\Avg Engage Time	The average amount of time, in seconds, that agents who belong to this agent group were either engaged with customers or engaged with other agents on warm consult interactions.
Hold Time Total	Activity\Hold Time	The total amount of time, in seconds, that agents, belonging to this agent group had interactions that were assigned a business attribute on hold.
Avg Hold Time	Activity\Avg Hold Time	The average amount of time, in seconds, that agents who belong to this group had interactions on hold that were assigned a business attribute.
Consult Received Accepted	Activity\Consult Received Accepted	The total number of times that agents who belong to this agent group received and accepted simple consult interactions or collaborations that were assigned a business attribute.

The Report's Description Tab in Web Intelligence

To ensure that report users see accurate descriptions, you must also update measure descriptions, as appropriate, in the reports in which the customized measures are used. The reports do not inherit descriptions from Designer; you must update them manually. You can find the descriptions on the Descriptions tab of each report in Web Intelligence, as shown in the figure *The Report's Description Tab in Web Intelligence*.

You can also create new measures that are based on the definitions of existing universe measures by using the Formula Toolbar within Web Intelligence. These new measures are available only within the Web Intelligence document in which you create them. In general, Genesys does not recommend this approach to define new measures. Ensure that only qualified personnel use the custom formula capability.