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Performance Management Advisors Metrics Reference Guide

FA Performance Source Metrics

12/19/2025

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FA Performance Source Metrics

The FA Administrator can set up to three time profiles. The time profiles can be set to any integer from 1 to 1440 and are not confined to a specific set. Each of the statistic templates defined below specifies the following values:

DBAppSpecificIdColumnName: patternNum.

Filtered metrics are disabled by default. For information about enabling filtered metrics, see *Genesys Performance Management Advisors 8.1 Deployment Guide*.

Voice

Source Metric Name	Description	Metric Filter Required
CallsHandled (nch)	Number of calls handled by the agent.	None
CallsTransferred (nct)	Number of calls transferred by the agent.	None
LongestTalkTime (lth)	The longest talk time of calls handled by the agent in the last xx minutes.	None
LongestWrapTime (lwcw)	The maximum amount of time an agent spent on After Call Work in the last xx minutes.	None
Total ACD Inbound ACW Time (ACDInboundACW)	Total amount of time spent performing after-call work for inbound calls.	Yes (Filter for ACD interactions.)
Total ACW Time (totalACW)	Total amount of time spent performing after-call work for all voice calls.	None
TotalHandleTime (tht)	The total amount of time an agent spent handling calls in the last xx minutes. Handle time includes talk time and after-call work.	None
totalLoggedIn1	NOTE: The totalLoggedIn metric cannot be viewed on the dashboard. The totalLoggedIn metric is used only for intermediate calculations.	None
Total Non ACD Inbound ACW Time (nonACDInboundACW)	Total amount of time spent performing after-call work for inbound non-ACD calls.	Yes (Filter for non-ACD interactions.)
Total Not Ready Time (totalNotReady)	Total amount of time in the Not Ready state.	None
Total Not Ready Time - Type X (totalNotReadyT X)	The total amount of time in a specific Not Ready state. For example, in your enterprise, the Total Not Ready Time - Type 1	Yes (Filter for Not Ready Time. One filter required for each Type used. For example,

Source Metric Name	Description	Metric Filter Required
NOTE: Where X=1, 2, 3, ... 9. That is, there are 9 totalNotReadyT source metrics.	may be the total time spent on breaks.	if you define a Total Not Ready Time Type 1 and Total Not Ready Time Type 2, you require two filters.)
Total Number of ACD Calls (ACDCalls)	Total number of ACD calls.	Yes (Filter for ACD interactions.)
Total Number of Consult Calls (consultCalls)	The total number of consult calls.	None
Total Number of Internal Calls (internalCalls)	Total number of internal calls.	None
Total Number of Non ACD Calls (nonACDCalls)	Total number of non-ACD calls.	Yes (Filter for non-ACD interactions.)
Total Number of Outbound Calls (outboundCalls)	Total number of outbound calls.	None
Total Other ACW Time (otherACW)	Total amount of time spent performing after-call work for internal and consult calls, as well as after-call work that cannot be associated with any call.	None
Total Outbound ACW Time (outboundACW)	Total amount of time spent performing after-call work for outbound calls.	None
Total Ready Time (totalReady)	Total amount of time in the Ready state.	None
TotalTalkTime (ttt)	The total amount of time an agent spent talking on calls in the last xx minutes.	None
Total Time In ACD Calls (totalACD)	Total amount of time spent in ACD calls.	Yes (Filter for ACD interactions.)
Total Time In Consult Calls (totalConsult)	Total amount of time spent in consult calls.	None
Total Time In Internal Calls (totalInternal)	Total amount of time spent in internal calls.	None
Total Time In Non ACD Calls (totalNonACD)	Total amount of time spent in non-ACD calls.	Yes (Filter for non-ACD interactions.)
Total Time In Outbound Calls (totalOutbound)	Total amount of time spent in outbound calls.	None
TotalWrapTime (tacw)	The total amount of time an agent spent handling calls in the last xx minutes.	None

Web Chat

Source Metric Name	Description	Metric Filter Required
ChatInProcess (wInProc)	Number of chat interactions currently in process for the agent in the last xx minutes.	None
ChatAccepted (wAcpt)	Number of chat interactions accepted by the agent in the last xx minutes.	None
ChatRejected (wRjct)	Number of chat interactions rejected by the agent in the last xx minutes.	None
ChatTimedOut (wTO)	Number of chat interactions timed out for the agent in the last xx minutes.	None
ChatTransferred (wTxfrs)	Number of chat interactions transferred by the agent in the last xx minutes.	None
ChatHandled (wH)	Number of chat interactions handled by the agent in the last xx minutes.	None
ChatOffered (wOffered)	Number of chat interactions offered to the agent in the last xx minutes.	None
ChatHandleTime (wHT)	Total handle time for all the chat interactions handled by the agent in the last xx minutes.	None

