GENESYS™

Performance Management Advisors Metrics Reference Guide

Agent Group Voice Metrics

5/12/2025

Agent Group Voice Metrics

The following Table lists Agent Group voice metrics.

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
AHT S_AHT	AvgHandledCallsTimeTo5	Average handle time in seconds for calls answered.	Cisco ICM: SGRT. AvgHandledCallsTimeTo5 SGRT. CallsHandledTo5 Genesys: Informiam.AverHandleStatusTime > AvgHandledCallsTimeTo5 Informiam.Calls_Received_Inbound* > CallsHandledTo5	AvgHandledCallsTimeTo5	5 Min (rolling/ sliding)	Seconds	AvgHandledCallsTimeTo5 / number of agent groups average weighted by CallsHandledTo5, i.e. sum(AvgHandledCallsTime * CallsHandledTo5) / sum(CallsHandledTo5)"
ASA S_ASA	AnswerWaitTimeTo5 CallsHandledTo5	Average answer wait time in seconds for calls answered. **Notes** ASA requires an Origination DN to be set on the Agent Group.	Cisco ICM: SGRT. AnswerWaitTimeTo5 SGRT. CallsAnsweredTo5 SGRT. CallsHandledTo5 Genesys: Informiam.Total_Time_In_the_Answer_ > AnswerWaitTimeTo5 Informiam.CallsAnswered > CallsAnsweredTo5 Informiam.Calls_Received_Inbound* > CallsHandledTo5	AnswerWaitTimeTo5/ CallsAnsweredTo5 If CallsAnsweredTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/ sliding)	Seconds	SUM(AnswerWaitTimeTo5 /CallsAnsweredTo5) * CallsHandledTo5 /SUM(CallsHandledTo5) If SUM(CallsAnsweredTo5) = 0, the metric value is shown as N/A.
Avail Av	Avail	Number of agents currently in the Available state. **Notes** 'WaitForNextCall' only.	Cisco ICM: SGRT.Avail Genesys: Informiam.CurrNumberReadyStatuses > SGRT.Avail Genesys individual agent state > AgentState	Avail	Point in Time	Count	A count of distinct agents currently in Available states Cisco: AgentState=3 (Ready) Genesys: AgentState=115 (WaitForNextCall)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
AvgACW AvgACW_S	WorkReadyTimeTo5 WorkNotReadyTimeTo5 CallsHandledTo5	Average time in seconds spent on after-call work including entering data, filling out forms and making outbound calls necessary to complete the transaction. **Notes** The field WorkNotReadyTime is always NULL in Genesys, but is also meaningless. ACW Time is put into WorkReadyTime, so the Genesys formula is correct despite having a NULL value. It is treated like a zero.	Cisco ICM: SGRT. WorkReadyTimeTo5 SGRT. WorkNotReadyTimeTo5 SGRT. CallsHandledTo5 Genesys: Informiam.Total_... > WorkReadyTimeTo5 Informiam.Calls_Received_Inbound > CallsHandledTo5 0 WorkNotReadyTimeTo5 is always 0.	(WorkReadyTimeTo5 + WorkNotReadyTimeTo5)/ CallsHandledTo5 If CallsHandledTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/ sliding)	Seconds	SUM(WorkReadyTime+Wo.../ SUM(CallsHandledTo5) If SUM(CallsHandledTo5) = 0, the metric value is shown as N/A
AvgAcwTime AvgAcwTime	WorkReadyTimeTo5 ACWStatusTo5	Average time spent on rework for inbound voice. The time spent on inbound or outbound calls made during the rework time is also	Cisco ICM: N/A Genesys: Informiam.Total_... > WorkReadyTimeTo5 Informiam.TotalNumber... > ACWStatusTo5	WorkReadyTimeTo5/ ACWStatusTo5 If ACWStatusTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/ sliding)	Seconds	SUM(WorkReadyTimeTo5)/... If SUM(ACWStatusTo5) = 0, the metric value is shown as N/A.

