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# Performance Management Advisors Metrics Reference Guide

Stat Server Metrics

5/11/2025

# 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<br>MainMask=CallInbound, CallOutbound, AfterCallWork<br>Objects=Agent, Place, GroupAgents, GroupPlaces<br>RelMask=CallInbound, CallOutbound<br>Subject=AgentStatus                            | None            |
| 2         | Informiam.AverTalkStatusTime   | Category=AverageTime<br>MainMask=CallInbound, CallOutbound<br>Objects=Agent, Place, GroupAgents, GroupPlaces<br>RelMask=CallInbound, CallOutbound<br>Subject=AgentStatus                                           | None            |
| 3         | Informiam.CallsAnswered        | Category=TotalNumber<br>MainMask=CallAnsweredInbound, CallAnsweredUnknown<br>Objects=Agent, Place, GroupAgents, GroupPlaces<br>Subject=DNAAction                                                                   | None            |
| 4         | Informiam.CallsOffered         | Category=TotalNumber<br>MainMask=CallAnsweredInbound, CallAnsweredUnknown, CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown<br>Objects=Agent, Place, GroupAgents, GroupPlaces<br>Subject=DNAAction | None            |
| 5         | Informiam.CurrAgentsLoggedIn   | Category=CurrentNumber<br>MainMask=*, ~LoggedOut, ~NotMonitored<br>Objects=GroupAgents, GroupPlaces<br>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.<br>MainMask=CallInbound<br>Objects=Agent, GroupAgents, GroupPlaces, Place<br>Subject=AgentStatus   |                   |
| 7         | Informiam.Current_Calls_Other     | Category=CurrentNumber<br>MainMask=CallUnknown, CallInternal, CallConsult<br>Objects=Agents, GroupAgents, GroupPlaces<br>Subject=AgentStatus                  | None              |
| 8         | Informiam.Current_Calls_Outbound  | Description=Current number of outbound calls being handled.<br>MainMask=CallOutbound<br>Objects=Agent, GroupAgents, GroupPlaces, Place<br>Subject=AgentStatus | None              |
| 9         | Informiam.CurrentAgentState       | Category=CurrentState<br>MainMask=*<br>Objects=Agent<br>Subject=AgentStatus                                                                                   | agentStateMapping |
| 10        | Informiam.CurrentReadyAgents      | Category=CurrentNumber<br>MainMask=*, ~NotReadyForNextCall, ~EngagedOut, ~NotMonitored<br>Objects=GroupAgents, GroupPlaces<br>Subject=AgentStatus             | None              |
| 11        | Informiam.CurrMaxCallWaiting Time | Category=CurrentMaxTime<br>MainMask=CallWait<br>Objects=Queue, RoutePoint, GroupQueues<br>Subject=DNAAction                                                   | None              |
| 12        | Informiam.CurrNumberACW Statuses  | Category=CurrentNumber<br>MainMask=AfterCallWork<br>Objects=GroupAgents, GroupPlaces<br>Subject=AgentStatus                                                   | None              |
| 13        | Informiam.CurrNumberHold Statuses | Category=CurrentNumber<br>MainMask=CallOnHold<br>Objects=GroupAgents, GroupPlaces<br>Subject=AgentStatus                                                      | None              |

