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Performance Management Advisors Metrics Reference Guide

Agent Group Metrics

5/11/2025

Agent Group Metrics

The following Table shows the list of all Advisors metrics retrieved for Contact Center Advisor and Workforce Advisor and maps the Advisors metrics to Stat Server metrics.

Advisors Metric	Stat Server Metric	Time Profile	Filtered
ACWStatusTo5	Informiam.TotalNumberACW	Last5Mins	Yes
AnswerWaitTimeTo5	Informiam.Total_Time_To_Answer	Last5Mins	Yes
Avail	Informiam.CurrNumberReady Statuses	CollectorDefault	No
AvgHandledCallsTalkTimeTo5	Informiam.AverTalkStatusTime	Last5Mins	Yes
AvgHandledCallsTimeTo5	Informiam.AverHandleStatusTime	Last5Mins	Yes
CallsAnsweredTo5	Informiam.CallsAnswered	Last5Mins	Yes
CallsHandledHalf	Informiam.Calls_Received_InHalf	Last30MinsGrowing	Yes
CallsHandledTo5	Informiam.Calls_Received_InHalf	Last5Mins	Yes
CallsHandledToday	Informiam.Calls_Received_InHalf	OneDay	Yes
CallsOfferedTo5	Informiam.CallsOffered	Last5Mins	Yes
HandlingF1	Informiam.CurrentNumberHandling	CollectorDefault	Yes
Hold	Informiam.CurrNumberHold	Statuses	Yes
LoggedOn	Informiam.CurrAgentsLoggedOn	CollectorDefault	No
LoggedOnTimeTo5	Informiam.Total_LoggedIn_Time	Last5Mins	No
LongestAvailAgent	Informiam.LongestAvailAgent	CollectorDefault	No
NotReady	Informiam.CurrNumberNotReady	Statuses	No
PercentUtilizationTo5	Informiam.Utilization	Last5Mins	No
TalkAndHoldTimeTo5	Informiam.TalkAndHoldTime	Last5Mins	Yes
Ready	Informiam.CurrentReadyAgents	CollectorDefault	No
TalkingIn	Informiam.Current_Calls_InCall	CollectorDefault	Yes
TalkingOther	Informiam.Current_Calls_Other	CollectorDefault	No
TalkingOut	Informiam.Current_Calls_Outbound	CollectorDefault	No
TalkTimeHalf	Informiam.Total_Talk_Time	Last30MinsGrowing	Yes
TalkTimeTo5	Informiam.Total_Talk_Time	Last5Mins	Yes
TalkTimeToday	Informiam.Total_Talk_Time	OneDay	Yes
WorkReady	Informiam.CurrNumberACW	Statuses	No
WorkReadyTimeHalf	Informiam.Total_ACW_Time	Last30MinsGrowing	No
WorkReadyTimeTo5	Informiam.Total_ACW_Time	Last5Mins	No
WorkReadyTimeToday	Informiam.Total_ACW_Time	OneDay	No