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
		considered as rework time. No differentiation between initial and secondary contact. **Notes** Replaces WrapUp in 8.1.2					
AvgTalk AvtT	AvgHandledCallsTalk TimeTo5	Average talk time in seconds for calls.	Cisco ICM: SGRT. AvgHandledCallsTalkTimeTo5 Genesys: Informiam.Aver TalkStatusTime* > AvgHandledCallsTalk TimeTo5	AvgHandledCallsTalkTimeTo5	5 Min (rolling/ sliding)	Seconds	SUM(AvgHandledCallsTalk TimeTo5 * CallsHandledTo5) / SUM(CallsHandledTo5) If SUM(CallsHandledTo5)=0, the metric value is shown as N/A.
AvgTalkTime AvgTalkTime	TalkAndHoldTimeTo5 Calls Received InternalTo5 CallsHandledTo5 CallsParty ChangedTo5	Average time spent talking on inbound voice. No differentiation between initial and secondary contact. **Notes** Replaces Talk in 8.1.2.	Cisco ICM : N/A Genesys: Informiam.TalkAndHold Time* > TalkAndHoldTimeTo5 Informiam.Calls_Received_Internal > CallsReceivedInternalTo5 Informiam.Calls_Received_Internal > CallsReceivedInternalTo5 Informiam.Calls_Received_Inbound* > CallsHandledTo5 Informiam.Total_ContactValue > CallsPartyChangedTo5	TalkAndHoldTimeTo5 / (CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) If CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChanged* =0, the metric value is shown as N/A.	5 Min (rolling/ sliding)	Seconds	SUM(TalkAndHoldTimeTo5 + CallsHandledTo5 - CallsPartyChangedTo5) If SUM(CallsReceivedInternal To5 + CallsHandledTo5 - CallsPartyChangedTo5)=0, the metric value is shown as N/A.
BusyOther BO		Number of agents currently in the BusyOther state. **Notes** Not returned in	Cisco ICM: SGRT.BusyOther ASGRT.AgentState Genesys: N/A	BusyOther	Point in Time	Count	A count of distinct agents currently in BusyOther state. Cisco:

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		Genesys.					AgentState=7 (BusyOther)
Calls Offered O	CallsOfferedTo5	Number of Calls offered.	Cisco ICM: SGRT.CallsOfferedTo5 Genesys: Informiam.CallsOffered* > CallsOfferedTo5	CallsOfferedTo5	5 Min (rolling/ sliding)	Count	sum(CallsOfferedTo5)
DateTime		Not displayed. The date and time that this data last updated. Used to calculate longest queue and longest available agent.					
Handled Ha	CallsHandledTo5	Number of Calls handled.	Cisco ICM: SGRT.CallsHandledTo5 Informiam.Calls_Received_Inbound > CallsHandledTo5	CallsHandledTo5	5 Min (rolling/ sliding)	Count	sum(CallsHandledTo5)
Hold H	Hold	Number of agents that have all active calls on hold. The agent is not in the Hold state with one call on hold while talking on another call (for example, a consultative call). The agent must have all active	Cisco ICM: SGRT.Hold ASGRT.AgentState Genesys: Informiam.CurrNumber HoldStatuses* > Hold Genesys individual agent state > AgentState	Hold	Point in Time	Count	A count of distinct agents that currently are in states CallsOnHold Cisco: AgentState = 10 (CallOnHold) Genesys: AgentState = 110 (CallOnHold)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
		calls on hold. **Notes** Hold Status = CallOnHold					
LoggedIn LO	LoggedOn	Number of agents that are currently logged on in zero or more agent groups assigned to take interactions. This count is updated each time an agent logs on and each time an agent logs off. **Notes** Any status exc. Logged Out or Not Monitored	Cisco ICM: SGRT.LoggedOn ASGRT.AgentState Genesys: Informiam.CurrAgents LoggedIn* > LoggedOn Genesys individual agent state > AgentState	LoggedIn	Point in Time	Count	A count of distinct agents that currently are not in LoggedOff state Cisco: AgentState: <> 0 (Logged Off) Genesys: AgentState <>116(LoggedOut) and AgentState <>101(NotMonitored) and AgentState <>102(Monitored)
LoggedOn	LoggedOn Voice	Number of agents logged on to voice.	Cisco ICM: N/A Genesys: Informiam.CurrAgentsLoggedInVoice > LoggedOnVoice	Cisco: N/A Genesys: LoggedOnVoice	Point-in-Time	Count	Cisco: N/A Genesys: SUM(LoggedOnVoice)
LoggedOn Net	LoggedOn Voice, NotReady Voice, NotReady VoiceF1, NotReady VoiceF2	The number of agents logged on to voice minus those not ready or non-productive	Cisco ICM: N/A Genesys: Informiam.CurrAgents LoggedInVoice* > LoggedOnVoice Informiam.CurrNumberNotReadyVoiceStatuses* > NotReadyVoice Informiam.CurrNumberNotReadyVoiceStatuses*	Cisco: N/A Genesys: LoggedOnVoice - (NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2)	Point-in-Time	Count	Cisco: N/A Genesys: SUM(LoggedOnVoice - (NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2))

