GENESYS™

Performance Management Advisors Metrics Reference Guide

Pulse Advisors 8.1.5

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Performance Management Advisors Metrics Reference Guide

This document contains the tables of metrics associated with Performance Management Advisors Frontline Advisor, Contact Center Advisor, and Workforce Advisor.

Frontline Advisor

The Tables in this section give descriptions and definitions of Frontline Advisor metrics.

FA State Source Metrics

The following tables show the list of source metrics populated by the data contributor(s). These tables also show how the source metrics are populated from the Genesys platform.
The format for the login timestamp is locale specific.
For English it is HH12:MI:SS AM MM/DD/YYYY.
For German it is HH24:MI:SS DD/MM/YYYY.

Source Metrics Retrieved for Each Agent

The source metrics in the following Table all relate to stored procedure FA_Update_State_Source_Metric.
Current Skill Group and Call Type metrics are available only in the Cisco environment.

Source Metric Name	Description
CurrentState (state)	The current state of the agent.
LoginTime (loginT)	The login timestamp for an agent.
TimeInCurrentState (stateT)	The time the agent has been in the current state.
ReasonCode (rcode)	Any reasons attached to the current state of the agent.
Current Skill Group (sg)	Current skill group of the agent
Call Type (service)	Call type

Genesys Adapter Statistic Template Definitions for State Metrics

The statistic template definitions in the following Table all have the Current time profile as their default.

Source Metric Name	Genesys Metric Name
CurrentState	Informiam.CurrentAgentState
LoginTime	Informiam.Login_Timestamp
TimeInCurrentState	Informiam.Time_CurrState
ReasonCode	Informiam.Reason_Code

Each of the statistic templates defined above specifies the following values:
DBAppSpecificIdColumnName: stateMetricId

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 (ltt)	The longest talk time of calls handled by the agent in the last xx minutes.	None
LongestWrapTime (lacw)	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 (lacw)	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

FA Rule Source Metrics

The rule source metrics in the following Table are retrieved for each agent, and they all relate to stored procedure FA_Update_Rule_Source_Metric.

Source Metric Name	Description
Rule 1 – Number of Short Calls (too few)	Number of calls handled in the last xx minutes where the talk time of the call was less than a certain amount of time.
Rule 2 – Number of Short Calls (too many)	Number of calls handled in the last xx minutes where the talk time of the call was less than a certain amount of time.
Rule 3 – Number of Long Calls (too few)	Number of calls handled in the last xx minutes where the talk time of the call was more than a certain amount of time.
Rule 4 – Number of Long Calls (too many)	Number of calls handled in the last xx minutes where the talk time of the call was more than a certain amount of time.
Rule 5 – Number of Short Wraps (too few)	Number of calls handled in the last xx minutes where the wrap time was less than a certain amount of time.
Rule 6 – Number of Short Wraps (too many)	Number of calls handled in the last xx minutes where the wrap time was less than a certain amount of time.
Rule 7 – Number of Long Wraps (too few)	Number of calls handled in the last xx minutes where the wrap time was more than a certain amount of time.
Rule 8 – Number of Long Wraps (too many)	Number of calls handled in the last xx minutes where the wrap time was more than a certain amount of time.
Rule 9 – Number of Calls Put On Hold (too few)	Number of calls put on hold in the last xx minutes.
Rule 10 – Number of Calls Put on Hold (too many)	Number of calls put on hold in the last xx minutes.
Rule 11 – Number of Calls Transferred (too few)	Number of calls transferred in the last xx minutes.
Rule 12 – Number of Calls Transferred (too many)	Number of calls transferred in the last xx minutes.

Genesys Statistic Template Definitions for Rule Source Metrics

The following Table shows Genesys Adapter statistic template definitions for rule source metrics.

Source Metric Name	Genesys Metric Name
Rule 1 – Number of Short Calls (too few)	Informiam.Interactions_Processed_inTRange
Rule 2 – Number of Short Calls (too many)	Informiam.Interactions_Processed_inTRange

Source Metric Name	Genesys Metric Name
Rule 3 – Number of Long Calls (too few)	Informiam.Interactions_Processed_inTRange
Rule 4 – Number of Long Calls (too many)	Informiam.Interactions_Processed_inTRange
Rule 5 – Number of Short Wraps (too few)	Informiam.Total_ACW_Calls_inTRange
Rule 6 – Number of Short Wraps (too many)	Informiam.Total_ACW_Calls_inTRange
Rule 7 – Number of Long Wraps (too few)	Informiam.Total_ACW_Calls_inTRange
Rule 8 – Number of Long Wraps (too many)	Informiam.Total_ACW_Calls_inTRange
Rule 9 – Number of Calls Put On Hold (too few)	Informiam.Total_Calls_On_Hold
Rule 10 – Number of Calls Put on Hold (too many)	Informiam.Total_Calls_On_Hold
Rule 11 – Number of Calls Transferred (too few)	Informiam.Total_Calls_Transferred
Rule 12 – Number of Calls Transferred (too many)	Informiam.Total_Calls_Transferred

Each of the statistic templates defined above specifies the following values:
DBAppSpecificIdColumnName: ruleId
For all the rule statistic templates, the default time range and default time profile are not defined. When a statistic based on a rule statistic template is issued, FA passes across both the time profile and the time range as overrides. These values are based on the settings of the rule for that particular agent.

UI Displayed Metrics

The tables in this section show the list of source metrics displayed on the user interface. This section also shows how some of the source metrics are translated into calculated metrics which are displayed on the UI. These metrics are defined in the FA_Threshold_Patterns and FA_State_Metrics tables for performance and state metrics respectively.

The Type column defines whether the metric is sourced directly from a source metric (raw), or whether it is calculated from a set of source metrics (calc). The Calculation column states the formula used to calculate the metric using the source metric value defined for the agent. The team and supervisor calculations are based on the source metric value defined for all the agents under the respective team or the supervisor

For multimedia metrics the metric internal names contain prefixes indicating the following:

- w —web chat

- e —e-mail

Multimedia metrics (e-mail & web chat) are available only in a Genesys environment.

Metrics for Agents

The following Tables show state and performance metrics (voice and multimedia) displayed for agents.

State Metrics Displayed for Agents

The following Table shows state metrics displayed for agents.

Metric Name	Type	Calculation
CurrentState (state)	Raw	N/A
LoginTime (loginT)	Raw	N/A
TimeInCurrentState (stateT)	Raw	N/A
ReasonCode (rcode)	Raw	N/A
Current Skill Group (sg)	Raw	N/A
*Call Type (service)	Raw	N/A

Agent ID and Alert State display in the Column Chooser with other agent state metrics, but they are not source metrics. Agent ID is part of the agent information fetched when FA loads the hierarchy. Alert Status is based on the number of rule violations for an agent.

The following agent state thresholds (which you can define in the Frontline Advisor Admin) are evaluated based on the CurrentState (state) and TimeInCurrentState (stateT) source metrics:

- AgentNotReady (ANR)

- AgentonHold (AOH)

- AgentReady (AR)

- AgentTalking (AT)

- AgentWorkNotReady (AWNR)

- AgentWorkReady (AWR)

There is not a one-to-one relationship between each agent state threshold and a source metric. The agent state thresholds apply only when the agent is in one of the preceding states. For example, when the agent is on hold, the AOH threshold is evaluated against the time the agent remains on hold. This contrasts with performance thresholds where there is a one-to-one association between threshold and metric. For example, you can specify thresholds for Average Handle Time (AHT) for an agent. That threshold is evaluated against the associated AHT source metric.

Performance Metrics Displayed for Agents

The following Table shows performance metrics (voice and multimedia) displayed for agents.

Voice

Metric Name	Type	Calculation
CallsHandled (nch)	Raw	N/A
CallsTransferred (nct)	Raw	N/A
LongestTalkTime (ltt)	Raw	N/A
LongestWrapTime (lacw)	Raw	N/A
% of Time in ACD Inbound (pctACDInbound)	Calc	100*totalACD/totalLoggedIn NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
% of Time in Non-ACD Inbound (pctNonACDInbound)	Calc	100*totalNonACD/totalLoggedIn NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
% of Time in Consult (pctConsult)	Calc	100*totalConsult/totalLoggedIn
% of Time in Internal (pctInternal)	Calc	100*totalInternal/totalLoggedIn
% of Time in Outbound (pctOutbound)	Calc	100*totalOutbound/totalLoggedIn
AverageHandleTime (aht)	Calc	Talk Time + Wrap Time + Hold Time
AverageTalkTime (att)	Calc	ttt/nch
AverageWrapTime (aacw)	Calc	tacw/nch
Consult Average Handle Time (avgConsult)	Calc	totalConsult/consultCalls

Metric Name	Type	Calculation
Inbound ACD Average Handle Time (avgACDInbound)	Calc	totalACD/ACDCalls NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
Inbound Non-ACD Average Handle Time (avgNonACDInbound)1	Calc	totalNonACD/nonACDCalls NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
Internal Average Handle Time (avgInternal)	Calc	totalInternal/internalCalls
Outbound Average Handle Time (avgOutbound)	Calc	totalOutbound/outboundCalls

Web Chat

Metric Name	Type	Calculation
ChatInProcess (wInProc)	Raw	N/A
ChatAccepted (wAcpt)	Raw	N/A
ChatRejected (wRjct)	Raw	N/A
ChatPercentageRejected (wRjctPct)	Calc	(wRjct)*100/(wOffered)
ChatTimedOut (wTO)	Raw	N/A
ChatPercentageTimedOut (wTOPct)	Calc	(wTO)*100/ (wOffered)
ChatTransferred (wTxfrs)	Raw	N/A
ChatHandled (wH)	Raw	N/A
ChatOffered (wOffered)	Raw	N/A
ChatHandleTime (wHT)	Raw	N/A
ChatAverageHandleTime (wAHT)	Calc	wHT/ wH

Email

Metric Name	Type	Calculation
EmailInProcess (eInProc)	Raw	N/A
EmailAccepted (eAcpt)	Raw	N/A
EmailRejected (eRjct)	Raw	N/A
EmailPercentageRejected (eRjctPct)	Calc	(eRjct)*100/(eOffered)
EmailTimedOut (eTO)	Raw	N/A
EmailPercentageTimedOut (eTOPct)	Calc	(eTO)*100/(eOffered)
EmailTransferred (eTxfrs)	Raw	N/A

Metric Name	Type	Calculation
EmailHandled (eH)	Raw	N/A
EmailOffered (eOffered)	Raw	N/A
EmailHandleTime (eHT)	Raw	N/A
EmailAverageHandleTime (eAHT)	Calc	eHT/ eH

Metrics for Teams and Supervisors

The following Tables show state and performance metrics for teams and supervisors.

State Metrics for Teams and Supervisors

Metric Name	Type	Calculation
AgentsInLoggedState (Logged)	Calc	COUNT(Agents in the team) where state=1 (Logged In)
AgentsInNotReadyState (Not Ready)	Calc	COUNT(Agents in the team) where state=113 (Not Ready)
AgentsInReadyState (Ready)	Calc	COUNT(Agents in the team) where state=115 (Ready)
AgentsInTalkingState (Talking)	Calc	COUNT(Agents in the team) where state=107 (Talking)
AgentsInAfterCallWorkState (Wrap)	Calc	COUNT(Agents in the team) where state=117 (After call work)
AgentsInHoldState (Hold)	Calc	COUNT(Agents in the team) where state=110 (Hold)
TotalNumberOfAgents (Total)	Calc	COUNT(Agents in the team)

Performance Metrics for Teams and Supervisors

The following Tables shows performance metrics (voice and multimedia) for teams and supervisors.

