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Performance Management Advisors Metrics Reference Guide

Agent Group Metrics

12/18/2025

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.

NEW Starting in release 8.5.0, 30mins and oneday metrics are no longer enabled by default.

Metric Storage Column	Source Metric	Time Profile	Filtered
ACWStatusTo5	ACWStatus	5Mins,Sliding	Yes
AnswerWaitTimeTo5	AnswerWaitTime	5Mins,Sliding	Yes
Avail	Avail	Current,0	No
AvgHandledCallsTalkTimeTo5	AvgHandledCallsTalkTime	5Mins,Sliding	Yes
AvgHandledCallsTimeTo5	AvgHandledCallsTime	5Mins,Sliding	Yes
CallsAnsweredTo5	CallsAnswered	5Mins,Sliding	Yes
CallsHandledHalf	CallsHandled	30Mins,Growing	Yes
CallsHandledTo5	CallsHandled	Last5Mins	Yes
CallsHandledToday	CallsHandled	OneDay,Growing	Yes
CallsOfferedTo5	CallsOffered	5Mins,Sliding	Yes
HandlingF1	CurrentNumberHandling	Current,0	Yes
Hold	Hold	Current,0	Yes
LoggedOn	LoggedOn	Current,0	No
LoggedOnTimeTo5	LoggedOnTime	5Mins,Sliding	No
LongestAvailAgent	LongestAvailAgent	Current,0	No
NotReady	NotReady	Current,0	No
PercentUtilizationTo5	PercentUtilization	5Mins,Sliding	No
TalkAndHoldTimeTo5	TalkAndHoldTime	5Mins,Sliding	Yes
Ready	Ready	Current,0	No
TalkingIn	TalkingIn	Current,0	Yes
TalkingOther	TalkingOther	Current,0	No
TalkingOut	TalkingOut	Current,0	No
TalkTimeHalf	TalkTime	30Mins,Growing	Yes
TalkTimeTo5	TalkTime	5Mins,Sliding	Yes
TalkTimeToday	TalkTime	OneDay,Growing	Yes
WorkReady	WorkReady	Current,0	No
WorkReadyTimeHalf	WorkReadyTime	30Mins,Growing	No
WorkReadyTimeTo5	WorkReadyTime	5Mins,Sliding	No
WorkReadyTimeToday	WorkReadyTime	OneDay,Growing	No