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
			+ Filter1 > NotReadyVoiceF1 Informiam.CurrNumberNotReadyVoiceStatuses* + Filter2 > NotReadyVoiceF2				
LongAvail LA	LongestAvailAgent	Time in seconds that the longest available agent has been available.	Cisco ICM: SGRT. LongestAvailAgent SGRT.DateTime Genesys: Informiam.LongestAvail Agent* > LongestAvailAgent DateTime	max((DateTime- LongestAvailAgent) * 24 * 60 * 60)	Point in Time	Seconds	max((DateTime- LongestAvailAgent) * 24 * 60 * 60)
LongQueue LQ	LongQueue	Time in seconds that the currently longest (oldest) call has been in queue. **Notes** Not Returned in Genesys	Cisco ICM: SGRT. LongestCallQ SGRT.DateTime Genesys: N/A	(DateTime - LongestCallQ) * 24 * 60 * 60	Point in Time	Seconds	max((DateTime - LongestCallQ) * 24 * 60 * 60)
NotReady NR	NotReady, WorkNotReady	Number of agents in the Not Ready or Work Not Ready (ACW, Wrap) state. **Notes** Not Ready Status is NotReadyForNext Call ACW status is AfterCallWork.	Cisco ICM : SGRT. NotReady SGRT. WorkNotReady ASGRT.AgentState Genesys: Informiam.CurrNumberNotReady > NotReady WorkNotReady is always 0.	NotReady + WorkNotReady Statuses*	Point in Time	Count	A count of distinct agents currently in Not Ready states Cisco: AgentState=2 (NotReady) or AgentState=5 (WorkNotReady) Genesys AgentState=113 (NotReadyForNextCall)
Queue Q	Queue	Number of calls currently queued.	Cisco ICM: ASGRT. CallsQueuedNow Genesys: N/A	CallsQueuedNow		Count	SUM(CallsQueuedNow)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
		Notes Not returned in Genesys					
Ready R	Ready	Number of agents in the Ready state. **Notes** Any status except: • NotReadyForNextCall • LoggedOut • NotMonitored	Cisco ICM : SGRT. NotReady SGRT. WorkNotReady ASGRT.AgentState Genesys: Informiam.CurrentReady Agents* > Ready Genesys Individual agent state > AgentState	Ready		Count	A count of distinct agents currently in Ready states Cisco: AgentState<>2 (NotReady) and AgentState<>5 (WorkNotReady) and AgentState<>0 (Logged Off) Genesys: AgentState<>113 (NotReadyForNextCall) and AgentState<>116(LoggedOut) and AgentState<>101(NotMonitored) and AgentState<>102(Monitored)
TalkIn TI	TalkingIn	Number of inbound calls currently associated with the agent group.	Cisco ICM: SGRT. TalkingIn Genesys: Informiam.Current_Calls_ Inbound* > TalkingIn	TalkingIn		Count	Cisco: SUM(TalkingIn) Genesys: A count of distinct agents currently in TalkingIn state. Genesys AgentState = 107 (TalkingIn) In mixed environment, Genesys TalkingIn state count is added to SUM(TalkingIn).
Talking T	TalkingIn TalkingOut TalkingOther	Number of calls currently associated	Cisco ICM: SGRT.TalkingIn SGRT.TalkingOut	TalkingIn+ TalkingOut + TalkingOther	Point-in- Time		Cisco: SUM(TalkingIn + TalkingOut