Voice

Metric Name	Type	Calculation (Using Source Metrics)
% of Time in ACD Inbound (pctACDInbound)	Calc	100*totalACD/totalLoggedIn NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
% of Time in Non-ACD Inbound (pctNonACDInbound)	Calc	100*totalNonACD/totalLoggedIn NOTE: Dependent on filtered agent-level metrics. This metric is disabled by

Metric Name	Type	Calculation (Using Source Metrics)
		default.
% of Time in Consult (pctConsult)	Calc	100*totalConsult/totalLoggedIn
% of Time in Internal (pctInternal)	Calc	100*totalInternal/totalLoggedIn
% of Time in Outbound (pctOutbound)	Calc	100*totalOutbound/total LoggedIn
CallsHandled (tnch)	Calc	SUM(nch)
CallsTransferred (tnct)	Calc	SUM(nct)
Consult Average Handle Time (avgConsult)	Calc	totalConsult/consultCalls
Inbound ACD Average Handle Time (avgACDInbound)	Calc	totalACD/ACDCalls NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
Inbound Non-ACD Average Handle Time (avgNonACDInbound)1	Calc	totalNonACD/nonACDCalls NOTE: Dependent on filtered agent-level metrics. This metric is disabled by default.
Internal Average Handle Time (avgInternal)	Calc	totalInternal/internalCalls
LongestTalkTime (tltt)	Calc	MAX(ltt)
LongestWrapTime (tlacw)	Calc	MAX(lacw)
Outbound Average Handle Time (avgOutbound)	Calc	totalOutbound/outboundCalls
AverageHandleTime (taht)	Calc	SUM(tht)/SUM(nch)
AverageTalkTime (tatt)	Calc	SUM(ttt)/SUM(nch)
AverageWrapTime (taacw)	Calc	SUM(tacw)/SUM(nch)

Web Chat

Metric Name	Type	Calculation (Using Source Metrics)
ChatInProcess (team_wInProc)	Calc	SUM(wInProc)
ChatAccepted (team_wAcpt)	Calc	SUM(wAcpt)
ChatRejected (team_wRjct)	Calc	SUM(wRjct)
ChatPercentageRejected (team_wRjctPct)	Calc	SUM(wRjct)*100/SUM(wOffered)
ChatTimedOut (team_wTO)	Calc	SUM(wTO)
ChatPercentageTimedOut (team_wTOPct)	Calc	SUM(wTO)*100/SUM(wOffered)

Metric Name	Type	Calculation (Using Source Metrics)
ChatTransferred (team_wTxfrs)	Calc	SUM(wTxfrs)
ChatHandled (team_wH)	Calc	SUM(wH)
ChatOffered (team_wOffered)	Calc	SUM(wOffered)
ChatHandleTime (team_wHT)	Calc	SUM(wHT)
ChatAverageHandleTime (team_wAHT)	Calc	SUM(wHT)/SUM(wH)

Email

Metric Name	Type	Calculation (Using Source Metrics)
EmailInProcess (team_eInProc)	Calc	SUM(eInProc)
EmailAccepted (team_eAcpt)	Calc	SUM(eAcpt)
EmailRejected (team_eRjct)	Calc	SUM(eRjct)
EmailPercentageRejected (team_eRjctPct)	Calc	SUM(eRjct)*100/SUM(eOffered)
EmailTimedOut (team_eTO)	Calc	SUM(eTO)
EmailPercentageTimedOut (team_eTOPct)	Calc	SUM(eTO)*100/SUM(eOffered)
EmailTransferred (team_eTxfrs)	Calc	SUM(eTxfrs)
EmailHandled (team_eH)	Calc	SUM(eH)
EmailOffered (team_eOffered)	Calc	SUM(eOffered)
EmailHandleTime (team_eHT)	Calc	SUM(eHT)
EmailAverageHandleTime (team_eAHT)	Calc	SUM(eHT)/SUM(eH)

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=DNAction	None
4	Informiam.CallsOffered	Category=TotalNumber MainMask=CallAnsweredInbound, CallAnsweredUnknown, CallAbandonedFromRingingInbound CallAbandonedFromRingingUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	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, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
11	Informiam.CurrMaxCallWaiting Time	Category=CurrentMaxTime MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	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.CurrNumberReady Statuses	Category=CurrentNumber MainMask=WaitForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
16	Informiam.CurrNumberWaiting Calls	Category=CurrentNumber Description=Current Number of calls waiting in Queue Formula=DCID MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
91	Informiam.CurrentNumber Handling	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=DNAction	None
19	Informiam.LongestAvailAgent	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=DNAction	None
107	Informiam.Reason_Code	Category= CurrentStateReasons MainMask=* Objects=Agent Subject=DNAction	ReasonCode
20	Informiam.ServiceLevelAband	Category=TotalNumberInTimeRange MainMask=CallAbandoned Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
21	Informiam.ServiceLevel Answered	Category=TotalNumberInTimeRange MainMask=CallAnswered Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
22	Informiam.ServiceLevelCallsOnHold_Current	Category=CurrentNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
23	Informiam.ServiceLevelCallsOnHold_Total	Category=TotalNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
100	Informiam.Time_CurrState	Category=CurrentTime MainMask=* Objects=Agent Subject=AgentStatus	None
106	Informiam.Total_ACW_Calls_InTRange	Category=TotalNumberInTimeRange MainMask=AfterCallWork Objects=Agent Subject=DNAction	None
112	Informiam.Interactions_Processed_InTRange	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,AfterCallWork Outbound 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=DNAction	
26	Informiam.Total_Calls_Answered	Category=TotalNumber Description=Total number of new calls answered Formula=DCID MainMask=CallAnsweredInbound, CallAnsweredUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAction	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=DNAction	None
108	Informiam.Total_Calls_On_Hold	Category=TotalNumber MainMask=CallOnHold Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	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=DNAction	None
505	Informiam.Total_Number_ Inbound_Unknown_Voice_Calls1	Category=TotalNumber MainMask=CallInbound, CallUnknown Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces Subject=DNAction 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=DNAction MediaType=voice	
507	Informiam.Total_Number_Consult_Calls1	Category=TotalNumber MainMask=CallConsult Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	None
508	Informiam.Total_Number_Internal_Voice_Calls1	Category=TotalNumber MainMask=CallInternal Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces Subject=DNAction 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=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=DNAction	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=DNAction	None
30	Informiam.Total_Time_To_ Answer_Agents	Category=TotalTime MainMask=OrigDNCallWait Objects= GroupAgents, GroupPlaces Subject=DNAction	None
31	Informiam.Total_Time_Waiting_Calls	Category=CurrentTime Description=Total time for calls waiting in queue MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint Subject=DNAction	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_NotReady Time	Category=TotalTime MainMask=NotReadyForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
89	Informiam.TotalTalkAnd HoldTime	Category=TotalTime MainMask=CallInbound, CallConsult, CallUnknown, CallInternal Objects=Agent, GroupAgents, Place, GroupPlaces Subject=DNAction MediaType=voice	None
	Informiam.TotalTime InteractionsHandled	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=DNAction	None
83	Informiam.Queue_Talk_Time	Category=TotalTime MainMask=CallReleased Objects=Queue, GroupQueues, RoutePoint Subject=DNAction	None
84	Informiam.Queue_Handle_Time	Category=TotalTime MainMask=CallReleased, ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAction	None
85	Informiam.Queue_After_Call Work_Time	Category=TotalTime MainMask= ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAction	None
86	Informiam.CurrentAgent MembersLoggedIn	Category=CurrentState MainMask=LoggedIn Objects=GroupAgents Subject=DNAction	addAgentsToGroup
308	Informiam.CurrAgents	Category=CurrentNumber	None

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

CCAdv and WA

The Tables in this section give descriptions and definitions of Frontline Advisor metrics.

CCAdv Application Voice and Alert

The following Table lists Contact Center Advisor application voice and alert metrics.

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
Abandoned Cabn	Number of calls abandoned while in queue or ringing.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Total_Calls_Abandoned > RouterCallsAbandQ	Cisco Services: CallsAbandQTo5 CallsAbandQHalf CallsAbandQToday Genesys/Cisco Call Types: RouterCallsAbandQTo5 RouterCallsAbandQHalf RouterCallsAbandQToday	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count
Abandoned % AbnPct	Percentage of calls abandoned while in queue or ringing.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Total_Calls_Abandoned > RouterCallsAbandQ Informiam.Total_Calls_Inbound > CallsOffered	Cisco Services: 100*(CallsAbandQTo5/ CallsOfferedTo5) 100*(CallsAbandQHalf/ CallsOfferedHalf) 100*(CallsAbandQToday/ CallsOfferedToday) Genesys/Cisco Call Types: 100*(RouterCallsAbandQTo5/ CallsOfferedTo5) 100*(RouterCallsAbandQHalf / CallsOfferedHalf) 100*(RouterCallsAbandQToday/ CallsOfferedToday)	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/ Daily (since midnight)	Above Percent
Acc% APCT	Accessibility % is a productivity metric that compares the total calls offered to answered.	Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Total_Calls_Answered > CallsAnswered Informiam.Total_Calls_Inbound > CallsOffered	100*(CallsAnsweredTo5 / CallsOfferedTo5) 100*(CallsAnsweredHalf / CallsOfferedHalf) 100*(CallsAnsweredToday / CallsOfferedToday)	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Below Percent
Ans CA	Number of inbound calls answered by agents.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Total_Calls_Answered > CallsAnswered	CallsAnsweredTo5 CallsAnsweredHalf CallsAnsweredToday	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A Count

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
AnsPlus Aband CaPlsCabn	Sum of the calls answered and abandoned.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Total_Calls_Answered > CallsAnswered Informiam.Total_Calls_Abandoned > RouterCallsAbandQ	Cisco Services: CallsAnsweredTo5+ CallsAbandQTo5 CallsAnsweredHalf+ CallsAbandQHalf CallsAnsweredToday+ CallsAbandQToday Genesys/Cisco Call Types: CallsAnsweredTo5+ RouterCallsAbandQTo5 CallsAnsweredHalf+ RouterCallsAbandQHalf CallsAnsweredToday+ RouterCallsAbandQToday	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count
Available AA	The number of agents currently in the ready state.	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	CurrentAgentState (= 115)	Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in AgentState = CISCO: 3 ("Ready") or Genesys: 115 ("WaitForNextCall")	Point in Time	Above Count
AvailVoice VoiceAA	The number of agents currently ready and waiting for next voice interaction.	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	Informiam.AgentCurrentTargetState > AgentVoiceReady	Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently ready for voice interactions. Genesys: AgentVoiceReady = 1 CISCO:	Point in Time	Above Count

