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Performance Management Advisors Metrics Reference Guide

CCAdv Web and Email Metrics

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CCAdv Web and Email Metrics

This section contains Tables of Queue and Agent Group Web chat and email metrics. The content is applicable to Contact Center Advisor only.

Queue Web Chat Metrics

The following Table lists Queue metrics for e-mail interactions.

Names	Internal Name	Description	Source Type	Definition (Formula)	Interval/ Time Profile	Threshold Type	Unit
Metric: [Backlog] (a_eBacklog)	Backlog (a_eBacklog)	The current number of e-mails currently waiting to be processed.	Genesys Interaction Queues	EmailBacklog	Point in Time	Above	Count
Metric: [Entered] (a_eEntered)	a_eEntered	The total number of e-mail interactions that entered the queue during the specified period.	Genesys Interaction Queues	EmailEntered15 EmailEnteredHalf EmailEnteredToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/ Daily (since midnight)	N/A	Count
Metric: [InProc] (a_eInProc)	a_eProc	Total number of e-mails in processing at a point in time.	Genesys Interaction Queues	EmailInProcQ	Point in Time	N/A	Count
Metric: [InQ] (a_eInQ)	a_eInQ	The total number of e-mails within the Interaction Queue at the moment of measurement.	Genesys Interaction Queues	EmailInQ	Point in Time	N/A	Count
Metric: [MaxQ] (a_eMaxQ)	eMaxQ	The maximum	Genesys Interaction	EmailMaxInQ15	5 Min (rolling/		Count

Names	Internal Name	Description	Source Type	Definition (Formula)	Interval/ Time Profile	Threshold Type	Unit
(a_eMaxQ)		number of e-mails that either were awaiting processing or were in processing within the contact center (for single-tenant environments) or within the specified tenant (for multi-tenant environments) during the specified period.	Queues	EmailMaxInQHalf EmailMaxInQToday	sliding), 30 Min (since start of current half-hour), Today/ Daily (since midnight)		
Metric: [MinQ] (a_eMinQ)	eMinQ	The minimum number of e-mails that were either waiting processing or in processing within this staging area within the specified period.	Genesys Interaction Queues	EmailMinInQToS EmailMinInQHalf EmailMinInQToday	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/ Daily (since midnight)		Count
Metric: [Moved] (a_eMoved)	a_eMoved	The total number of interactions of the specified media type that were moved from this staging area to any other	Genesys Interaction Queues	EmailMovedToS EmailMovedHalf EmailMovedToday	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/ Daily (since midnight)	N/A	Count

Names	Internal Name	Description	Source Type	Definition (Formula)	Interval/ Time Profile	Threshold Type	Unit
		staging area during the specified period.					

Queue Email Metrics

The following Table lists Queue metrics for e-mail interactions.

Names	Internal Name	Description	Source Type	Definition (Formula)	Interval/ Time Profile	Threshold Type	Unit
Metric: [Backlog] (a_eBacklog)	Backlog (a_eBacklog)	The current number of e-mails currently waiting to be processed.	Genesys Interaction Queues	EmailBacklog	Point in Time	Above	Count
Metric: [Entered] (a_eEntered)	a_eEntered	The total number of e-mail interactions that entered the queue during the specified period.	Genesys Interaction Queues	EmailEnteredTo5 EmailEnteredHalfHour EmailEnteredToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/ Daily (since midnight)	N/A	Count
Metric: [InProc] (a_eInProc)	a_eProc	Total number of e-mails in processing at a point in time.	Genesys Interaction Queues	EmailInProcQ	Point in Time	N/A	Count
Metric: [InQ] (a_eInQ)	a_eInQ	The total number of e-mails within the Interaction Queue at the moment of measurement.	Genesys Interaction Queues	EmailInQ	Point in Time	N/A	Count

Names	Internal Name	Description	Source Type	Definition (Formula)	Interval/ Time Profile	Threshold Type	Unit
Metric: [MaxQ] (a_eMaxQ)	eMaxQ	The maximum number of e-mails that either were awaiting processing or were in processing within the contact center (for single-tenant environments) or within the specified tenant (for multi-tenant environments) during the specified period.	Genesys Interaction Queues	EmailMaxInQTop EmailMaxInQHalf EmailMaxInQToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/ Daily (since midnight)		Count
Metric: [MinQ] (a_eMinQ)	eMinQ	The minimum number of e-mails that were either waiting processing or in processing within this staging area within the specified period.	Genesys Interaction Queues	EmailMinInQTop EmailMinInQHalf EmailMinInQToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/ Daily (since midnight)		Count
Metric: [Moved] (a_eMoved)	a_eMoved	The total number of interactions of the specified media type that were moved from this staging	Genesys Interaction Queues	EmailMovedTop EmailMovedHalf EmailMovedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/ Daily (since midnight)	N/A	Count

Names	Internal Name	Description	Source Type	Definition (Formula)	Interval/ Time Profile	Threshold Type	Unit
		area to any other staging area during the specified period.					

Agent Group Web Chat Metrics

The following Table lists Web chat metrics for agent groups.