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		with the agent group.	SGRT.TalkingOther SGRT.TalkingPreview SGRT. TalkingReserve SGRT.TalkingAutoOut Genesys: Informiam.Current_Calls_Inbound* > TalkingIn Informiam.Current_Calls_Outbound* > TalkingOut Informiam.Current_Calls_Other* > TalkingOther TalkingPreview, TalkingReserve, TalkingAutoOut are always = 0	+ TalkingPreview + TalkingReserve + TalkingAutoOut			+ TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut) Genesys: A count of distinct agents currently in Talking state. Genesys AgentState IN (105,107,108,109,112) (Talking) In mixed environment, Genesys Talking state count is added to SUM(TalkingIn + TalkingOut + TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut)
TalkOut TlkO	TalkingOut	Number of outbound calls currently associated with the agent group.	Cisco ICM: SGRT.TalkingOut Genesys: Informiam.Current_Calls_Outbound* > TalkingOut	TalkingOut			Cisco: SUM(TalkingOut) Genesys: A count of distinct agents currently in TalkingOut state. Genesys AgentState = 109 (TalkingOut) In mixed environment, Genesys TalkingOut state count is added to SUM(TalkingOut).

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
Util% U	Percent UtilizationTo5	Percentage of Ready time that agents spent talking or doing call work. This is the percentage of time agents spend working on calls versus the time agents were ready.	Cisco ICM: SGRT. PercentUtilizationTo5 Genesys: Informiam.Utilization*/100 > PercentUtilizationTo5	PercentUtilizationTo5*100%	5 Min (rolling/ sliding)	Percent	SUM(PercentUtilizationTo5 * CallsHandledTo5) / SUM(CallsHandledTo5) * 100 If SUM(CallsHandledTo5)=0, the metric value is shown as N/A.
Wrap W	WorkReady WorkNot Ready	Number of agents in the Work Ready and Work Not Ready (ACW, Wrap) states. **Notes** WorkNotReady does not exist in Genesys, so is always NULL. Formula for Genesys is thus =WorkReady .	Cisco ICM : SGRT. WorkReady SGRT. WorkNotReady Genesys: Informiam.CurrNumberNotReadyStatuses* > WorkReady WorkNotReady is always 0.	WorkReady + WorkNotReady	5 Min (rolling/ sliding)	Count	Cisco: SUM(WorkReady + WorkNotReady) Genesys: A count of distinct agents currently in AfterCallWork state Genesys AgentState = 117 (AfterCallWork) In mixed environment Genesys AfterCallWork state count is added to SUM(WorkReady + WorkNotReady)
% Handlingtime (plus Campaign Calls / SignOn Time)	TalkAndHoldTimeF1To5 OuboundTalkTimeF1to5 LoggedOn VoiceTimeTo5	Percentage of time spent handling campaign calls versus the time logged on	Cisco ICM: N/A Genesys: Total_Outbound_Talk_Time*+Filter > OutboundTalkTimeF1To5 Informiam.TalkAndHoldTime*+Filter	(OutboundTalkTimeF1To5+TalkAndHoldTimeF1To5)/LoggedOnVoice If LoggedOnVoiceTimeTo5=0,the metric value is shown as N/A	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Percent	SUM(TalkTimeF1To5+ OutboundTalkTimeF1To5) / SUM(LoggedOnVoiceTime To5) * 100 If SUM(LoggedOnVoiceTime To5)=0, the