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
				AgentState = 3		
Available% AvailPCT	Percentage of available agents over staffed.	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	AA (Available): AgentState=115 (WaitForNextCall) STF (Staffed): AgentState <>116(LoggedOut) and AgentState <>101(NotMonitored) and AgentState <>102(Monitored)	AA/STF *100	Point in Time	Above Percent
Average After Call Work (AvgACW) AvgACW	Average time in seconds spent on after-call work including entering data, filling out forms and making outbound calls necessary to complete the transaction.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Queue_AfterCallWork_Time > ACWTime Informiam.Queue_Calls_Handled > CallsHandled	Cisco: (HandleTimeTo5 - TalkTimeTo5 - HoldTimeTo5) / CallsHandledTo5 (HandleTimeHalf - TalkTimeHalf - HoldTimeHalf) / CallsHandledHalf (HandleTimeToday - TalkTimeToday - HoldTimeToday) / CallsHandledToday Genesys: For all unique agent groups related to the application(s) in scope: ACWTimeTo5 / CallsHandledTo5 ACWTimeHalf / CallsHandledHalf ACWTimeToday / CallsHandledToday	5 Min (rolling/ sliding); 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Seconds
Average Delay (AvgDly) AvgDL	Average delay in seconds for calls currently in queue.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.TotalTime_Waiting_ Calls > RouterCallsQNowTime Informiam.CurrNumber > RouterCallsQNow	Cisco Services: CallsQNowTime/ CallsQNow at by WaitingCalls Genesys/Cisco Call Types: RouterCallsQNow/	Point in Time	Above Seconds

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
				RouterCallsQNowTime		
Average Handle Time (AHT) AHT	Average handle time in seconds for calls.	Cisco ICM Services, Call Types, Cisco Services, Cisco Call Types Genesys Virtual Queues, Genesys Queues	Informiam.Queue_HandleTime > HandleTime Informiam.Queue_CallsHandled > CallsHandled	HandleTimeTo5 /CallsHandledTo5 HandleTimeHalf /CallsHandledHalf HandleTimeToday /CallsHandledToday	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Seconds
Average Speed to Answer (ASA) ASA	Average answer wait time in seconds for calls offered	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Total_Time_To_Answer > AnswerWaitTime Informiam.Total_Calls > CallsAnswered	AnswerWaitTimeTo5 / CallsAnsweredTo5 AnswerWaitTimeHalf CallsAnsweredHalf AnswerWaitTimeToday / CallsAnsweredToday	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Seconds
Average Talk Time (ATT) ATT	Average talk time in seconds for calls.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Queue_Talk_Time > TalkTime Informiam.Queue_CallsHandled > CallsHandled	TalkTimeTo5 / CallsHandledTo5 TalkTimeHalf / CallsHandledHalf TalkTimeToday / CallsHandledToday	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Seconds
Calls CIN	Number of incoming calls currently in progress. NOTE: When Genesys Queues/Virtual Queues or Cisco Call Types, this is calculated from the associated unique agent/ skill groups..	Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Current_Calls_Inbound > TalkingIn	Cisco Services: CallsInNow Genesys/Cisco Call Types: For all unique agent/skill groups related to the application(s) in scope: Sum (SGRT.TalkingIn)	Point in Time	Above Count
CallsCleared/ a_CallsCleared	Number of calls that cannot be distributed because the queue is full.	Genesys Virtual Queues	Informiam.TotalCalls_Cleared > CallsCleared	Cisco Services: N/A Cisco Call Types: N/A	5 Min (rolling/sliding), 30 Min (since start of current half-hour),	Above Count

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
	These calls negatively affect reachability and service level.			Genesys ACD Queues: N/A Genesys Virtual Queues: CallsClearedTo5 CallsClearedHalf CallsClearedToday	Today/Daily (since midnight)	
CallsProg CP_C	Number of inbound and outbound calls currently being handled.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Current Calls_Inbound > TalkingIn Informiam.Current_Calls_Outbound > TalkingOut	Cisco: CallsInProgress Genesys: For all unique agent groups related to the application(s) in scope: Sum (SGRT.TalkingIn + SGRT.TalkingOut)	Point in Time	N/A Count
DateTime DateTime	Date and time that this data last updated. Used to calculate longest queue and longest wait time.					
ExpDelay ED	Predicted delay in seconds for any new call added to the queue. This is valid only if no agents are available.	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues	Informiam.Queue_Expected_Wait_ Time > ExpectedDelay	Cisco Services/ Genesys Queues: ExpectedDelay Cisco Call Types: ((([CallsQNow]+1)*([HandleTime To5]/[CallsHandledTo5]))/([STF] -[NOT_READY_APP])	Point in Time	Above Seconds
Handle Time (HT) HT	Total handle time in seconds for calls.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Queue_Handle_Time > HandleTime	HandleTimeTo5 HandleTimeHalf HandleTimeToday	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Seconds
Handled CH	Number of calls handled.	Cisco ICM Skill Groups, Genesys Virtual Queues,	Informiam.Queue_Calls_Handled > CallsHandled	CallsHandledTo5, CallsHandledHalf CallsHandledToday	5 Min (rolling/ sliding),	N/A Count

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
		Genesys Queues			30 Min (since start of current half-hour), Today/Daily (since midnight)	
Hold/Other Holdother	Number of agents in the Hold/ Other state.	Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	CurrentAgentState (= 110)	Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in AgentState = CISCO: 10 ("Calls On Hold") or Genesys: 110 ("CallOnHold")	Point in Time	Above Count
LongAvail LAA	Time in seconds that the currently longest available agent has been available.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Informiam.LongestAvail Agent > Informiam.LongestAvailAgent	Cisco: DateTime – LongestAvailAgent Genesys: For all unique agent groups related to the application(s) in scope: Max (DateTime – LongestAvailAgent))	Point in Time	Above Seconds
LongQueue LCQ	Time in seconds that the currently longest (oldest) call has been in queue.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.CurrMaxCallWaitingTime > LongestCallQ	Cisco Services: DateTime – LongestCallQ (ICM calculates LongestCallQ to the end of the five-minute period.) Genesys/Cisco Call Types: DateTime – RouterLongestCallQ	Point in Time	Above Seconds
NotReady NOT_ READY_	Count of the agents unavailable	Cisco ICM Services/Call Types, Cisco	CurrentAgentState (=113)	Count of distinct agents from	Point in Time	Above Count

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
APP	to take a call, either because they are performing after-call work that leaves them in the not ready upon completion state, or because they are in the not ready state (with or without a reason code).	Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues		Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in AgentState = CISCO: 2 ("Not Ready") or 5 ("Work Not Ready") Genesys: 113 ("NotReadyForNextCall").		
Offer COf	Number of incoming and internal calls offered to this application during the period.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Total_Calls_Inbound > CallsOffered	CallsOfferedTo5 CallsOfferedHalf CallsOfferedToday	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A Count
Outbound COT	Number of outbound calls by agents.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.Queue_Outbound_Calls > CallsOut	CallsOutTo5 CallsOutHalf CallsOutToday	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A Count
QDep% QD	Percentage of the number of waiting calls over the number of staffed agents in the respective agent group(s).	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	Informiam.CurrNumberWaitingCalls > RouterCallsQNow STF(Staffed): The number of agents in AgentState <>116(LoggedOut) and AgentState <>101(NotMonitored) and AgentState <>102(Monitored)	Cisco Services: CallsQNow / STF * 100 Genesys/ Cisco Call Types: RouterCallsQNow / STF * 100		Above Percent
QPastSL	Number of calls	Cisco ICM Services/Call	Informiam.ServiceLevelCallsRoutedToTime	ServiceLevelCallsRoutedToTime		Above

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
SLCH	currently queued for longer than the service-level threshold.	Types, Genesys Virtual Queues, Genesys Queues	> ServiceLevelCallsQHeld			Count
Queue CQ	Number of calls in queue now.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	Informiam.CurrNumberWaitingCalls > RouterCallsQNow	Cisco Services: CallsQNow Genesys/Cisco Call Types: RouterCallsQNow	Point in Time	N/A Count
Service Level % SL	Number of calls answered within the threshold divided by the number of calls that were offered This treats the abandoned calls as though they were answered after the threshold.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys ACD Queues	Informiam.ServiceLevelAnswered > ServiceLevelCalls Informiam.ServiceLevelCallsOnHold_Total > ServiceLevelCallsOnHold	Cisco: (ServiceLevelCallsto5 / ServiceLevelCallsOffered(To5)) * 100 Genesys: [ServiceLevelCallsto5 + (ServiceLevelCallsOnHoldTo5)] *100 Repeat for ToHalf and Today	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Below Percent
SL% (Plus Aband) SlPlsSlAbn	Abandoned calls positively impact service level: Number of calls answered prior to the threshold plus the number of calls abandoned prior to the threshold, all divided by the number of calls that	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys ACD Queues	Informiam.ServiceLevelAnswered > ServiceLevelCalls Informiam.ServiceLevelCallsOnHold > ServiceLevelCallsOnHold Informiam.ServiceLevelAband > ServiceLevelAband	Cisco: ((ServiceLevelCallsto5 + ServiceLevel AbandTo5) / ServiceLevelCallsOffered(To5)) * 100 Genesys: [(ServiceLevelCallsto5 + ServiceLevel AbandTo5)/ (ServiceLevelCallsTo5+Service LevelCallsOnHoldTo5+Service LevelAbandTo5)] *100 Repeat for ToHalf and Today	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Below Percent

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
	were offered. This treats the abandoned call as though they were answered prior to the threshold.					
Staffed STF	Number of agents logged on in zero or more agent groups.	Cisco ICM Services/Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys ACD Queues	CurrentAgentState	Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently not in AgentState CISCO: 0 ("Logged Off") and Genesys: (""NotMonitored" 101), (""NotMonitored" 102), (LoggedOut 116).	Point in Time	N/A Count
Talking AT	Number of agents currently in the Talking state.	Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	CurrentAgentState	CISCO Services: AgentsTalking. Genesys/CISCO Call Types: Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in AgentState = CISCO: (4 "Talking") or Genesys: (105 "CallConsult"),(107 "CallInbound"),(108 "CallInternal"),(109 "CallOutbound"),(112	Point in Time	N/A Count

Name/ Internal Name	Description	Source Type	Stat Server Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
				CallUnknown)		
TransOut TOC	Number of calls transferred out of the queue.	Cisco Services	N/A	TransferOutCalls105 TransferOutCallsHalf TransferOutCallsToday	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count
Number of Active Alerts (voice, chat and e-mail) AlertNum	The number of active application alerts for the time period in the filter.	Threshold violation alerts	N/A		5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count
Average duration of Active Alerts (voice, chat and e-mail) AlertAvgDur	Average duration of the active application alerts in the time period of the filter (i.e., selected period).	Threshold violation alerts	N/A	Calculate the duration from the time the alert began to the end of the time period in the filter.	5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/ Daily (since midnight)	Above Minutes
Number of Expired Alerts (voice, chat and e-mail) AlertsExpiredNum	The number of expired application alerts for the time period in the filter (i.e., selected period).	Threshold violation alerts	N/A		5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count
Average duration of Expired Alerts (voice, chat and e-mail) AlertExpiredAvgDur	The average duration of the expired application alerts for the time period in the filter (i.e., selected period).	Threshold violation alerts	N/A		5 Min (rolling/ sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Minutes

WA Voice Metrics

The following Table lists Workforce Advisor voice metrics.