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

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

| Metric ID | Stat Server Metric Name             | Definition                                                                                                                                                                                                                                                                     | Conversion Type |
|-----------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
|           |                                     | MainMask=CallInbound<br>Objects=Agent<br>Subject=Action                                                                                                                                                                                                                        |                 |
| 24        | Informiam.Total_ACW_Time            | Category=TotalTime<br>MainMask=AfterCallWork<br>Objects=Agent, Place,<br>GroupAgents, GroupPlaces<br>Subject=DNAAction                                                                                                                                                         | None            |
| 90        | Informiam.TotalNumberACW            | Category=TotalNumber<br>MainMask=AfterCallWork<br>Objects=Agent, GroupAgents<br>Subject=DNAAction<br>MediaType=voice                                                                                                                                                           | None            |
| 25        | Informiam.Total_Calls_<br>Abandoned | Category=TotalNumber<br>Description=Total number of<br>new calls abandoned<br>MainMask=CallAbandonedFromRingingInbound,<br>CallAbandonedFromRingingUnknown,<br>CallAbandonedInbound,<br>CallAbandonedUnknown<br>Objects=GroupQueues,<br>Queue, RoutePoint<br>Subject=DNAAction | None            |
| 26        | Informiam.Total_Calls_Answered      | Category=TotalNumber<br>Description=Total number of<br>new calls answered<br>Formula=DCID<br>MainMask=CallAnsweredInbound,<br>CallAnsweredUnknown<br>Objects=GroupQueues,<br>Queue, RoutePoint<br>Subject=DNAAction                                                            | None            |
| 312       | Informiam.TotalCalls_Cleared        | Category=TotalNumber<br>Description=Number of calls<br>that cannot be distributed,<br>because the queue is full.<br>MainMask=CallCleared<br>Objects=Queue, GroupQueue<br>Subject=DNAAction                                                                                     | None            |
| 313       | Informiam.TotalCalls_Entered        | Category=TotalNumber<br>MainMask=CallEntered<br>Objects=Queue, GroupQueue<br>Subject=DNAAction<br>MediaType=Voice                                                                                                                                                              | None            |
| 27        | Informiam.Total_Calls_Inbound       | Category=TotalNumber<br>Description=Total number of<br>new calls distributed                                                                                                                                                                                                   | None            |

| Metric ID | Stat Server Metric Name                   | Definition                                                                                                                                                                               | Conversion Type |
|-----------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
|           |                                           | Formula=DCID<br>MainMask=CallEnteredInbound,<br>CallEnteredUnknown<br>Objects=GroupQueues,<br>Queue, RoutePoint<br>Subject=DNAction                                                      |                 |
| 108       | Informiam.Total_Calls_On_Hold             | Category=TotalNumber<br><br>MainMask=CallOnHold<br>Objects=Agent, Place,<br>GroupAgents, GroupPlaces<br>Subject=DNAction                                                                 | None            |
| 101       | Informiam.Total_Calls_<br>Transferred     | Category=TotalNumber<br><br>MainMask=CallTransferMade<br>Objects=Agent<br>Subject=Action                                                                                                 | None            |
| 104       | Informiam.Total_Handle_Time               | Category=TotalTime<br><br>MainMask= CallInbound,<br>CallInternal, CallConsult,<br>CallUnknown, AfterCallWork<br>Objects=Agent, Place,<br>GroupAgents, GroupPlaces<br>Subject=DNAction    | None            |
| 28        | Informiam.Total_Talk_Time                 | Category=TotalTime<br><br>MainMask=CallInbound,<br>CallUnknown, CallConsult,<br>CallInternal<br>Objects=Agent, Place,<br>GroupAgents, GroupPlaces<br>Subject=DNAction<br>MediaType=voice | None            |
| 29        | Informiam.Total_Time_To_<br>Answer        | Category=TotalTime<br><br>Description=Total time to<br>answer<br>MainMask=CallAnswered<br>Objects=GroupQueues,Queue,RoutePoint<br>Subject=DNAction                                       | None            |
| 30        | Informiam.Total_Time_To_<br>Answer_Agents | Category=TotalTime<br><br>MainMask=OrigDNCallWait<br>Objects= GroupAgents,<br>GroupPlaces<br>Subject=DNAction                                                                            | None            |
| 31        | Informiam.Total_Time_Waiting_Calls        | Category=CurrentTime<br><br>Description=Total time for<br>calls waiting in queue<br>MainMask=CallWait<br>Objects=GroupQueues,<br>Queue, RoutePoint                                       | None            |