Email

Source Metric Name	Description	Metric Filter Required
EmailInProcess (eInProc)	Number of e-mail interactions currently in process for the agent in the last xx minutes.	None
EmailAccepted (eAcpt)	Number of e-mail interactions accepted by the agent in the last xx minutes.	None
EmailRejected (eRjct)	Number of e-mail interactions rejected by the agent in the last xx minutes.	None
EmailTimedOut (eTO)	Number of e-mail interactions timed out for the agent in the last xx minutes.	None
EmailTransferred (eTxfrs)	Number of e-mail interactions transferred by the agent in the last xx minutes.	None
EmailHandled (eH)	Number of e-mail interactions handled by the agent in the last xx minutes.	None

Source Metric Name	Description	Metric Filter Required
EmailOffered (eOffered)	Number of e-mail interactions offered to the agent in the last xx minutes.	None
EmailHandleTime (eHT)	Total handle time for all the e-mail interactions handled by the agent in the last xx minutes.	None

Genesys Adapter Statistic Template Definitions for Performance Metrics

Each performance metric can be enabled for each of the three configurable Time Profiles. These time profiles can be Sliding or Growing, with any interval desired. (Genesys recommends that the time interval should divide an hour or day evenly.)

Voice

Source Metric Name	Genesys Metric Name
CallsHandled (nch)	Informiam.Interactions_Processed
CallsTransferred (nct)	Informiam.Total_Calls_Transferred
(totalLoggedIn)	Informiam.Total_LoggedIn_Time
LongestTalkTime (ltt)	Informiam.Longest_Call
LongestWrapTime (lactw)	Informiam.Longest_ACWCall
Total ACD Inbound ACW Time (ACDInboundACW)1	Informiam.Total_Inbound_ACW_Voice_Time
Total ACW Time (totalACW)1	Informiam.Total_All_ACW_Voice_Time
TotalHandleTime (tht)	Informiam.Total_Handle_Time
Total Non ACD Inbound ACW Time (nonACDInboundACW)1	Informiam.Total_Inbound_ACW_Voice_Time
Total Not Ready Time (totalNotReady)1	Informiam.Total_NotReady_Time
Total Not Ready Time - Type X (totalNotReadyT X)	Informiam.Total_NotReady_Time
Total Number of ACD Calls (ACDCalls)	Informiam.Total_Number_Inbound_Unknown_Voice_Calls
Total Number of Consult Calls (consultCalls)	Informiam.Total_Number_Consult_Calls
Total Number of Internal Calls (internalCalls)	Informiam.Total_Number_Internal_Voice_Calls
Total Number of Non ACD Calls (nonACDCalls)	Informiam.Total_Number_Inbound_Unknown_Voice_Calls
Total Number of Outbound Calls (outboundCalls)	Informiam.Total_Number_Outbound_Voice_Calls
Total Other ACW Time (otherACW)	Informiam.Total_Time_Other_ACW_Voice_Time
Total Outbound ACW Time (outboundACW)	Informiam.Total_Outbound_ACW_Voice_Time
Total Ready Time (totalReady)	Informiam.Total_Ready_Status_Time
TotalTalkTime (ttt)	Informiam.Total_Talk_Time
Total Time In ACD Calls (totalACD)	Informiam.Total_Inbound_Status_Voice_Time
Total Time In Consult Calls (totalConsult)	Informiam.Total_Consult_Status_Time
Total Time In Internal Calls (totalInternal)	Informiam.Total_Internal_Status_Voice_Time

Source Metric Name	Genesys Metric Name
Total Time In Non ACD Calls (totalNonACD)	Informiam.Total_Inbound_Status_Voice_Time
Total Time In Outbound Calls (totalOutbound)	Informiam.Total_Outbound_Status_Voice_Time
TotalWrapTime (tacw)	Informiam.Total_ACW_Time

Web Chat

Source Metric Name	Genesys Metric Name
ChatInProcess (wInProc)	Informiam.Chat_InProcessing
ChatAccepted (wAcpt)	Informiam.Chat_Accepted
ChatRejected (wRjct)	Informiam.Chat_Total_Rejected
ChatTimedOut (wTO)	Informiam.Chat_Total_TimedOut
ChatTransferred (wTxfrs)	Informiam.Chat_Total_Transferred
ChatHandled (wH)	Informiam.Chat_Total_Handled
ChatOffered (wOffered)	Informiam.Chat_Total_Offered
ChatHandleTime (wHT)	Informiam.Chat_Total_HandleTime

Email

Source Metric Name	Genesys Metric Name
EmailInProcess (eInProc)	Informiam.Email_InProcessing
EmailAccepted (eAcpt)	Informiam.Email_Accepted
EmailRejected (eRjct)	Informiam.Email_Total_Rejected
EmailTimedOut (eTO)	Informiam.Email_Total_TimedOut
EmailTransferred (eTxfrs)	Informiam.Email_Total_Transferred
EmailHandled (eH)	Informiam.Email_Total_Handled
EmailOffered (eOffered)	Informiam.Email_Total_Offered
EmailHandleTime (eHT)	Informiam.Email_Total_HandlingTime