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/ Time Profile	Threshold Type	Unit
Actual Abandoned	ABAND	Number of calls abandoned invited (ringing).	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: CallsAbandQHalf Genesys: RouterCallsAbandQHalf	30 Min (since start of current half-hour)	N/A	Count
Act Pos Staffed	APS	Number of agents that actually worked (logged on).	Calculated	STFT/5	30 Min (since start of current half-hour)	N/A	Count
ACC %	ACSBLT_ WU	Accessibility % is a productivity metric that compares the total calls offered to answered.	Calculated, Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	Cisco Services: 100*(CallsAbandQHalf/ CallsOfferedHalf) Genesys/ Cisco Call Types: 100*(RouterCallsAbandQHalf /CallsOfferedHalf)	30 Min (since start of current half-hour)	Convergence	Percent
Actual Abandoned %	ABANDPCT	Percentage of offered contacts that were abandoned.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	100*(ABAND/ ANCO)	30 Min (since start of current half-hour)	Convergence	Percent
Actual AHT	AAHT	Actual average handle time in seconds for the calls handled.	Cisco ICM Services/ Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys	HandleTimeHalf / CallsHandledHalf	30 Min (since start of current half-hour)	N/A	Seconds

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/ Time Profile	Threshold Type	Unit
			Queues				
Actual ASA	AASA	Average answer wait time in seconds for calls offered.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	Cisco: (CallsHandledHalf * AnswerWaitTimeHalf / CallsAnsweredHalf) / CallsHandledHalf Genesys: (Sum(CallsHandledHalf) * AnswerWaitTimeHalf / CallsAnsweredHalf) / Sum(CallsHandledHalf) Where Sum(CallsHandledHalf) is the sum of this metric from a unique set of Agent Groups associated with the contact group.	30 Min (since start of current half-hour)	Convergence	Seconds
Actual Calls Entered	ANCE	Number of inbound, outbound, and consult calls for the contact group. This includes transferred calls.	Genesys Queues	CallsEnteredHalf	30 Min (since start of current half-hour)	Convergence	Count
Actual NCH	ANCH	Number of actual contacts handled.	Calculated, Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	CallsHandledHalf	30 Min (since start of current half-hour)	N/A	Count
Actual NCO	ANCO	Number of inbound calls for the contact	Cisco ICM Services/ Call Types, Genesys Virtual	Media Server Import: ICM: CallsOfferedHalf	30 Min (since start of current half-hour)	N/A	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/ Time Profile	Threshold Type	Unit
		group. This does not include transferred calls.	Queues, Genesys Queues				
Actual SL%	ASL	Actual percentage of offered contacts answered within the acceptable delay.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys ACD Queues	CISCO ICM/IPCC: [(CallsOfferedHalf * ServiceLevelCallsHalf) / (ServiceLevelCallsOfferedHalf)] / CallsOfferedHalf * 100 Genesys Stat Server [(CallsOfferedHalf * ServiceLevelCallsHalf) / (ServiceLevelCallsHalf + ServiceLevelCallsAbandHalf + ServiceLevelCallsOnHoldHalf)] / CallsOfferedHalf * 100	30 Min (since start of current half-hour)	Convergence	Percent
Actual Staffed Time	STFT	Total amount of available time, where available time includes talk, wrap, and ready/ available.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	Media Server Import: ICM: Skill_Group_Real_Time.LoggedOnTimeTo5 - Skill_Group_Real_Time. NotReadyTimeTo5	30 Min (since start of current half-hour)	N/A	Minutes
AdjReq	AdjReq	Adjusted number of required agents.	Aspect eWFM	WFM Import: N/A IEX: N/A eWFM: SG.SGRREQ JU	30 Min (since start of current half-hour)	N/A	Count
AdjSch	AdjSch	Adjusted number of scheduled agents.	Aspect eWFM	WFM Import: N/A	30 Min (since start of current	N/A	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/ Time Profile	Threshold Type	Unit
				IEX: N/A eWFM: SG.SGRSCH J	half-hour)		
AnsPlus	Aband ANSPLSABND_WU	Sum of the calls answered and abandoned.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	CallsAnswered + ABAND	30 Min (since start of current half-hour)	Convergence	Count
Available	AA_WU	The number of agents currently ready and waiting for a call from this contact group (derived from the ICM Skill Groups to which it is mapped).	Cisco ICM Services/ Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [3 ("Ready") OR 115 ("WaitForNextCall")] WHERE AgentId from Agent Groups associated with the service(s)/call type(s) associated with the contact group(s).	Point in Time	Convergence	Count
Available%	AVAILPCT_WU	Percentage of available agents divided by staffed.	Cisco ICM Services/ Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	Avail/ Staffed *100	Point in Time	Convergence	Percent
Date	DATE		IEX TotalView, Cisco ICM Services/ Call Types	IEX: CTActiveForecast.date / ICM: DateTime	N/A		
Dev from Required	REQDEV	Amount the actual	Calculated	APS-REQ	30 Min (since	Convergence	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/ Time Profile	Threshold Type	Unit
		staff deviated from the required staff.			start of current half-hour)		
Dev from Sched	SCHDEV	Amount the actual staff deviated from the scheduled staff.	Calculated	APS-SCH	30 Min (since start of current half-hour)	Convergence	Count
Elapsed Fore NCO	CFNCO	Current forecast of the volume of calls offered from the start of the current 30-minute period to now.	Aspect eWFM, IEX TotalView	FNCO / IntervalLength * IntervalElapsed	30 Min (since start of current half-hour)	N/A	Count
Fore AHT Dev	AAHTDEV	Amount by which the actual AHT deviates from the forecast AHT.	Calculated	AAHT - FAHT	30 Min (since start of current half-hour)	Convergence	Seconds
Fore AHT Dev%	AAHTDEVPCT	Percentage by which the actual AHT deviates from the forecast AHT.	Calculated	(AAHT - FAHT) / FAHT	30 Min (since start of current half-hour)	Convergence	Percent
Fore ASA	FASA	Forecast of the average answer wait time in seconds for calls offered. This field may be blank if the	Aspect eWFM,Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_FRC_CALC_ASA IEX: CTActiveForecastedASA eWFM: FG.RDELAY SEC (Revised Calculated Average	30 Min (since start of current half-hour)	Convergence	Seconds

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/ Time Profile	Threshold Type	Unit
		contact group is a parent for other contact groups in a multi-site configuration where the contact routing is by allocation percentages (as opposed to call-by-call routing). This field will also be blank if the staffing basis for the corresponding entity in WFM is workload.		Delay 1: Seconds) (N/A for SG)			
Fore NCO Dev	FNCODEV	Amount by which the actual NCO deviates from the forecasted NCO.	Calculated	ANCO - CFNCO	30 Min (since start of current half-hour)	Convergence	Count
Fore NCO Dev%	FNCODEV PCT	Percentage by which the actual contacts offered deviates from the revised forecast volume.	Calculated	(ANCO- CFNCO) / CFNCO	30 Min (since start of current half-hour)	Convergence	Percent
Forecast AHT	FAHT	Current forecast of the	Aspect eWFM,Genesys WFM, IEX	WFM Import:	30 Min (since start of	N/A	Seconds

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/ Time Profile	Threshold Type	Unit
		average handle time.	TotalView	Genesys: PERF_ITEM_FRC_AHT IEX: CTActiveForecast.fcstAHT eWFM: FG.RAHT (Revised Forecast AHT) (N/A for SG)	current half-hour)		
Forecast NCO	FNCO	Current forecast of the volume of contacts offered for the entire period.	Aspect eWFM,Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_FRC_IV IEX: CTActiveForecast.fcstContactsReceived eWFM: FG.RVOL (Revised Forecast Volume) (N/A for SG)	30 Min (since start of current half-hour)	N/A	Count
Forecast SL%	FSL	Forecast of the percentage of offered contacts answered within the acceptable delay. This field may be blank if either the application group is a "parent" for other application groups in a multi-site configuration where the contact routing is by allocation percentages (as opposed	Aspect eWFM, Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_FRC_CALC_ SERVICE_PCT IEX: CTActiveForecast.fcstSLPct eWFM: FG.RSL (N/A for SG) (Revised Calculated Service Level Percent 2)	30 Min (since start of current half-hour)	Convergence	Percent

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/ Time Profile	Threshold Type	Unit
		to call-by-call routing). This field will also be blank if the staffing basis for the corresponding entity in WFM is workload.					
Hold/Other	HOLD OTHER_WU	The number of agents in the Hold/ Other state.	Aspect eWFM, IEX TotalView, Cisco ICM Services/ Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	COUNT (DISTINCT ASGRT.AgentID) WHERE AgentState = [10 ("CallOnHold") OR 110 ("CallOnHold") WHERE AgentId from Agent Groups associated with the contact groups.	Point in Time	Convergence	Count
Identifier	ID	Identifier of the entities in the source system that is associated with the application group.	IEX TotalView, Cisco ICM Services/ Call Types	IEX: CTActiveForecast.custId + CTActiveForecast.ctId / ICM: CallTypeID or SkillTargetID	N/A		
Interval	INTVL	Start time of the period.	IEX TotalView, Cisco ICM Services/ Call Types	IEX: CTActiveForecast.period / ICM: DateTime	N/A		
LoggedOnNetc_LoggedOnNet		Number of agents logged on to voice minus	Genesys Agent Groups	LoggedOnVoice-(COALESCE(NotReadyVoice,0)-COALESCE(NotReadyVoiceF1,0)-COALESCE(NotReadyVoiceF2,0))	Point in Time	Convergence	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/ Time Profile	Threshold Type	Unit
		those not ready or non-productive for this contact group.					
Net Staff	NET	Number of scheduled staff over or under the number of staff required (including unproductive).	Calculated	SCH-REQ	30 Min (since start of current half-hour)	Convergence	Count
NotReady	NOTREADY_WU	Sum of agents in the Not Ready and Work Not Ready state for the application associated to the contact group.	Cisco ICM Services/ Call Types Cisco Services Cisco Call Types Genesys Virtual Queues	(DISTINCT ASGRT.AgentID) WHERE AgentState = [2 ("NotReady") OR 5 ("WorkNotReady") OR 113 ("NotReadyForNextCall")] WHERE AgentId from Agent Groups associated with the applications (service(s)/call type(s))	Point in Time	Convergence	Count
Required Adherence (APS)	REQDEV PCT	Amount the actual staff deviated from the required staff as a percentage.	Calculated	APS/ REQ*100	30 Min (since start of current half-hour)	Convergence	Percent
Required Adherence (Staffed)	REQADH_ WU	Amount the staff deviated from the required staff as a percentage.	Calculated	STF_WU/ REQ*100	30 Min (since start of current half-hour)	Convergence	Percent

