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Performance Management Advisors Metrics Reference Guide

FA Stat Server Metrics

12/16/2025

FA Stat Server Metrics

The following Table lists Stat Server metrics. Unlike other Genesys Reporting applications and tools, when you change the stat type in the Stat Server configuration, that does not change the corresponding source metric behavior in Advisors. The Advisors source metric definitions are stored in the GENESYS_SS_SOURCE_METRICS Platform database table. You must edit the definitions in that database table if you require an update.

Metric ID	Stat Server Metric Name	Definition	Conversion Type
1	Informiam.AverHandleStatusTime	Category=AverageTime MainMask=CallInbound, CallOutbound, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces RelMask=CallInbound, CallOutbound Subject=AgentStatus	None
2	Informiam.AverTalkStatusTime	Category=AverageTime MainMask=CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces RelMask=CallInbound, CallOutbound Subject=AgentStatus	None
3	Informiam.CallsAnswered	Category=TotalNumber MainMask=CallAnsweredInbound, CallAnsweredUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction	None
4	Informiam.CallsOffered	Category=TotalNumber MainMask=CallAnsweredInbound, CallAnsweredUnknown, CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction	None
5	Informiam.CurrAgentsLoggedIn	Category=CurrentNumber MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
6	Informiam.Current_Calls_	Category=CurrentNumber	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
	Inbound	Description=Current number of inbound calls being handled. MainMask=CallInbound Objects=Agent, GroupAgents, GroupPlaces, Place Subject=AgentStatus	
7	Informiam.Current_Calls_Other	Category=CurrentNumber MainMask=CallUnknown, CallInternal, CallConsult Objects=Agents, GroupAgents, GroupPlaces Subject=AgentStatus	None
8	Informiam.Current_Calls_Outbound	Category=CurrentNumber Description=Current number of outbound calls being handled. MainMask=CallOutbound Objects=Agent, GroupAgents, GroupPlaces, Place Subject=AgentStatus	None
9	Informiam.CurrentAgentState	Category=CurrentState MainMask=* Objects=Agent Subject=AgentStatus	agentStateMapping
10	Informiam.CurrentReadyAgents	Category=CurrentNumber MainMask=*, ~NotReadyForNextCall, ~EngagedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
11	Informiam.CurrMaxCallWaiting Time	Category=CurrentMaxTime MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction	None
12	Informiam.CurrNumberACW Statuses	Category=CurrentNumber MainMask=AfterCallWork Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
13	Informiam.CurrNumberHold Statuses	Category=CurrentNumber MainMask=CallOnHold Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
14	Informiam.CurrNumberNotReadyStatuses	Category=CurrentNumber MainMask=NotReadyForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
15	Informiam.CurrNumberReadyStatuses	Category=CurrentNumber MainMask=WaitForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
16	Informiam.CurrNumberWaitingCalls	Category=CurrentNumber Description=Current Number of calls waiting in Queue Formula=DCID MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction	None
91	Informiam.CurrentNumberHandling	Category=CurrentNumber MainMask=CallInbound, CallInternal, Call Consult, CallUnknown, CallOnHold, CallOutbound Objects=Agent, GroupAgents Subject=AgentStatus	None
17	Informiam.CurrTotalLoginTime	Category=CurrentContinuousTime MainMask=*, ~LoggedOut Objects=Agent Subject=AgentStatus	None
18	Informiam.Calls_Received_Inbound	Category=TotalNumber MainMask=CallInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=Action Media Type=Voice	None
109	Informiam.Login_Timestamp	Category=CurrentContinuousTime MainMask=*, ~LoggedOut Objects=Agent Subject=AgentStatus	Timestamp
105	Informiam.Longest_ACWCall	Category=MaxTime MainMask=AfterCallWork Objects=Agent Subject=DNAAction	None
19	Informiam.LongestAvailability	Category=CurrentMaxTime	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		MainMask=WaitForNextCall Objects=GroupAgents Subject=AgentStatus	
102	Informiam.Longest_Call	Category=MaxTime MainMask=CallInbound, CallUnknown Objects=Agent Subject=DNAAction	None
107	Informiam.Reason_Code	Category=CurrentStateReasons MainMask=* Objects=Agent Subject=DNAAction	ReasonCode
20	Informiam.ServiceLevelAbandon	Category=TotalNumberInTimeRange MainMask=CallAbandoned Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction	None
21	Informiam.ServiceLevel Answered	Category=TotalNumberInTimeRange MainMask=CallAnswered Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction	None
22	Informiam.ServiceLevelCallsOnHoldCurrent	Category=CurrentNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction	None
23	Informiam.ServiceLevelCallsOnHoldTotal	Category=TotalNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction	None
100	Informiam.Time_CurrState	Category=CurrentTime MainMask=* Objects=Agent Subject=AgentStatus	None
106	Informiam.Total_ACW_CallsInTimeRange	Category=TotalNumberInTimeRange MainMask=AfterCallWork Objects=Agent Subject=DNAAction	None
112	Informiam.Interactions_ProcessingTimeRange	Category=TotalNumberInTimeRange	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		MainMask=CallInbound Objects=Agent Subject=Action	
24	Informiam.Total_ACW_Time	Category=TotalTime MainMask=AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	None
90	Informiam.TotalNumberACW	Category=TotalNumber MainMask=AfterCallWork Objects=Agent, GroupAgents Subject=DNAction MediaType=voice	None
500	Informiam.Total_Inbound_ACW_Voice_Time1	Category=TotalAdjustedTime MainMask=AfterCallWorkInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice	None
501	Informiam.Total_Outbound_ACW_Voice_Time1	Category=TotalAdjustedTime MainMask=AfterCallWorkOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice	None