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/ Time Profile	Threshold Type	Unit
Metric:[Acpt] (s_wAcpt)	s_wAcpt	The total number of Chat interactions that were offered for processing to the resource, and that were accepted during the specified period.	Genesys Agent Groups	ChatAcceptedTo5	5 Min (rolling/sliding)	N/A	Count
Metric:[AHT] (s_wAHT)	s_wAHT	Average handle time in seconds for Chat interactions.	Calculated, Genesys Agent Groups	ChatHandleTimeTo5/ChatHandledTo5	5 Min (rolling/sliding)	Above	Seconds
Metric:[Handled%] (s_wHPct)	s_wHPct	The percentage of chats offered that were handled by this resource.	Calculated, Genesys Agent Groups	ChatHandledTo5/ChatOfferedTo5	5 Min (rolling/sliding)	N/A	Percent
Metric:[Handled] (s_wH)	s_wH	The total number of Chat interactions	Genesys Agent Groups	ChatHandledTo5	5 Min (rolling/sliding)	N/A	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/ Time Profile	Threshold Type	Unit
		that were handled by this resource during the specified period.					
Metric:[HT] (s_wHT)	s_wHT	The total amount of time that this resource spent handling Chat interactions during the specified period.	Genesys Agent Groups	ChatHandleTime	5 Min (rolling/sliding)	Above	Seconds
Metric: [InbStopped] (s_wInbStop)	s_wInbStop	The total number of Inbound Chat interactions that were terminated by this resource during the specified period.	Genesys Agent Groups	Chat_InbStopped Now	5 Min (rolling/sliding)	N/A	Count
Metric: [InProc] (s_wInProc)	s_wInProc	Number of chats currently being processed.	Genesys Agent Groups	ChatInProcessing	Point in Time		Count
Metric: [Offered] (s_wOffered)	s_wOffered	Number of chats received.	Genesys Agent Groups	ChatOfferedTo	5 Min (rolling/sliding)		Count
Metric: [Rejected%] (s_wRjctPct)	s_wRjctPct	The percentage of Chats offered this resource that were rejected.	Calculated, Genesys Agent Groups	ChatRejectedTo/ChatOfferedTo	5 Min (rolling/sliding)		Percent
Metric: [Rejected] (s_wRjct)	s_wRjct	The total number of Chat interactions	Genesys Agent Groups	ChatRejectedTo	5 Min (rolling/sliding)	Above	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/ Time Profile	Threshold Type	Unit
		that were offered for processing to this resource, and that were rejected, during the specified period.					
Metric: [TimedOut%] (s_wTOPct)	s_wTOPct	The percentage of Chat Sessions that timed out.	Calculated, Genesys Agent Groups	$\frac{\text{ChatTimedOutTo5}}{\text{ChatOfferedTo5}}$	5 Min (rolling/sliding)	Above	Percent
Metric: [TimedOut] (s_wTO)	s_wTO	The total number of Chat interactions that were accepted, pulled, or created and subsequently revoked by this resource because of prolonged nonactivity during the specified period.	Genesys Agent Groups	ChatTimedOutTo5	5 Min (rolling/sliding)	Above	Count
Metric: [Txfrs] (s_wTxfrs)	s_wTxfrO	The total number of Chat transfers made by this resource during the specified period.	Genesys Agent Groups	ChatTransfersTo5	5 Min (rolling/sliding)	N/A	Count

Agent Group Email Metrics

The following Table lists agent group metrics for e-mail.

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/ Time Profile	Threshold Type	Unit
Metric: [Acpt] (s_eAcpt)	s_eAcpt	The total number of e-mail interactions that were offered for processing to the resource, and that were accepted during the specified period.	Genesys Agent Groups	EmailAcceptedTo5	5 Min (rolling/sliding)		Count
Metric: [AHT] (s_eAHT)	s_eAHT	Average handle time in seconds counted as handled.	Calculated, Genesys Agent Groups	EmailHandleTimeTo5 EmailHandledTo5	5 Min (rolling/sliding)	Above	Seconds
Metric: [Handled%] (s_eHPct)	s_eHPct	The percentage of e-mails offered that were handled by this resource.	Calculated, Genesys Agent Groups	EmailHandledTo5 EmailOfferedTo5	5 Min (rolling/sliding)	N/A	Percent
Metric: [Handled] (s_eH)	s_eH	Number of e-mails handled during the specified period.	Genesys Agent Groups	EmailHandledTo5	5 Min (rolling/sliding)		Count
Metric: [InbStopped] (s_eInbStop)	s_eInbStop	The total number of Inbound e-mail interactions that were terminated by this resource during the specified	Genesys Agent Groups	Email_InbStoppedTo5	5 Min (rolling/sliding)	N/A	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/ Time Profile	Threshold Type	Unit
		period.					
Metric: [Offered] (s_eOffered)	s_eOffered	Number of e-mails received.	Genesys Agent Groups	EmailOfferedTo5	5 Min (rolling/sliding)		Count
Metric: [Rejected] (s_eRjctPct)	s_eRjctPct	The percentage of e-mails offered this resource that were rejected.	Calculated, Genesys Agent Groups	EmailRejectedTo5/EmailOfferedTo5	5 Min (rolling/sliding)		Percent
Metric: [Rejected] (s_eRjct)	s_eRjct	The total number of e-mail interactions that were rejected in the specified time period.	Genesys Agent Groups	EmailRejectedTo5	5 Min (rolling/sliding)	Above	Count
Metric: [TimedOut] (s_eTOPct)	s_eTOPct	The percentage of e-mail interactions that timed out.	Calculated, Genesys Agent Groups	EmailTimedOutTo5/EmailOfferedTo5	5 Min (rolling/sliding)	Above	Percent
Metric: [TimedOut] (s_eTO)	s_eTO	The total number of e-mail interactions that were accepted, pulled, or created and subsequently revoked by this resource because of prolonged nonactivity during the specified period.	Genesys Agent Groups	EmailTimedOutTo5	5 Min (rolling/sliding)	Above	Count
Metric: [Txfrs] (s_eTxfrs)	s_eTxfrO	The total number of e-mail transfers	Genesys Agent Groups	EmailTransfersTo5	5 Min (rolling/sliding)	N/A	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Interval/Time Profile	Threshold Type	Unit
		made by this resource during the specified period.					