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/ Time Profile	Threshold Type	Unit
Required Staff	REQ	Number of staff required to handle the forecast workload based on the current forecast.	Aspect eWFM,Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_FRC_REQ_ STAFFING IEX: CTActiveForecast.fcstReq eWFM: FG.FGRREQ (Forecast Group's Revised Required without Unproductive) or SG.SGRREQ (Staff Group's Revised Required without Staff Adjustments and Unproductive)	30 Min (since start of current half-hour)	N/A	Count
Retrieved calls	c_Rtr	Number of calls answered for the contact group.	Genesys Agent Groups	CallsReceived + CallsHandled - CallsPartyChanged	30 Min (since start of current half-hour)	Convergence	Count
Scheduled Adherence (APS)	SCHDEV PCT	Amount the actual staff deviated from the scheduled staff as a percentage.	Calculated	APS/ SCH*100	30 Min (since start of current half-hour)	Convergence	Percent
Scheduled Adherence (Staffed)	SCHADH_ WU	Amount the staff deviated from the scheduled staff as a percentage.	Calculated	STF_WU/ SCH*100	30 Min (since start of current half-hour)	Convergence	Percent
Scheduled Staff Headcount	SCH	Tally of agents scheduled to work in this business group.	Aspect eWFM,Genesys WFM, IEX TotalView	WFM Import: Genesys: PERF_ITEM_SCH_COVERAGE IEX: CTActiveForecast.schedOpen	30 Min (since start of current half-hour)	N/A	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/ Time Profile	Threshold Type	Unit
				eWFM: FG.RSCH (Forecast Group's Revised Scheduled without Staff Adjustments and Unproductive) or SG.SGRSCH (Staff Group's Revised Scheduled without Staff Adjustments)			
SL%(Plus Aband)	SLPLSLS ABN_WU	Abandoned calls positively impact service level: Number of calls answered prior to the threshold plus the number of calls abandoned prior to the threshold, all divided by the number of calls that were answered. This treats these abandoned calls as though they were answered prior to the threshold.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys ACD Queues	CISCO ICM/IPCC: [sum(ServiceLevelCallsTo5) + sum(ServiceLevelAbandTo5)] / sum(ServiceLevelCallsOffered To5) * 100% Repeat for ToHalf and Today Genesys Stat Server: [ServiceLevelCallsto5 / (ServiceLevelCallsTo5+Service LevelCallsOnHoldTo5+Service LevelAbandTo5)] *100 Repeat for ToHalf and Today	30 Min (since start of current half-hour)	Convergence	Percent
Staffed	STF_WU	Number of agents logged on	Cisco ICM Services/ Call Types,	COUNT (DISTINCT ASGRT.AgentID)	Point in Time	Convergence	Count

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/ Time Profile	Threshold Type	Unit
		in zero or more agent groups assigned to take calls in the contact group.	Genesys Virtual Queues, Genesys Queues, Genesys Agent Groups	WHERE AgentId from Agent Groups associated with the service(s)/call type(s) associated with the contact group(s) WHERE AgentState INLIST 1 = Logged On 2 = Not Ready 3 = Ready 4 = Talking 5 = Work Not Ready 6 = Work Ready 7 = Busy Other 8 = Reserved 9 = Unknown 10 = Call On Hold 11 = Active 12 = Paused 14 = Not Active 103 = LoggedIn 104 = OnHook 105 = CallConsult 106 = CallDialing 107 = CallInbound 108 = CallInternal 109 = CallOutbound 110 = CallOnHold 111 = CallRinging 112 = CallUnknown 113 = NotReadyForNextCall 114 = OffHook 115 = WaitForNextCall 117 = AfterCallWork The relationship is derived from the			

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/ Time Profile	Threshold Type	Unit
				ServiceMember table.			
Time zone	TZ	Time zone of the start time of the period.	IEX TotalView, Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	IEX: CTActiveForecast.TZ / ICM: DateTime		N/A	
Number of Active Alerts	AlertNum	The number of active contact group alerts for the time period in the filter.	Threshold violation alerts		30 Min (since start of current half-hour)	Above	Count
Average duration of Active Alerts	AlertAvgDur	Average duration of the active contact group alerts in the time period of the filter (i.e., selected period).	Threshold violation alerts	Calculate the duration from the time the alert began to the end of the time period in the filter.	30 Min (since start of current half-hour)	Above	Minutes
Number of Expired Alerts	AlertsExpiredNum	The number of expired contact group alerts for the time period in the filter (i.e., selected period).	Threshold violation alerts		30 Min (since start of current half-hour)	N/A	Count
Average duration of Expired Alerts	AlertExpiredAvgDur	The average duration of the expired	Threshold violation alerts		30 Min (since start of current half-hour)	Above	Minutes

Name	Internal Name	Description	Source Type	Definition (Formula)	Period/ Time Profile	Threshold Type	Unit
		contact group alerts for the time period in the filter (i.e., selected period).					

Agent Group Voice Metrics

The following Table lists Agent Group voice metrics.

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
AHT S_AHT	AvgHandledCallsTimeTo5	Average handle time in seconds for calls answered.	Cisco ICM: SGRT. AvgHandledCallsTimeTo5 SGRT. CallsHandledTo5 Genesys: Informiam.AverHandleStatusTime > AvgHandledCallsTimeTo5 Informiam.Calls_Received_Inbound* > CallsHandledTo5	AvgHandledCallsTimeTo5	5 Min (rolling/ sliding)	Seconds	AvgHandledCallsTimeTo5 / number of agent groups average weighted by CallsHandledTo5, i.e. sum(AvgHandledCallsTime * CallsHandledTo5) / sum(CallsHandledTo5)"
ASA S_ASA	AnswerWaitTimeTo5 CallsHandledTo5	Average answer wait time in seconds for calls answered. **Notes** ASA requires an Origination DN to be set on the Agent Group.	Cisco ICM: SGRT. AnswerWaitTimeTo5 SGRT. CallsAnsweredTo5 SGRT. CallsHandledTo5 Genesys: Informiam.Total_Time_the_Answer > AnswerWaitTimeTo5 Informiam.CallsAnswered* > CallsAnsweredTo5 Informiam.Calls_Received_Inbound* > CallsHandledTo5	AnswerWaitTimeTo5/ CallsAnsweredTo5 If CallsAnsweredTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/ sliding)	Seconds	SUM(AnswerWaitTimeTo5 /CallsAnsweredTo5) * CallsHandledTo5 /SUM(CallsHandledTo5) If SUM(CallsAnsweredTo5) = 0, the metric value is shown as N/A.
Avail Av	Avail	Number of agents currently in the Available state. **Notes** 'WaitForNextCall' only.	Cisco ICM: SGRT.Avail Genesys: Informiam.CurrNumberReadyStatuses > SGRT.Avail Genesys individual agent state > AgentState	Avail	Point in Time	Count	A count of distinct agents currently in Available states Cisco: AgentState=3 (Ready) Genesys: AgentState=115 (WaitForNextCall)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
AvgACW AvgACW_S	WorkReadyTimeTo5 WorkNotReadyTimeTo5 CallsHandledTo5	Average time in seconds spent on after-call work including entering data, filling out forms and making outbound calls necessary to complete the transaction. **Notes** The field WorkNotReadyTime is always NULL in Genesys, but is also meaningless. ACW Time is put into WorkReadyTime, so the Genesys formula is correct despite having a NULL value. It is treated like a zero.	Cisco ICM: SGRT. WorkReadyTimeTo5 SGRT. WorkNotReadyTimeTo5 SGRT. CallsHandledTo5 Genesys: Informiam.Total_ACW_Time > WorkReadyTimeTo5 Informiam.Calls_Received_Inbound > CallsHandledTo5 0 WorkNotReadyTimeTo5 is always 0.	(WorkReadyTimeTo5 + WorkNotReadyTimeTo5)/ CallsHandledTo5 If CallsHandledTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/ sliding)	Seconds	SUM(WorkReadyTime+Wo / SUM(CallsHandledTo5) If SUM(CallsHandledTo5) = 0, the metric value is shown as N/A
AvgAcwTime AvgAcwTime	WorkReadyTimeTo5 ACWStatusTo5	Average time spent on rework for inbound voice. The time spent on inbound or outbound calls made during the rework time is also	Cisco ICM: N/A Genesys: Informiam.Total_ACW_Time > WorkReadyTimeTo5 Informiam.TotalNumberACW > ACWStatusTo5	WorkReadyTimeTo5/ ACWStatusTo5 If ACWStatusTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/ sliding)	Seconds	SUM(WorkReadyTimeTo5)/ If SUM(ACWStatusTo5) = 0, the metric value is shown as N/A.

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
		considered as rework time. No differentiation between initial and secondary contact. **Notes** Replaces WrapUp in 8.1.2					
AvgTalk AvtT	AvgHandledCallsTalk TimeTo5	Average talk time in seconds for calls.	Cisco ICM: SGRT. AvgHandledCallsTalkTimeTo5 Genesys: Informiam.Aver > AvgHandledCallsTalk TimeTo5	AvgHandledCallsTalk TimeTo5 / TalkStatusTime*	5 Min (rolling/ sliding)	Seconds	SUM(AvgHandledCallsTalk TimeTo5 * CallsHandledTo5) / SUM(CallsHandledTo5) If SUM(CallsHandledTo5)=0, the metric value is shown as N/A.
AvgTalkTime AvgTalkTime	TalkAndHoldTimeTo5 Calls Received InternalTo5 CallsHandledTo5 CallsParty ChangedTo5	Average time spent talking on inbound voice. No differentiation between initial and secondary contact. **Notes** Replaces Talk in 8.1.2.	Cisco ICM : N/A Genesys: Informiam.TalkAndHold Time* > TalkAndHoldTimeTo5 Informiam.Calls_Received_Internal > CallsReceivedInternalTo5 Informiam.Calls_Received_Internal > CallsReceivedInternalTo5 Informiam.Calls_Received_Inbound > CallsHandledTo5 Informiam.Total_ContactValue > CallsPartyChangedTo5	TalkAndHoldTimeTo5 / (CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) If CallsReceivedInternalTo5 + CallsHandledTo5 - CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5 =0, the metric value is shown as N/A.	5 Min (rolling/ sliding)	Seconds	SUM(TalkAndHoldTimeTo5 + CallsHandledTo5 - CallsPartyChangedTo5) If SUM(CallsReceivedInternal To5 + CallsHandledTo5 - CallsPartyChangedTo5)=0, the metric value is shown as N/A.
BusyOther BO		Number of agents currently in the BusyOther state. **Notes** Not returned in	Cisco ICM: SGRT.BusyOther ASGRT.AgentState Genesys: N/A	BusyOther	Point in Time	Count	A count of distinct agents currently in BusyOther state. Cisco:

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
		Genesys.					AgentState=7 (BusyOther)
Calls Offered O	CallsOfferedTo5	Number of Calls offered.	Cisco ICM: SGRT.CallsOfferedTo5 Genesys: Informiam.CallsOffered* > CallsOfferedTo5	CallsOfferedTo5	5 Min (rolling/ sliding)	Count	sum(CallsOfferedTo5)
DateTime		Not displayed. The date and time that this data last updated. Used to calculate longest queue and longest available agent.					
Handled Ha	CallsHandledTo5	Number of Calls handled.	Cisco ICM: SGRT.CallsHandledTo5 Informiam.Calls_Received_Inbound > CallsHandledTo5	CallsHandledTo5	5 Min (rolling/ sliding)	Count	sum(CallsHandledTo5)
Hold H	Hold	Number of agents that have all active calls on hold. The agent is not in the Hold state with one call on hold while talking on another call (for example, a consultative call). The agent must have all active	Cisco ICM: SGRT.Hold ASGRT.AgentState Genesys: Informiam.Curr HoldStatuses* > Hold Genesys individual agent state > AgentState	Number Hold	Point in Time	Count	A count of distinct agents that currently are in states CallsOnHold Cisco: AgentState = 10 (CallOnHold) Genesys: AgentState = 110 (CallOnHold)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
		calls on hold. **Notes** Hold Status = CallOnHold					
LoggedIn LO	LoggedOn	Number of agents that are currently logged on in zero or more agent groups assigned to take interactions. This count is updated each time an agent logs on and each time an agent logs off. **Notes** Any status exc. Logged Out or Not Monitored	Cisco ICM: SGRT.LoggedOn ASGRT.AgentState Genesys: Informiam.CurrAgents LoggedIn* > LoggedOn Genesys individual agent state > AgentState	LoggedIn	Point in Time	Count	A count of distinct agents that currently are not in LoggedOff state Cisco: AgentState: <> 0 (Logged Off) Genesys: AgentState <>116(LoggedOut) and AgentState <>101(NotMonitored) and AgentState <>102(Monitored)
LoggedOn Voice	LoggedOn	Number of agents logged on to voice.	Cisco ICM: N/A Genesys: Informiam.CurrAgentsLoggedInVoice > LoggedOnVoice	Cisco: N/A Genesys: LoggedOnVoice	Point-in-Time	Count	Cisco: N/A Genesys: SUM(LoggedOnVoice)
LoggedOn Net	LoggedOn Voice, NotReady Voice, NotReady VoiceF1, NotReady VoiceF2	The number of agents logged on to voice minus those not ready or non-productive	Cisco ICM: N/A Genesys: Informiam.CurrAgents LoggedInVoice* > LoggedOnVoice Informiam.CurrNumberNotReadyVoiceStatuses* > NotReadyVoice Informiam.CurrNumberNotReadyVoiceStatuses*	Cisco: N/A Genesys: LoggedOnVoice - (NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2)	Point-in-Time	Count	Cisco: N/A Genesys: SUM(LoggedOnVoice - (NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2))

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
			+ Filter1 > NotReadyVoiceF1 Informiam.CurrNumberNotReadyVoiceStatuses* + Filter2 > NotReadyVoiceF2				
LongAvail LA	LongestAvailAgent	Time in seconds that the longest available agent has been available.	Cisco ICM: SGRT. LongestAvailAgent SGRT.DateTime Genesys: Informiam.LongestAvail Agent* > LongestAvailAgent DateTime	max((DateTime-LongestAvailAgent) * 24 * 60 * 60)	Point in Time	Seconds	max((DateTime-LongestAvailAgent) * 24 * 60 * 60)
LongQueue LQ	LongQueue	Time in seconds that the currently longest (oldest) call has been in queue. **Notes** Not Returned in Genesys	Cisco ICM: SGRT. LongestCallQ SGRT.DateTime Genesys: N/A	(DateTime - LongestCallQ) * 24 * 60 * 60	Point in Time	Seconds	max((DateTime - LongestCallQ) * 24 * 60 * 60)
NotReady NR	NotReady, WorkNotReady	Number of agents in the Not Ready or Work Not Ready (ACW, Wrap) state. **Notes** Not Ready Status is NotReadyForNext Call ACW status is AfterCallWork.	Cisco ICM : SGRT. NotReady SGRT. WorkNotReady ASGRT.AgentState Genesys: Informiam.CurrNumberNotReady > NotReady WorkNotReady is always 0.	NotReady + WorkNotReadyStatuses*	Point in Time	Count	A count of distinct agents currently in Not Ready states Cisco: AgentState=2 (NotReady) or AgentState=5 (WorkNotReady) Genesys AgentState=113 (NotReadyForNextCall)
Queue Q	Queue	Number of calls currently queued.	Cisco ICM: ASGRT. CallsQueuedNow Genesys: N/A	CallsQueuedNow		Count	SUM(CallsQueuedNow)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
		Notes Not returned in Genesys					
Ready R	Ready	Number of agents in the Ready state. **Notes** Any status except: • NotReadyForNextCall • LoggedOut • NotMonitored	Cisco ICM : SGRT. NotReady SGRT. WorkNotReady ASGRT.AgentState Genesys: Informiam.CurrentReady Agents* > Ready Genesys Individual agent state > AgentState	Ready		Count	A count of distinct agents currently in Ready states Cisco: AgentState<>2 (NotReady) and AgentState<>5 (WorkNotReady) and AgentState<>0 (Logged Off) Genesys: AgentState<>113 (NotReadyForNextCall) and AgentState<>116(LoggedOut) and AgentState<>101(NotMonitored) and AgentState<>102(Monitored)
TalkIn TI	TalkingIn	Number of inbound calls currently associated with the agent group.	Cisco ICM: SGRT. TalkingIn Genesys: Informiam.Current_Calls_Inbound* > TalkingIn	TalkingIn		Count	Cisco: SUM(TalkingIn) Genesys: A count of distinct agents currently in TalkingIn state. Genesys AgentState = 107 (TalkingIn) In mixed environment, Genesys TalkingIn state count is added to SUM(TalkingIn).
Talking T	TalkingIn TalkingOut TalkingOther	Number of calls currently associated	Cisco ICM: SGRT.TalkingIn SGRT.TalkingOut	TalkingIn+ TalkingOut + TalkingOther	Point-in-Time		Cisco: SUM(TalkingIn + TalkingOut

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
		with the agent group.	SGRT.TalkingOther SGRT.TalkingPreview SGRT. TalkingReserve SGRT.TalkingAutoOut Genesys: Informiam.Current_Calls_Inbound* > TalkingIn Informiam.Current_Calls_Outbound* > TalkingOut Informiam.Current_Calls_Other* > TalkingOther TalkingPreview, TalkingReserve, TalkingAutoOut are always = 0	+ TalkingPreview + TalkingReserve + TalkingAutoOut			+ TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut) Genesys: A count of distinct agents currently in Talking state. Genesys AgentState IN (105,107,108,109,112) (Talking) In mixed environment, Genesys Talking state count is added to SUM(TalkingIn + TalkingOut + TalkingOther + TalkingPreview + TalkingReserve + TalkingAutoOut)
TalkOut TlkO	TalkingOut	Number of outbound calls currently associated with the agent group.	Cisco ICM: SGRT.TalkingOut Genesys: Informiam.Current_Calls_Outbound* > TalkingOut	TalkingOut			Cisco: SUM(TalkingOut) Genesys: A count of distinct agents currently in TalkingOut state. Genesys AgentState = 109 (TalkingOut) In mixed environment, Genesys TalkingOut state count is added to SUM(TalkingOut).

CCAdv and WA

Agent Group Voice Metrics

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
Util% U	Percent UtilizationTo5	Percentage of Ready time that agents spent talking or doing call work. This is the percentage of time agents spend working on calls versus the time agents were ready.	Cisco ICM: SGRT. PercentUtilizationTo5 Genesys: Informiam.Utilization*/100 > PercentUtilizationTo5	PercentUtilizationTo5*100%	5 Min (rolling/ sliding)	Percent	SUM(PercentUtilizationTo5 * CallsHandledTo5) / SUM(CallsHandledTo5) * 100 If SUM(CallsHandledTo5)=0, the metric value is shown as N/A.
Wrap W	WorkReady WorkNot Ready	Number of agents in the Work Ready and Work Not Ready (ACW, Wrap) states. **Notes** WorkNotReady does not exist in Genesys, so is always NULL. Formula for Genesys is thus =WorkReady .	Cisco ICM : SGRT. WorkReady SGRT. WorkNotReady Genesys: Informiam.CurrNumberNotReadyStatuses* > WorkReady WorkNotReady is always 0.	WorkReady + WorkNotReady	5 Min (rolling/ sliding)	Count	Cisco: SUM(WorkReady + WorkNotReady) Genesys: A count of distinct agents currently in AfterCallWork state Genesys AgentState = 117 (AfterCallWork) In mixed environment Genesys AfterCallWork state count is added to SUM(WorkReady + WorkNotReady)
% Handlingtime (plus Campaign Calls / SignOn Time)	TalkAndHoldTimeF1To5 OuboundTalkTimeF1to5 LoggedOn VoiceTimeTo5	Percentage of time spent handling campaign calls versus the time logged on	Cisco ICM: N/A Genesys: Total_Outbound_Talk_Time*+Filter > OutboundTalkTimeF1To5 Informiam.TalkAndHoldTime*+Filter	(OutboundTalkTimeF1To5+TalkAndHoldTimeF1To5)/LoggedOnVoice If LoggedOnVoiceTimeTo5=0,the metric value is shown as N/A	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Percent	SUM(TalkTimeF1To5+ OutboundTalkTimeF1To5) / SUM(LoggedOnVoiceTime To5) * 100 If SUM(LoggedOnVoiceTime To5)=0, the

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
PctHCpgnSo		to voice.	> TalkAndHoldTimeF1To5 Informiam.Total_LoggedIn_Voice_Time* > LoggedOnVoiceTimeTo5				metric value is shown as N/A
% Idle to SignOn PctIdleSo	NotReady VoiceTimeTo5 NotReady VoiceTimeF1To5 NotReady VoiceTimeF2To5 LoggedOn VoiceTimeTo5	Percentage of time spent in the not ready, non-productive state versus the time logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time.	Cisco ICM: N/A Genesys: Informiam.Total_NotReady_Voice_Time* > NotReadyVoiceTimeTo5 Informiam.Total_NotReady_Voice_Time* > NotReadyVoiceTimeF1 Informiam.Total_NotReady_Voice_Time* > NotReadyVoiceTimeF2 Informiam.Total_LoggedIn_Voice_Time* > LoggedOnVoiceTimeTo5	(NotReadyVoiceTime To5 - NotReadyVoiceTimeF1 To5 - NotReadyVoiceTimeF2 To5) / LoggedOnVoiceTimeTo5 * 100 If LoggedOnVoiceTimeTo5=0, the metric value is shown as N/A	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTime To5-NotReadyVoiceTimeF1To5 - NotReadyVoiceTimeF2To5) / SUM(LoggedOnVoiceTime To5) * 100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A
% Inbound to SignOn PctibSo	TalkAndHoldTimeTo5 WorkReaadyTimeTo5 LoggedOn VoiceTimeTo5	Percentage of time spent handling inbound voice versus the time logged on to voice.	Cisco ICM: N/A Genesys: Informiam.TalkAndHold_Time* > TalkAndHoldTimeTo5 Informiam.Total_AGW_Time* > WorkReadyTimeTo5 Informiam.Total_AGW_Time* > LoggedOnVoiceTimeTo5	(TalkAndHoldTimeTo5+ WorkReadyTimeTo5)/ LoggedOnVoiceTimeTo5)*100 If LoggedOnVoiceTimeTo5=0, the metric value is shown as N/ A LoggedIn_Voice_Time*	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Percent	SUM(TalkTimeTo5 + WorkReadyTimeTo5 +HoldTimeTo5)/ SUM(LoggedOnVoiceTime To5)*100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A
% Ready to SignOn PctRSo	Available TimeTo5 LoggedOn VoiceTimeTo5	Percentage of time that agents were ready versus the time they	Cisco ICM: N/A Genesys: Informiam.Total_Available_Time* > AvailableTimeTo5 Informiam.Total_LoggedIn_Voice_Time*	AvailableTimeTo5 / LoggedOnVoiceTimeTo5*100 If LoggedOnVoiceTimeTo5=0, the metric value is	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Percent	sum(AvailableTimeTo5) / sum(LoggedOnVoiceTime To5) * 100 If SUM(LoggedOnVoiceTime To5)=0, the