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PctHCpgnSo		to voice.	> TalkAndHoldTimeF1To5 Informiam.Total_LoggedIn_Voice_Time* > LoggedOnVoiceTimeTo5				metric value is shown as N/A
% Idle to SignOn PctIdleSo	NotReady VoiceTimeTo5 NotReady VoiceTimeF1To5 NotReady VoiceTimeF2To5 LoggedOn VoiceTimeTo5	Percentage of time spent in the not ready, non-productive state versus the time logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time.	Cisco ICM: N/A Genesys: Informiam.Total_NotReady_Voice_Time* > NotReadyVoiceTimeTo5 Informiam.Total_NotReady_Voice_Time* > NotReadyVoiceTimeF1 Informiam.Total_NotReady_Voice_TimeFilter2 > NotReadyVoiceTimeF2 Informiam.Total_LoggedIn_Voice_Time* > LoggedOnVoiceTimeTo5	(NotReadyVoiceTime To5 - NotReadyVoiceTimeF1 To5 - NotReadyVoiceTimeF2 To5) / LoggedOnVoiceTimeTo5 * 100 If LoggedOnVoiceTimeTo5=0, the metric value is shown as N/A	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTime To5-NotReadyVoiceTimeF1To5 - NotReadyVoiceTimeF2To5) / SUM(LoggedOnVoiceTime To5) * 100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A
% Inbound to SignOn PctibSo	TalkAndHoldTimeTo5 WorkReaadyTimeTo5 LoggedOn VoiceTimeTo5	Percentage of time spent handling inbound voice versus the time logged on to voice.	Cisco ICM: N/A Genesys: Informiam.TalkAndHold Time* > TalkAndHoldTimeTo5 Informiam.Total_Active Time* > WorkReadyTimeTo5 Informiam.Total_Login > LoggedOnVoiceTimeTo5	(TalkAndHoldTimeTo5 + WorkReadyTimeTo5)/ LoggedOnVoiceTimeTo5)*100 If LoggedOnVoiceTimeTo5=0, the metric value is shown as N/ A LoggedIn_Voice_Time*	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Percent	SUM(TalkTimeTo5 + WorkReadyTimeTo5 +HoldTimeTo5)/ SUM(LoggedOnVoiceTime To5)*100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A
% Ready to SignOn PctRSo	Available TimeTo5 LoggedOn VoiceTimeTo5	Percentage of time that agents were ready versus the time they	Cisco ICM: N/A Genesys: Informiam.Total_Available > AvailableTimeTo5 Informiam.Total_Login	AvailableTimeTo5 / LoggedOnVoiceTimeTo5*100 If LoggedOnVoiceTimeTo5=0, the metric value is LoggedIn_Voice_Time*	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Percent	sum(AvailableTimeTo5) / sum(LoggedOnVoiceTime To5) * 100 If SUM(LoggedOnVoiceTime To5)=0, the