502	Informiam.Total_Time_Other_ACW_Voice_Time1	Category=TotalAdjustedTime MainMask=AfterCallWorkUnknown, AfterCallWorkInternal, AfterCallWorkConsult Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice	None
503	Informiam.Total_All_ACW_Voice_Time1	Category=TotalAdjustedTime MainMask=AfterCallWorkInbound, AfterCallWorkUnknown, AfterCallWorkInternal, AfterCallWorkConsult,AfterCallWorkOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice	None
25	Informiam.Total_Calls_Abandoned	Category=TotalNumber Description=Total number of new calls abandoned MainMask=CallAbandonedFromRingingInbound,	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		CallAbandonedFromRingingUnknown, CallAbandonedInbound, CallAbandonedUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAAction	
26	Informiam.Total_Calls_Answered	Category=TotalNumber Description=Total number of new calls answered Formula=DCID MainMask=CallAnsweredInbound, CallAnsweredUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAAction	None
27	Informiam.Total_Calls_Inbound	Category=TotalNumber Description=Total number of new calls distributed Formula=DCID MainMask=CallEnteredInbound, CallEnteredUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAAction	None
108	Informiam.Total_Calls_On_Hold	Category=TotalNumber MainMask=CallOnHold Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction	None
101	Informiam.Total_Calls_Transferred	Category=TotalNumber MainMask=CallTransferMade Objects=Agent Subject=Action	None
104	Informiam.Total_Handle_Time	Category=TotalTime MainMask= CallInbound, CallInternal, CallConsult, CallUnknown, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction	None
505	Informiam.Total_Number_Inbound_Unknown_Voice_Calls1	Category=TotalNumber MainMask=CallInbound, CallUnknown Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction MediaType=voice	None
506	Informiam.Total_Number_	Category=TotalNumber	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
	Outbound_Voice_Calls1	MainMask=CallOutbound Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction MediaType=voice	
507	Informiam.Total_Number_ Consult_Calls1	Category=TotalNumber MainMask=CallConsult Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction	None
508	Informiam.Total_Number_ Internal_Voice_Calls1	Category=TotalNumber MainMask=CallInternal Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction MediaType=voice	None
509	Informiam.Total_Inbound_ Status_Voice_Time1	Category=TotalTime MainMask=CallInbound, CallUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice	None
510	Informiam.Total_Outbound_ Status_Voice_Time1	Category=TotalTime MainMask=CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice	None
511	Informiam.Total_Consult_Status_ Time1	Category=TotalTime MainMask=CallConsult Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus	None
512	Informiam.Total_Internal_Status_ voice_Time1	Category=TotalTime MainMask=CallInternal Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice	None
28	Informiam.Total_Talk_Time	Category=TotalTime MainMask=CallInbound, CallUnknown, CallConsult, CallInternal Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		MediaType=voice	
29	Informiam.Total_Time_To_Answer	Category=TotalTime Description=Total time to answer MainMask=CallAnswered Objects=GroupQueues,Queue,RoutePoint Subject=DNAAction	None
30	Informiam.Total_Time_To_Answer_Agents	Category=TotalTime MainMask=OrigDNCallWait Objects= GroupAgents, GroupPlaces Subject=DNAAction	None
31	Informiam.Total_Time_Waiting_In_Queue	Category=CurrentTime Description=Total time for calls waiting in queue MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint Subject=DNAAction	None
32	Informiam.Utilization	Category=RelativeTime MainMask=CallInbound, CallOutbound, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces RelMask=*, ~NotReadyForNextCall, ~LoggedOut Subject=AgentStatus	None
80	Informiam.Total_LoggedIn_Time	Category=TotalTime MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
306	Informiam.Total_LoggedIn_Voice_Time	Category=TotalTime MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice	None
504	Informiam.Total_Ready_Status_Time	Category=TotalTime MainMask=WaitForNextCall Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
81	Informiam.Total_NotReadyTime	Category=TotalTime MainMask=NotReadyForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
89	Informiam.TotalTalkAndHoldTime	Category=TotalTime MainMask=CallInbound, CallConsult, CallUnknown, CallInternal Objects=Agent, GroupAgents, Place, GroupPlaces Subject=DNAAction MediaType=voice	None
	Informiam.TotalTimeInteractionsHandled	Category=TotalTime MainMask=CallInbound, CallInternal, Call Consult, CallUnknown, CallOnHold Objects=Agent, GroupAgents Subject=AgentStatus	
82	Informiam.Queue_Calls_Handled	Category=TotalNumber MainMask=CallReleased Objects=Queue, GroupQueues, RoutePoint Subject=DNAAction	None
83	Informiam.Queue_Talk_Time	Category=TotalTime MainMask=CallReleased Objects=Queue, GroupQueues, RoutePoint Subject=DNAAction	None
84	Informiam.Queue_Handle_Time	Category=TotalTime MainMask=CallReleased, ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAAction	None
85	Informiam.Queue_After_Call_Work_Time	Category=TotalTime MainMask= ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAAction	None
86	Informiam.CurrentAgentMembersLoggedIn	Category=CurrentState MainMask=LoggedIn Objects=GroupAgents Subject=DNAAction	addAgentsToGroup
308	Informiam.CurrAgents	Category=CurrentNumber	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
	_LoggedIn_Voice	MainMask=LoggedIn Objects=Agent, GroupAgents Subject=DNAAction MediaType=voice	
87	Informiam.Queue_Outbound_Calls	Category=TotalNumber MainMask=CallEnteredOutbound Objects=Queue, GroupQueues, RoutePoint Subject= DNAAction	None
88	Informiam.Queue_ExpectedWait_Time	Category=ExpectedWaitTime MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint RelMask=CallDistributed, CallAbandoned Subject=DNAAction	None