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
		were logged on to voice.	> LoggedOnVoiceTimeTo5	shown as N/A			metric value is shown as N/A
% Uncontrolled Outbound to SignOn\n\nPctUobSo	Outbound\n\nTalkTime LoggedOnVoiceTimeTo5	Percentage of handling time for uncontrolled outbound voice versus the time that agents were logged on to voice. For uncontrolled outbound no dialer supported campaign calls are included.	Cisco ICM:\n\nN/A\n\nGenesys: Informiam.Total_ > OutboundTalkTimeToS Informiam.Total_ > LoggedOnVoiceTimeTo5	OutboundTalkTimeF1To5/ LoggedOnVoiceTimeTo5*100 Outbound_Talk_Time*+Filter LoggedOnVoiceTimeTo5 the metric Logged_in_Voice_Time is shown as N/A LoggedOnVoiceTimeTo5	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Percent	SUM(OutboundTalkTimeF1\n\nSUM(LoggedOnVoiceTime To5)*100\n\nIf SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A.
% WF-NCRMT to SignOn\n\nPctWFncrmtSo	NotReady\n\nVoiceTimeF2To5 LoggedOnVoiceTimeTo5	Percentage of time that agents remained not ready for voice due to the reason codes specified in the filter versus the time agents were logged on to voice. The time spent on incoming or outgoing extension calls made during this	Cisco ICM:\n\nN/A\n\nGenesys: Informiam.Total_ > NotReadyVoiceTimeToS Informiam.Total_ > LoggedOnVoiceTimeToS	NotReadyVoiceTimeF2To5 / LoggedOnVoiceTimeTo5 * 100 NotReady_Voice_Time*+Filter If LoggedOnVoiceTimeTo5=0 the metric value is shown as N/A	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTime\n\nF2To5) / sum(LoggedOnVoiceTime To5)* 100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A.

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
		state is added to the not ready time.					
% WF-RC2 to SignOn PctWFrc2So	NotReady VoiceTimeF1To5 LoggedOn VoiceTimeTo5	Percentage of time that agents remained not ready for voice due to reason code 2 versus the time they were logged on to voice. The time spent on incoming or outgoing extension calls made during this state is added to the not ready time.	Cisco ICM: N/A Genesys: Informiam.Total_NotReady_Voice_Time > NotReadyVoiceTimeF1To5 Informiam.Total_LoggedOnVoice_Time > LoggedOnVoiceTimeTo5	NotReadyVoiceTimeF1To5 / LoggedOnVoiceTimeTo5 * 100 If LoggedOnVoiceTimeTo5=0, the metric value is shown as N/A	5 Min (rolling/ sliding) 30 Min (since start of current half- hour)	Percent	SUM(NotReadyVoiceTime F1To5) / SUM(LoggedOnVoiceTime To5) * 100 If SUM(LoggedOnVoiceTime To5)=0, the metric value is shown as N/A
AvailVoice	VoiceAvail	The number of agents currently ready and waiting for next voice.	Cisco ICM: N/A Genesys: Informiam.Agent TargetState* > VoiceAvail	VoiceAvail Current	Point in Time	Count	sum(VoiceAvail)
CHT-P CHT-P	TalkAndHoldTimeTo5 WorkReadyTime CallsReceivedInternal CallsHandled CallsPartyChanged	Average handling time for voice. The calculation includes the total time spent on rework, hold time,	Cisco ICM: N/A Genesys: Informiam.TalkAndHoldTime > TalkAndHoldTime Informiam.Total_AcwTime > WorkReadyTimeTo5 Informiam.Calls_Received_Inbound*	(TalkAndHoldTimeTo5 + WorkReadyTimeTo5 + CallsHandledTo5 - CallsPartyChangedTo5) / To5 *CallsReceivedInternalToTo5	30 Min (since start of current half-hour) 60 Min (rolling/ sliding) Today/	Seconds	SUM(TalkAndHoldTimeTo5 + WorkReadyTimeTo5)/ SUM(CallsReceivedInterna + CallsHandledTo5 - CallsPartyChangedTo5) If

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
		and the time spent on the inbound, outbound and extension calls answered during the rework. The time spent on inbound callbacks is also considered.	> CallsHandledTo5 + Informiam.Calls_Received_Internal > CallsReceivedInternalTo5 > CallsPartyChangedTo5 Informiam.Total_CallPartyChanged > CallsPartyChangedTo5	CallsHandledTo5 * CallsReceivedInternalTo5 - CallsPartyChangedTo5) =0, the metric value CallPartyChanged* N/A	DTD (since midnight)		SUM(CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) =0, the metric value is shown as N/A
Handling Campaign Calls HCpgn	TalkingInF1 TalkingOutF1 TalkingOtherF1	Number of agents currently handling a campaign call.	Cisco ICM: N/A Genesys: Informiam.Current_Calls_Inbound + Filter > TalkingIn Informiam.Current_Calls_Outbound + Filter > TalkingOut Informiam.Current_Calls_Other* + Filter > TalkingOther	TalkingInF1 * + TalkingOutF1 + TalkingOtherF1	Point in Time	Count	SUM(TalkingInF1 + TalkingOutF1 + TalkingOtherF1)
HandlingVoice HVoice	TalkingIn TalkingOther	Number of agents talking on inbound (ACD) calls.	Cisco ICM: N/A Genesys: Informiam.Current_Calls_Inbound* + Filter > TalkingIn Informiam.Current_Calls_Other* + Filter > TalkingOther	TalkingIn + TalkingOther	5 Min (rolling/ sliding)	Count	sum(TalkingIn + TalkingOther)
HandlingNonVoice HandlingNonVoice	HandlingF1 (F1 = MediaType!=Voice)	Number of agents currently involved in a non-voice interaction.	Cisco: N/A Genesys: Informiam.CurrentNumberHandling	N/A (this is a source metric, no computation at agent level)	Point-in-time	Count	SUM(HandlingNonVoice)
Retrieved calls	CallsReceivedInternalFnTo5	Number of calls	Genesys Agent	CallsReceivedInternal(Fn)To5 +	5 Min (rolling/	Count	sum(CallsReceivedInterna +

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
[FILTERn] Rtr RtrF1 RtrF2 RtrFn **NOTE:** Only Rtr is supported in WA. CCAdv supports Rtr, RtrF1, RtrF2 ... RtrFn. There is only one metric called Retrieved Calls in WA (without filter). There are multiple Retrieved Calls metrics in CCAdv (without filter and with filters).	CallsHandledFnTo5 CallsPartyChangedFnTo5	answered by the selected group (not filtered or filtered)	Groups Informiam.Calls_Received_Internal* (+ Filter) > CallsReceivedInternal(Fn)To5 Informiam.Calls_Received_Inbound* (+Filter) > CallsHandled(Fn)To5 Informiam.Total_CallPartyChanged* > CallsPartyChanged(Fn)To5	CallsHandled(Fn)To5 CallsPartyChanged(Fn)To5	sliding) 30 Min (since start of current half-hour)		CallsHandled(Fn)To5 –CallsPartyChanged(Fn)To5
SignOn So		Total time spent logged on to voice.	Cisco ICM: N/A Genesys: Informiam.Total_LoggedIn_Voice_Time* > LoggedOnVoiceTimeTo5	LoggedOnVoiceTimeTo5	5 Min (rolling/ sliding) 30 Min (since start of current half-hour)	Minutes	sum(LoggedOnVoiceTimeTo5
NotReady (CRMT) NRcrmt	NotReadyVoiceF1	Number of agents in the not ready state due to reason code 2 (CRMT).	Cisco ICM: N/A Genesys: Informiam.CurrNumberNotReadyVoice* > NotReadyVoiceF1	NotReadyVoiceF1	Point in Time	Count	sum(NotReadyVoiceF1)
NotReady (not productive) NRnp	NotReadyVoice NotReadyVoiceF1 NotReadyVoiceF2	Number of agents in the not ready, non-productive state.	Cisco ICM: N/A Genesys: Informiam.CurrNumberNotReady* + Filter1 > NotReadyVoiceF1 Informiam.CurrNumberNotReady* + Filter2 >	NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2	Point in Time	Count	sum(NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
			NotReadyVoiceF2				
NotReady (other productive) NRothp	NotReadyVoiceF2 NotReadyVoiceF3	Number of agents in the not ready state due to the reason codes specified in the F2 filter. The reason code list is not exhaustive and includes all productive reasons other than reason code 2.	Cisco ICM: N/A Genesys: Informiam.CurrNumberNotReadyVoiceStatuses* + Filter2 > NotReadyVoiceF2 Informiam.CurrNumberNotReadyVoiceStatuses* + Filter3 > NotReadyVoiceF3	NotReadyVoiceF2 + NotReadyVoiceF3	Built in Time	Count	sum(NotReadyVoiceF2+ NotReadyVoiceF3)

Alert Metrics

The following Table lists alert metrics.

Name	Internal Name	Description	Source Type
Action Taken	AlertActionTaken		
Business Priority 1 Alerts	AlertB1		
Business Priority 2 Alerts	AlertB2		
Cause	AlertCause		
Duration	ViolationDuration	If the alert is inactive, use the start time minus the real end time. If the alert is active, use the start time minus the current time. The format is hh:mm:ss.	Calculated
End Date	AlertEndDate	The date when the alert expired.	
End Time	AlertEndTime	The time when the alert expired.	
Max Violation		The highest or lowest value of the violation	Calculated
Start Date	AlertStartDate	For an alert, the start date is when the alert actually started, even if that's before the time period in the user's filter. For a key action report, display the Key Action Date from the Action Management page.	
Start Time	AlertStartTime	From the carousel; the time when the alert was triggered (hh:mm:ss). For a key action report, display the Key Action Time from the Action Management page.	
Success Rating	AlertSuccessRating	The value from the Success Rating drop-down list on the Alert Management page.	

Name	Internal Name	Description	Source Type
		(3, 2, 1, 0, -1, -2, or -3) If multiple key actions exist show the highest success rating of all of the key actions.	
Success Time	AlertSuccessTime	The violation end time and date minus the key action start time and date, where the key action has a success rating greater than 0 (equal to 1 or 2). The format is hh:mm:ss.	Calculated
Technical Priority 1 Alerts	AlertT1	An alert row displays T1 or dashes.	
Technical Priority 2 Alerts	AlertT2	An alert row displays T2 or dashes.	
Threshold		This column displays the acceptable value used to calculate the max violation. In WA, the acceptable value is a range so use the closest acceptable value. For example, if the acceptable range is 20-30 and the max violation is 40, display 30.	
Value at Max Violation		The worst metric value used to calculate the max violation.	