Agent Group Voice Metrics

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		were logged on to voice.	> LoggedOnVoiceTimeTo5	shown as N/A			metric value is shown as N/A
% Uncontrolled Outbound to SignOn PctUobSo	Outbound TalkTime LoggedOn VoiceTimeTo5	Percentage of handling time for uncontrolled outbound voice versus the time that agents were logged on to voice. For uncontrolled outbound no dialer supported campaign calls are included.	Cisco ICM: N/A Genesys: Informiam.Total_ > OutboundTalkTimeF1To5 Informiam.Total_Logged > LoggedOnVoiceTimeTo5	OutboundTalkTimeF1To5/ LoggedOnVoiceTimeTo5*100 Outbound_Talk_Time*+Filter LoggedOnVoiceTimeTo5=If the metric Logged_in_Voice_Time value is shown as N/A	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Percent	SUM(OutboundTalkTimeF1 SUM(LoggedOnVoiceTime To5)*100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A.
% WF-NCRMT to SignOn PctWFncrmtSo	NotReady VoiceTimeF2To5 LoggedOn VoiceTimeTo5	Percentage of time that agents remained not ready for voice due to the reason codes specified in the filter versus the time agents were logged on to voice. The time spent on incoming or outgoing extension calls made during this	Cisco ICM: N/A Genesys: Informiam.Total_ > NotReadyVoiceTimeF2To5 Informiam.Total_Logged > LoggedOnVoiceTimeTo5	NotReadyVoiceTimeF2To5 / LoggedOnVoiceTimeTo5 * 100 NotReady_Voice_Time*+Filter If LoggedOnVoiceTimeTo5=0, the metric value is shown as N/A	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTime F2To5) / sum(LoggedOnVoiceTime To5)* 100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A.

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
		state is added to the not ready time.					
% WF-RC2 to SignOn PctWFrc2So	NotReady VoiceTimeF1To5 LoggedOn VoiceTimeTo5	Percentage of time that agents remained not ready for voice due to reason code 2 versus the time they were logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time.	Cisco ICM: N/A Genesys: Informiam.Total_NotReadyVoiceTime_> NotReadyVoiceTimeF1To5 Informiam.Total_LoggedOnVoice_> LoggedOnVoiceTimeTo5	NotReadyVoiceTimeF1To5 / LoggedOnVoiceTimeTo5 * 100 If LoggedOnVoiceTimeTo5=0, the metric value is shown as N/A	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTime F1To5) / SUM(LoggedOnVoiceTime To5) * 100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A
AvailVoice	VoiceAvail	The number of agents currently ready and waiting for next voice.	Cisco ICM: N/A Genesys: Informiam.AgentTargetState* > VoiceAvail	VoiceAvail Current	Point in Time	Count	sum(VoiceAvail)
CHT-P CHT-P	TalkAndHoldTimeTo5 WorkReadyTime CallsReceivedInternal CallsHandled CallsPartyChanged	Average handling time for voice. The calculation includes the total time spent on rework, hold time,	Cisco ICM: N/A Genesys: Informiam.TalkAndHoldTime_> TalkAndHoldTimeTo5 Informiam.Total_AcwTime_> WorkReadyTimeTo5 Informiam.Calls_Received_Inbound*	(TalkAndHoldTimeTo5 + WorkReadyTimeTo5 + CallsHandledTo5 - CallsPartyChangedTo5) / (CallsReceivedInternalTo5 + CallsReceivedInbound* hTo5	30 Min (since start of current half-hour) 60 Min (rolling/ sliding) Today/	Seconds	SUM(TalkAndHoldTimeTo5 + WorkReadyTimeTo5)/ SUM(CallsReceivedInternal + CallsHandledTo5 - CallsPartyChangedTo5) If