| Metric ID | Stat Server Metric Name                | Definition                                                                                                                                                                                         | Conversion Type |
|-----------|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
|           |                                        | Subject=DNAction                                                                                                                                                                                   |                 |
| 32        | Informiam.Utilization                  | Category=RelativeTime<br>MainMask=CallInbound, CallOutbound, AfterCallWork<br>Objects=Agent, Place, GroupAgents, GroupPlaces<br>RelMask=*, ~NotReadyForNextCall, ~LoggedOut<br>Subject=AgentStatus | None            |
| 80        | Informiam.Total_LoggedIn_Time          | Category=TotalTime<br>MainMask=*, ~LoggedOut, ~NotMonitored<br>Objects=GroupAgents, GroupPlaces<br>Subject=AgentStatus                                                                             | None            |
| 306       | Informiam.Total_LoggedIn_Voice_Time    | Category=TotalTime<br>MainMask=*, ~NotMonitored<br>Objects=Agents, GroupAgents, GroupPlaces<br>Subject=DNStatus<br>MediaType=voice                                                                 | None            |
| 81        | Informiam.Total_NotReadyTime           | Category=TotalTime<br>MainMask=NotReadyForNextCall<br>Objects=GroupAgents, GroupPlaces<br>Subject=AgentStatus                                                                                      | None            |
| 89        | Informiam.TotalTalkAndHoldTime         | Category=TotalTime<br>MainMask=CallInbound, CallConsult, CallUnknown, CallInternal<br>Objects=Agent, GroupAgents, Place, GroupPlaces<br>Subject=DNAction<br>MediaType=voice                        | None            |
|           | Informiam.TotalTimeInteractionsHandled | Category=TotalTime<br>MainMask=CallInbound, CallInternal, Call Consult, CallUnknown, CallOnHold<br>Objects=Agent, GroupAgents<br>Subject=AgentStatus                                               |                 |
| 82        | Informiam.Queue_Calls_Handled          | Category=TotalNumber<br>MainMask=CallReleased<br>Objects=Queue, GroupQueues, RoutePoint<br>Subject=DNAction                                                                                        | None            |

| Metric ID | Stat Server Metric Name                   | Definition                                                                                                                                                    | Conversion Type  |
|-----------|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 83        | Informiam.Queue_Talk_Time                 | Category=TotalTime<br>MainMask=CallReleased<br>Objects=Queue,<br>GroupQueues, RoutePoint<br>Subject=DNAAction                                                 | None             |
| 84        | Informiam.Queue_Handle_Time               | Category=TotalTime<br>MainMask=CallReleased,<br>ACWCompleted<br>Objects=Queue,<br>GroupQueues, RoutePoint<br>Subject=DNAAction                                | None             |
| 85        | Informiam.Queue_After_Call<br>Work_Time   | Category=TotalTime<br>MainMask= ACWCompleted<br>Objects=Queue,<br>GroupQueues, RoutePoint<br>Subject=DNAAction                                                | None             |
| 86        | Informiam.CurrentAgent<br>MembersLoggedIn | Category=CurrentState<br>MainMask=LoggedIn<br>Objects=GroupAgents<br>Subject=DNAAction                                                                        | addAgentsToGroup |
| 308       | Informiam.CurrAgents<br>_LoggedIn_Voice   | Category=CurrentNumber<br>MainMask=LoggedIn<br>Objects=Agent, GroupAgents<br>Subject=DNAAction<br>MediaType=voice                                             | None             |
| 87        | Informiam.Queue_Outbound<br>Calls         | Category=TotalNumber<br>MainMask=CallEnteredOutbound<br>Objects=Queue,<br>GroupQueues, RoutePoint<br>Subject= DNAAction                                       | None             |
| 88        | Informiam.Queue_Expected<br>Wait_Time     | Category=ExpectedWaitTime<br>MainMask=CallWait<br>Objects=GroupQueues,<br>Queue, RoutePoint<br>RelMask=CallDistributed,<br>CallAbandoned<br>Subject=DNAAction | None             |