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# Performance Management Advisors Metrics Reference Guide

Queue Metrics and Agent Stats

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# Queue Metrics and Agent Stats

This section contains Tables of queue metrics and agent statistics.

## Queue Metrics

The following Table lists queue metrics, and maps Advisors metrics to Stat Server metrics.

| Advisors Metric        | Stat Server Metric                | Time Profile        | Time Range | Filtered |
|------------------------|-----------------------------------|---------------------|------------|----------|
| ACWTimeHalf            | Informiam.Queue_AfterCallWorkTime | Last30MinsGrowing   | N/A        | Yes      |
| ACWTimeTo5             | Informiam.Queue_AfterCallWorkTime | Last5Mins           | N/A        | Yes      |
| ACWTimeToday           | Informiam.Queue_AfterCallWorkTime | OneDay              | N/A        | Yes      |
| AnswerWaitTimeHalf     | Informiam.Total_Time_ToAnswer     | Last30MinsGrowing   | N/A        | Yes      |
| AnswerWaitTimeTo5      | Informiam.Total_Time_ToAnswer     | Last5Mins           | N/A        | Yes      |
| AnswerWaitTimeToday    | Informiam.Total_Time_ToAnswer     | OneDay              | N/A        | Yes      |
| CallsAnswered<br>Half  | Informiam.Total_Calls_Answered    | Last30MinsGrowing   | N/A        | Yes      |
| CallsAnsweredTo5       | Informiam.Total_Calls_Answered    | Last5Mins           | N/A        | Yes      |
| CallsAnswered<br>Today | Informiam.Total_Calls_Answered    | OneDay              | N/A        | Yes      |
| CallsClearedTo5        | Informiam.TotalCalls_Cleared      | Last5Mins           | N/A        | Yes      |
| CallsClearedHalf       | Informiam.TotalCalls_Cleared      | Last30Mins, Growing | N/A        | Yes      |
| CallsCleared<br>Today  | Informiam.TotalCalls_Cleared      | OneDay, Growing     | N/A        | Yes      |
| CallsEnteredHalf       | Informiam.TotalCalls_Entered      | Last30Mins          | N/A        | Yes      |
| CallsHandledHalf       | Informiam.Queue_Calls_Handled     | Last30MinsGrowing   | N/A        | Yes      |
| CallsHandledTo5        | Informiam.Queue_Calls_Handled     | Last5Mins           | N/A        | Yes      |
| CallsHandled<br>Today  | Informiam.Queue_Calls_Handled     | OneDay              | N/A        | Yes      |
| CallsOfferedHalf       | Informiam.Total_Calls_Offered     | Last30MinsGrowing   | N/A        | Yes      |
| CallsOfferedTo5        | Informiam.Total_Calls_Offered     | Last5Mins           | N/A        | Yes      |
| CallsOffered           | Informiam.Total_Calls_Offered     | OneDay              | N/A        | Yes      |

| Advisors Metric            | Stat Server Metric                | Time Profile         | Time Range     | Filtered |
|----------------------------|-----------------------------------|----------------------|----------------|----------|
| Today                      |                                   |                      |                |          |
| CallsOutTo5                | Informiam.Queue_OutTo5            | Last 5 Mins          | N/A            | Yes      |
| CallsOutHalf               | Informiam.Queue_OutTo5            | Last 30 Mins Growing | N/A            | Yes      |
| CallsOutToday              | Informiam.Queue_OutTo5            | One Day              | N/A            | Yes      |
| ExpectedDelay              | Informiam.Queue_ExpectedWait_Time | Last 5 Mins          | N/A            | Yes      |
| HandleTimeHalf             | Informiam.Queue_HandleTime        | Last 30 Mins Growing | N/A            | Yes      |
| HandleTimeTo5              | Informiam.Queue_HandleTime        | Last 5 Mins          | N/A            | Yes      |
| HandleTime<br>Today        | Informiam.Queue_HandleTime        | One Day              | N/A            | Yes      |
| RouterCalls<br>AbandQHalf  | Informiam.Total_Calls_AbandQ      | Last 30 Mins Growing | N/A            | Yes      |
| RouterCalls<br>AbandQTo5   | Informiam.Total_Calls_AbandQ      | Last 5 Mins          | N/A            | Yes      |
| RouterCalls<br>AbandQToday | Informiam.Total_Calls_AbandQ      | One Day              | N/A            | Yes      |
| RouterCallsQ<br>Now        | Informiam.CurrNumberWaitingCalls  | Waiting Default      | N/A            | Yes      |
| RouterCallsQ<br>NowTime    | Informiam.Total_Time_Waiting      | Waiting Default      | N/A            | Yes      |
| RouterLongest<br>CallQ     | Informiam.CurrMaxCallWaitingTime  | Waiting Default      | N/A            | Yes      |
| ServiceLevel<br>AbandHalf  | Informiam.ServiceLevelAbandQ      | Last 30 Mins Growing | LessThan20Secs | Yes      |
| ServiceLevel<br>AbandTo5   | Informiam.ServiceLevelAbandQ      | Last 5 Mins          | LessThan20Secs | Yes      |
| ServiceLevel<br>AbandToday | Informiam.ServiceLevelAbandQ      | One Day              | LessThan20Secs | Yes      |
| ServiceLevel<br>CallsHalf  | Informiam.ServiceLevelCalls       | Last 30 Mins Growing | LessThan20Secs | Yes      |
| ServiceLevel               | Informiam.ServiceLevelCalls       | Last 5 Mins          | LessThan20Secs | Yes      |

| Advisors Metric                   | Stat Server Metric                     | Time Profile         | Time Range            | Filtered |
|-----------------------------------|----------------------------------------|----------------------|-----------------------|----------|
| CallsTo5                          |                                        |                      |                       |          |
| ServiceLevel<br>CallsToday        | Informiam.ServiceLevelCallsToday       | QueueAnswered        | LessThan20Secs        | Yes      |
| ServiceLevel<br>CallsOnHoldHalf   | Informiam.ServiceLevelCallsOnHoldHalf  | QueueOnHoldTotal     | GreaterThan20<br>Secs | Yes      |
| ServiceLevel<br>CallsOnHoldTo5    | Informiam.ServiceLevelCallsOnHoldTo5   | QueueOnHoldTotal     | GreaterThan20<br>Secs | Yes      |
| ServiceLevel<br>CallsOnHold Today | Informiam.ServiceLevelCallsOnHoldToday | QueueOnHoldTotal     | GreaterThan20<br>Secs | Yes      |
| ServiceLevel<br>CallsQHeld        | Informiam.ServiceLevelCallsQHeld       | QueueOnHoldCurrent   | GreaterThan20<br>Secs | Yes      |
| TalkTimeHalf                      | Informiam.Queue_TalkTimeHalf           | QueueTalkTimeGrowing | N/A                   | Yes      |
| TalkTimeTo5                       | Informiam.Queue_TalkTimeTo5            | QueueTalkTime        | N/A                   | Yes      |
| TalkTimeToday                     | Informiam.Queue_TalkTimeToday          | QueueTalkTime        | N/A                   | Yes      |

## Agent Statistics

The following Table lists agent statistics.

| Advisors Metric | Stat Server Metric                    | Time Profile     | Filtered |
|-----------------|---------------------------------------|------------------|----------|
| AgentState      | Informiam.CurrentAgentState           | CollectorDefault | No       |
| DateTimeLogin   | Informiam.Informiam.CurrentAgentLogin | CollectorDefault | No       |