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.AverHandleStatus Time	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=DNAction	None
4	Informiam.CallsOffered	Category=TotalNumber MainMask=CallAnsweredInbound, CallAnsweredUnknown, CallAbandonedFromRingingInbound CallAbandonedFromRingingUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	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, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
11	Informiam.CurrMaxCallWaiting Time	Category=CurrentMaxTime MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	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.CurrNumberReady Statuses	Category=CurrentNumber MainMask=WaitForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
16	Informiam.CurrNumberWaiting Calls	Category=CurrentNumber Description=Current Number of Calls waiting in Queue Formula=DCID MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
91	Informiam.CurrentNumber Handling	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=DNAction	None
19	Informiam.LongestAvailAgent	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=DNAction	None
107	Informiam.Reason_Code	Category= CurrentStateReasons MainMask=* Objects=Agent Subject=DNAction	ReasonCode
20	Informiam.ServiceLevelAband	Category=TotalNumberInTimeRange MainMask=CallAbandoned Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
21	Informiam.ServiceLevel Answered	Category=TotalNumberInTimeRange MainMask=CallAnswered Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
22	Informiam.ServiceLevelCallsOnHold_Current	Category=CurrentNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
23	Informiam.ServiceLevelCallsOnHold_Total	Category=TotalNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction	None
100	Informiam.Time_CurrState	Category=CurrentTime MainMask=* Objects=Agent Subject=AgentStatus	None
106	Informiam.Total_ACW_Calls_InTRange	Category=TotalNumberInTimeRange MainMask=AfterCallWork Objects=Agent Subject=DNAction	None
112	Informiam.Interactions_Processed_TotalN	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
25	Informiam.Total_Calls_ Abandoned	Category=TotalNumber Description=Total number of new calls abandoned MainMask=CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown, CallAbandonedInbound, CallAbandonedUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAction	None
26	Informiam.Total_Calls_Answered	Category=TotalNumber Description=Total number of new calls answered Formula=DCID MainMask=CallAnsweredInbound, CallAnsweredUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAction	None
312	Informiam.TotalCalls_Cleared	Category=TotalNumber Description=Number of calls that cannot be distributed, because the queue is full. MainMask=CallCleared Objects=Queue, GroupQueue Subject=DNAction	None
313	Informiam.TotalCalls_Entered	Category=TotalNumber MainMask=CallEntered Objects=Queue, GroupQueue Subject=DNAction MediaType=Voice	None
27	Informiam.Total_Calls_Inbound	Category=TotalNumber Description=Total number of new calls distributed	None

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

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		Subject=DNAction	
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=*, ~NotMonitored Objects=Agents, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice	None
81	Informiam.Total_NotReady_ Time	Category=TotalTime MainMask=NotReadyForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
89	Informiam.TotalTalkAnd HoldTime	Category=TotalTime MainMask=CallInbound, CallConsult, CallUnknown, CallInternal Objects=Agent, GroupAgents, Place, GroupPlaces Subject=DNAction MediaType=voice	None
	Informiam.TotalTime InteractionsHandled	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=DNAction	None

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

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_AfterCallWork_Time	Last30Mins_Growing	N/A	Yes
ACWTimeTo5	Informiam.Queue_AfterCallWork_Time	Last5Mins	N/A	Yes
ACWTimeToday	Informiam.Queue_AfterCallWork_Time	OneDay	N/A	Yes
AnswerWaitTimeHalf	Informiam.Total_Time_To_Answer	Last30MinsGrowing	N/A	Yes
AnswerWaitTimeTo5	Informiam.Total_Time_To_Answer	Last5Mins	N/A	Yes
AnswerWaitTimeToday	Informiam.Total_Time_To_Answer	OneDay	N/A	Yes
CallsAnswered Half	Informiam.Total_Calls_Answered	Last30MinsGrowing	N/A	Yes
CallsAnsweredTo5	Informiam.Total_Calls_Answered	Last5Mins	N/A	Yes
CallsAnswered 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 Today	Informiam.TotalCalls_Cleared	OneDay, Growing	N/A	Yes
CallsEnteredHalf	Informiam.TotalCalls_Entered	Last30Mins	N/A	Yes
CallsHandledHalf	Informiam.Queue_CallsHandled	Last30MinsGrowing	N/A	Yes
CallsHandledTo5	Informiam.Queue_CallsHandled	Last5Mins	N/A	Yes
CallsHandled Today	Informiam.Queue_CallsHandled	OneDay	N/A	Yes
CallsOfferedHalf	Informiam.Total_Calls_Inbound	Last30MinsGrowing	N/A	Yes
CallsOfferedTo5	Informiam.Total_Calls_Inbound	Last5Mins	N/A	Yes
CallsOffered	Informiam.Total_Calls_Inbound	OneDay	N/A	Yes

Advisors Metric	Stat Server Metric	Time Profile	Time Range	Filtered
Today				
CallsOutTo5	Informiam.Queue_Outbound_Calls	Last_5_Mins	N/A	Yes
CallsOutHalf	Informiam.Queue_Outbound_Calls	Last_30_MinsGrowing	N/A	Yes
CallsOutToday	Informiam.Queue_Outbound_Calls	OneDay	N/A	Yes
ExpectedDelay	Informiam.Queue_Expected_Wait_Time	Last_5_Mins	N/A	Yes
HandleTimeHalf	Informiam.Queue_Handle_Time	Last_30_MinsGrowing	N/A	Yes
HandleTimeTo5	Informiam.Queue_Handle_Time	Last_5_Mins	N/A	Yes
HandleTime Today	Informiam.Queue_Handle_Time	OneDay	N/A	Yes
RouterCalls AbandQHalf	Informiam.Total_Calls_Abandoned	Last_30_MinsGrowing	N/A	Yes
RouterCalls AbandQTo5	Informiam.Total_Calls_Abandoned	Last_5_Mins	N/A	Yes
RouterCalls AbandQToday	Informiam.Total_Calls_Abandoned	OneDay	N/A	Yes
RouterCallsQ Now	Informiam.CurrNumberWaitingCalls	CurrentDefault	N/A	Yes
RouterCallsQ NowTime	Informiam.Total_Time_Waiting_Calls	CurrentDefault	N/A	Yes
RouterLongest CallQ	Informiam.CurrMaxCallWaitingTime	CurrentDefault	N/A	Yes
ServiceLevel AbandHalf	Informiam.ServiceLevel_Aband	Last_30_MinsGrowing	LessThan20Secs	Yes
ServiceLevel AbandTo5	Informiam.ServiceLevel_Aband	Last_5_Mins	LessThan20Secs	Yes
ServiceLevel AbandToday	Informiam.ServiceLevel_Aband	OneDay	LessThan20Secs	Yes
ServiceLevel CallsHalf	Informiam.ServiceLevel_Answered	Last_30_MinsGrowing	LessThan20Secs	Yes
ServiceLevel	Informiam.ServiceLevel_Answered	Last_5_Mins	LessThan20Secs	Yes

Advisors Metric	Stat Server Metric	Time Profile	Time Range	Filtered
CallsTo5				
ServiceLevel CallsToday	Informiam.ServiceLevel_CallAnswered	OneDay	LessThan20Secs	Yes
ServiceLevel CallsOnHoldHalf	Informiam.ServiceLevel_CallsOnHold_Total	Last30MinsGrowing	GreaterThan20 Secs	Yes
ServiceLevel CallsOnHoldTo5	Informiam.ServiceLevel_CallsOnHold_Total	Last5Mins	GreaterThan20 Secs	Yes
ServiceLevel CallsOnHold Today	Informiam.ServiceLevel_CallsOnHold_Total	OneDayGrowing	GreaterThan20 Secs	Yes
ServiceLevel CallsQHeld	Informiam.ServiceLevel_CallsOnHold_Current	CollectorDefault	GreaterThan20 Secs	Yes
TalkTimeHalf	Informiam.Queue_Talk_Time	Last30MinsGrowing	N/A	Yes
TalkTimeTo5	Informiam.Queue_Talk_Time	Last5Mins	N/A	Yes
TalkTimeToday	Informiam.Queue_Talk_Time	OneDay	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.CurrentLoginTime	CollectorDefault	No

Agent Group Metrics

The following Table shows the list of all Advisors metrics retrieved for Contact Center Advisor and Workforce Advisor and maps the Advisors metrics to Stat Server metrics.

Advisors Metric	Stat Server Metric	Time Profile	Filtered
ACWStatusTo5	Informiam.TotalNumberACW	Last5Mins	Yes
AnswerWaitTimeTo5	Informiam.Total_Time_To_Answer_Agents	Last5Mins	Yes
Avail	Informiam.CurrNumberReady Statuses	CollectorDefault	No
AvgHandledCallsTalkTimeTo5	Informiam.AverTalkStatusTime	Last5Mins	Yes
AvgHandledCallsTimeTo5	Informiam.AverHandleStatusTime	Last5Mins	Yes
CallsAnsweredTo5	Informiam.CallsAnswered	Last5Mins	Yes
CallsHandledHalf	Informiam.Calls_Received_Inbound	Last30MinsGrowing	Yes
CallsHandledTo5	Informiam.Calls_Received_Inbound	Last5Mins	Yes
CallsHandledToday	Informiam.Calls_Received_Inbound	OneDay	Yes
CallsOfferedTo5	Informiam.CallsOffered	Last5Mins	Yes
HandlingF1	Informiam.CurrentNumberHandling	CollectorDefault	Yes
Hold	Informiam.CurrNumberHoldStatuses	CollectorDefault	Yes
LoggedOn	Informiam.CurrAgentsLoggedOn	CollectorDefault	No
LoggedOnTimeTo5	Informiam.Total_LoggedIn_Time	Last5Mins	No
LongestAvailAgent	Informiam.LongestAvailAgent	CollectorDefault	No
NotReady	Informiam.CurrNumberNotReadyStatuses	CollectorDefault	No
PercentUtilizationTo5	Informiam.Utilization	Last5Mins	No
TalkAndHoldTimeTo5	Informiam.TalkAndHoldTime	Last5Mins	Yes
Ready	Informiam.CurrentReadyAgents	CollectorDefault	No
TalkingIn	Informiam.Current_Calls_Inbound	CollectorDefault	Yes
TalkingOther	Informiam.Current_Calls_Other	CollectorDefault	No
TalkingOut	Informiam.Current_Calls_Outbound	CollectorDefault	No
TalkTimeHalf	Informiam.Total_Talk_Time	Last30MinsGrowing	Yes
TalkTimeTo5	Informiam.Total_Talk_Time	Last5Mins	Yes
TalkTimeToday	Informiam.Total_Talk_Time	OneDay	Yes
WorkReady	Informiam.CurrNumberACWStatuses	CollectorDefault	No
WorkReadyTimeHalf	Informiam.Total_ACW_Time	Last30MinsGrowing	No
WorkReadyTimeTo5	Informiam.Total_ACW_Time	Last5Mins	No
WorkReadyTimeToday	Informiam.Total_ACW_Time	OneDay	No

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	EmailEnteredTo5 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]	eMaxQ	The maximum	Genesys Interaction	EmailMaxInQTo5	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	EmailMinInQTo5 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	EmailMovedTo5 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	EmailEntered05 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

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	EmailMaxInQTo5 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	EmailMinInQTo5 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	EmailMovedTo5 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	ChatHandleTimeTo5	5 Min (rolling/ sliding)	Above	Seconds
Metric: [InbStopped] (s_wInbStop)	s_wInStop	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	ChatOfferedTo5	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	ChatRejectedTo5/ ChatOfferedTo5	5 Min (rolling/ sliding)		Percent
Metric: [Rejected] (s_wRjct)	s_wRjct	The total number of Chat interactions	Genesys Agent Groups	ChatRejectedTo5	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	ChatTimedOutTo5/ 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_eInStop	The total number of Inbound e-mail interactions that were terminated by this resource during the specified	Genesys Agent Groups	Email_InbStopped_Now	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.					