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		and the time spent on the inbound, outbound and extension calls answered during the rework. The time spent on inbound callbacks is also considered.	> CallsHandledTo5 + Informiam.Calls_Received_InternalTotal > CallsReceivedInternalTo5 > CallsPartyChangedTo5 Informiam.Total_CallPartyChanged > CallsPartyChangedTo5	CallsHandledTo5 + CallsReceivedInternalTo5 - CallsPartyChangedTo5) =0, the metric value is shown as N/A	Daily (since midnight)		SUM(CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) =0, the metric value is shown as N/A
Handling Campaign Calls HCpgn	TalkingInF1 TalkingOutF1 TalkingOtherF1	Number of agents currently handling a campaign call.	Cisco ICM: N/A Genesys: Informiam.Current_Calls_Inbound + Filter > TalkingIn Informiam.Current_Calls_Outbound + Filter > TalkingOut Informiam.Current_Calls_Other + Filter > TalkingOther	TalkingInF1 + TalkingOutF1 + TalkingOtherF1	Point in Time	Count	SUM(TalkingInF1 + TalkingOutF1 + TalkingOtherF1)
HandlingVoice HVoice	TalkingIn TalkingOther	Number of agents talking on inbound (ACD) calls.	Cisco ICM: N/A Genesys: Informiam.Current_Calls_Inbound + Filter > TalkingIn Informiam.Current_Calls_Other + Filter > TalkingOther	TalkingIn + TalkingOther	5 Min (rolling/ sliding)	Count	sum(TalkingIn + TalkingOther)
HandlingNonVoice HandlingNonVoice	HandlingF1 (F1 = MediaType!=Voice)	Number of agents currently involved in a non-voice interaction.	Cisco: N/A Genesys: Informiam.CurrentNumberHandling	N/A (this is a source metric, no computation at agent level)	Point-in-time	Count	SUM(HandlingNonVoice)
Retrieved calls	CallsReceivedInternalFnTo5	Number of calls	Genesys Agent	CallsReceivedInternal(Fn)To5 +	5 Min (rolling/	Count	sum(CallsReceivedInternal +

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[FILTERn] Rtr RtrF1 RtrF2 RtrFn **NOTE:** Only Rtr is supported in WA. CCAdv supports Rtr, RtrF1, RtrF2 … RtrFn. There is only one metric called Retrieved Calls in WA (without filter). There are multiple Retrieved Calls metrics in CCAdv (without filter and with filters).	CallsHandledFnTo5 CallsPartyChangedFnTo5	answered by the selected group (not filtered or filtered)	Groups Informiam.Calls_Received_Internal* (+ Filter) > CallsReceivedInternal(Fn)To5 Informiam.Calls_Received_Inbound* (+Filter) > CallsHandled(Fn)To5 Informiam.Total_CallPartyChanged* > CallsPartyChanged(Fn)To5	CallsHandled(Fn)To5 CallsPartyChanged(Fn)To5	sliding) 30 Min (since start of current half-hour)		CallsHandled(Fn)To5 –CallsPartyChanged(Fn)To
SignOn So		Total time spent logged on to voice.	Cisco ICM: N/A Genesys: Informiam.Total_LoggedIn_Voice_Time* > LoggedOnVoiceTimeTo5	LoggedOnVoiceTimeTo5	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Minutes	sum(LoggedOnVoiceTime
NotReady (CRMT) NRcrmt	NotReadyVoiceF1	Number of agents in the not ready state due to reason code 2 (CRMT).	Cisco ICM: N/A Genesys: Informiam.CurrNumberNotReadyVoiceStatuses* > NotReadyVoiceF1	NotReadyVoiceF1	Point in Time	Count	sum(NotReadyVoiceF1)
NotReady (not productive) NRnp	NotReadyVoice NotReadyVoiceF1 NotReadyVoiceF2	Number of agents in the not ready, non-productive state.	Cisco ICM: N/A Genesys: Informiam.CurrNumberNotReadyVoiceStatuses* + Filter1 > NotReadyVoiceF1 Informiam.CurrNumberNotReadyVoiceStatuses* + Filter2 >	NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2	Point in Time	Count	sum(NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2)

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			NotReadyVoiceF2				
NotReady (other productive) NRothp	NotReadyVoiceF2 NotReadyVoiceF3	Number of agents in the not ready state due to the reason codes specified in the filter. The reason code list is not exhaustive and includes all productive reasons other than reason code 2.	Cisco ICM: N/A Genesys: Informiam.CurrNumberNotReadyVoiceStatuses* + Filter2 > NotReadyVoiceF2 Informiam.CurrNumberNotReadyVoiceStatuses* + Filter3 > NotReadyVoiceF3	NotReadyVoiceF2 + NotReadyVoiceF3	Point in Time	Count	sum(NotReadyVoiceF2+ NotReadyVoiceF3)